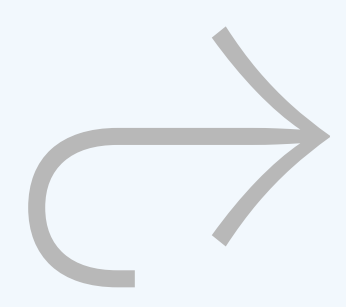
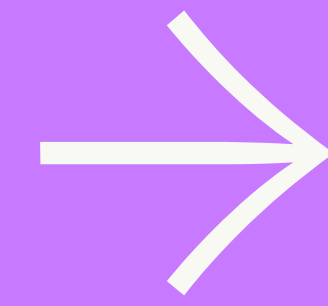


Sustainability

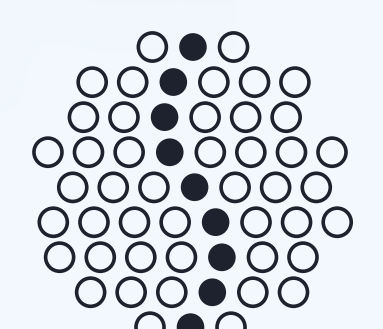
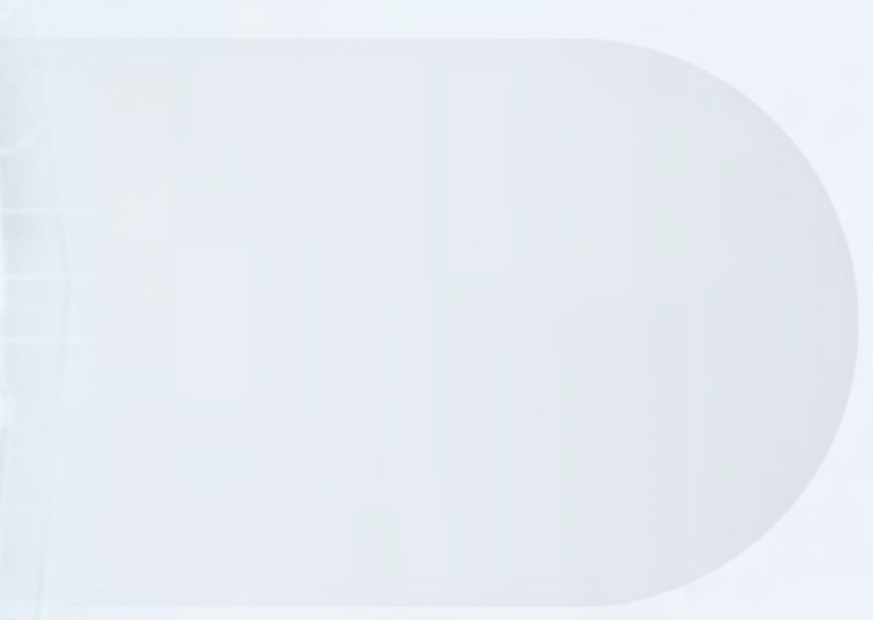
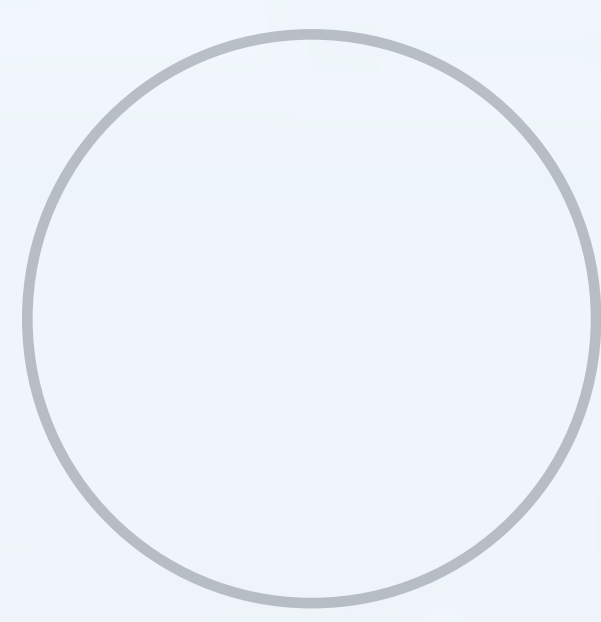
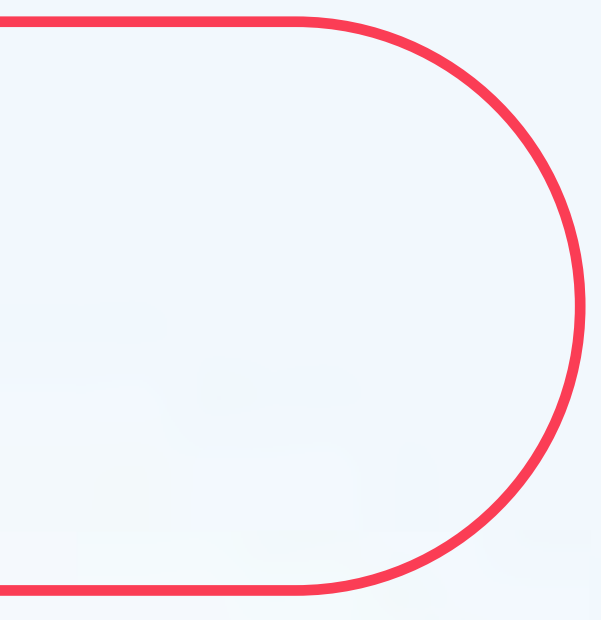


Report

for



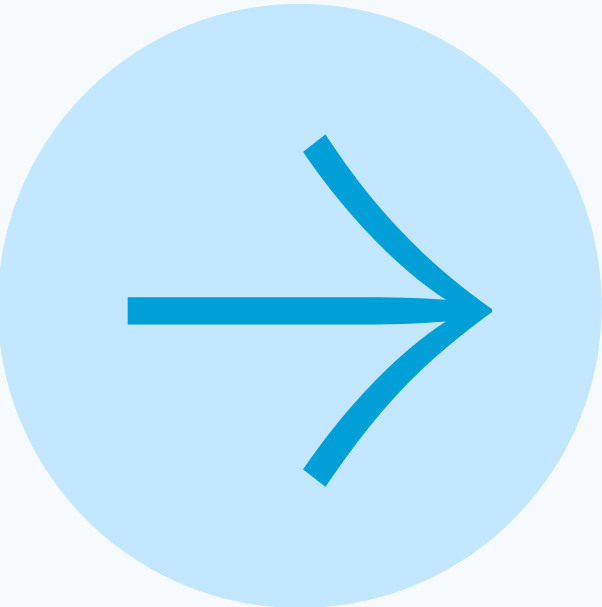
2021



Softtek[®]

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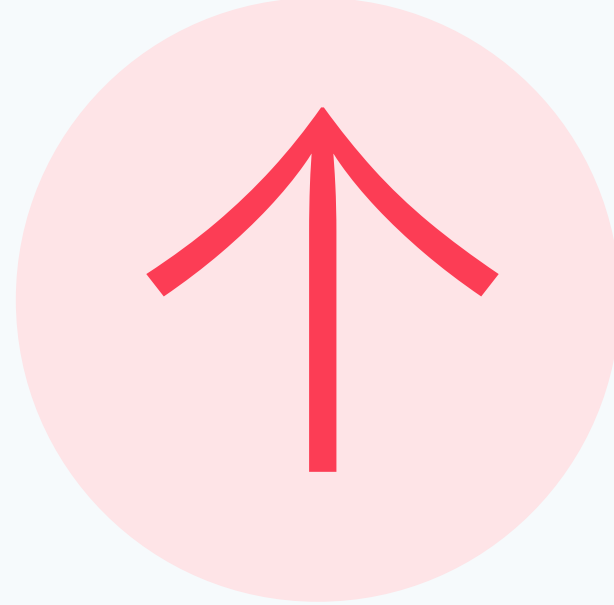
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GRI 102-14

Letter from
our CEO

2021 was a year we started differently.

We had to take stock of the challenges we were facing almost a year into the pandemic and to see what we would face in the coming months in the global context.

I recognize that I am very proud to have maintained our commitment and gratitude for the trust of each one of our Softtekians and each one of our clients, achieving results that, once again, reaffirmed that we were born to excel and not to survive.



It is difficult not to talk about some of the losses we suffered of our colleagues or some of their families and how much this hurt us, but at the same time, I want to acknowledge the affection and the shelter that was present, reaffirming that we are a great organization. These months awakened in many people a desire to support and to show solidarity. In spite of all the difficulties, and it was comforting to see the fraternity that we felt and lived throughout the world.

Since our beginnings, we have been an empathetic family and in our history, there is a lot of evidence of the way we seek to transcend; it is an addiction for us. Moments like the ones we were living made it more visible because in spite of everything, we managed to create virtuous circles. Our culture is a transcendental part of all this, and our passion is the engine that guides our decisions.

We determined that it would be a year with our sights set on the future, with enthusiasm for what is to come, and sharing the passion and dreams that have always distinguished us.

It was a year in which we continued to miss living together and meeting face to face, which was our traditional way of permeating our culture, of spreading our beliefs, of sharing our vision, and the way in which we pursued it. However, we were able to create a virtual environment that kept us close despite the distance.

We created spaces to stay informed, to interact and share our experiences around the world, and we digitalized our Wellness offer. We created our Galatea without Borders which for the first time allowed us to give that cultural induction to hundreds of Softtekians from all over the world.

We managed to keep the spirit of our most global and cultural event alive, the Softtekiada, by creating its online version. We kept inviting them to make themselves heard, to take off

their “mute” and talk to us about their concerns, but also to share their dreams in sessions where I had the opportunity to interact with many people from all of our locations where we have a presence.

We also knew how to be agile and to accelerate or create solutions that opened up new opportunities for us in the face of the new demands and needs of each of the industries in which we participate. We were still far from saying that we had overcome the pandemic, but markets were beginning to rebound, and economies were reactivating. We are part of a privileged industry. In this context, companies began to bet more than ever on digital transformation, and we were able to capitalize on the opportunities that came our way and those that we were able to create by focusing on our strengths and maintaining our resilience.

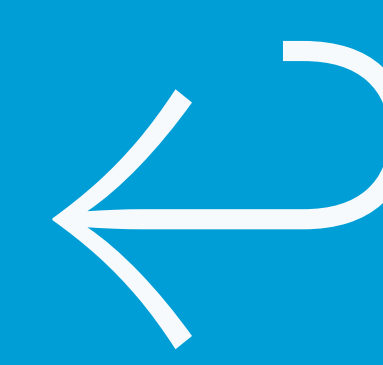
2021 will be remembered as the year in which we had to reinvent ourselves in many ways, the year that changed the way we relate to the world, and I am proud of that.

In the midst of all this transformation, we were able to adapt, to go one step ahead, always maintaining our essence and strengthening and spreading our unique culture and our conviction to transcend in each of the things we do, in each of the places where we are.

My thanks to every Softtekian, our customers, and all of our stakeholders for making this possible.

Kind Regards,
Blanca Treviño

General



Information

5





Profile

of

organization

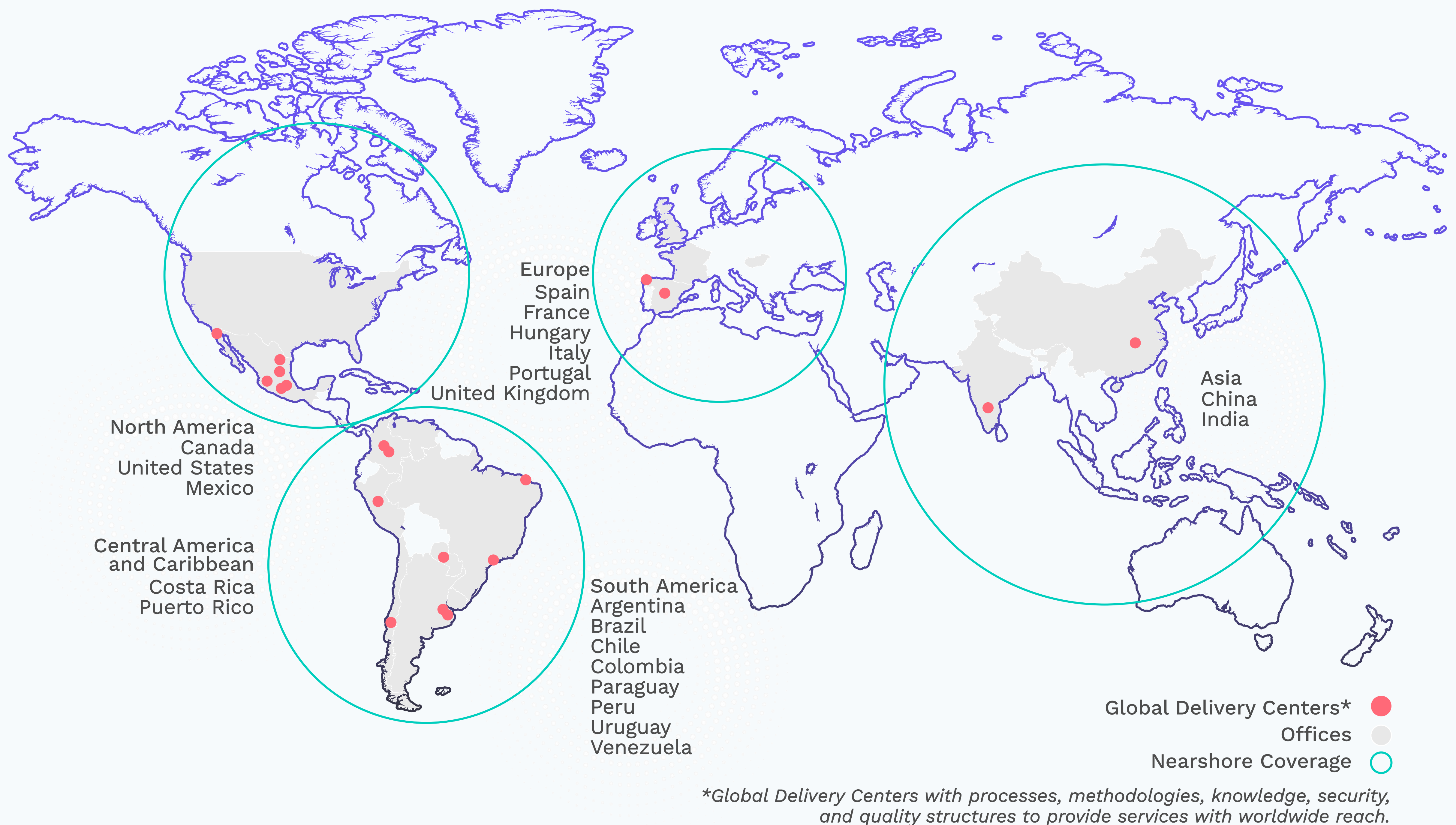


Global Technology Services Model

We are a global technology services company that offers a unique and innovative approach to generate digital transformation.

Softtek, founded in 1982 in Monterrey, Mexico, is a global information technology and digital services firm that creates value for its clients (Global 2000 Company) by transforming its business model, building technology platforms, and efficiently operating its information technology functions thereby making us a leader in next-generation digital solutions.

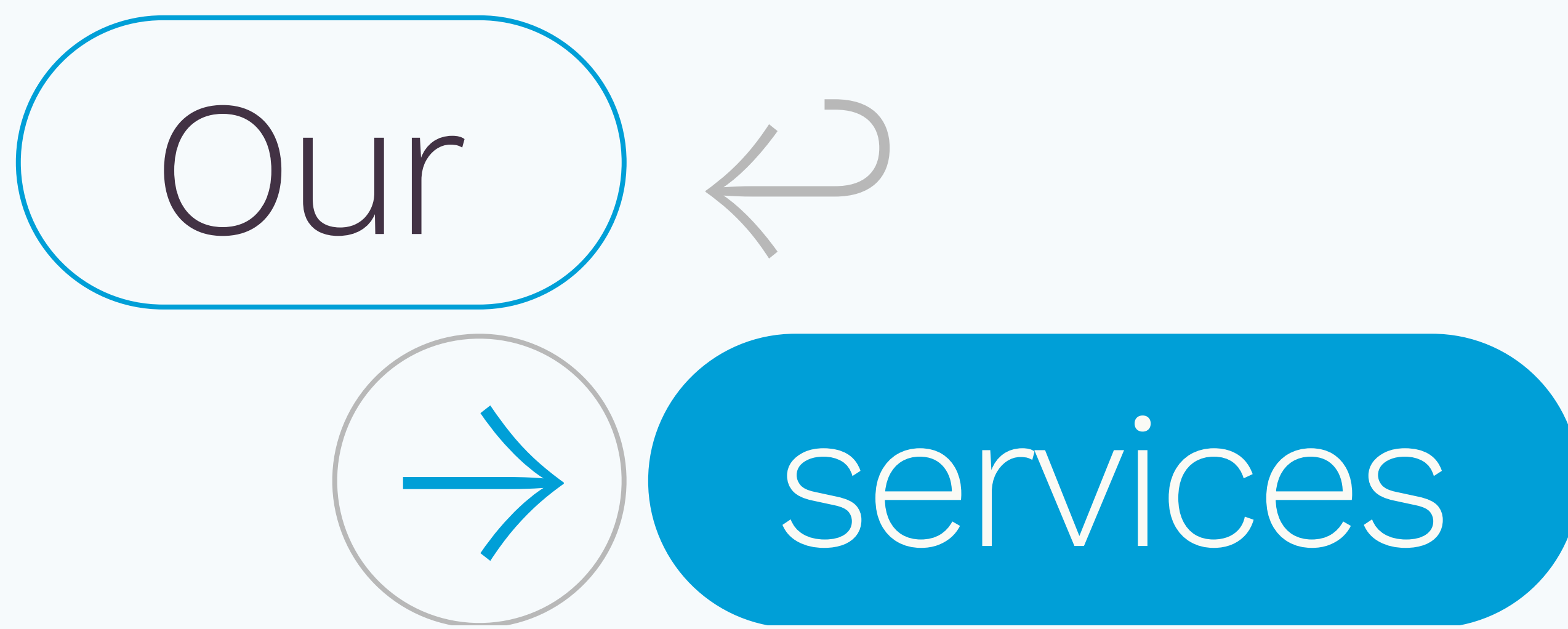
Softtek's global service model has coverage in the following regions:



Every year, Softtek's challenges are greater. During 2021 as the second year of the pandemic, in addition to strengthening ourselves, we adopted new ways of working that boosted our results.

We are very proud of what we achieved as an organization and how we responded as individuals. We are a dynamic organization with prospects for continued growth, and during 2021:

- We accelerated digital transformation and the recovery of confidence in most industries to reactivate investment in strategic projects.
- We adapted to distributed and hybrid work, forming a modern, secure model that enables a combination of high productivity and the development of solid interpersonal relationships.
- There was a closer integration of business processes across the different regions.
- A significant number of new customers were acquired.
- Operations were expanded in a balanced manner with a special focus on Colombia and India



Softtek’s mission is to contribute to its clients in achieving three strategic objectives: **transform** their business models through the use of digital technology; **build** a technology platform to support the effective and efficient operation of their business processes, and **evolve** the operation of IT processes to maximize reliability and service availability by optimizing their costs. The service portfolio encompasses all layers of the enterprise architecture —*business processes, information, applications, and technology infrastructure*— and IT strategy and governance functions.

	TRANSFORM	BUILD	RUN
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 Analytics Data Management & Engineering	Operational Intelligence
APPLICATIONS	Digital Solutions Development Application Transformation	Industry Solutions Digital Commerce Solutions Enterprise Management Solutions	Application Management Reliability Engineering
TECHNOLOGICAL PLATFORM & INFRASTRUCTURE	Digital Architecture Consulting	Cloud Adoption	Cloud Operations IT Infrastructure Management



By 2021, the services portfolio was simplified and adapted to the new context of customer needs with special emphasis on technologies such as artificial intelligence (AI), machine learning, advanced information analytics, platform adoption, cloud infrastructure, and hyper-automation.

The main offerings during 2021 were:

→ Next Generation IT Operations

→ Digital Product Development & Operations

→ Enterprise Management Solutions

→ Data & Analytics Services

→ Digital Commerce Solutions

→ Digital Consulting Services

→ Business Process Hyper-automation

→ BPO: Smart Buy & Digital Customer Acquisition

Industry-specific solutions were also developed such as **Digital Sales Services** (a platform that combines e-commerce capabilities, logistics management, last-mile delivery, and customer acquisition through digital campaigns), or **Industry 4.0** (a platform that integrates manufacturing automation solutions, internet of things, and digitization of plant processes).



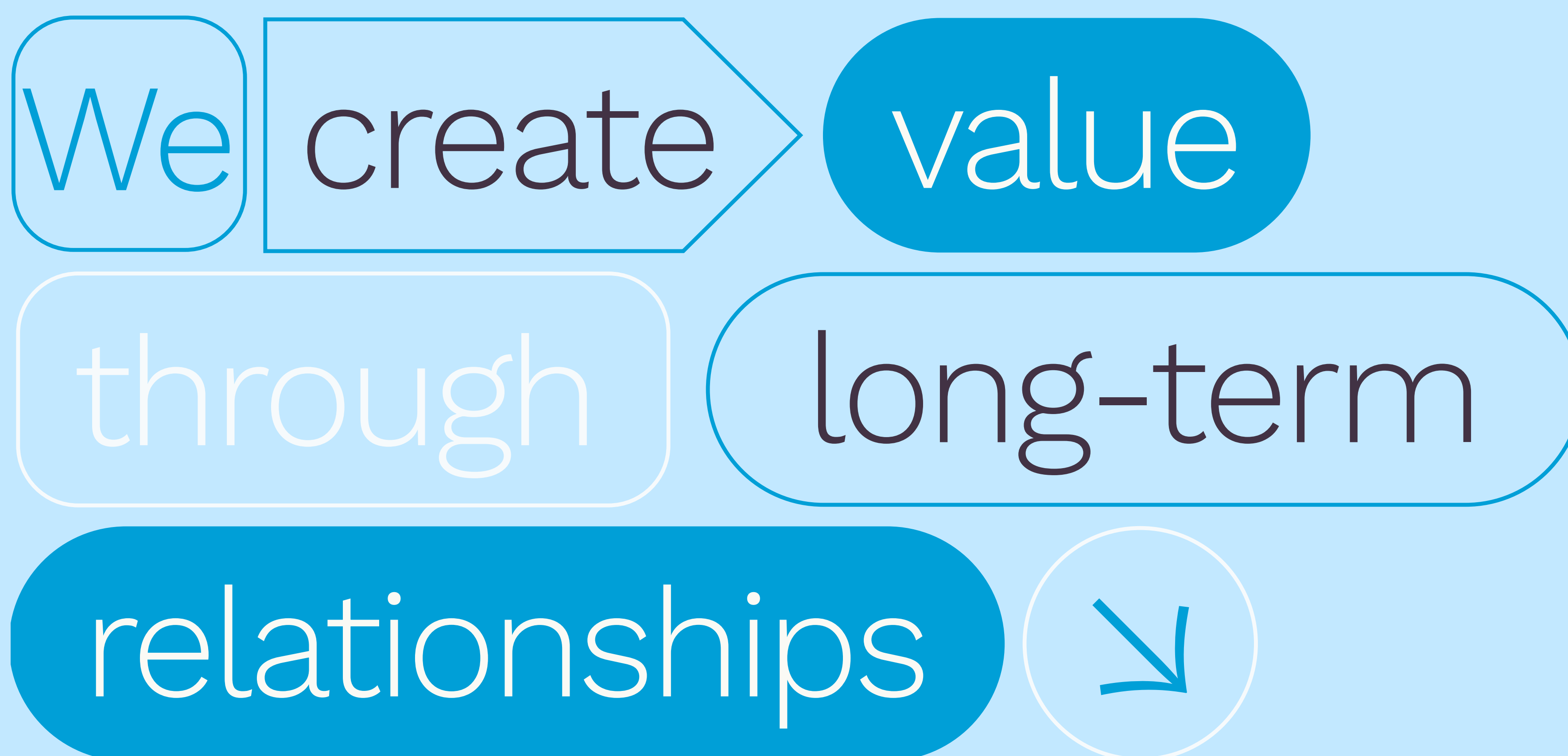
Awards

&

acknowledgements

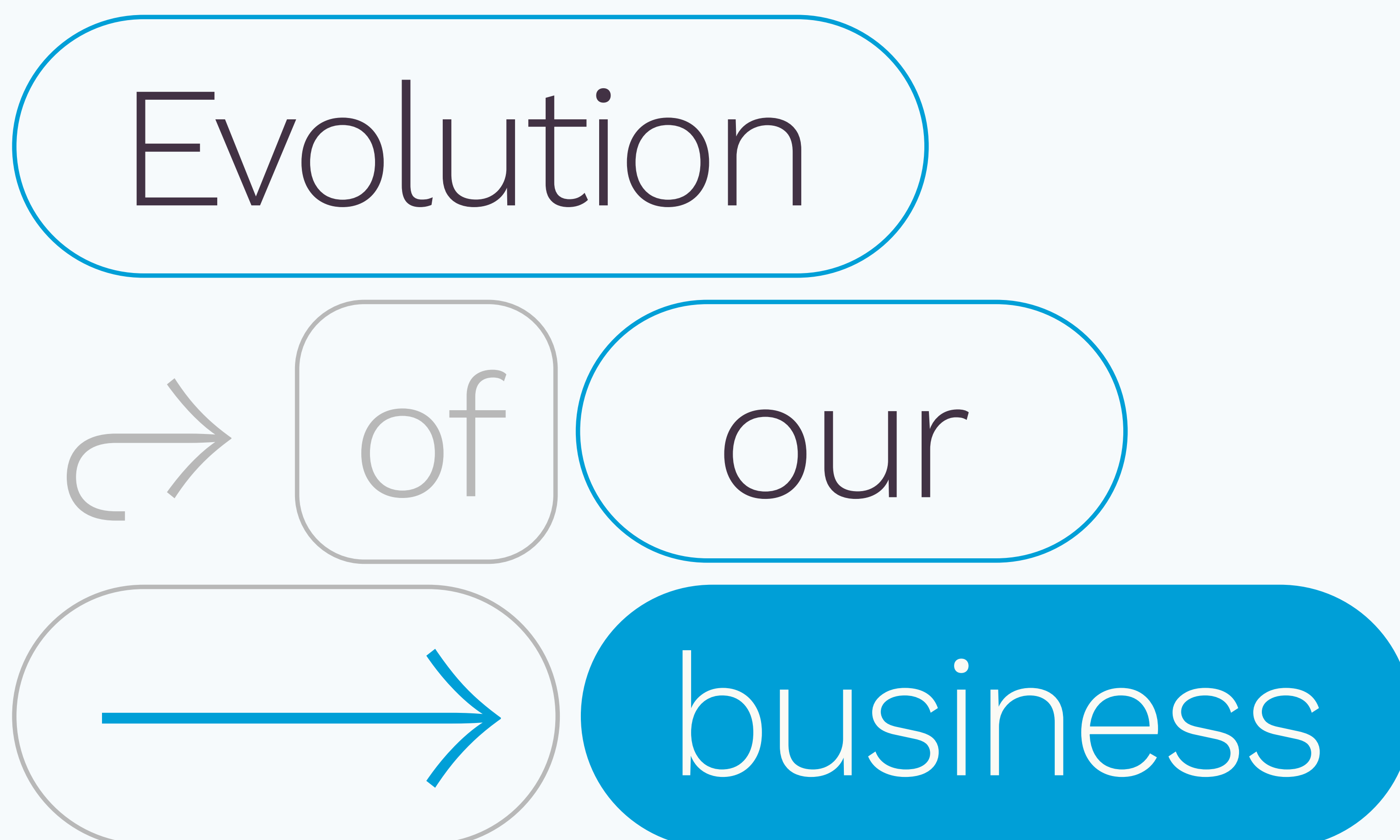
The challenges and actions carried out during 2021 were awarded and recognized at different levels and areas of the organization:

- **“Major Contender”** in Intelligent Process Automation Solutions PEAK Matrix® Assessment (Everest Group)
- Named a **“Best place to work”** in Mexico (Expansión)
- Great Place to Work-Certified™ in Brazil (Great Place to Work®)
- Blue Yonder **“Consulting Partner of the Year”**
- Named a **“Top Choice for Nearshore”** (ISG)
- Recipient of H-E-B Strategic Partner Award
- Cigna Well-Being Award for Commitment to Employee Health
- Wellness Council Mexico, Level 8 of 8 **“Culture”**
- Empresa Socialmente Responsable
- Service Desk Institute-Business Led



We create value through technology for our clients, our people, and our shareholders. Our value generation is supported by **3 approaches:**

- Enabling strategic initiatives.
- Enabling professional development and value creation for our Softtekians and shareholders.
- Facilitating social mobility

The graphic features the word "Evolution" in a large, rounded blue box at the top. Below it, the words "of" and "our" are in smaller rounded boxes, with a grey arrow pointing from "of" to "our". At the bottom, a large blue rounded box contains the word "business", with a grey arrow pointing from the left towards it.

