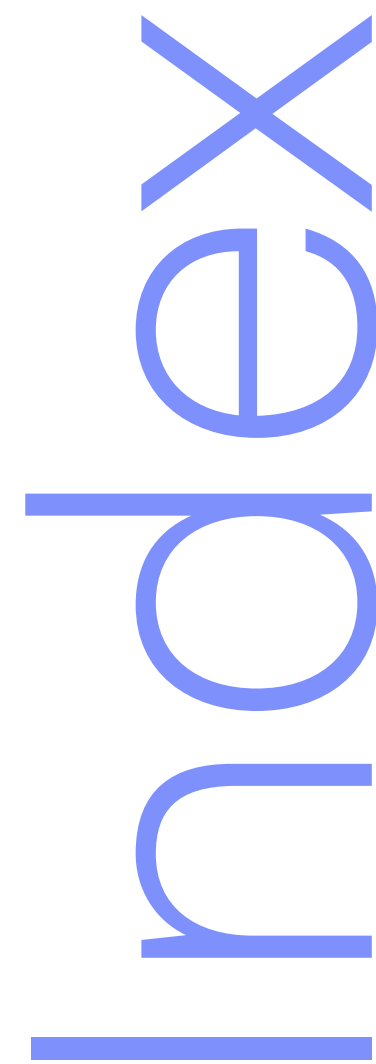


Sustainability Report

2023





Chapter 1

We are Softtek

Chapter 2

We are Softtekians

Chapter 3

Softtek and the Environment

Chapter 4

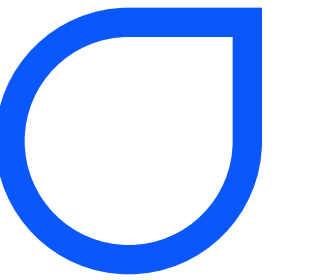
Supplementary Information

Appendix

Contact Information



At Softtek, our core value is center around people. We connect them with the organization and technology, aiming to advance our clients' business strategies through cutting-edge digital solutions.



CEO Letter

In 2023 we faced challenges of a completely different environment—one that shifted from temporary to permanent. For companies in our industry this means finishing adapting to a new business model and service delivery. The battle for talent intensifies, influenced by various factors.

Our distinct people-centered culture has become a key differentiator, positioning us as one of the best places to work in several countries where we operate. As a global company, are diversifying our service delivery centers, and strategically establishing operations in locations that offer economic, social, political, and environmental conditions.

Our recent consolidation of the Global Service Delivery Center in Colombia reflects a historic

opportunity. Simultaneously we continue to focus on India to complement our global model and strengthen our presence in a region that is critical for our future.

We have refined our goals in sectors where we have experience but have not yet explored in other locations. Our government vertical, with its notable experience and trajectory, now opens possibilities for us to penetrate other markets.

This new venture is based on our internal restructuring –TEAM Second Wave– aimed at aligning the roles, areas, and priorities to meet market demands and optimize our operating model.

This change spans across our services, offerings, go-to-market approach, project selection and

operation; and most importantly, our continued focus on people. We maximize talent, while fostering growth and seeking new opportunities.

For us, that means sustainability—for Softtekians from around the world, shareholders, clients, suppliers, community, talent in all its forms.