Evolution

of our business

Since its creation, Softtek has been characterized by its entrepreneurial spirit and a strong corporate culture based on principles of self-determination, collaboration, and trust, which keeps us constantly evolving. Our Growth and transformation can be divided into three phases, where each one takes on the strong elements of the previous one:

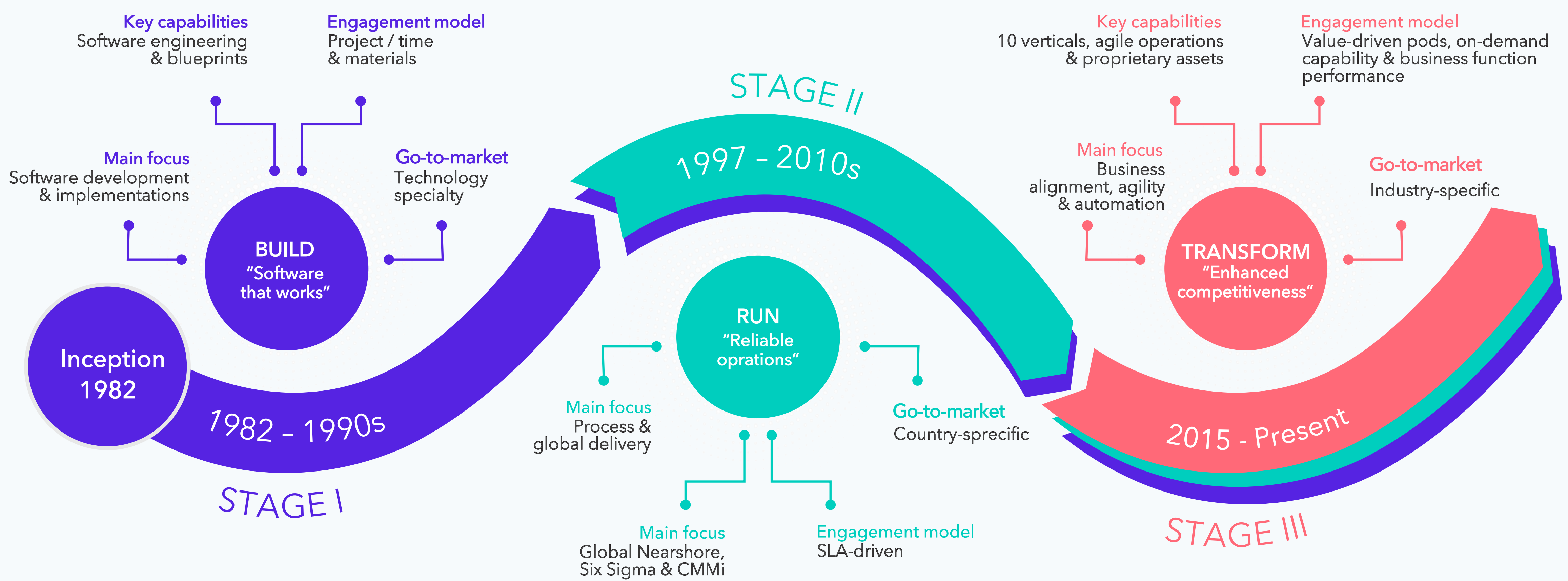
In the first, the focus is to **BUILD**, capabilities, therefore, developing high quality software by adopting software engineering techniques. The main value driver: the delivery of highly functional software.

During the second stage, the focus was on building global delivery capabilities. We adopted methodologies such as Six Sigma, CMMi, ITIL, and world-class standards. It is then that the Near Shore® concept was born, which enabled us to and continues to enable our clients to complement and find an alternative to the usual offshore services. With this, we have mastered the ability to manage large and complex technology portfolios. We call this stage: **RUN**.

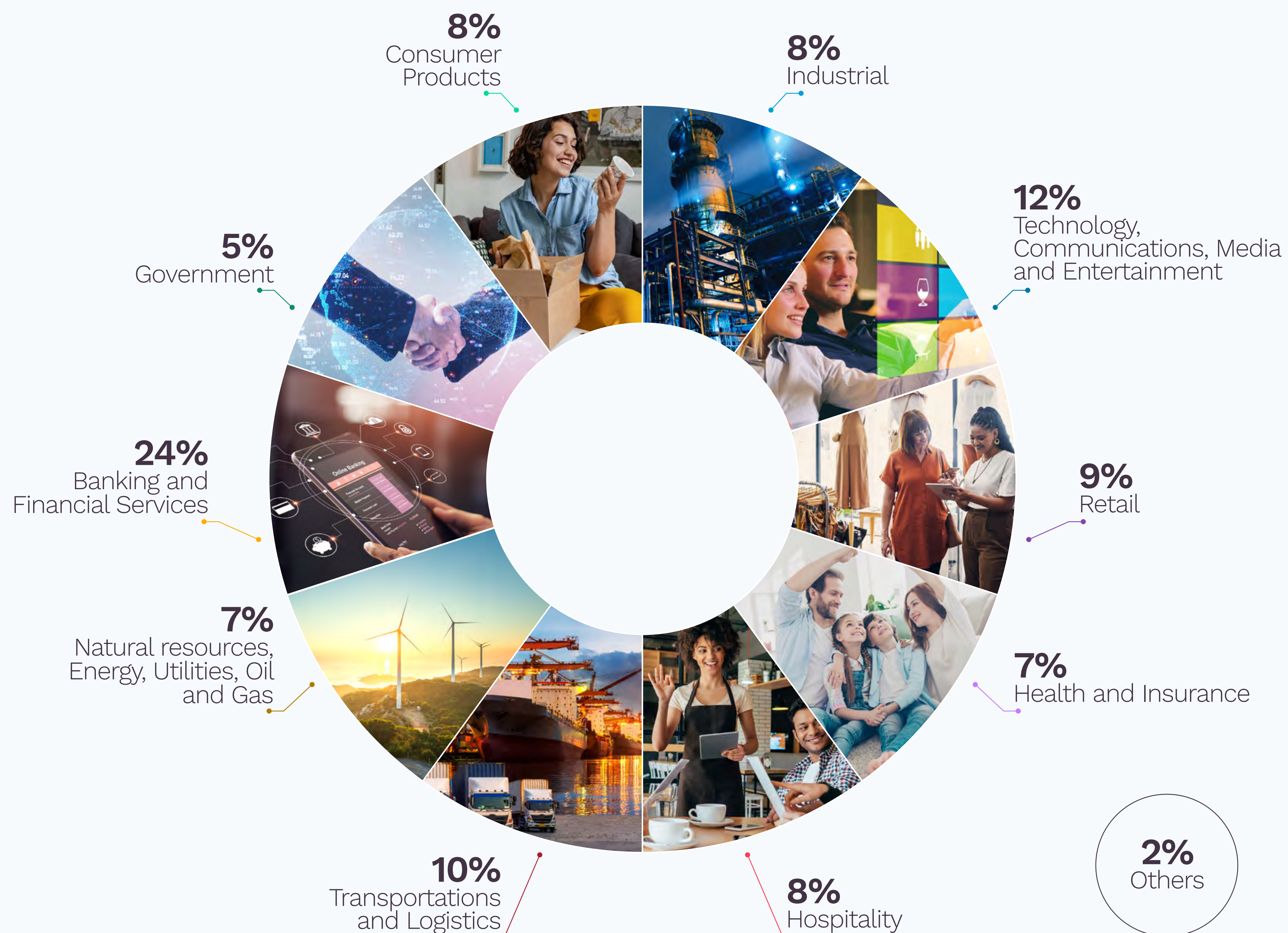
The current stage: **TRANSFORM**. Our value proposition is focused on specialization in each industry we serve, and we realign our business with that of our clients and align our development capabilities through value-based modules and execution capabilities with the performance of the business function.



Evolution of our business:



Currently, our service offerings are concentrated on 10 industries:



The logo for 'nearshore' is displayed in a large, light blue circle. The word 'nearshore' is written in a lowercase, sans-serif font. The 'o' in 'shore' is replaced by a stylized icon consisting of a purple circle with a teal dot in the center, resembling a globe or a network node.

Pioneers & leaders

↳ in industry

→ Near Shore®

Softtek was the first company to introduce the model and is a leader in the Near Shore® IT services industry in the Americas and Europe. In addition to the benefits of geographic proximity, Softtek creates additional value for clients by optimizing agile service models, synchronous collaboration in hybrid work environments, and access to a global talent pool.

Near Shore® is ideal to meet the needs of agile teams:

→ Cultural Alignment

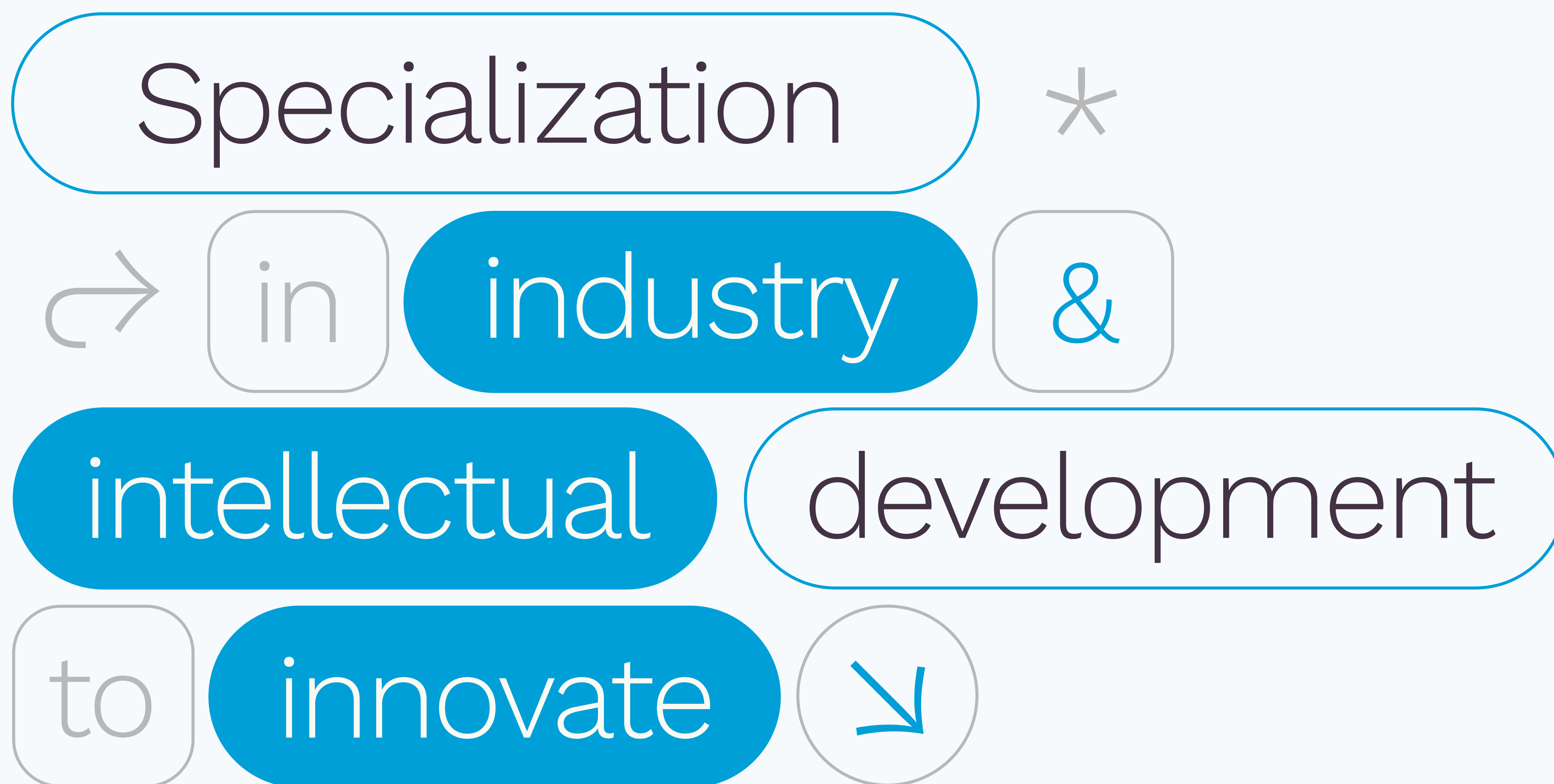
→ Alignment of Functional Time Zones

→ Real-Time Collaboration

→ Geographic Proximity to Complement the Agile SDLC

→ Productivity of Agile Teams

→ Diversification of Geopolitical and Supply Risks



We specialize in:

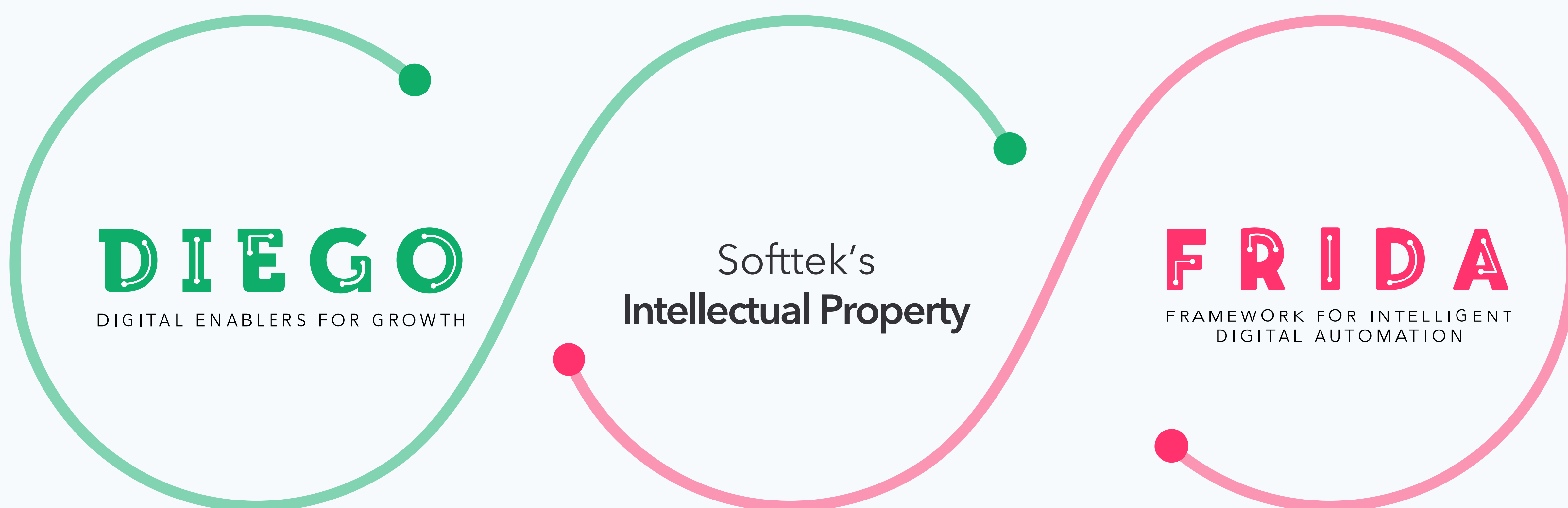
- Offering solutions that contribute to our clients' strategy
- Participating in innovation and digital transformation processes
- Offering solutions that solve relevant problems and challenges
- Creating high-impact, high-value industry accelerators and solutions for clients, such as:





Additionally, Softtek has invested in the development of platforms, reusable architectures, and service accelerators that contribute to:

- Deliver the service and/or solution in less time
- Reuse solution components, delivering high quality at a low cost
- Focus the energy of work teams on functional challenges and reduce the complexity of technological challenges

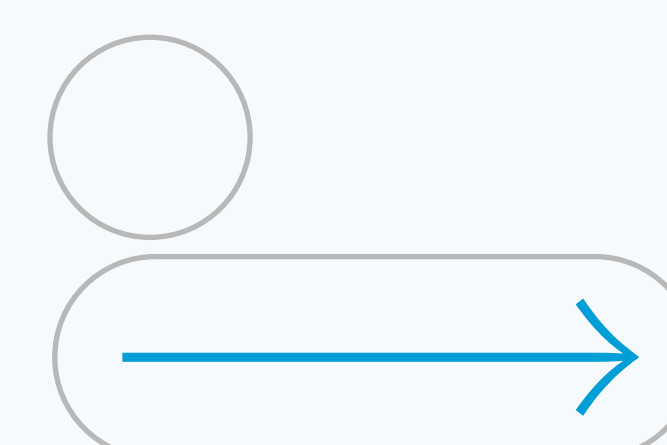


Proprietary Solution Accelerators

- Digital Sales Services
- Infrastructure Discovery and Health-Check Application
- Complexity Analyzer
- Code Quality and DB Complexity Analyzer Services and
- API's Generator
- Custom Code Translator
- Plant Resource optimization
- Data Masking
- Click-to-Sync (EAI)
- Prototype Generator

Intelligent Automation Capabilities

- Cognitive Automation
- Intelligent Test Automation
- Computer Vision
- Workflow Orchestration
- Intelligent Virtual Agents

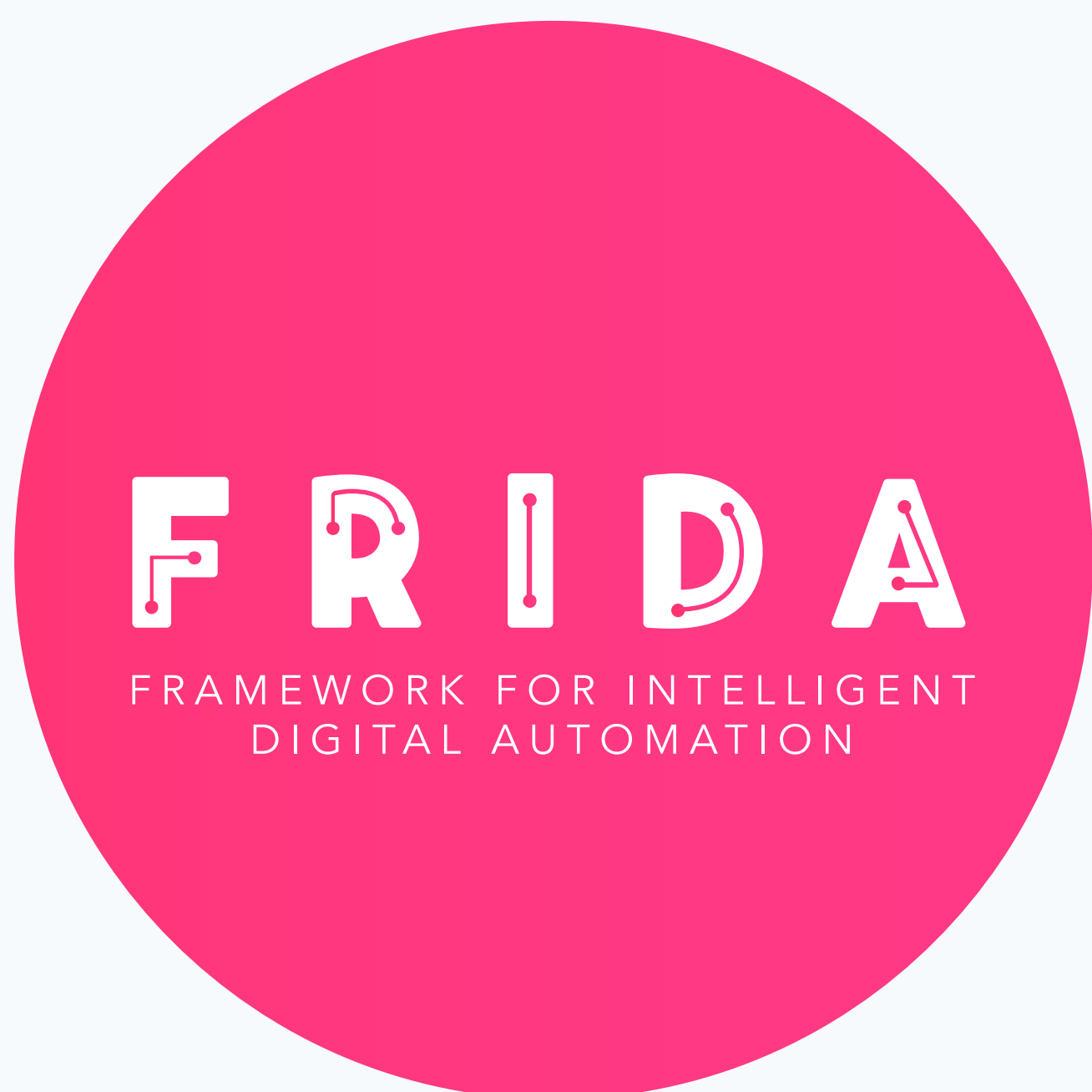
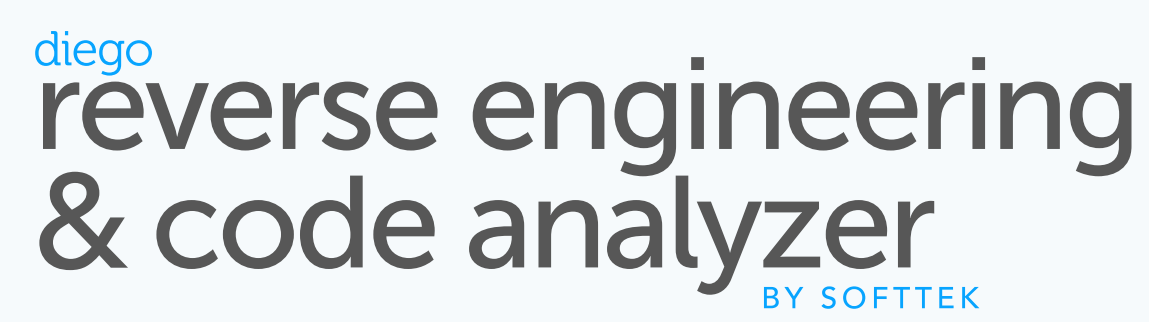
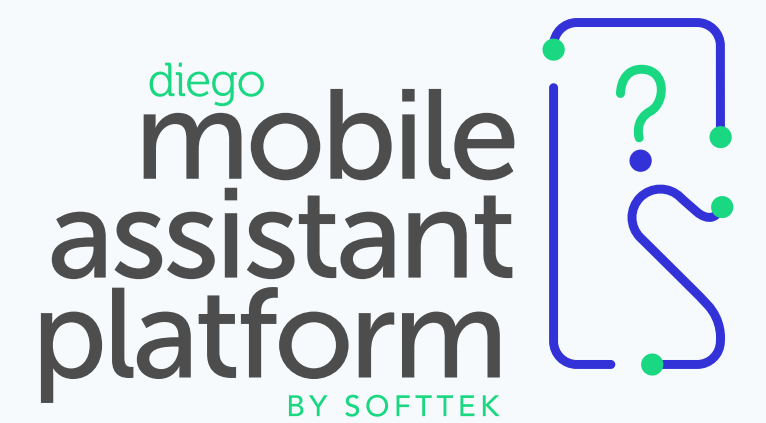




DIEGO

Digital Enablers For Growth

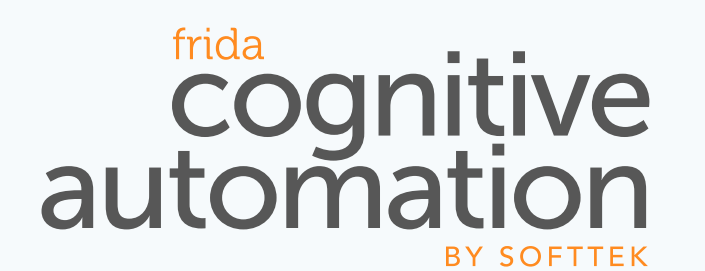
Softtek's collection of proprietary products, platforms, and frameworks that help organizations accelerate *time to market*. These digital enablers for growth act as solution accelerators to achieve continuous digital transformation.

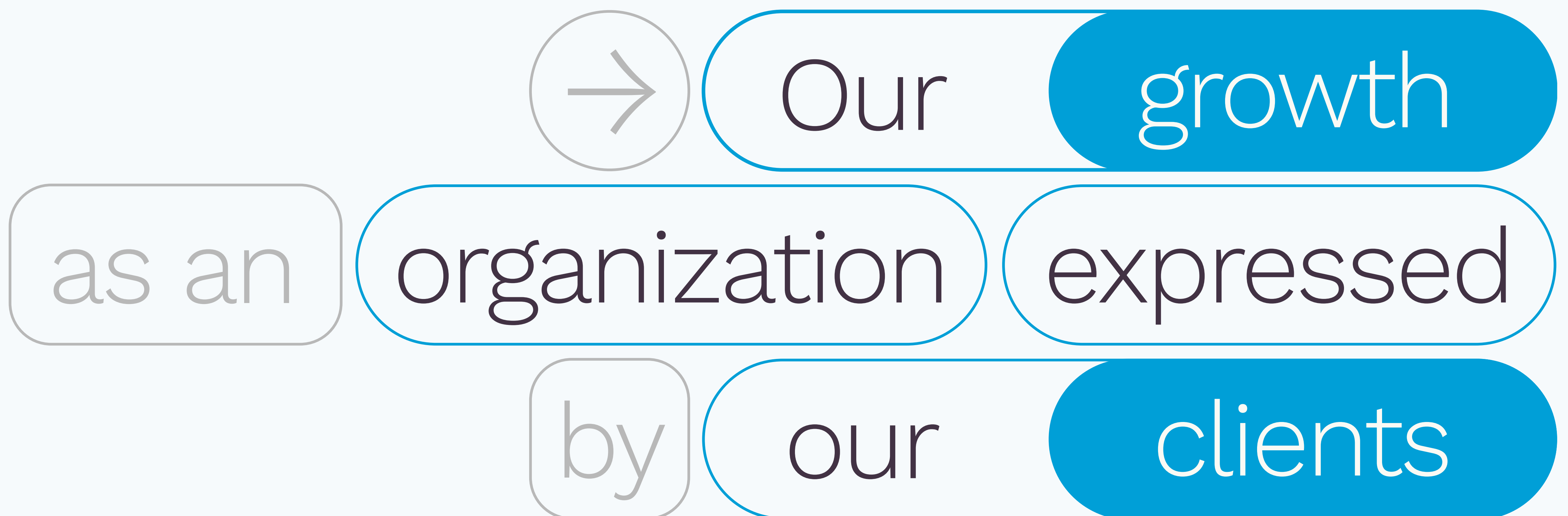


FRIDA

Framework for Intelligent Digital Automation

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





The digital solutions we offer are accompanied by a high level of service during all stages and interactions, and we permanently promote a customer-oriented culture.

We have implemented a process of feedback and continuous improvement for the levels of our clients' satisfaction, C-SAT, which has a strategic character in the organization. This process allows us to identify those elements of our service that are differentiating and are identified as competitive advantages, as well as opportunities for service improvement.

Softtek's account executives generate improvement plans for the management of operations and the management of the relationship with the different partners with the client. The response rate to client interviews and surveys has **7a global reach of 70%**. Digitized C-SAT measurement results provide better visibility into historical trends, and based on this, assess the effectiveness of improvement plans.

The C-SAT process has been successfully evaluated in the **ISO 20000-1** and **CMMi Svc Level 5** certification audits. The results of the C-SAT measurement are described below:

C-SAT GLOBAL SCORE

4.33

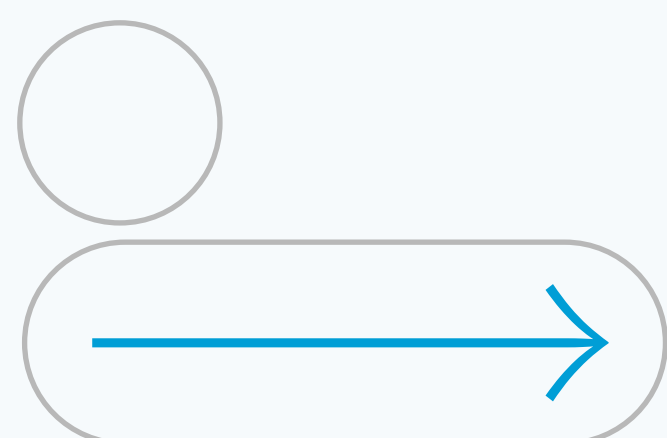
*The consolidated C-SAT metric uses a 1 to 5 scale for measuring client satisfaction.

Security culture of information

For Softtek, it is imperative to have a mature information security management system (ISMS) aligned with the most recognized international standards, such as **ISO 27001**, under whose methodology we are certified. This requires us to have platforms and processes that enable us to carry out our operations correctly, locating and mitigating the risks of impact on the business, and guaranteeing the continuity of services to clients in different contingency scenarios.

The **Information Security Office** is the strategic entity that defines protocols, processes, and updates policies in accordance with Softtek's and our clients' requirements, in order to maintain the information protected against unauthorized access, we implement actions and improvements on an annual basis. During 2021, additional information security mechanisms were established in a hybrid model, which allowed us to apply security policies in each location in a manner equivalent to the operation of a GDC, thus reinforcing our cybersecurity practices. Our Cybersecurity Model is mainly composed of:





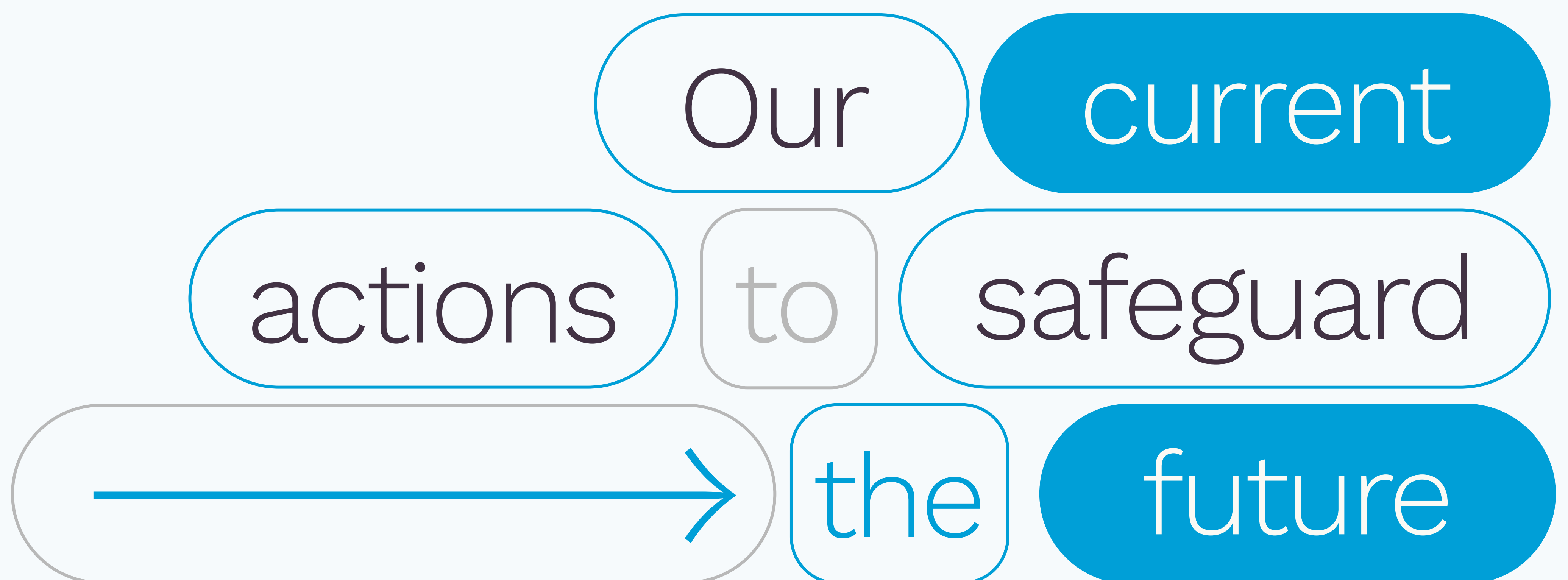
Cybersecurity has always been an imperative issue for the organization, especially in recent years. For this reason, the framework was strengthened, and the efforts of different areas such as Information Security Office, IT Global, Digital Office, Process Improvement & Compliance, and Cyber Security were united. The Defense Operation Center, with the objective of raising the maturity of cybersecurity practices, is based on NIST (*National Institute for Standards & Technology*) standards, one of the most recognized worldwide.

Our **Security Policy**, based on the **ISO 27002** standard, is mature and has the following main objectives:

- Protect facilities, goods, services, and business activities against unauthorized access
- Define guidelines to evaluate threats, risks, events, and incidents of Information Security
- Avoid non-compliance with laws and legal, civil, criminal, or labor obligations, as well as security clauses in contracts or agreements with our clients
- Define guidelines to ensure the confidentiality of the organization's and client's intellectual property
- Maintain controls to protect our information assets such as servers, networks, computer equipment, software, etc. factors that help us to give continuity to our operation

A fundamental element for the generation of an **Information Security Culture** is the awareness through training and practices that all our Softtekians carry out. As every year, we keep ourselves updated by conducting our **Security Awareness** training as well as Leadership, Data Privacy, Security Services, and Banking Product Information Management, among others.

We are constantly creating habits with a vision of information security, advancing in maturity levels, and maintaining a culture oriented towards information security to processes that allow us to be an example in the industry, complying with Softtek's requirements as well as with our clients', with protagonist leaders within their teams as the main promoters of this topic, which is inherent to our work.

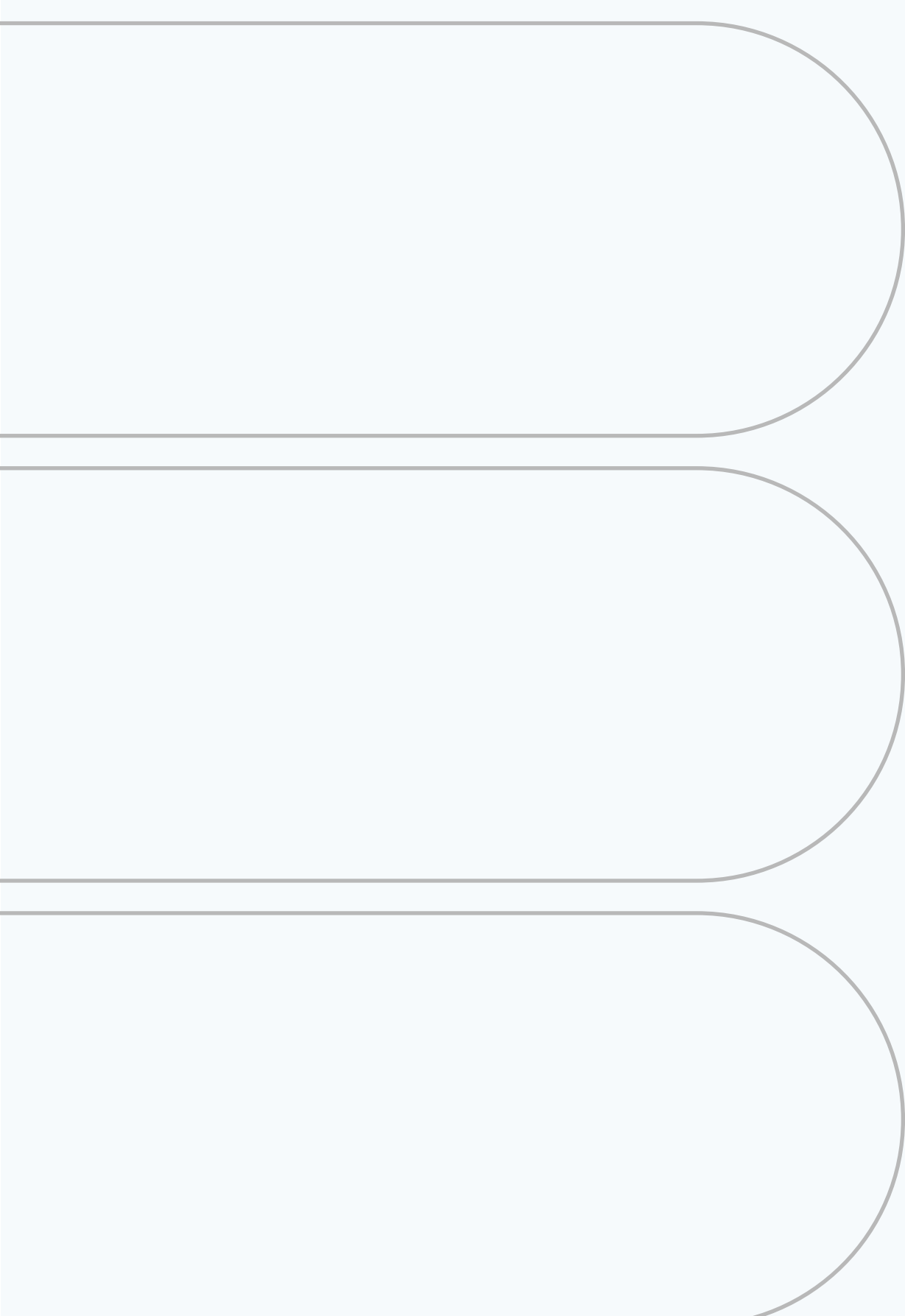


For Softtek, sustainability is our ability to seek, attract, develop, and retain talent.

Corporate sustainability is comprised of those actions which we take as a company to ensure our sustainability into the future. To this end, we have identified what we need to do and know in order to support our growth and meet our organizational objectives.

The current market drives us to make way for social organization, beyond the business factor through the creation of an **ESG** (*Environmental, Social and Governance*) strategy and what we offer in this context. In 2021, we carried out an evaluation that allowed us to identify the balance and adaptation of our strategies, their components, and the enabling changes.

For Softtek, sustainability lies in its ability to attract, develop, and continually train our talent and in the way we offer our services, like no one else does, all inherently accompanied by innovation.



Our sustainability strategy takes **3 pillars** into account:

People

Our Softtekians

Provide an inclusive environment that allows a diverse group of people to grow and achieve a balance between their personal and professional lives.



Prosperity

Our business

Seeks to contribute to Softtek's social and economic well-being.



Planet

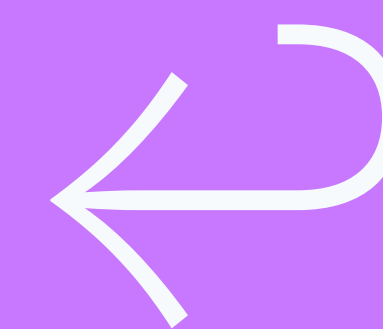
Our environment

We believe that technology is the means to an environmentally sustainable future.

Under this model, during 2021, we consolidated and formalized our social practices, Diversity and Inclusion, Wellness, Community, and made progress in defining Governance. We started with a firm step to strengthen environmental issues, where as an organization, we have reiterated our commitment to our environment.

2021 has marked the beginning of the transformation of our sustainability strategy towards an **EGS** Model, and to this end, we are rethinking those fundamental objectives in each of the activities we carry out, influenced by the new working conditions, such as teleworking or home office.

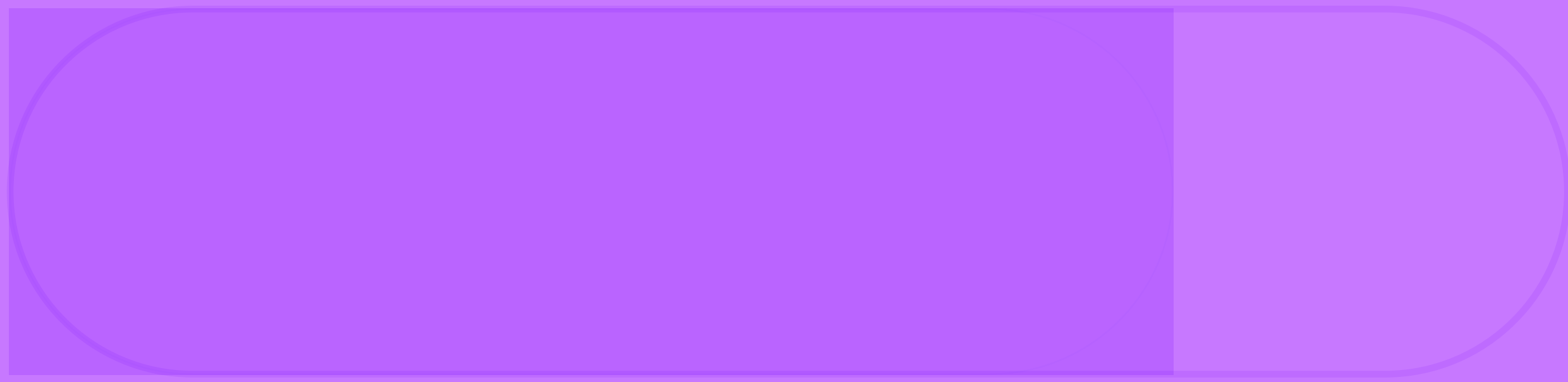
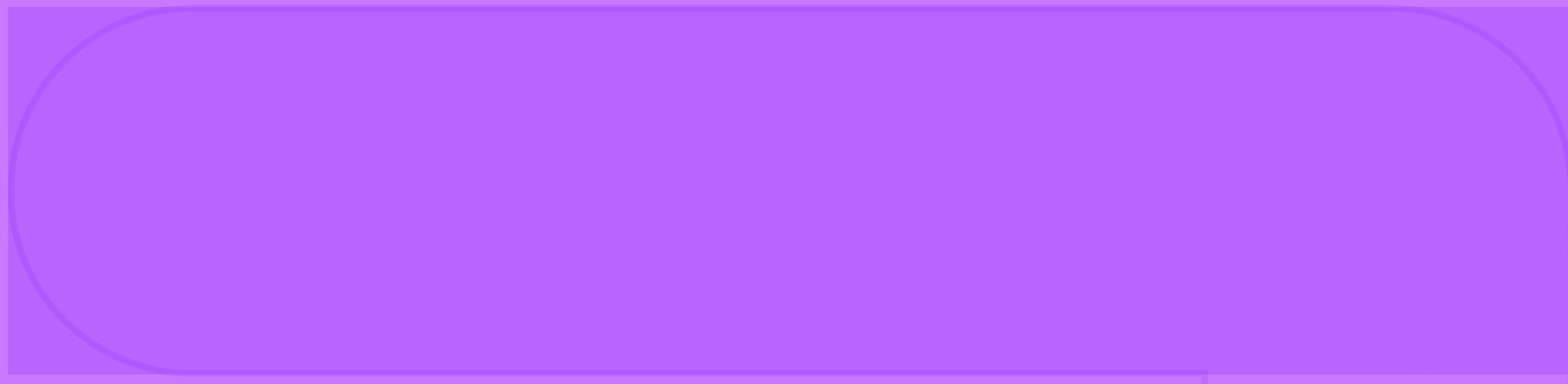
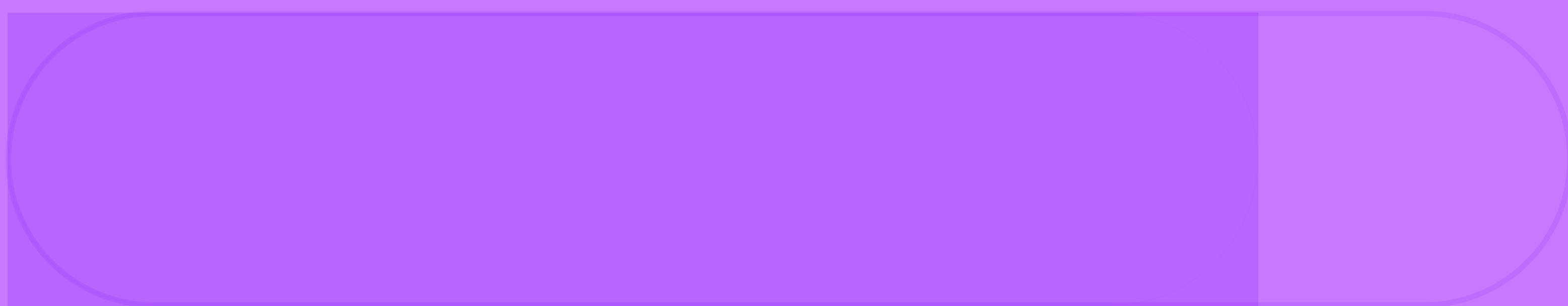
In this context, in 2022, we will supplement the bases, especially in the area of the environment and the continuous generation of talent.

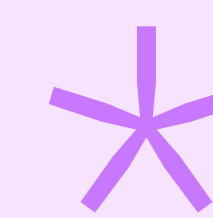


Social



Standards 23





Flexibility, Adaptability, and Balance are Fundamental Pillars at Softtek.

In 2021, we began to define our hybrid model under three fundamental pillars: flexibility, adaptability, and balance. We confirmed our flexibility because conditions can change at any time; we were prepared to adapt to the particular situations and different realities that each of our clients faced in each country or location and to adjust accordingly.

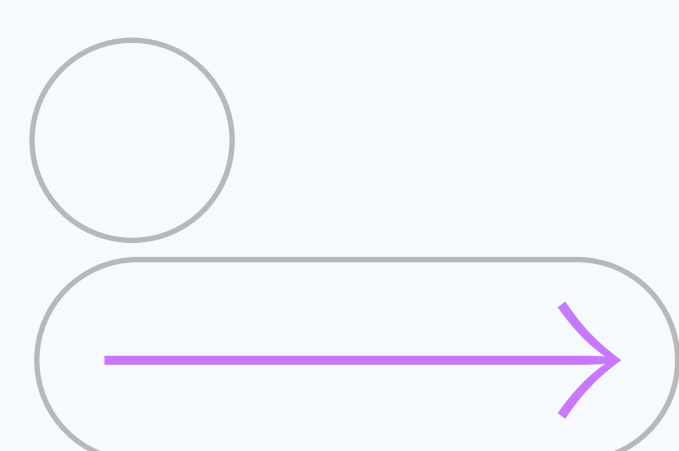
We also reiterated our commitment to work-life balance, and today, we identify it as one of the main competitive advantages we offer our Softtekians.

Cultural

→ Platform

Softtek can only be understood through its people, who have made and continue to make history. People who talk and, through those conversations, shape the present and design the future.

Culture is inherent to people and is manifested through an accumulation of habits, customs, codes, and behaviors that identify us as people and define us. Our corporate culture is unique and reflects not only how things are, but how they have been and how we want them to be.





Talent

Management

Generating value by and for our Softtekians

Softtekians around the world.

In our company's vision for the future, we remain committed to our main driver: Our Softtekians. We are a diverse group of talent from many parts of the world who share the same pride: **Being a Softtekian**.



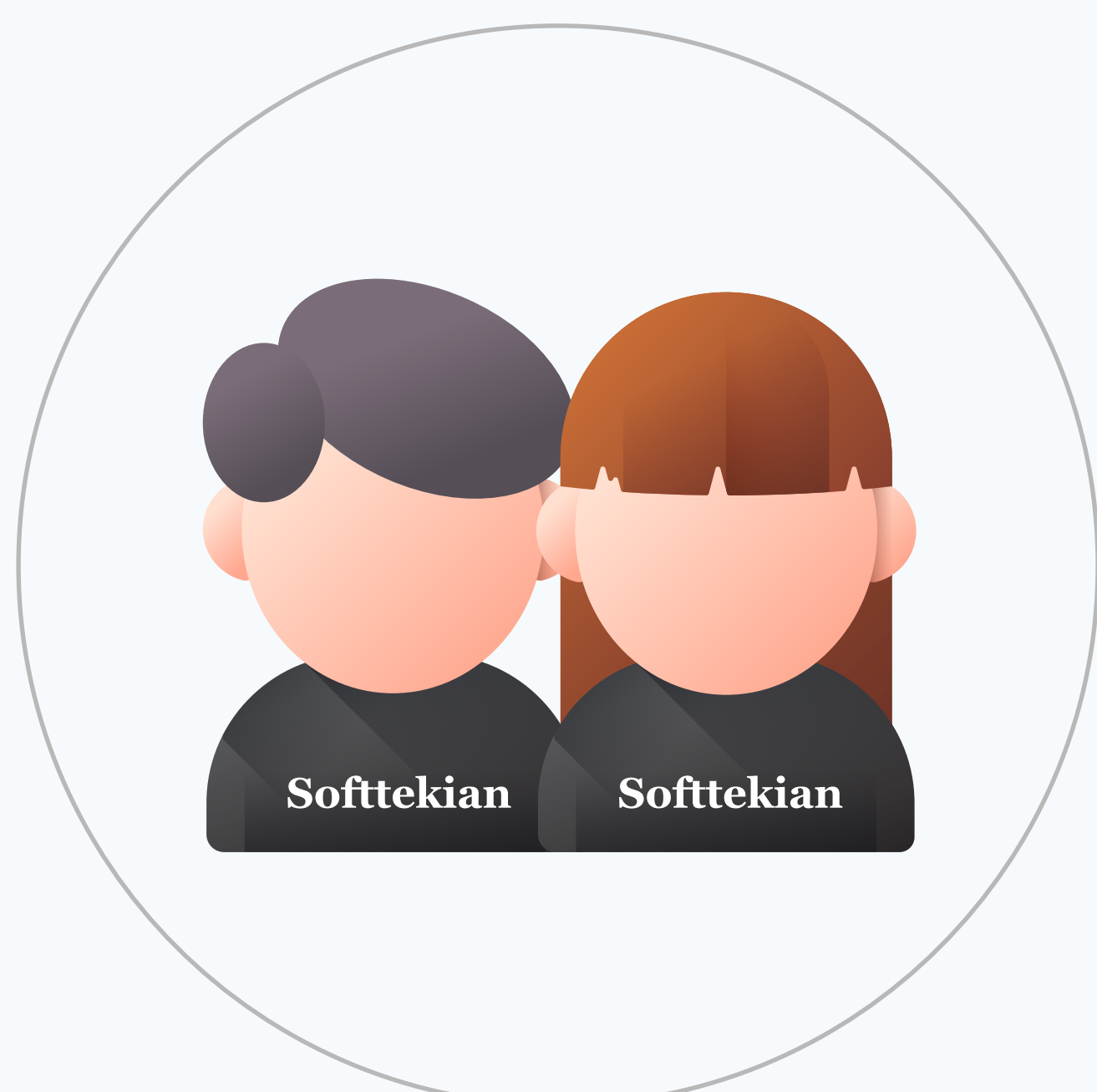
13,543

Softtekians



Distribution of talent

By gender



	MEN	WOMEN
Quantity	9,659	3,884
Percentage	71.32%	28.68%

By professional category



	MEN	WOMEN
Chairmanship / C-Level	91%	9%
Executive Director	85%	15%
Director	70%	30%
Manager	68%	32%
Leader	66%	34%
Specialist	69%	31%
Coordinator	53%	47%
Team Member	72%	28%
Subcontractor	79%	21%

By age group



	MEN	WOMEN
Builders	100%	0%
Boomers	79%	21%
Generation X	72%	28%
Generation Y	70%	30%
Generation Z	72%	28%

Benefits

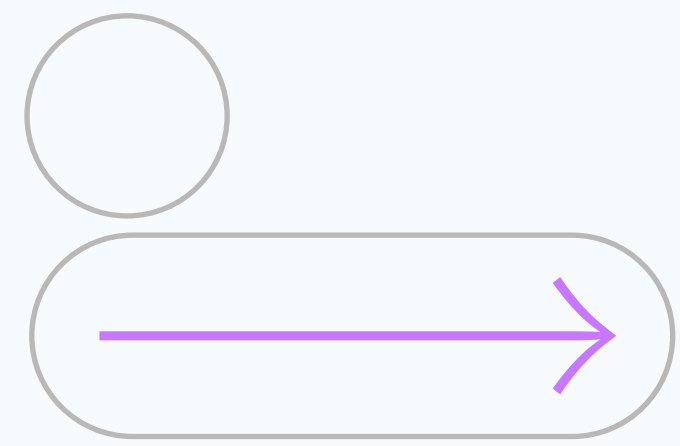
For Softtek, it is fundamental to provide its collaborators with an inclusive, safe, and quality work environment, regardless of where they are located. The growth of our people must be integral, in an ethical and healthy environment, with adequate remunerations that allow them to contribute to their personal development.