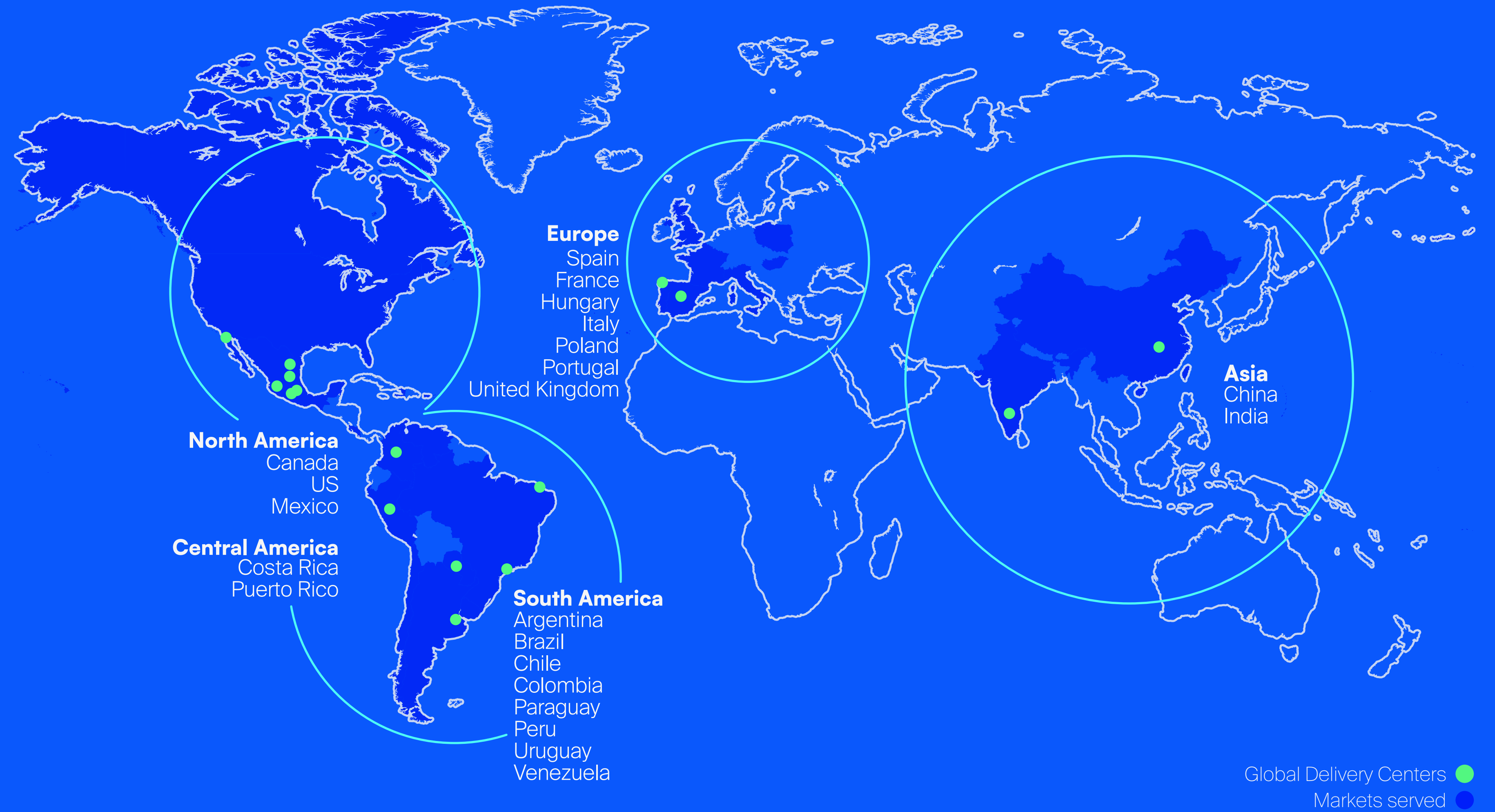
It means making decisions that benefit everyone, considering our impact on people, the planet, and profitability. It means that together we ensure that Softtek transcends over time.

Regards,
Blanca Treviño

01

Chapter

We are Softtek



Softtek, founded in 1982 in Monterrey, Nuevo León, Mexico, is a global digital solutions company. Pioneers of the **Nearshore**® model, our entrepreneurial spirit drives continuous development. Today, we operate in over **20 countries** worldwide.



1.1
Softtek
in a quick look

Technology services enabling digital transformation.

Providing digital solutions from ideation and development to evolving the operation.

Serving “Global 2000” organizations.

50+ “Fortune Global 500” clients
400+ clients globally.

Unique culture built around The Human Element.

Agility, self-determination, collaboration & trust.

Strong recurring customer base.

Existing clients = 93% revenue average
18-year tenure with top 10 clients.

Global presence.

30 offices in 20+ countries 18 Global Delivery Centers (GDCs) across 3 continents.

15,000+ professionals.

Highly skilled workforce of IT consultants and engineers.

Leading global service provider.

Creators & leader of the Nearshore® services industry.