Our associates receive advantages and benefits above those dictated by law, as well as salaries above the minimum wage in each country, which are calculated based on role responsibilities, skills, and experience. The benefits offer is tailored to each location by taking into account relevant aspects for the improvement of the Softtekian's quality of life.

BENEFITS	COUNTRIES
Vacation periods	
Parental leave	
Retirement savings plan	
Life insurance	
Minor and major medical insurance	
Incapacity and disability coverage	
Savings fund	
Scholarship / student fellowship	
Agreements dental insurance	
Housing assistance	
Legal assistance services	
Food card	
Fuel cards	
Gym	
Leave for marriage	
Leave for death	
Accident insurance	
Family planning permit	
National holiday bonus	
Day off for your birthday	

*Countries covered: Mexico, USA, Canada, Puerto Rico, Costa Rica, Argentina, Brazil, Chile, Colombia, Paraguay, Peru, Uruguay, Venezuela, Spain, China and India.

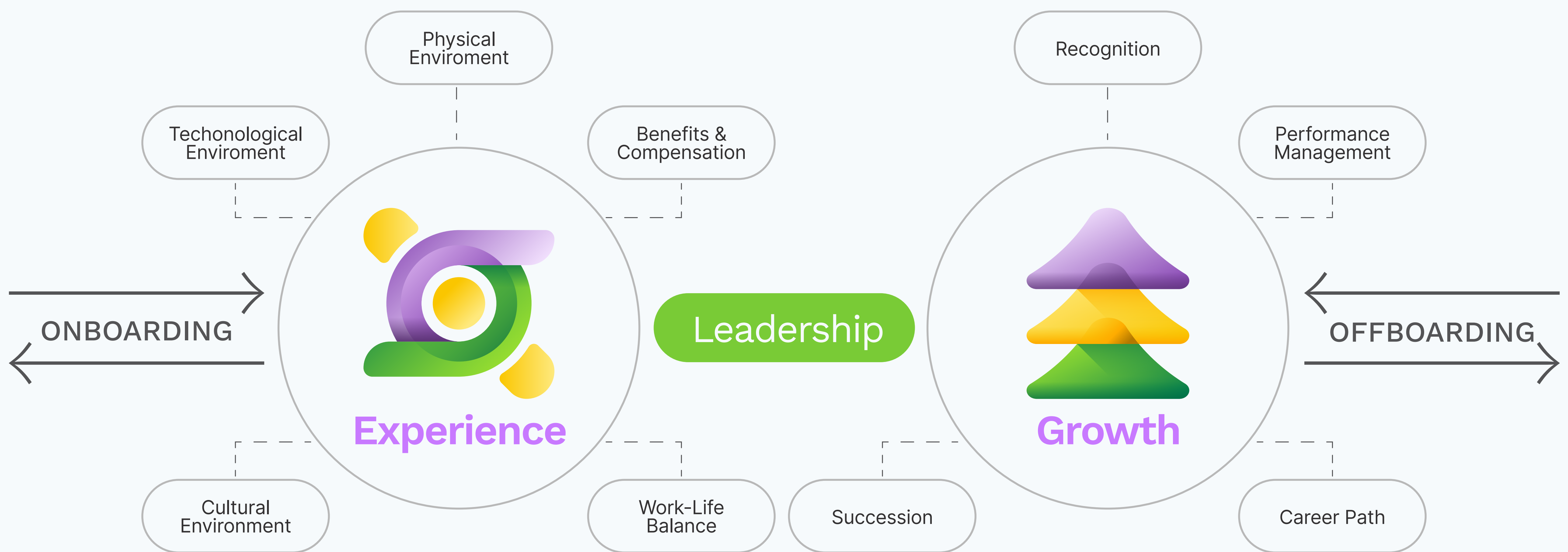




Softtekian Journey

We have a strong commitment to our Softtekians, and from their first day in the organization, we seek to develop and increase their talent to generate a long-term commitment. Our retention strategy is based on the generation of appropriate experiences and actions that guarantee an effective inclusion and professional growth of our people.

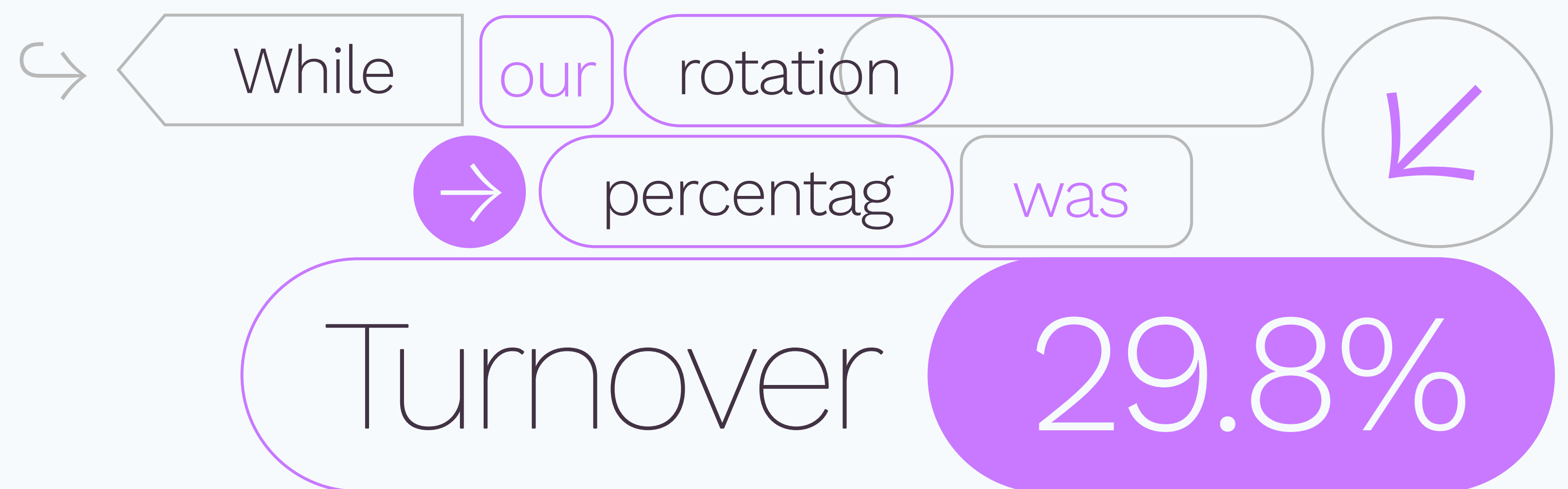
We call this “The Softtekian Journey” including all these experiences that a Softtekian lives from the moment that he/she arrives to the organization.



INCLUDE ME GROW ME INSPIRE ME VALUE ME

During **2021** **4,118** new Softtekians joined us

HIRED IN 2021	
Men	74%
Women	26%



*Of the total turnover, 75.3% were men and 24.6% were women.

For talent management, we rely on an internal development tool called **Predict**, which allows us to identify exit risks through a statistical analysis of data generated with historical information on departures in the organization. With the use of this tool, we can focus efforts and align the experiences of employees and the organization, thereby reducing exit risk and increasing engagement. The tool has a **70% predictive effectiveness**.

The voice of our Softtekians

Creating the right environment in which extraordinary things happen can only be achieved by listening to our Softtekians. During 2021, we launched a personal value generation strategy comprising four dimensions with strategic activities:

- 1 INCLUDE ME**
By feeling part of, I can contribute value.
 - Organizational climate
 - Wellness program
 - Internal Communication
 - Talent Marketing
- 2 GROW ME**
I can learn and develop professionally.
 - Mobility
 - Career path
 - Leadership training
 - Technology training
 - ASP (*Account Strategic Plan*)



INSPIRE ME

I work with a purpose and have the autonomy to succeed.

- Cultural Platform
- Softtekian Empowerment Skills
- Recognition offering



VALUE ME

I feel valued and get the support I need to do my job.

- Performance Management and Talent map
- Physical and technological environment

Each year, we apply a satisfaction survey that we have named the Engagement Index, which evaluates the four dimensions of our value creation strategy through the voice of our Softtekians. The overall result of our Engagement Index in 2021 is an **83% favorability**, which represents an increase of **1.5% over 2020**.

Percentage of favorability by dimension:



Based on the results obtained from this exercise, we are able to be more accurate in decision-making, have clarity on what is working and what is not, understand the level of organizational climate of each of the work groups and create new strategies to strengthen them.



Performance Management

We are a people company, and as such, we are connected, and we receive feedback. For Softtek, it is fundamental that employees have clarity about what is expected of them and that they feel supported in the process of fulfilling their objectives.

In the organization, Performance Management is the formal space for evaluation and feedback, which seeks to strengthen the personal bond and promote co-responsibility between team member and leader, establishing objectives and development plans through a formal conversation.

This exercise is comprised of the following steps:

→ Confirmation of the leader

→ Self-Evaluation and Development Plan

→ Evaluation of the leader to the team member

→ Definition of objectives

→ Feedback session



Each year all Softtek employees —does not include subcontractors and interns who have their own system— actively participate in this evaluation.

The Performance Management results provide a placement on the **Talent Map** for each Softtekian. This allows us to understand the needs of each person, including their level, and to make differentiated decisions according to the performance of each person.

Talent Map (Performance/Potential)



Performance (Low to High)

Recognition System

All positive actions and achievements deserve to be celebrated. We do this through a program that recognizes the outstanding results and behaviors of our Softtekians. Each year, we seek to reinforce our culture of recognition for actions that transcend and have clearly contributed to the growth and reputation of the organization.



Badges

This is a gesture of appreciation from Softtekian to Softtekian for daily actions that are represented in our Cultural Platform, with the main objective of giving positive feedback.



Voice of the Customer

We reinforce our “Client Centricity” culture by recognizing those Softtekians who receive positive feedback from our clients, evidencing our commitment to creating value through technology.

Voice of the Management

Recognition from the leader to a Softtekian of his or her team for excellent performance by highlighting behaviors that create a positive impact on the team, results, quality and productivity.



Collaboration

Recognition given by the leader to work teams for outstanding actions and results through collaboration.

Leave a Mark

Recognition to those people who, through their daily actions, leave a mark during the year with the client, the practice, the local office, and the organization.

Featured Projects

Recognition of the good work of Softtekians by identifying and recognizing the most successful projects of the year.



Contribution

Softtek’s history has been built with the effort and work of each one of our Softtekians. Every year, we thank them for their contribution and, in a special way, every five years we give them a statuette.



Talent



Development

One of the main drivers of our Softtekians' talent is their development and training, which is why it is essential for Softtek to provide the appropriate spaces and content for the fulfillment of their tasks and objectives.

In 2021, Softtek completed its digital training offer, which during 2020 was adapted to the reality of remote work. 2021 was a year in which interest in training and coaching increased so the offer was also expanded in topics relevant to the industry, and the offer was extended with wellness training for Softtekians.



480,490 hours

of training



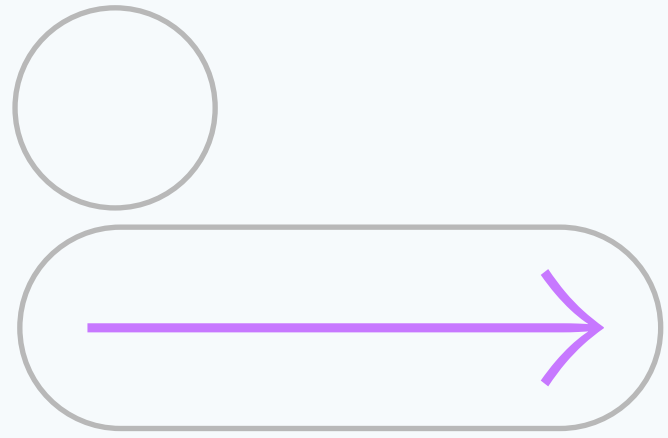
Softtek University

The training offer is concentrated in our virtual university, which has an extensive catalog of different contents and training necessary to increase the skills of our Softtekians. Each year, new materials are integrated in three different languages —spanish, english and portuguese— to ensure the scope and use of each one. All our training processes are evaluated and certified by the Software Engineering Institute, complying with CMMi level 3, and in 2021, the hours were distributed in the following topics:

Hours per training topic

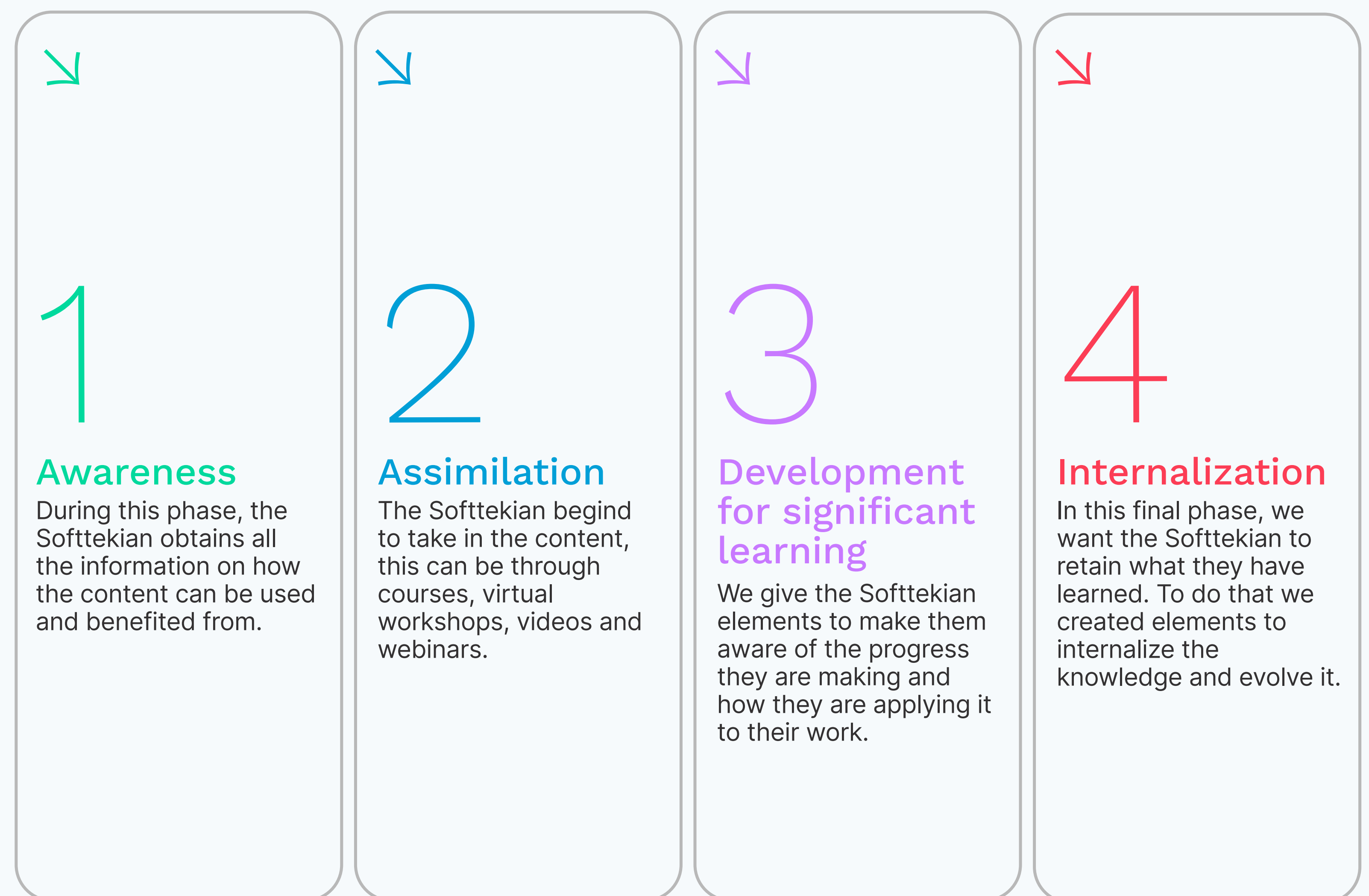
	MEN	WOMEN
Bussiness Value Case	1,916	641
Language	23,169	13,199
Quality	3,395	1,842
Technology	116,050	36,073
Compliance	36,688	12,566
Leadership	14,676	10,356
SES	29,703	18,051
Customer	4,527	1,815
Methodology	53,491	24,216
Softtek Processes	51,786	23,311
Otros	1,964	1,055

Softtek University is the tool that helps us generate a culture of continuous learning, where Softtekians seek to have more learning alternatives and opportunities.

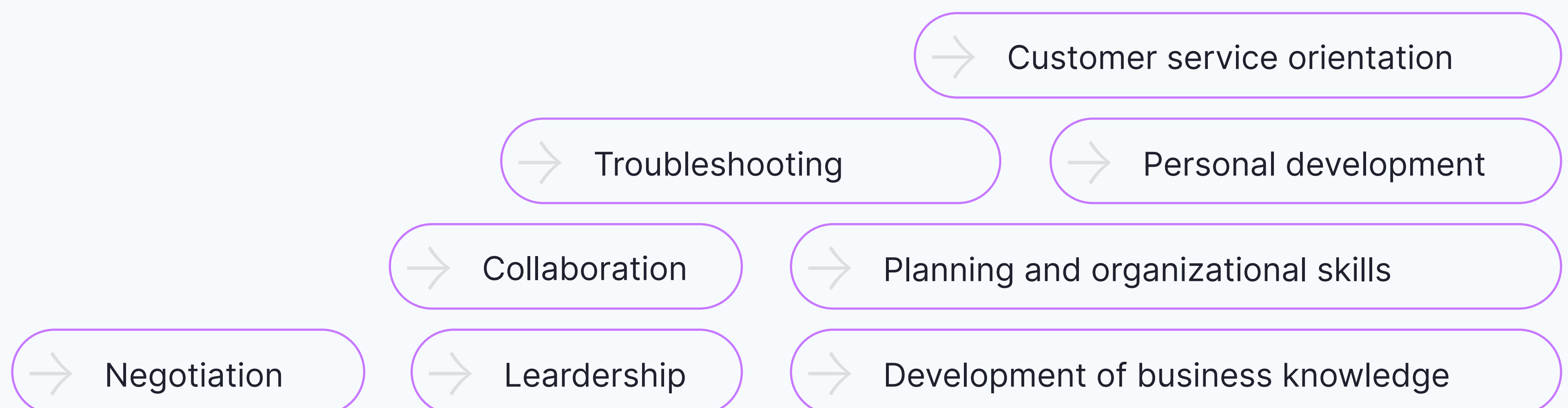


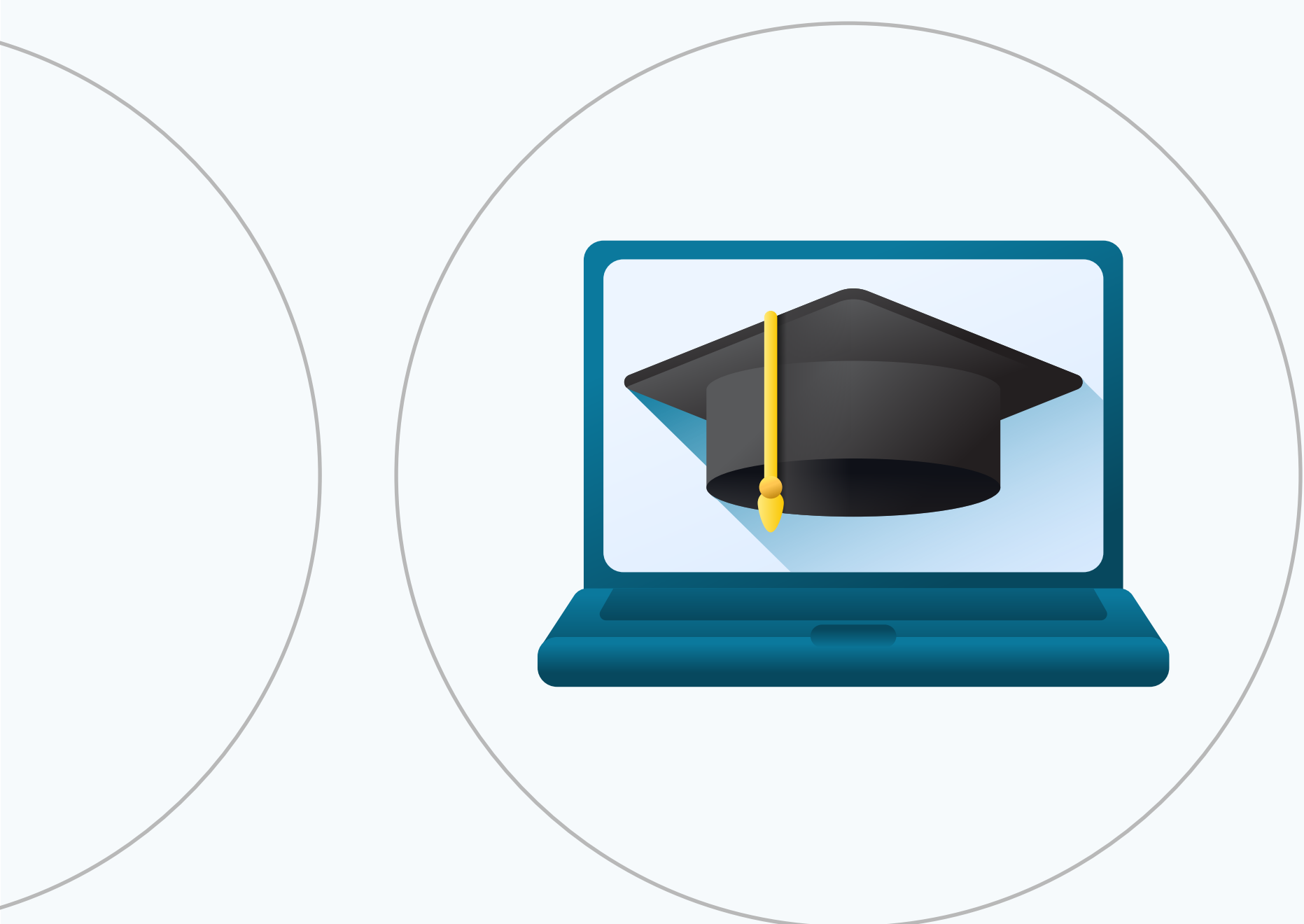
Global Learning Model

In order to strengthen mastery and total understanding of a given topic, the Global Learning Model was implemented. During its first year, this model resulted in a reduction in the training desertion rate and also allowed us to identify the most necessary training procedures that were in line with the development plans of each employee, thus allowing them to enrich themselves.



During 2021, a relevant topic in training was the content focused to people and their skills. The Softtekian Empowerment Skills model, which is based on 8 leadership competencies, was one of the most consumed contents, thus ensuring quality training for our current and future leaders. The leadership competencies are:



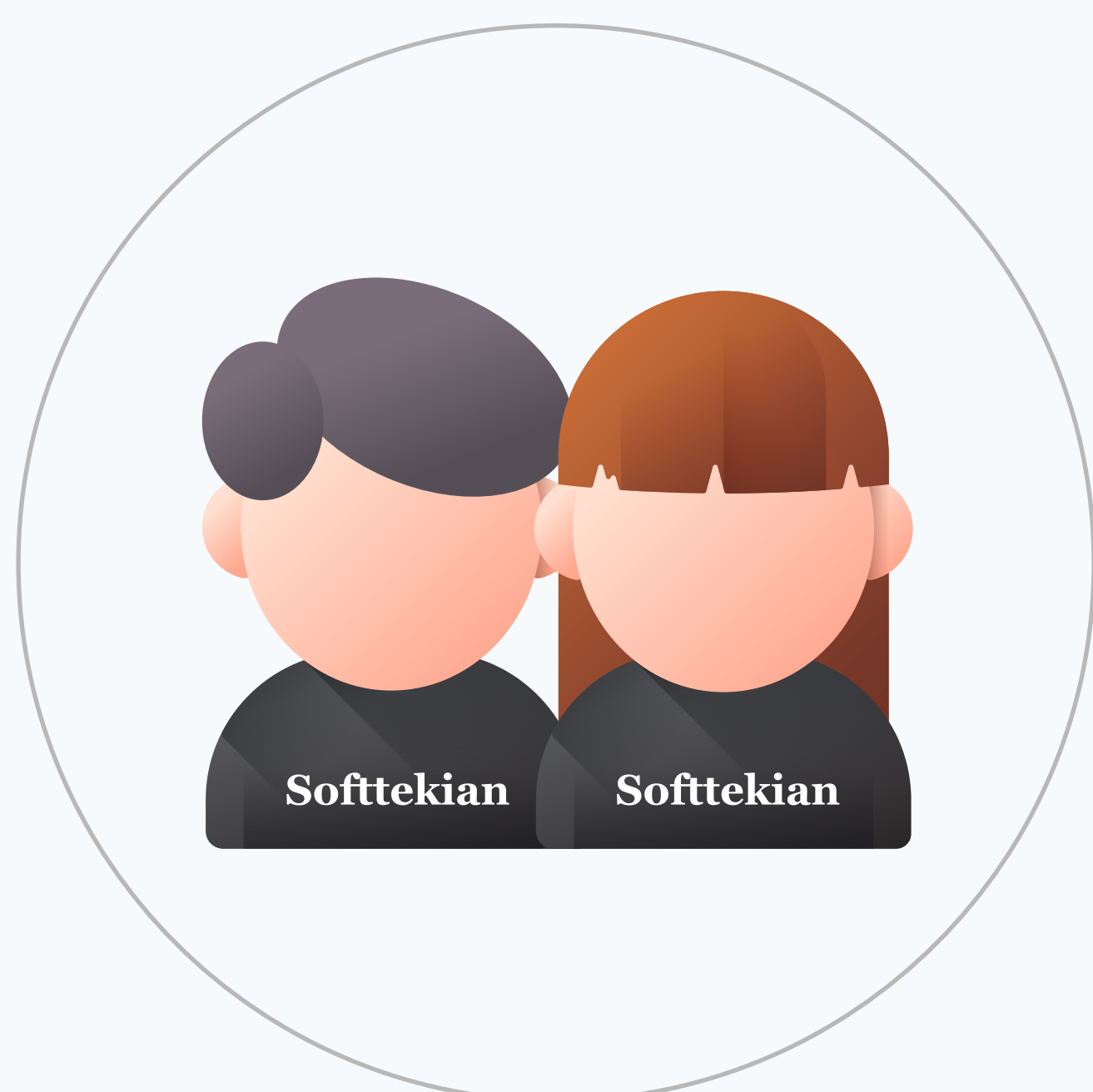


Academies and Momentum Program

Each year, our Momentum Program allows hundreds of students and recent graduates to professionally develop real projects and apply their knowledge through continuous learning and interaction with real clients. Most of our Softtekians Momentums come through the different academies we conduct each year.

2021 represented a particular challenge because these academies were reactivated digitally, different from the initial model that was face-to-face, in order to have a general knowledge of our academics. The adaptation of the model to virtual reality was successful, and in 2021, they were carried out:

↳ 21 Academies ↙
→ with more than 420 participants



Talent Development in Numbers

(all expressed in training hours)

Hours of training by gender

	MEN	WOMEN
Quantity	337,365	143,125

Training hours by professional category

	MEN	WOMEN
Chairmanship / C-Level	71	1
Executive Director	325	70
Director	1,132	483
Manager	15,659	9,061
Specialist	22,723	10,866
Leader	32,846	23,639
Coordinator	485	690
Team Member	264,124	98,315



Training hours by age group

	MEN	WOMEN
Boomers	10,863	2,977
Generation X	77,594	31,287
Generation Y	197,966	87,521
Generation Z	50,875	21,340






Total hours of training per country

	MEN	WOMEN
Argentina	13,700	7,283
Brazil	12,870	6,006
Canada	100	14
Chile	1,965	1,235
China	173	196
Colombia	20,769	6,679
Costa Rica	1,891	335
USA	4,435	1,309
España	11,900	3,927
India	7,709	2,780
Mexico	253,829	111,108
Peru	4,766	2,203
Puerto Rico	3,258	0
Venezuela	0	50
Total	337,365	143,125



Momentum program

	MEN	WOMEN
Distribution	69%	31%
Academies		21
Academy participants		462



Digital

transformation

of Wellness

For Softtek, the most important thing is people and their well-being. For the Wellness Area, the main objective is to generate a culture of prevention and self-care of health from a healthy and fun work environment. The actions of our Wellness Program are focused on four lines of action:



Nutrition

We develop feeding programs based on each Softtekian's health indicators.



Physical culture and sports

We promote the practice of physical activity and sports as a way to prevent risks associated with our lifestyle.



Mindfulness

We provide tools to strengthen the mind and manage stress and emotions.



Integration

We create spaces that promote coexistence and recreation through the exchange of experiences.



During 2021, we managed to mature our wellness offer by making it accessible and attractive to all, seeking to bring the same experience through virtuality, while maintaining the actions that meet our objective.

Digital Tools that Accompany our Health

We consolidated the digital platforms that allow us to promote the well-being of our employees:

The Mindful Path

The Mindful Path

It provides tools focused on stress management, sleep hygiene, and depression and anxiety, to improve our interpersonal relationships, adapt to change, and improve decision making to impact the quality of life of our Softtekians.



FitMe

It is a tool that offers a virtual experience in nutritional care. Each Softtekian provides information on habits and anthropometric and biochemical indicators that the tool analyzes and, based on this, generates a personalized diet plan and exercise routine.



Benefit

It is an *on-demand* platform for sports content, physical activities, and exercises to strengthen the body and prevent injuries. Softtekians can select the content that best suits their needs and tastes and performs the activities from wherever they are.



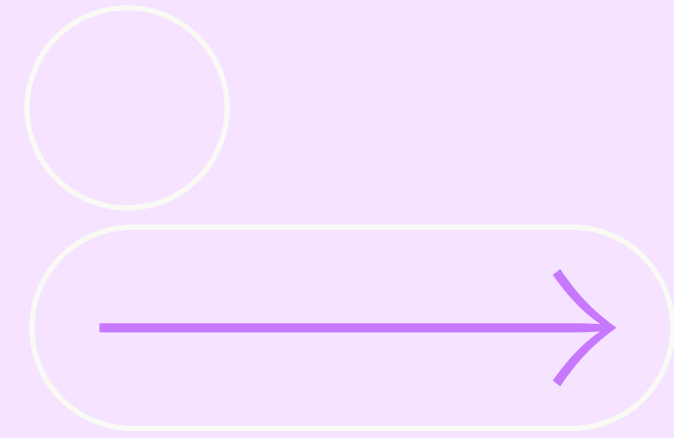
eSofttekiada

It is a virtual video game tournament that unites the Softtekian's gamer community around the world and encourages healthy competition. In 2021, we held the second edition of this event, in which more than 800 Softtekians around the world participated.



Wellness Center

The health and wellness content site exists so that every Softtekian, according to their time and interests, can create healthy and preventive habits. It includes more than 150 multimedia files that complement the use of our digital tools. In addition, it concentrates all the content generated throughout the year so that our collaborators can enjoy it *on-demand*.



Wellness in numbers



distingue a:

SOFITTEK

como

Organización Responsablemente Saludable®
CULTURA

Por instituir una cultura de autocuidado, a través de *FitMe* estrategia global de promoción de la salud, gracias al ejemplo y liderazgo de su equipo directivo, que vive sus valores corporativos e inspira y educa a sus colaboradores, a fin de certificar una cultura de bienestar.



Ciudad de México, septiembre de 2021.

Angelo De Gyres
Presidente
Workplace Wellness Council México
Consejo Empresarial de Salud y Bienestar

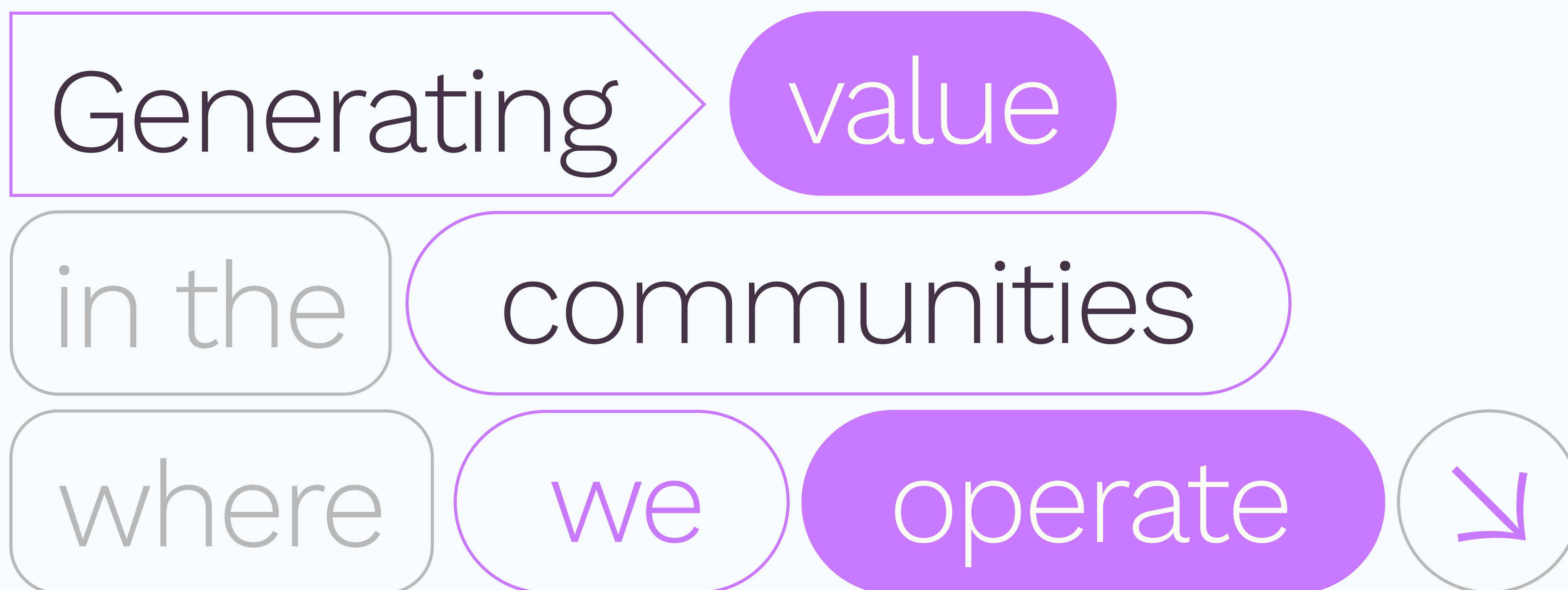
Alberto Alejandro Lara
Director General
Workplace Wellness Council México
Consejo Empresarial de Salud y Bienestar

Wellness culture

Since 2017, we have been part of the Wellness and Health Council in Mexico, participating in the growth and maturation path of corporate health programs, which consist of 8 levels ranging from commitment to employee health to the creation of a culture of prevention. In 2021, we were recognized with the Responsible Healthy Organization Distinction at **Level 8 of Culture**, which we achieved in five years.

This Level of Culture is awarded to organizations that have more than a **40% participation** of their population in both physical and emotional wellness programs.





We are convinced of the company that we want to be for the world, and we seek to do it through technology as an engine of social transformation. We know that Softtek’s sustainability goes in the same direction as the sustainability of the environment and its communities. With the objective of supporting its development, we have three main projects:

Fundación Solidaria

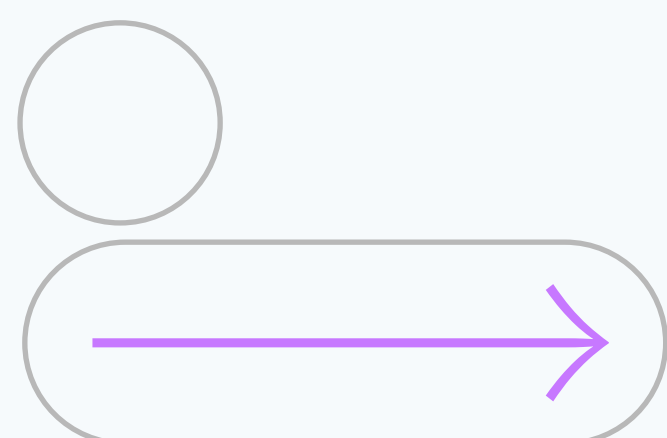
Through Fundación Solidaria, we design programs to contribute to the sustainable development of communities, mainly through our Amigos Solidarios, volunteers who give their time or support to different causes.

During 2021, **32 projects** of different social causes were attended, totaling more than **4,900 beneficiaries**. All projects or causes are registered on our website, where the different ways to support are described. All efforts in 2021 were reflected in more than **1,000 volunteer hours**. One of the main volunteer projects we do every year is our **Make a Difference Day**, where all Softtekians around the world join together for a cause that has a global impact.

Our **Make a Difference Day 2021** was focused on education, through the **Education First Challenge**, in which we promoted actions aimed at the generation of opportunities and access to education to improve the living conditions of people in the community. We joined forces and managed to support nine institutions specialized in educational development in nine different countries where we have a presence.



fundacionsolidaria.org



Pro-Bono

Our projects provide technological innovation for non-profit organizations so they can impact a greater number of people. Among the solutions we provide to automate processes and make them more functional are: platform for administrative development, business systems, testing process, project management, and IT process consulting.

During 2021, we invested **39,600 hours** of effort to the different projects, which benefited more than **one million people** through the different institutions (1,130,000). The most outstanding projects of the year were:



United Nations Global Compact, Red México

A platform was developed to visualize and make the actions tangible carried out by the private sector in Mexico in favor of the Sustainable Development Goals —SDG—, to promote that the actions implemented are known and can be applied by a greater number of organizations, encouraging the formation of contact networks to share experiences and best practices.



Villas

This is an institution that cares for and protects children in vulnerable conditions. For them, a system was developed that allows them to maximize the application of their model of evaluation and attention to the innumerable social problems faced by the children they serve.



Ayuda Mutua Esencial A.B.P.

A non-profit association that provides advanced and quality dental assistance health services to people for whom this type of dental services are inaccessible. For them, a fundraising platform was developed, as well as an analysis and implementation of a telecommunications network and the necessary equipment to contribute to its more than 75,000 annual beneficiaries.



Codellege

We learn to program. We program to transcend.

Codellege is a program where young people are trained to program in order to achieve labor inclusion in the IT industry, especially those who for external situations 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 a complete labor inclusion and personal growth. Codellege has two ways of approaching the world of technologies:



UP program

It is focused on young people who are looking to enter the job market. It is an intensive program in terms of duration and learning hours.



Start program

It is aimed at young people seeking to learn more about programming. Its objective is not labor inclusion but to bring people closer to the world of technology to ensure the future formation of IT professionals.



codellege.com

Since its inception, the program has impacted more than **250 students** in its different modalities and has achieved a **70% labor inclusion rate**, which has resulted in an average **increase of 50%** in family income.



**we're all
SOFTTEKIANs**

Diversity & Inclusion

We are proud to be a diverse team of Softtekians who recognize the equal value of all people. We believe that diversity within the organization broadens our knowledge and skill base. Synergy between individuals with different experiences, perspectives, and cultures translates into creativity and innovation.

Through our Diversity and Inclusion program, we maintain an ongoing commitment to creating policies and strategies to promote a culture and business practices based on our principles of inclusion:

→ We recognize that talent is diverse

→ We respect the living conditions of each person

→ We promote equality of treatment and opportunity

All our actions are aligned with our **Code of Ethics** and our **Diversity and Inclusion Policy**. The main projects of our Diversity and Inclusion program are:



LGBT+

An action protocol was developed to generate the necessary administrative adjustments and to provide the required support to guarantee the inclusion of the person undergoing a gender or sex transition.

This protocol is active for Argentina and under review for other locations. During 2021, our headquarters in Argentina received a series of trainings in Diversities and New Masculinities from the government of the city of Buenos Aires, which certified us as a company committed to building a plural and inclusive city as part of the "Buenos Aires Convive" program.



People with disabilities

Our practice is to make reasonable adjustments to tools or infrastructure so that they can be used by any person. During 2021, a series of webinars was held in conjunction with Microsoft for accessibility in digital platforms.



Gender equality

Power up

Mentoring program for women, whose objective is to create a space for dialogue and empowerment among Softtekians.

H.E.R.

During 2021, Softtek in conjunction with the Universidad de Monterrey, sponsored this program that aims to introduce girls and young women to STEM areas.

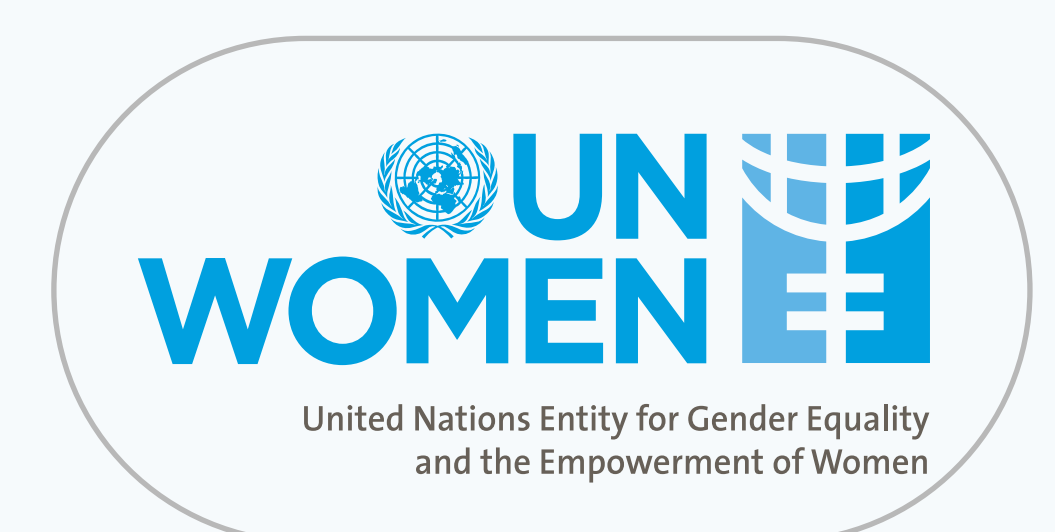
Academies en Brazil

We generate alliances with institutions that offer technical training in IT so that refugees, migrants, women, and low-income young people can integrate into the labor market.

All Diversity and Inclusion initiatives are supported by **Softtek's Inclusion Allies Network**, who participate in the different committees, generate ideas, and volunteer in the implementation of the initiatives. Additionally, ongoing training on topics such as Unconscious Bias and Inclusive Leadership are promoted within our content offerings at Softtek University.

Alliances

All the projects generated are proposed or established in collaboration with the different organizations with which we develop partnerships:





Participation on the Working Groups of the 2030 Agenda in Mexico

The 2030 Agenda is made up of 17 Sustainable Development Goals, which represent a new challenge for the international community to achieve the eradication of poverty and extend respect for human rights, achieve global economic development that is sustainable and respectful of the planet and the resources it offers.

Since 2020, Softtek participates in two groups which aim to accelerate the fulfillment of these goals in the private sector. One of the main actions in 2021 was the development of a digital platform, created by Softtek, to identify priority issues, their possible solutions and plan the implementation of actions.

The Working Groups to which we belong are:

Diversity and Inclusion: People with disabilities

Softtek leads this working group and during 2021 focused on making an Implementation Guide, which presents solutions for inclusion, culture transformation, attraction of diverse talent and accessibility, and for its implementation in any type of industry. During its development, the business sector, civil society, and the country's academic sector participated, and the final result will be presented in 2022 to begin its implementation.

Diversity and Inclusion: Gender equality

This group is made up of five working groups and Softtek coordinates the one corresponding to "Participación Económica de la Mujer". It seeks to lay the foundations for policies and processes that promote gender equity in the labor spectrum. Additionally, the guidelines that every Mexican company, large or small, should implement to achieve a workplace in 2030 where gender equality is a reality. This group has the participation of the private sector, the public sector, civil society, institutions, and the academic sector.





→ Integrity
program

Integrity, honesty, and respect are the guiding principles that distinguish and guide us in maintaining business ethics. These are not only values, but an obligation and a necessity if we want to transcend and leave our mark in the business world.

To achieve this objective, we have an Integrity program aimed at all our stakeholders: Softtekians, clients, suppliers, and the community. Within the regulatory framework of our integrity program are the following policies and protocols such as:

Anti-Harassment

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.

Anti-Corruption

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 and the opportunity to conduct business in the countries where we operate.

In order to dictate the parameters for identifying, managing, and avoiding this type of situation, the Conflict of Interest Policy was published in 2021.

I Visit ↘
integrity.softtek.com



Get to know our



Code of Ethics

Code of Ethics

At Softtek, we have always been committed to developing our business with integrity and flawlessness. We build trust by fully complying with what we promise, assuming that such performance must be based on the highest ethical standards.

We have a Code of Ethics, which is our guide to promote ethical behavior among Softtekians and our stakeholders. It outlines our commitment to integrity:

→ In our relationships

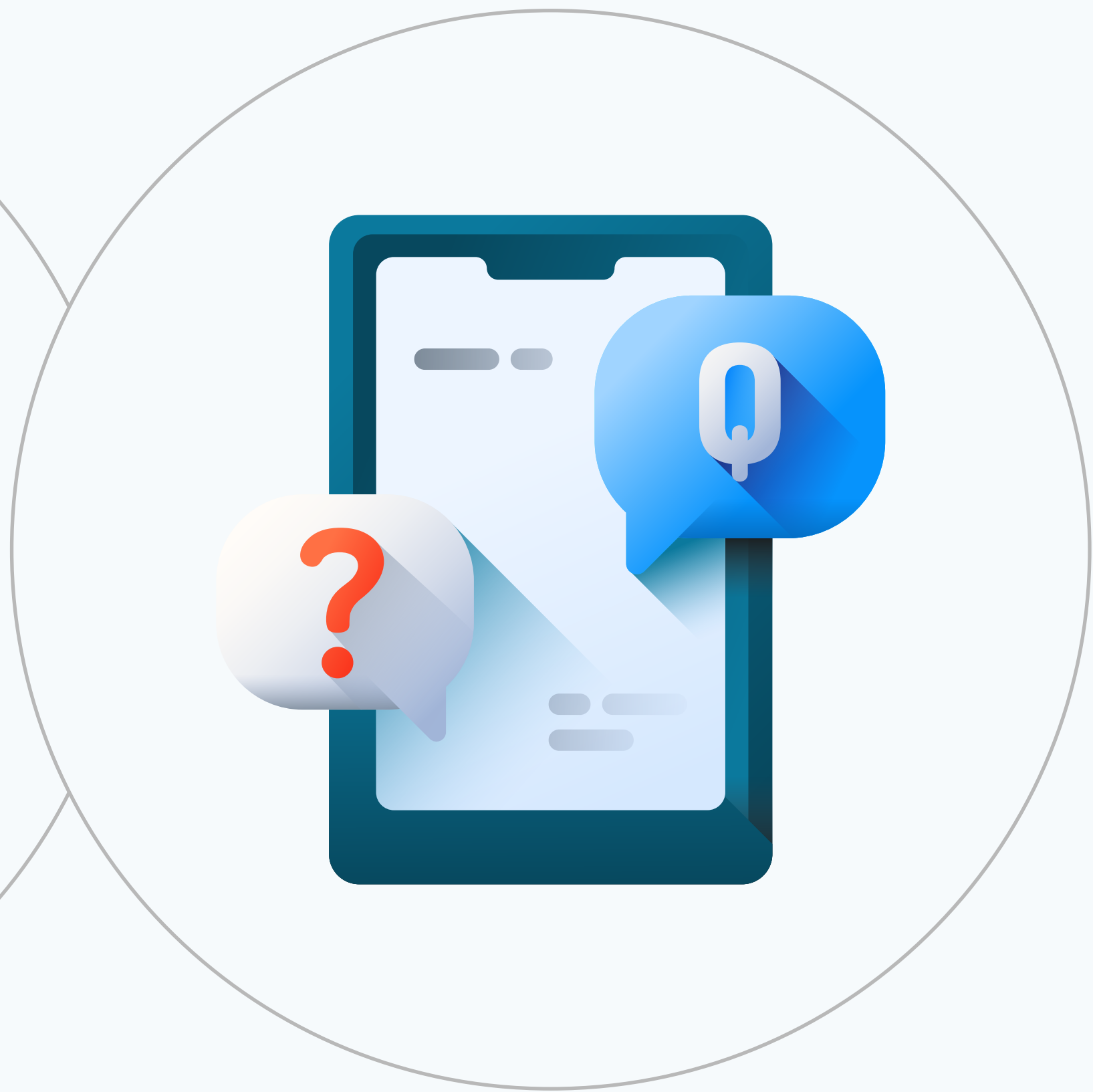
→ With the information

→ In view of the use of the company's technology an assets

→ Before society

→ In desicion making

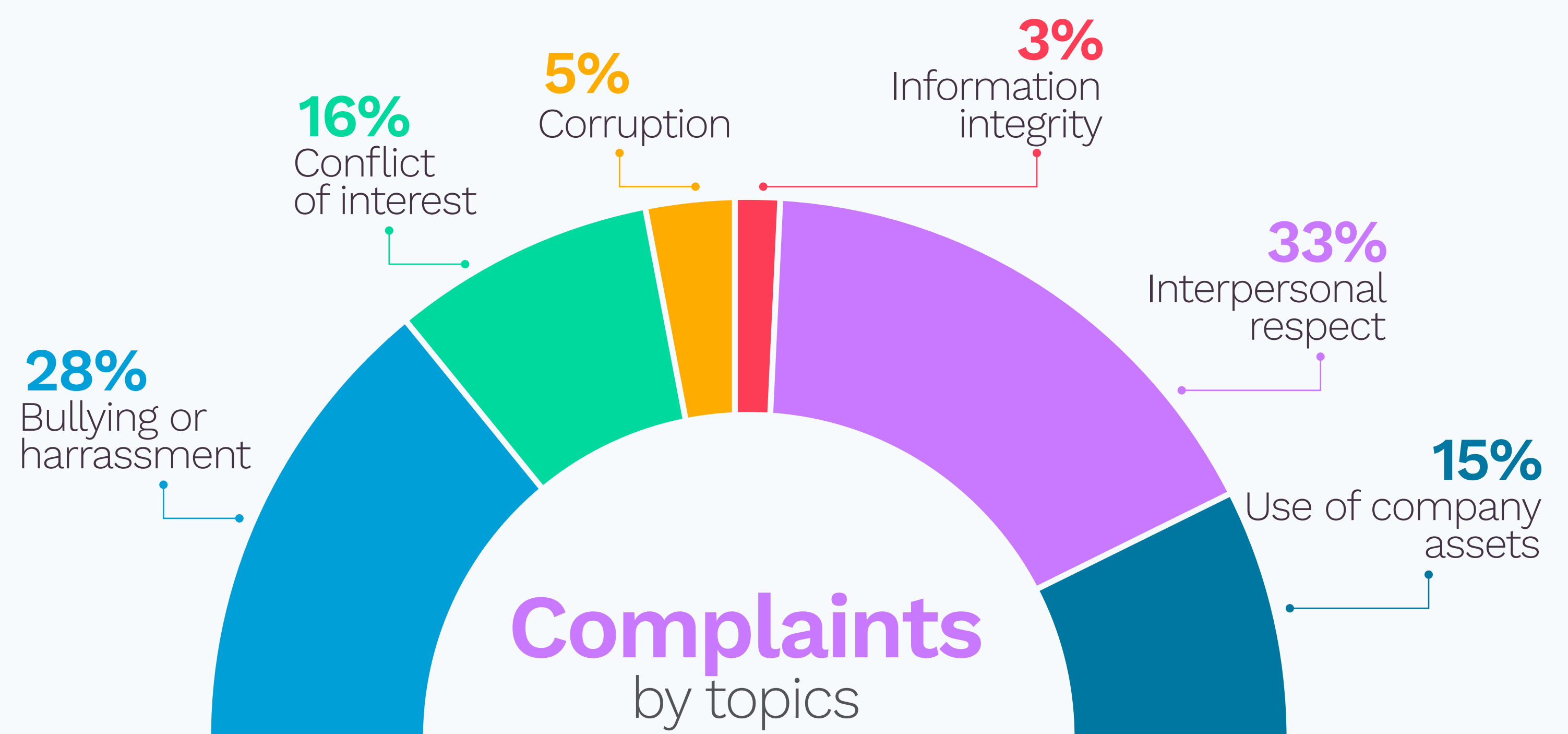
The Code of Ethics is the highest expression of a company's culture in this area and is reviewed and updated every year in accordance with our auditable practices associated with the **ISO/IEC 27001:2013** certification. In particular, this revision reinforced the topics related to decision making, conflict of interest, and anti-corruption.



Integrity line

We have an integrity hotline for the Softtek community, suppliers, customers, or any partner related to the organization to report any conduct that they consider that appears or may constitute a violation of the law or our Code of Ethics.

Softtek does not accept any type of discrimination or retaliation for reporting, in good faith, alleged violations of the Code of Ethics. For each report received, an objective investigation is carried out, based on the presumption of innocence of the accused and protection of the whistleblower. During 2021, our integrity hotline received **39 complaints** on the following topics:

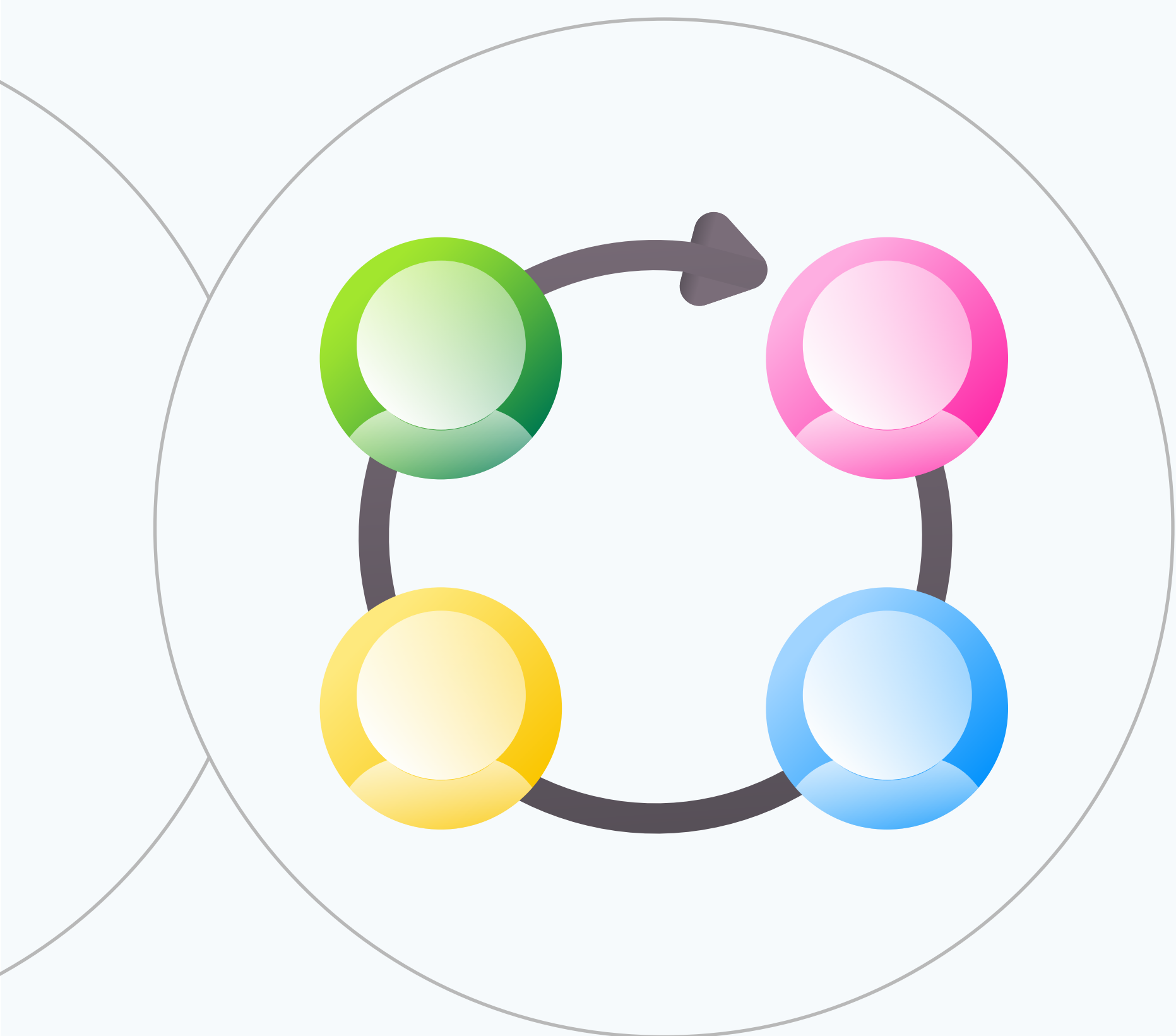


The category of respect among us is subdivided into:

TOPICS	QUANTITY
Respect for each other	38%
Adequate environment	31%
Proper management	15%
Discrimination	8%
Abuse of authority	8%



Of the total number of complaints, **15 resulted in the creation and execution of remediation plans**, which helped to strengthen our processes and prevent 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

The formation of an ethical culture can only be achieved with the commitment of everyone in the organization. Our strategy is based on the Ethisphere methodology for the ranking of the most ethical companies in the world.

In order to fulfill our objective of generating an ethical culture, each year we generate different actions, among which the following stand out:

Integrity at Softtek

Introductory course where the Code of Ethics and the Integrity Line are discussed in detail.

Ethics Week

Sessions and workshops with experts in the area raise awareness and highlight the importance of an ethical culture within the organization.

Annual Communication Campaign

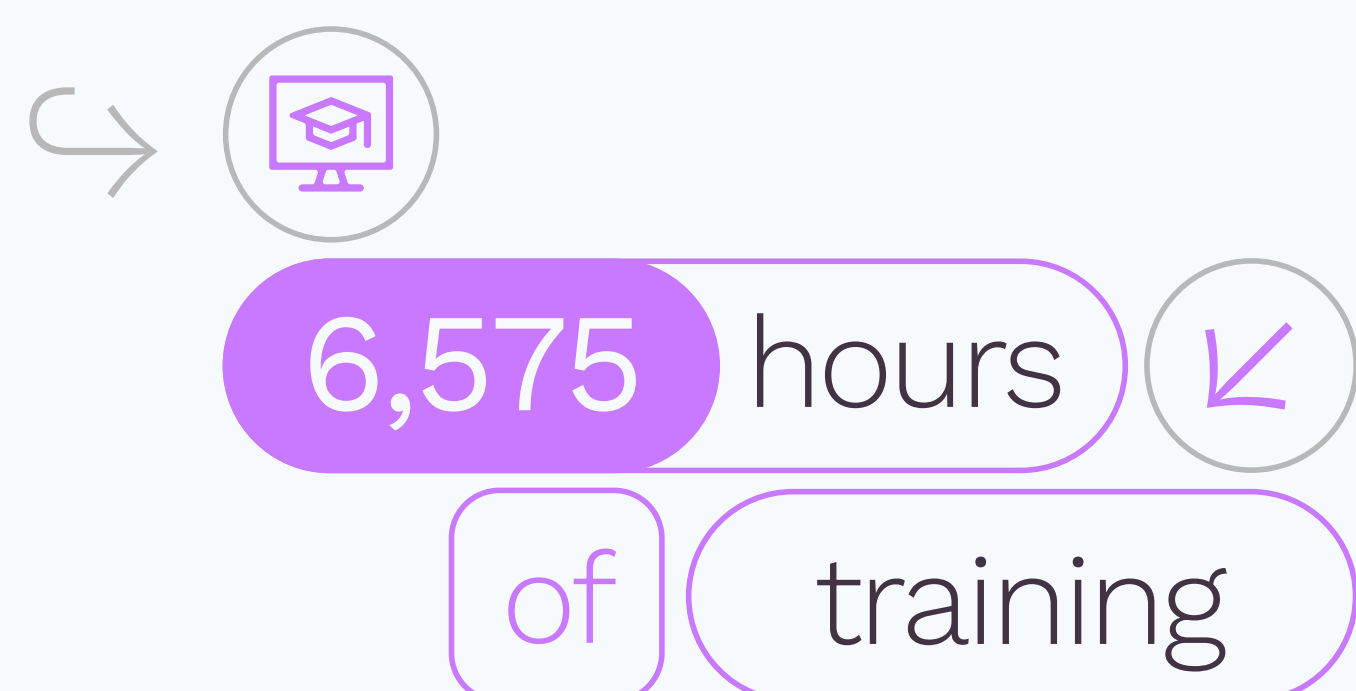
Relevant information and tools on integrity issues are shared to all Softtekians throughout the year.

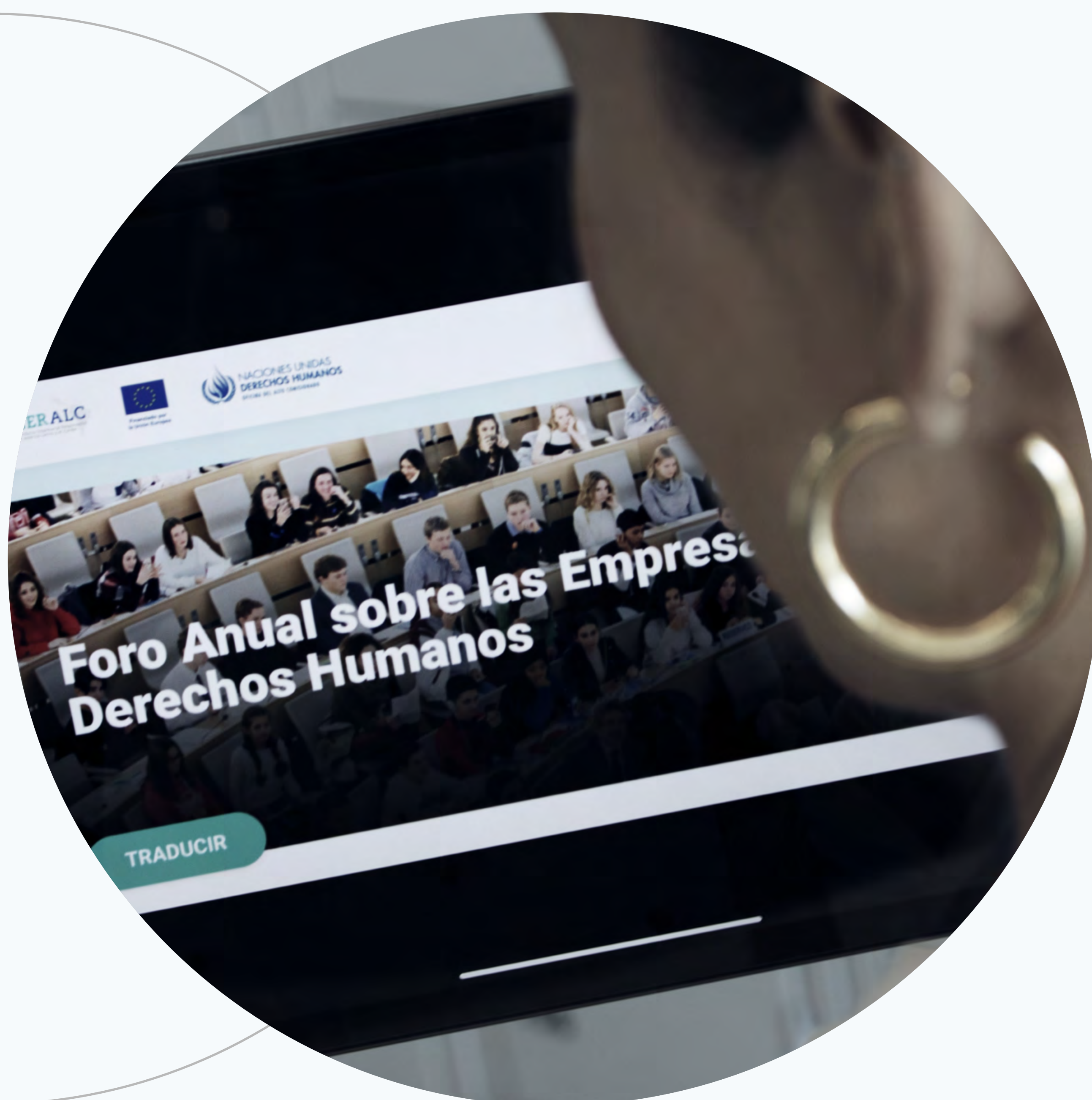
Ethical Culture Sessions

Through reflection, we can create true awareness of the impact of our actions, which is why during 2021, we will generate and update different webinars, workshops, and trainings with which we seek to open conversations about the importance and impact of ethics, with simple examples that can be adapted to our work reality.

Highlighted Actions

We closed 2021 with a total of **2,165 Softtekians trained in ethics**, which corresponds to 6,575 hours of training. As reinforcement to all activities, since 2021, we published a report on the actions and progress of the entire Integrity program.





Human

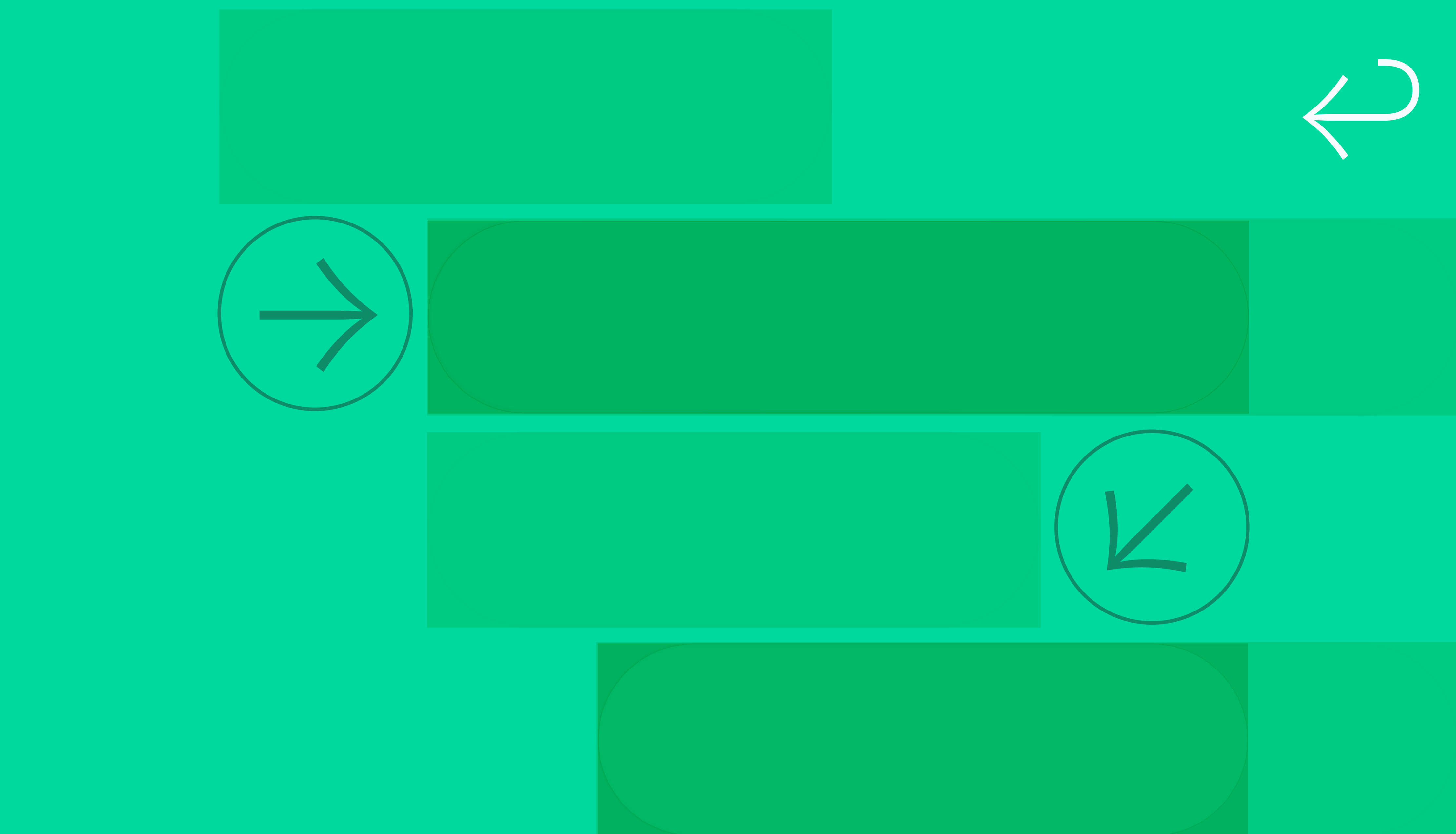


Rights

Respect for Human Rights is part of the guiding principles of our Code of Ethics. We prohibit and discourage child and forced labor, respect free competition, and prevent any type of discrimination. Our commitment is to respect and support these principles, especially those included in the Universal Declaration of Human Rights, from which international agreements emanate.

In 2021, we joined the Community of Practice on Business Management of Human Rights, which has contributed to train us and initiate the necessary actions to generate the Human Rights Policy and the HR Due Diligence Process, which will be released during 2022.



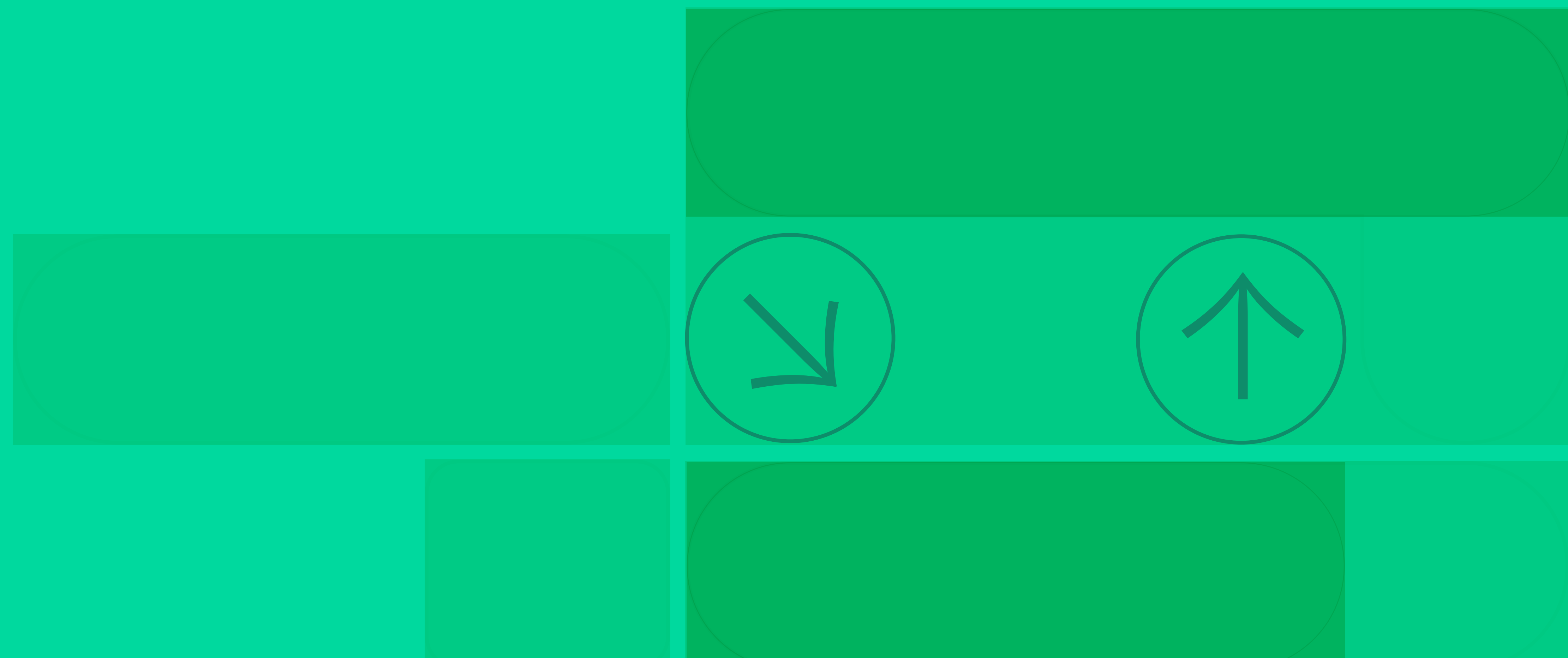


Environmental




Standards

55





Our 
environmental
commitment

The world we build is the seed that will make us grow.

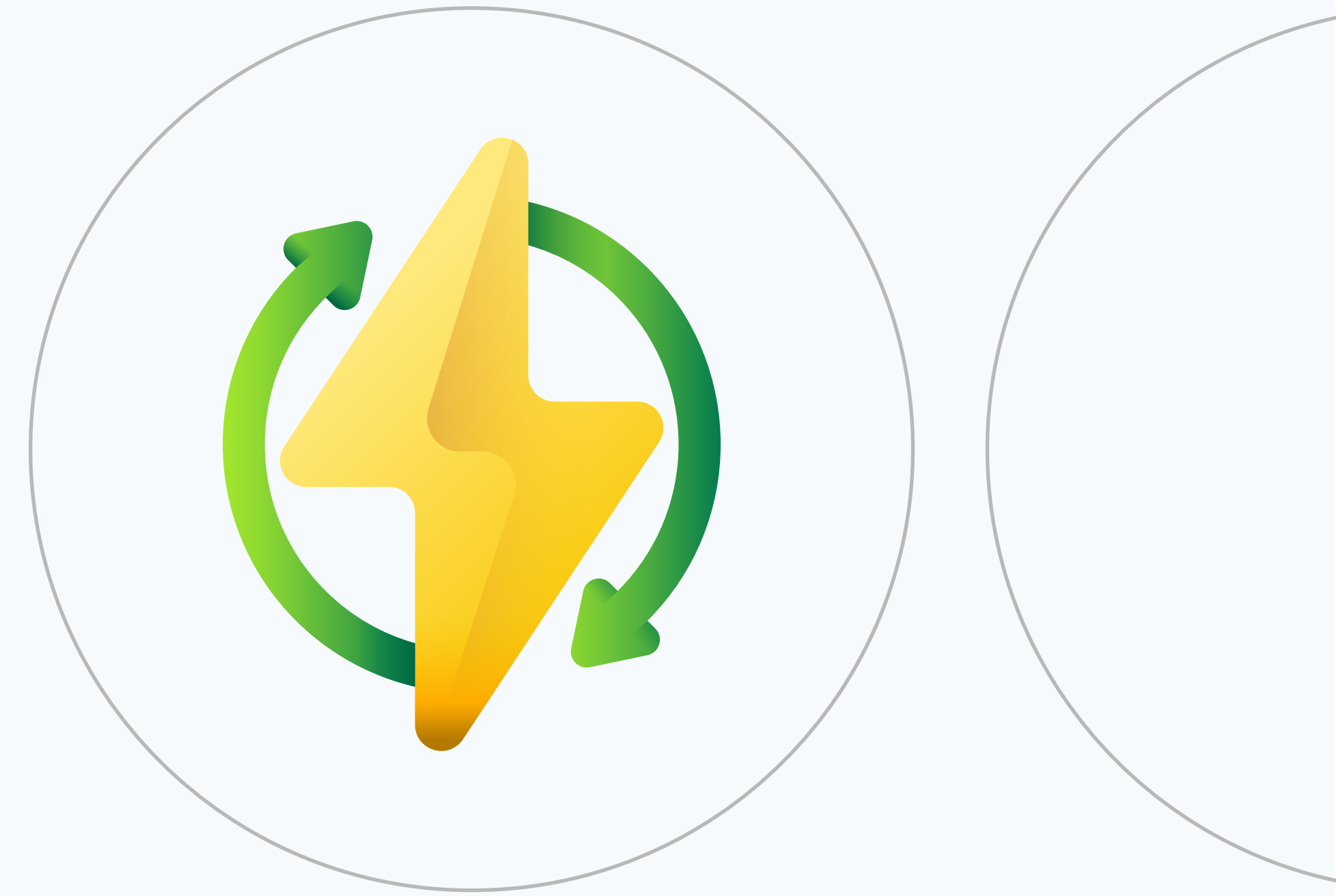
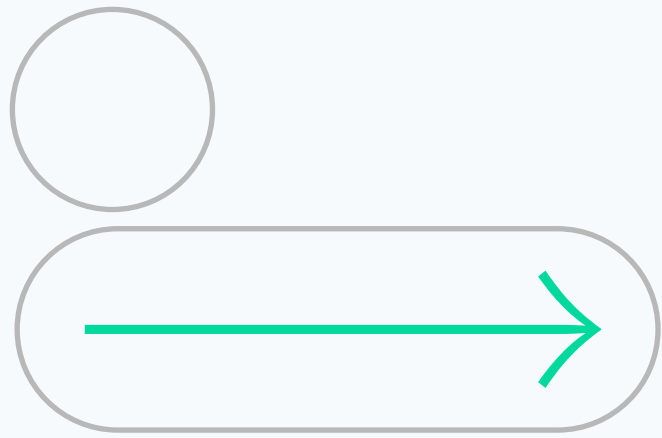
We maintain our constant commitment to the care and preservation of the environment. We are aware of our impact and for this reason our practices are focused on four main objectives:

→ Promote the efficient use of energy

→ Encourage the correct use of water

→ Reduce waste generation

→ Reduce paper consumption



Energy



Since 2020, as a result of the pandemic, 95% of our operations were modified to be done remotely, but our offices have a continuous operation, which we have taken advantage of to make adjustments and actions that guarantee an efficient use of energy. Some of these are:

- Scheduled maintenance to keep electrical installations, air conditioning systems, and electrical equipment in optimal condition
- Data centers with efficient energy-saving designs
- Installation of signage for the correct use of electronic equipment for office operations
- Use of computer equipment with low energy consumption
- Change of lighting fixtures to LED technology and management of air conditioning systems to be used only in required spaces and at required times
- Improvement in the electricity consumption measurement system

ENERGY CONSUMPTION BY REGION IN 2021

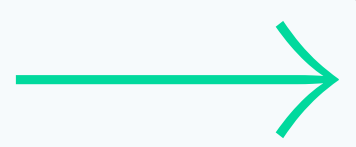
North America	2,420,090
South America	79,387
Europe	846,363
Asia	154,261
Total	3,500,101

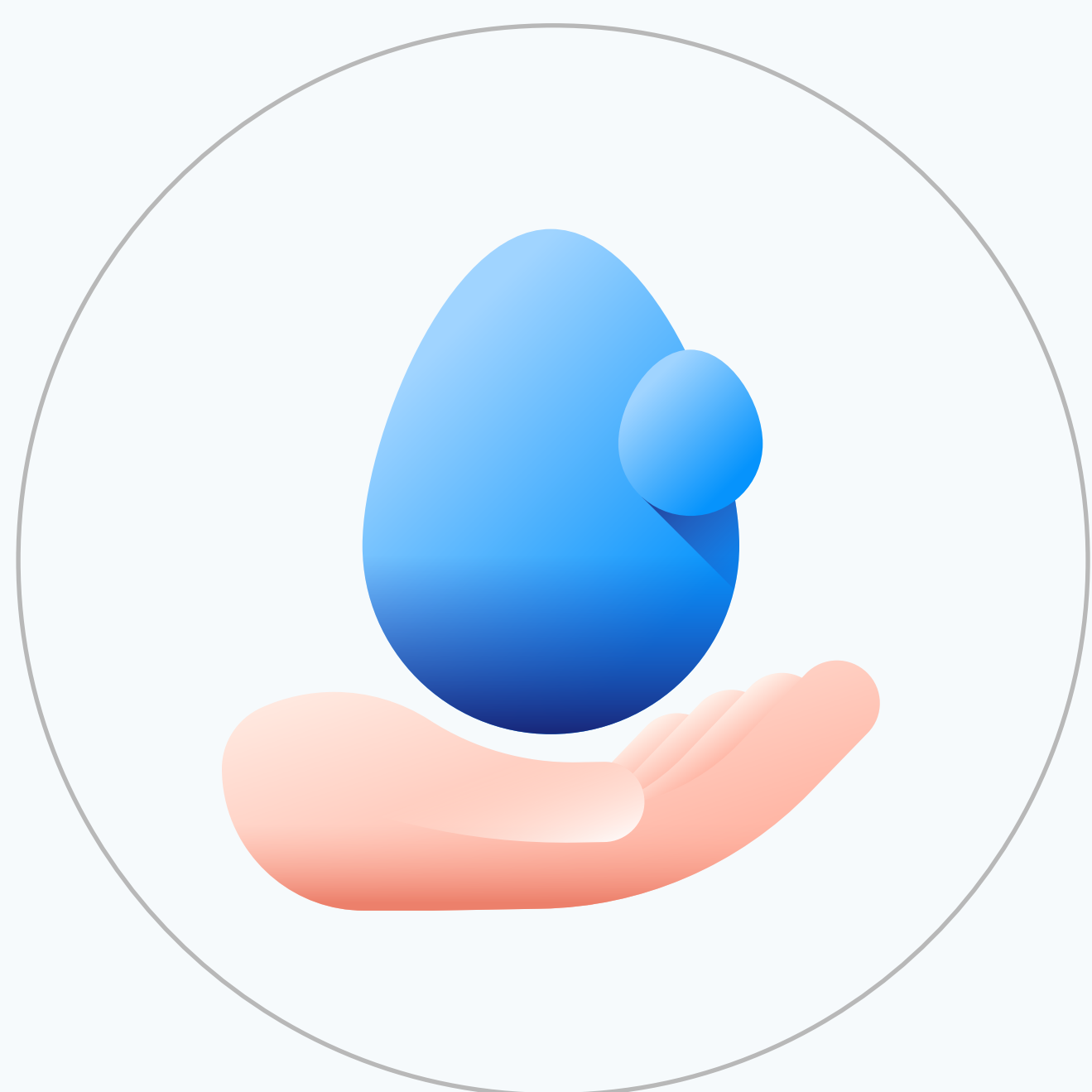
*Data expressed in kWh


13Kwh


Monthly average
of

energy
consumption


by
Softtekian



Water

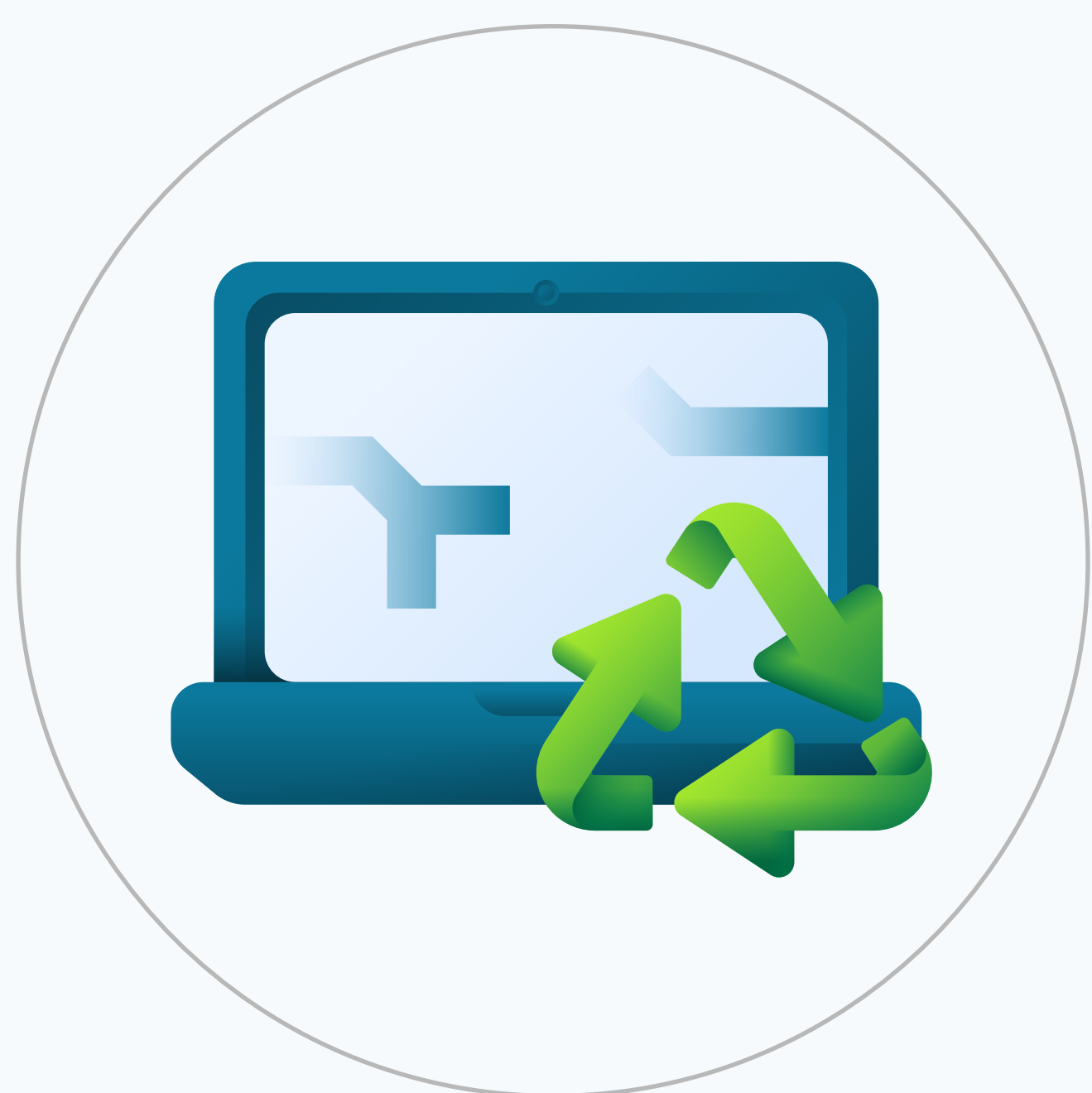
Our water impact is not a high level of contamination since sanitary discharges are channeled to municipal or local drains - depending on the location of our facilities. In the last two years, consumption has also been minimal, but we still make sure to promote actions for the conscious use of this vital resource.

We periodically check the installations or water sources for each building, in order for in time detection and correct possible leaks. We have low-flow equipment to reduce consumption. We have implemented the corresponding signage for the proper use of water for people operating from the offices.

2021 WATER CONSUMPTION

Total	74,014 m³
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*Expressed in cubic meters



Waste

Being a company of digital operations, coupled with the fact that the operation is, in a high percentage, performed remotely due to the pandemic, the production of waste is minimal, and depending on the type of waste, specific actions are established for its management:

Electronic Waste

The main electronic waste we generate is computer equipment, most of which is non-functional, for which we have a recycling process for the complete equipment or parts. Prior to recycling, we seek to extend the life of this equipment, and those that are still functional are donated to different educational institutions through the Fundación Solidaria. During 2021:

ELECTRONIC SCRAP

Recycling	383
Donated	48
Total	431



Other wastes

Most of the waste generated in the operation of our offices is generated due to paper and PET. In order to promote the reduction of use and proper management, different actions have been carried out:

- Digitalization of processes involving documentation
- Change of white paper for recycled paper
- Drinking water consumption was modified through vending machines for reusable utensils, with the aim of reducing the use of disposable materials and plastic bottles
- Use of containers to separate organic and recyclable waste

Due to the pandemic, we have also generated biological waste such as masks and gloves, for which we have installed special containers for their proper handling and disposal. With respect to the disposal of any other type of waste, we have certified suppliers that guarantee the least environmental impact.

Certifications

Our offices in Las Rozas, Madrid, are **ISO14001** certified for their environmental practices. Three of our buildings are LEED (Leadership in Energy and Environmental Design) certified, which provides us with a framework for creating healthy, highly efficient spaces that mitigate environmental impact. The offices with this certification are:

→ Aguascalientes, the Platinum level

→ Monterrey, the Gold level

→ Dallas offices, the Gold level



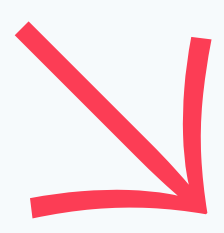




The Softtek governance structure, which we have maintained adequate and healthy, allows us to ensure the necessary conditions to make strategic decisions that enable us to increase our competitiveness year after year and to continue generating value for all our stakeholders.

Our committees are in constant dialogue with the objective of generating frameworks, processes, or practices that ensure quality and accountability with equity and transparency. The structure of our committees is shown below.

Executive committee



Blanca Treviño
President & CEO





→ **Board**
of **Administration**

This is the highest body that directs our Corporate Governance. Its main function is to oversee the management, performance, and general strategy of the organization and 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 investment plans and financial projections of the markets for the next five years
- Execution and monitoring of compliance with the decisions and agreements generated during each assembly

The **Board of Directors** is comprised of:

→ Blanca Treviño President and CEO	President
→ Doris Seedorf Chief Corporate Development Officer	Board member
→ Roberto Montelongo Chief Operating Officer	Board member
→ Heriberto Murillo Chief Financial Officer	Board member
→ Carlos Cantú Retail Business Relationship Sr.	Board member

Committees



El Consejo de Administración apoya el ejercicio de sus funciones en diversos Comités Operativos, los cuales están enfocados en la supervisión de los temas relevantes para la organización. Estos son:

Investment and Risk Committee

It is responsible for carrying out the procedure of implementation, evaluation, and authorization of risk policies.

Its main activities are:

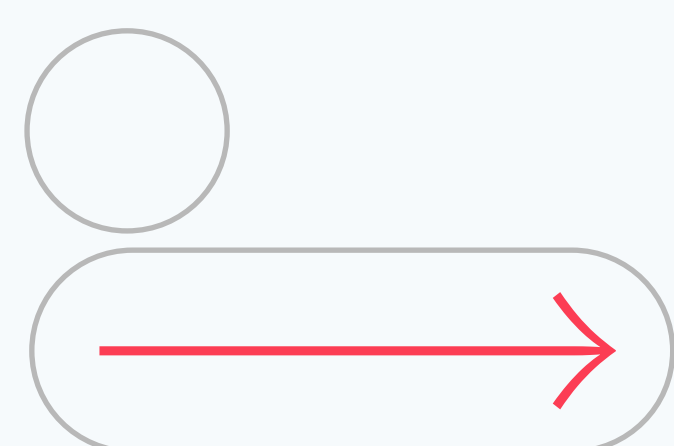
- Evaluate quarterly results of each market against that budgeted
- Decide and implement actions required to safeguard business performance
- Carry out affiliation with underrepresented social groups
- Evaluate competencies related to economic, environmental, and social issues
- Represent stakeholders

The committee is made up of:

→ **Blanca Treviño** Board member
President and CEO

→ **Roberto Montelongo** Board member
Chief Operating Officer

→ **Heriberto Murillo** Board member
Chief Financial Officer



Information Security Committee

It authorizes the policies and initiatives proposed by the Information Security Office aligned with the strategy and objectives of the business and that comply with the requirements of the clients and the industry. Among the activities that are evaluated and followed-up are:

- Information security risks or incidents occurred within Softtek
- Review of the information security clauses of employment or service contracts
- Training on data privacy and information security policies
- Coordination, in collaboration with Talent Development and Human Resources Management, of information security awareness campaigns
- Evaluation and authorization of exceptions to any information security policy or standard
- Support to the areas in the integration or changing of tasks / steps in SOP's (Standard Operating Procedures) related to information security
- Support in customer visits to respond to information security related issues

This committee is made up of:

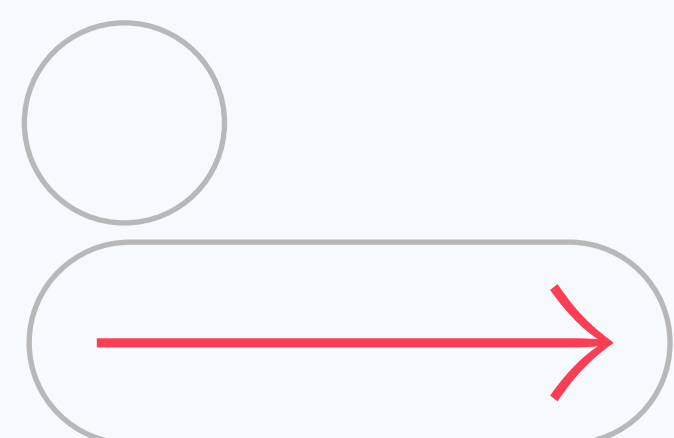
→ **Fernando Méndez**
Chief Shared Services Officer

→ **Luis Cuéllar**
Executive Director of Risk Management and Compliance

→ **Carlos Funes**
MD BFS & Mexico Market

→ **Beni López**
MD Industrial & US Market

→ **Roberto Montelongo**
Chief Operating Officer



Audit and Corporate Practices Committee

It evaluates the internal audit and control system in order to inform the Board of Directors about the company's situation. Additionally, it:

- Approves the annual internal audit program
- Evaluates the quality of the reports issued by the internal auditors
- Monitors the independence of internal audit
- Reports to the Board of Directors on the status of the corporate governance system by reporting deficiencies and deviations in terms of risks and internal control
- Reports on detected irregularities
- Evaluates compliance with the organization's objectives and goals
- Reviews regularization and self-correction plans
- Holds meetings with the Internal Audit area at the close of each audit

→ **Horacio Flores** Chairman

→ **Elsa Patiño** Board member

Ethics Committee

It is responsible for ensuring compliance with our ethical standards. We also have Local Committees that address any non-compliance with our Code of Ethics or values such as integrity, honesty, and respect.

The Global Committee is composed of:

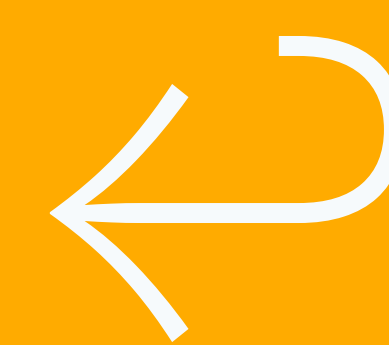
→ **Luis Revilla** Chairman
Chief People Officer

→ **Mauro Mattioda**
MD Utilities, Agroindustry & South America Market

→ **Agustín de la Maza**
Chief Solutions Officer

→ **Beatriz Vallejo**
Account Delivery Director

→ **Fernando Méndez**
Chief Share Services Officer



About



the

Report

66



This report has been prepared in accordance with the Core option of the GRI Standards. For the seventh year, 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, 2021, 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

A four-step methodology was followed:

- 1 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.
- 2 Analysis of the Internal Context**
Evaluation of stakeholder influence on relevant issues and ESG trends
- 3 Peer Benchmark**
Analysis of the level of relevance and performance in relation to other companies in the sector
- 4 Materiality Assessment**
Assignment of specific weighting to the stakeholders evaluated and to the organization's interests



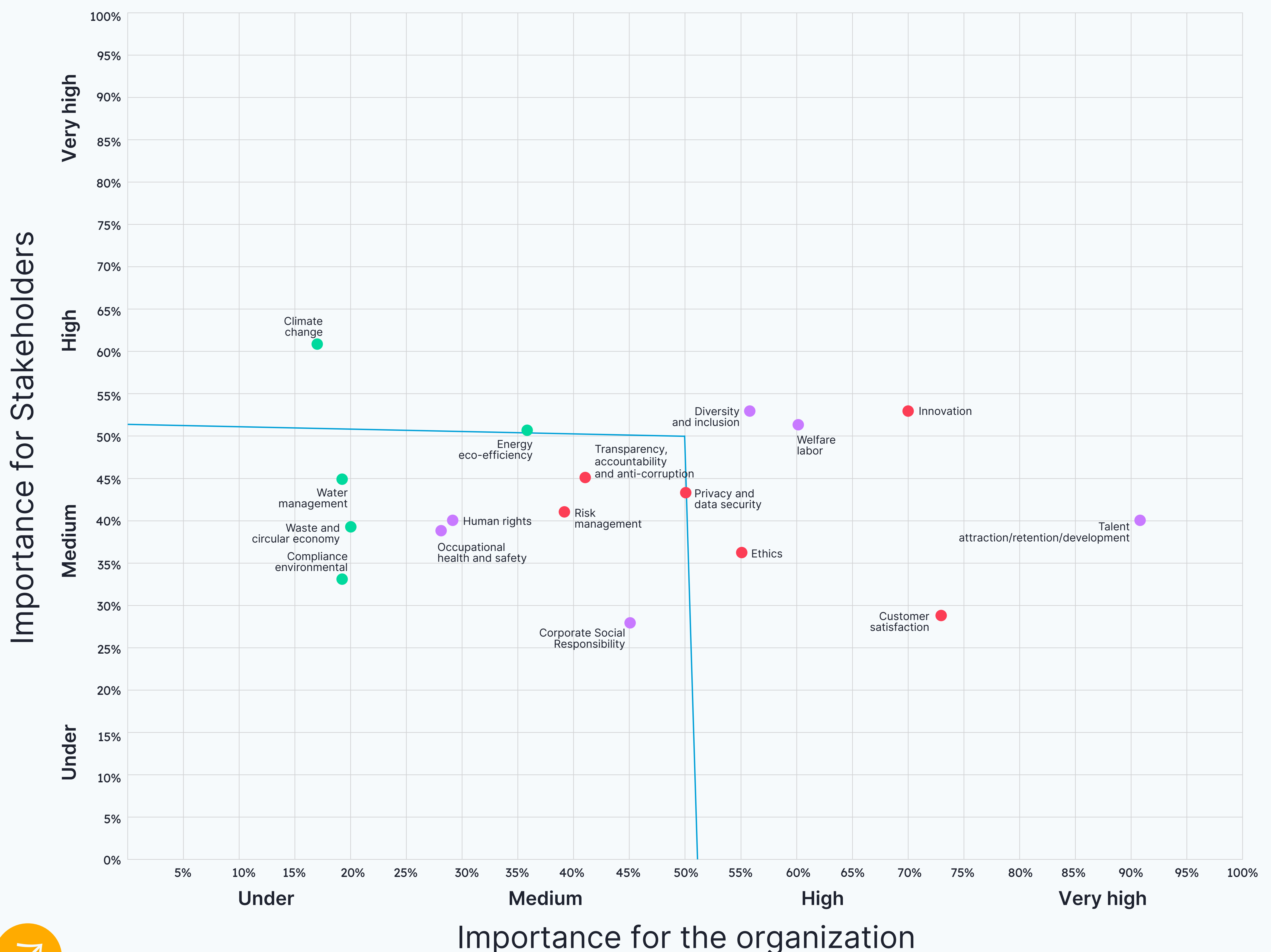
As a result, the materiality matrix for Softtek was obtained, which shows the relationship that the different topics have according to the importance for Softtek and the importance for the stakeholders. The material topics are classified into Environmental, Social, and Governance.

Materiality Matrix

Environmental

Social

Governance





Groups of interest

STAKEHOLDER GROUP	INTEREST	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 	<ul style="list-style-type: none"> » E -mail » Softtek Cloud » Periodic Public Meetings and Remote Conferencing » Performance Management » Engagement Index (twice a year) » Social Networks » 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"> » Customer Commitment and Satisfaction » Company's Economic Performance in the Medium and Long Term » Quality Services and Solutions » Ongoing Customer Relationship Management through the Sales Representative » Annual Trade Events » Annual Customer Satisfaction Surveys » E-mail » Website » VOC » One-on-one meetings
Suppliers	<ul style="list-style-type: none"> » Health and safety » Professional Growth and Development » Fair conditions for doing business 	<ul style="list-style-type: none"> » Daily interactions for acquisitions » E-mail » One-on-one meetings
NGOs and Community	<ul style="list-style-type: none"> » Company's Economic Performance in the Medium and Long Term » Environmental Impact Mitigation and Management » Health and Safety » 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 » Ongoing Educational Programs on Sustainability and Skills Training » Participation in Local Employment Events » Development of Community Infrastructure, Volunteerism, 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 	<ul style="list-style-type: none"> » Regular Meetings, Web and Telephone Conferences » Annual Financial Reports » Annual Sustainability Report » Continuous Updating of Web Sites



*The service was performed on the Spanish version of this report.

Index for  GRI content

GRI Sustainability Reporting Standards help companies and governments around the world understand and communicate their impact on critical sustainability issues such as climate change, human rights, governance, and social well-being. For the Index Service Content, GRI Services has confirmed that the GRI Content Index in the report is clear and that the references for each content included correspond to the indicated sections of the report.

General Contents

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 101: Fundamentals 2016			
ORGANIZATIONAL PROFILE			
	102-1	6, 7	
	102-2	8, 9	
	102-3	7-9	
	102-4	7	
	102-5	Commercial company, Public stock corporation with variable capital, with shares held by common stock	
GRI 102: General Disclosure 2016	102-6	6	
	102-7	7, 13, 27	
	102-8	26, 27	
	102-9	We are a service company so we do not have a large amount of product purchases, and we try to keep our acquisitions are carried out with local suppliers to stimulate the economic development of the communities where we operate. We seek to ensure that these suppliers share our committed to our values.	
	102-10	11-14	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
	102-11	19-20	
	102-12	44-49	
	102-13	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. STRATEGY		
	102-14	3-4	
	102-15	12-13	
	3. ETHICS & INTEGRITY		
	102-16	25, 51	
	102-17	51	
	4. GOVERNANCE		
	102-18	61-65	
	102-20	61-65	
	102-21	70	
	102-22	The roles and responsibilities of each member at https://www.softtek.com/our-team	
	102-23	61-65	
GRI 102: General Disclosure 2016	102-25	50-51	
	102-26	61-63	
	102-27	61-63	
	102-29	68	
	102-30	63	
	5. PARTICIPATION OF INTEREST GROUPS		
	102-40	70	
	102-41	Due to Softtek's service delivery scheme, we do not have employees covered by service agreements of collective bargaining. However, we recognize the importance of social dialogue institutions and applicable collective bargaining structures. Therefore, we always respect the right of the employees to form and/or join their own organizations.	
	102-42	70	
	102-43	70	
	102-44	68, 70	
	6. REPORTING PRACTICES		
	102-45	Softtek is a private company so it does not publish financial statements. This report shows the results of all the entities that are part of the company, unless otherwise indicated.	
	102-46	67	
	102-47	69	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 102: General Disclosure 2016	102-48	There was no restatement of information.	
	102-49	There are no changes; we maintain the performance of the report based on GRI Standards.	
	102-50	67	
	102-51	2020	
	102-52	Annual	
	102-53	79	
	102-54	67	
	102-55	71-78	
	102-56	This report is not externally verified.	

Topic Standards

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 200 Economic standards			
Material Topic: Risk management			
GRI 201: Economic Performance 2016	201-1		The value generated and distributed is confidential because Softtek is a private company; however, we report our social contribution as a best practice.
	201-3	In countries such as Mexico, Argentina, Chile, Colombia, Spain, and India, we grant a percentage to retirement plans, in accordance with each country's legislation.	
	201-4	In Argentina and Spain, we receive tax relief and training subsidies, respectively.	
GRI 103: Management approach 2016	103-1	6-7	
	103-2	11-13, 21-22	
	103-3	07-Jun	
GRI 202: Market Presence 2016	202-2	Approximately 74% of our senior executives are recruited from communities where we have a presence. Senior executives include area directors, vicepresidents, and local and global managers.	
GRI 103: Management Approach 2016	103-1	27	
	103-2	27	
	103-3	27	
GRI 203: Indirect economic Impacts 2016	203-1	44-46	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 103: Management Approach 2016	103-1	44	
	103-2	44	
	103-3	44	
GRI 204: Procurement Practices 2016	204-1	We are a service company, therefore, we do not have a large amount of product purchases. We try to make our purchases with local suppliers to stimulate the economic development of the communities where we operate. We seek to ensure that these suppliers share our commitment to social responsibility and are committed to our values.	
GRI 103: Management Approach 2016	103-1	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our suppliers are governed by the same policies of environmental care and Social Responsibility, in addition to compliance with the code of ethics for suppliers that has been defined. For more information, please contact us: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-2	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our suppliers are governed by the same policies of environmental care and Social Responsibility, in addition to compliance with the code of ethics for suppliers that has been defined. For more information, please contact us: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-3	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our suppliers are governed by the same policies of environmental care and Social Responsibility, in addition to compliance with the code of ethics for suppliers that has been defined. For more information, please contact us: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
Material Topic: Transparency, Accountability and Anti-corruption			
GRI 205: Anticorruption 2016	205-1	50-52	
	205-2	50-52	
	205-3	50-52	
GRI 103: Management Approach 2016	103-1	50-52	
	103-2	50-52	
	103-3	50-52	
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions related to unfair competition, monopolistic practices, and against free competition.	
GRI 103: Management Approach 2016	103-1	50	
	103-2	50	
	103-3	50	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 300 Environmental standards			
Material Topic: Climate change, energy eco-efficiency			
GRI 302: Energy 2016	302-1	57	Our services are technological so we do not require materials to produce only computer equipment.
	302-3	57	
	302-4	57	
	302-5	57	
GRI 103: Management Approach 2016	103-1	56	
	103-2	56	
	103-3	56	
GRI 305: Emissions 2016	305-3	Our activities do not generate significant direct greenhouse gas emissions, however, the mobility of our employees does. We do, however, globally encourage the application and use of tools to contribute to the reduction of our environmental footprint.	
	302-5	During 2021 our operations and activities continued to be remote, with an increase in attendance emissions from our offices, but still without representing a significant increase. By 2022 we will generate policies and practices for emissions.	
GRI 103: Management Approach 2016	103-1	56	
	103-2	56	
	103-3	56	
Material Topic: Water management / Waste and circular economy			
GRI 306: Waste 2020	306-1	58 - 59	
	306-2	58 - 59	
	306-3	58 - 59	
GRI 103: Management Approach 2016	103-1	56	
	103-2	56	
	103-3	56	
Material Topic: Environmental compliance			
GRI 307: Environmental Compliance 2016	307-1	No fines for non-compliance with environmental regulations in 2021.	
GRI 103: Management Approach 2016	103-1	56	
	103-2	56	
	103-3	56	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 308: Supplier Environmental Assessment 2016	308-1		Information not available. At the moment, we have not performed environmental metrics evaluations. However, we are evaluating the evaluation criteria to include during 2022.
	103-1	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our customers are suppliers that are governed by the same policies of environmental care and social responsibility. This in addition to compliance with the code of ethics for suppliers that has been defined. For more information: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
GRI 103: Management Approach 2016	103-2	Contamos con un programa de auditorías internas y externas para evaluar los posibles riesgos y su mitigación, con lo que nos aseguramos que nuestros proveedores se rigen bajos las mismas políticas de cuidado de medio ambiente y Responsabilidad Social, además del cumplimiento del código de ética para proveedores que se ha definido. Para mayor información: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-3	Contamos con un programa de auditorías internas y externas para evaluar los posibles riesgos y su mitigación, con lo que nos aseguramos que nuestros proveedores se rigen bajos las mismas políticas de cuidado de medio ambiente y Responsabilidad Social, además del cumplimiento del código de ética para proveedores que se ha definido. Para mayor información: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	

GRI 400 Social standards

Material Topic: Attraction / Retention / Development of Talent

GRI 401: Employment 2016	401-1	29-30
	401-2	28
	401-3	28
GRI 103: Management Approach 2016	103-1	26-28
	103-2	26-28
	103-3	26-28

Material Topic: Occupational health and safety / Occupational welfare

GRI 403: Occupational Health and Safety Project Working Group Members 2018	403-1	41-43
	403-2	41-43
	403-3	41-43
	403-4	41-43

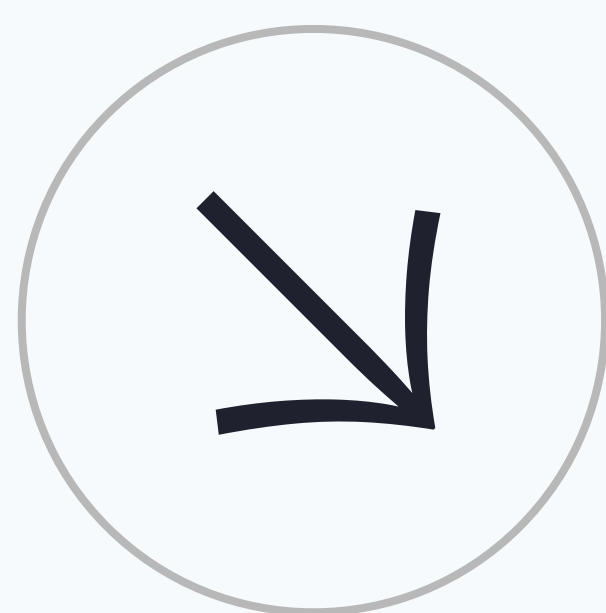
GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
	403-5	41-43	
	403-6	41-43	
	403-7	41-43	
GRI 403: Occupational Health and Safety Project Working Group Members 2018	403-8	95% of employees are covered by the health management system, which is audited internally and externally.	
	403-9	41-43 / During 2021 there were no work-related deaths and only 3 work-related accidents. We have no activities with high occupational injury risks.	
	403-10	41-43	
GRI 103: Management Approach 2016	103-1	41-43	
	103-2	41-43	
	103-3	41-43	
Material Topic: Attraction / Retention / Development of Talent			
GRI 404: Training and Education 2016	404-1	35	
	404-2	35-40	
	404-3	32-33	
GRI 103: Management Approach 2016	103-1	35-40	
	103-2	35-40	
	103-3	35-40	
Material Topic: Diversity and Inclusion			
GRI 405: Diversity and Equal Opportunity 2016	405-1	27	
GRI 103: Management Approach 2016	103-1	47-48	
	103-2	47-48	
	103-3	47-48	
Material Topic: Ethics / Transparency, accountability and anti-corruption			
GRI 406: Non-discrimination 2016	406-1	52	
GRI 103: Management Approach 2016	103-1	50-54	
	103-2	50-54	
	103-3	50-54	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	No operations or suppliers have been identified where the right to freedom of association and collective bargaining could be at risk.	
GRI 103: Management Approach 2016	103-1	Softtek recognizes the importance of social dialogue institutions and applicable social structures. Therefore, we always respect the right of employees and suppliers to form or join their own organizations.	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 103: Management Approach 2016	103-2	Softtek recognizes the importance of social dialogue institutions and applicable social structures. Therefore, we always respect the right of employees and suppliers to form or join their own organizations.	
	103-3	Softtek recognizes the importance of social dialogue institutions and applicable social structures. Therefore, we always respect the right of employees and suppliers to form or join their own organizations.	
Material Topic: Human rights			
GRI 408: Child Labor 2016	408-1	54, No operations or suppliers with significant child labor risks have been identified.	
GRI 103: Management Approach 2016	103-1	54	
	103-2	54	
	103-3	54	
Material Topic: Human rights			
GRI 409: Forced or Compulsory Labor 2016	409-1	No operations or suppliers have been identified with significant risks of forced or compulsory labor.	
GRI 103: Management Approach 2016	103-1	54	
	103-2	54	
	103-3	54	
Material Topic: Human rights			
GRI 412: Human Rights Assessment 2016	412-2	54	
GRI 103: Management Approach 2016	103-1	54	
	103-2	54	
	103-3	54	
GRI 413: Local Communities 2016	413-1	44-46	
	413-2	44-46	
GRI 103: Management Approach 2016	103-1	44-46	
	103-2	44-46	
	103-3	44-46	
GRI 414: Supplier Social Assessment 2016	414-1	Information not available. We do not currently perform social evaluations of suppliers; however, we are evaluating the evaluation criteria for inclusion in the next annual report.	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 103: Management Approach 2016	103-1	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our customers and suppliers are governed by the same policies of care for the environment and Social Responsibility, in addition to compliance with the code of ethics for suppliers that has been defined. For more information: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-2	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our customers and suppliers are governed by the same policies of care for the environment and Social Responsibility, in addition to compliance with the code of ethics for suppliers that has been defined. For more information: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-3	We have a program of internal and external audits to evaluate potential risks and their mitigation, thus ensuring that our customers and suppliers are governed by the same policies of care for the environment and Social Responsibility, in addition to compliance with the code of ethics for suppliers that has been defined. For more information: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
GRI 415: Public Policy 2016	415-1	Softtek has not contributed with financial or in-kind contributions to any political party.	
GRI 103: Management Approach 2016	103-1	Since its creation, Softtek was formed under the conception of being an A-Political company and A-Confessional. This is reflected in our Code of Ethics, which upholds people's freedom of belief.	
	103-2	Since its creation, Softtek was formed under the conception of being an A-Political company and A-Confessional. This is reflected in our Code of Ethics, which upholds people's freedom of belief.	
	103-3	Since its creation, Softtek was formed under the conception of being an A-Political company and A-Confessional. This is reflected in our Code of Ethics, which upholds people's freedom of belief.	
GRI 416: Customer Health and Safety 2016	416-1	18-20	
	416-2	During 2020, there were no regulatory incidents related to the health and safety of our products and services.	
GRI 103: Management Approach 2016	103-1	18-20	
	103-2	18-20	
	103-3	18-20	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS & EXPLANATION
GRI 417: Marketing and Labeling 2016	417-1	15-17	
	417-2	During 2021, there was no non-compliance related to the information and labeling of products and services.	
	417-3	During 2021, there was no non-compliance related to marketing communications.	
GRI 103: Management Approach 2016	103-1	15-17	
	103-2	15-17	
	103-3	15-17	
Material Topic: Innovation			
GRI 418: Customer Privacy 2016	418-1	During 2021, there were no claims or fines resulting from breaches of clients privacy or loss of customer data.	
GRI 103: Management Approach 2016	103-1	18-20	
	103-2	18-20	
	103-3	18-20	
Material Topic: Customer Satisfaction / Privacy and Data Security			
GRI 419: Socio Economic Compliance 2016	419-1	During 2021, no non-compliance with social or economic laws and regulations was identified.	
GRI 103: Management Approach 2016	103-1	50-54	
	103-2	50-54	
	103-3	50-54	

Contact




EDITORIAL TEAM
Mónica Zárate Fernández
 monica.zarate@softtek.com
With the collaboration of the Internal Communications teams.

CONTACT
Fernando Nava Velázquez
 Corporate Social Responsibility Director
 fernando.nava@softtek.com

Flor Alicia Obregón Vázquez
 flor.obregon@softtek.com
Design and Image
Elideth Paola Gutiérrez Rosas

WITH THE COLLABORATION OF

Agustín de la Maza <i>Chief Solutions Officer</i>	Hilda Molina <i>Talent Development Director</i>
Alejandro Camino <i>Chief Marketing Officer</i>	Jaime González <i>Information Security Office Director</i>
Arturo Marroquín <i>Global IT Director</i>	Luis Revilla <i>Chief People Officer</i>
Fernando Nava <i>Corporate Social Responsibility Director</i>	Martha García <i>Human Resources Administration Director</i>
Heriberto Murillo <i>Chief Financial Officer</i>	Ricardo Rodríguez <i>Physical Infrastructure Director</i>

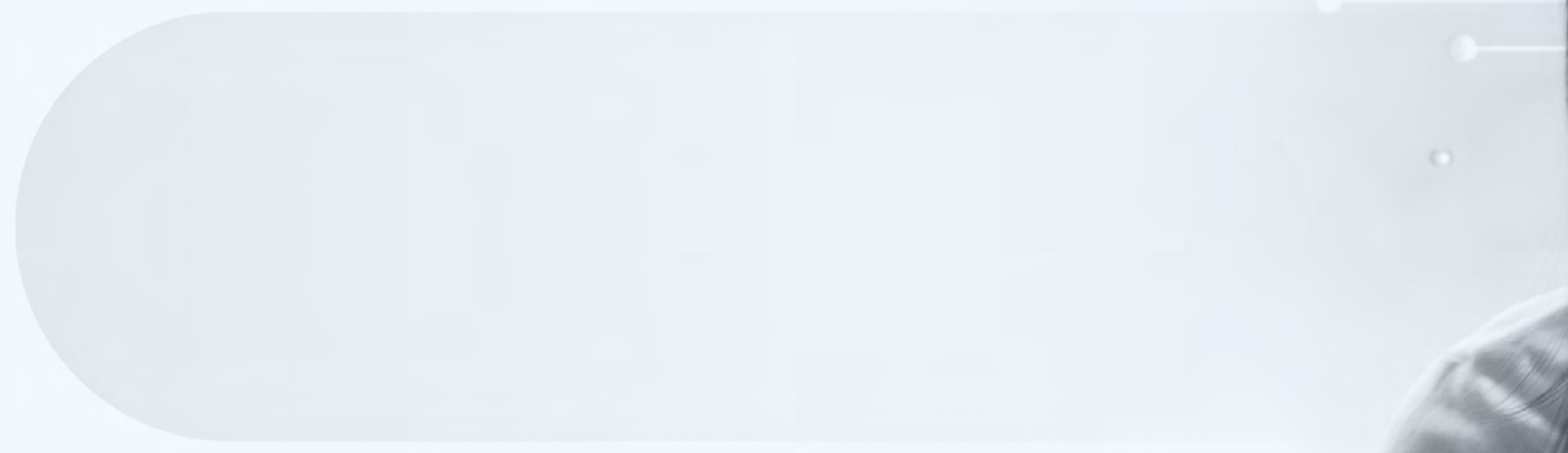
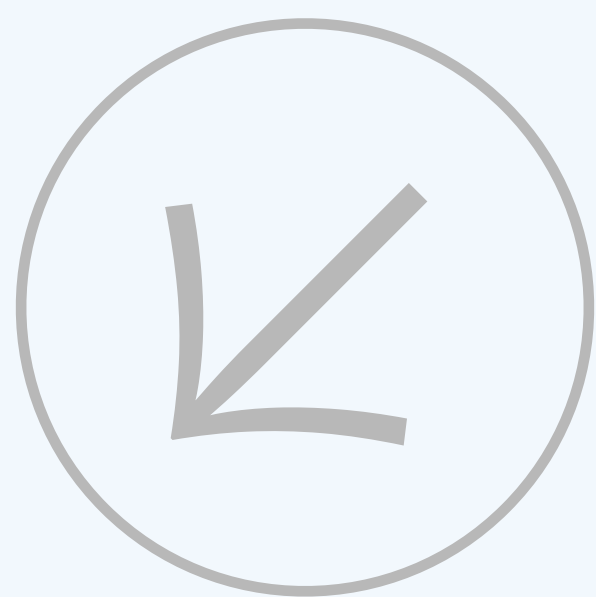
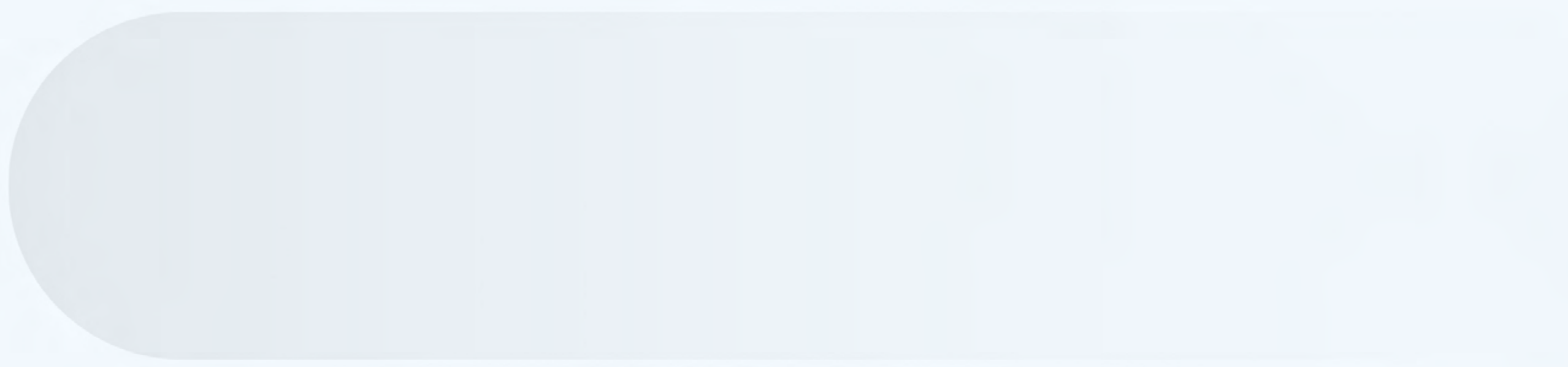
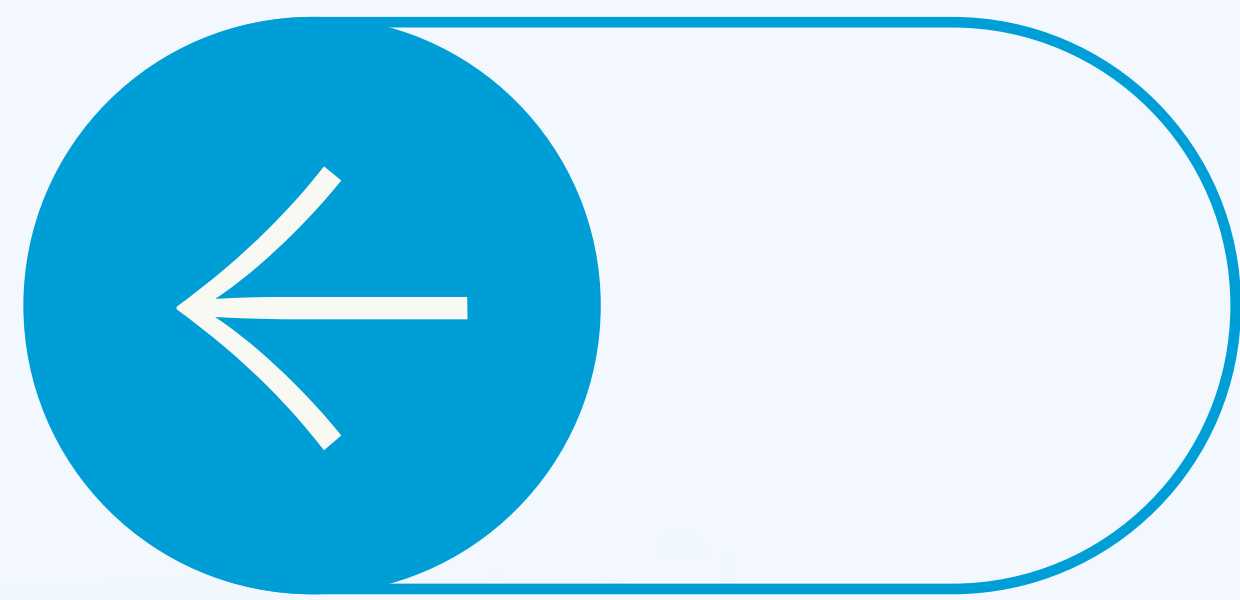
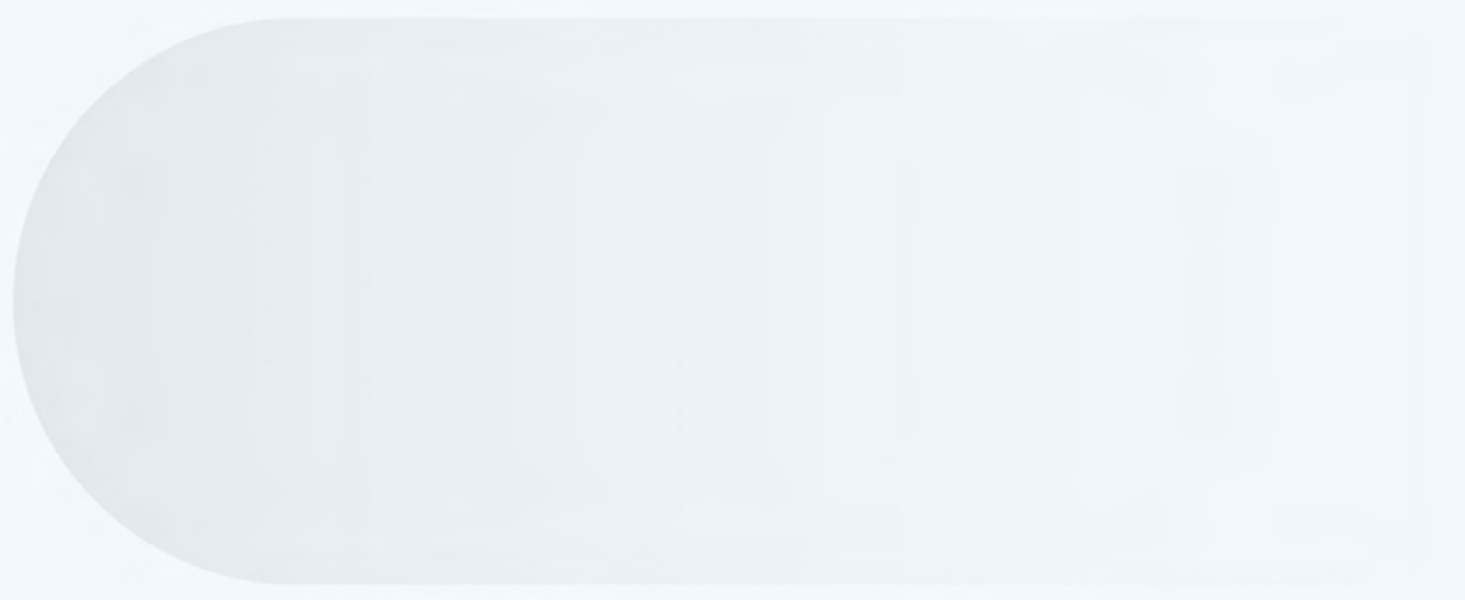
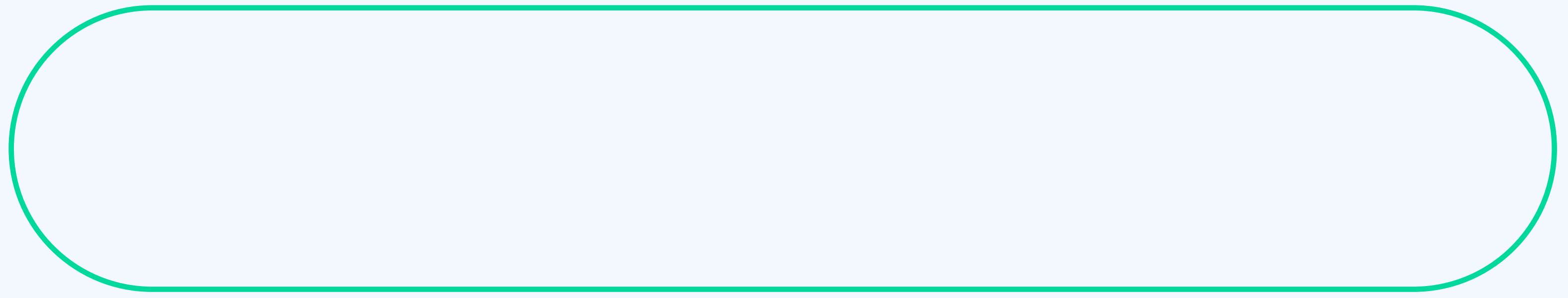
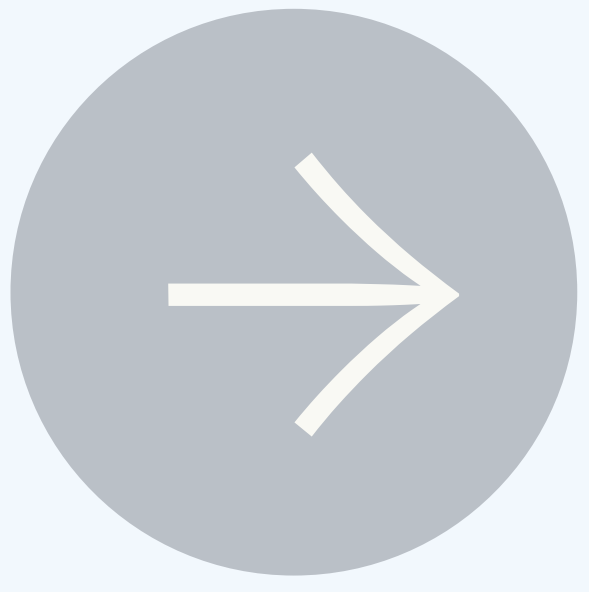


Softtek®

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

CORPORATE OFFICES
 Av. Constitución #3098, Floor 6
 Col. Santa María Monterrey
 Nuevo León
 Mexico 64650
 +52 (81) 1932 4400

WEBSITE
softtek.com



softtek.com



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