1.1.1

Awards & Honors

- > Niche Player in Gartner Magic Quadrant for Custom Software Development Services, worldwide.
- > Major Player in IDC MarketScape: Worldwide Omni-Channel Guest Experience Services Providers for Hospitality, Dining, and Travel 2023 Vendor Assessment.
- > 100 best companies to work for 2023 by Forbes Spain.
- > Fair Play, Equal Pay Certification by Girl Scouts.
- > Top Sourcing Standout by ISG.
- > Challenger in Life & Annuities Insurance Digital Services.
- > Select Level in Partner Connect Consulting Guidewire global program.
- > "Business Partner of the Year 2023" in Latam by Stibo Systems.
- > "Súper Empresa" in México, by Expansion business magazine.
- > Wellness Council Mexico, reaffirmation of Mentorship level.
- > Responsibility Award by Cummins.
- > Great Place to Work-Certified™ in India, Brazil and Argentina.
- > Named among 18 most ethical companies in Mexico by AMITAI.
- > Silver badge achievement in evaluation by ECOVADIS.

1.1.2

Certifications 2023

- > ISO 14001:2015 in Spain and China.
- > ISO 9001:2015 in India, México and Colombia.
- > SAP PCOE in India, México and Colombia.
- > ISMS in India, México and Colombia.
- > ISO 14064-1:2018 in España.
- > ISO 14064-2-2:2019 Carbon Footprint in Spain

IT Softtek

Advanced automation through an internal chatbot for support, which makes **attention and service 30%** more efficient.

120 million

Teams messages.

1.2 million

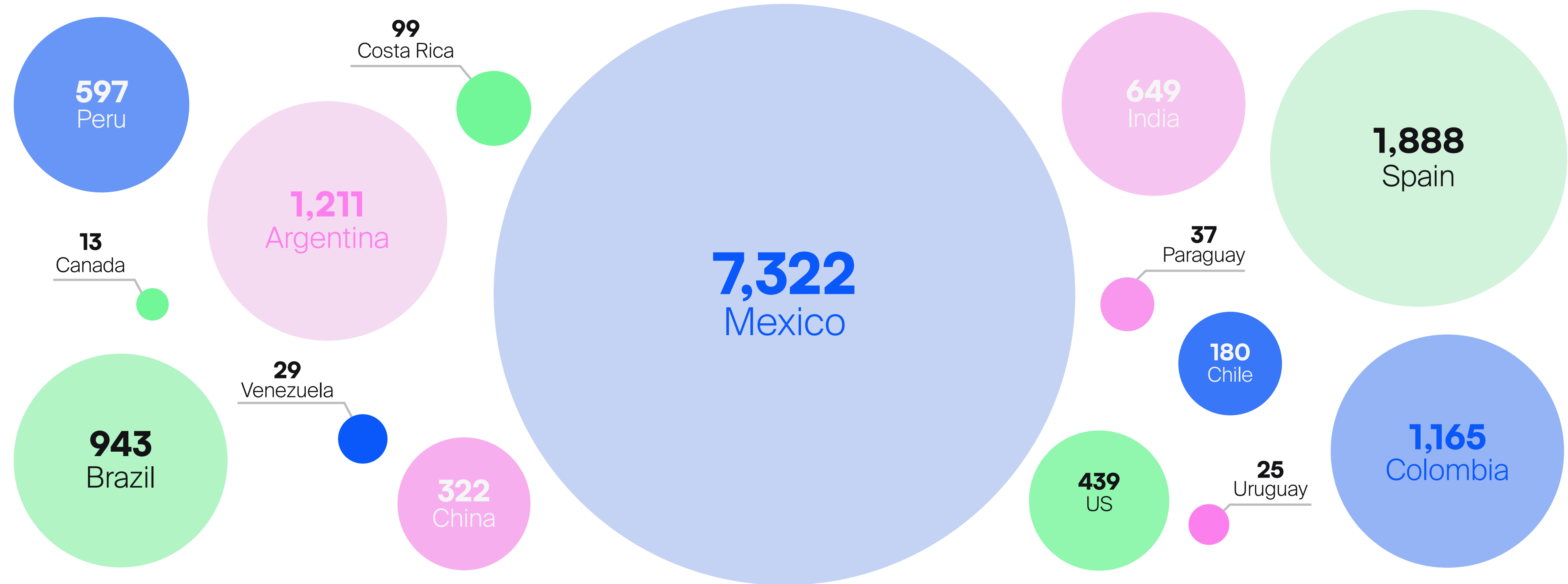
1 to 1 calls.

1.3 million

online meetings.

280 million

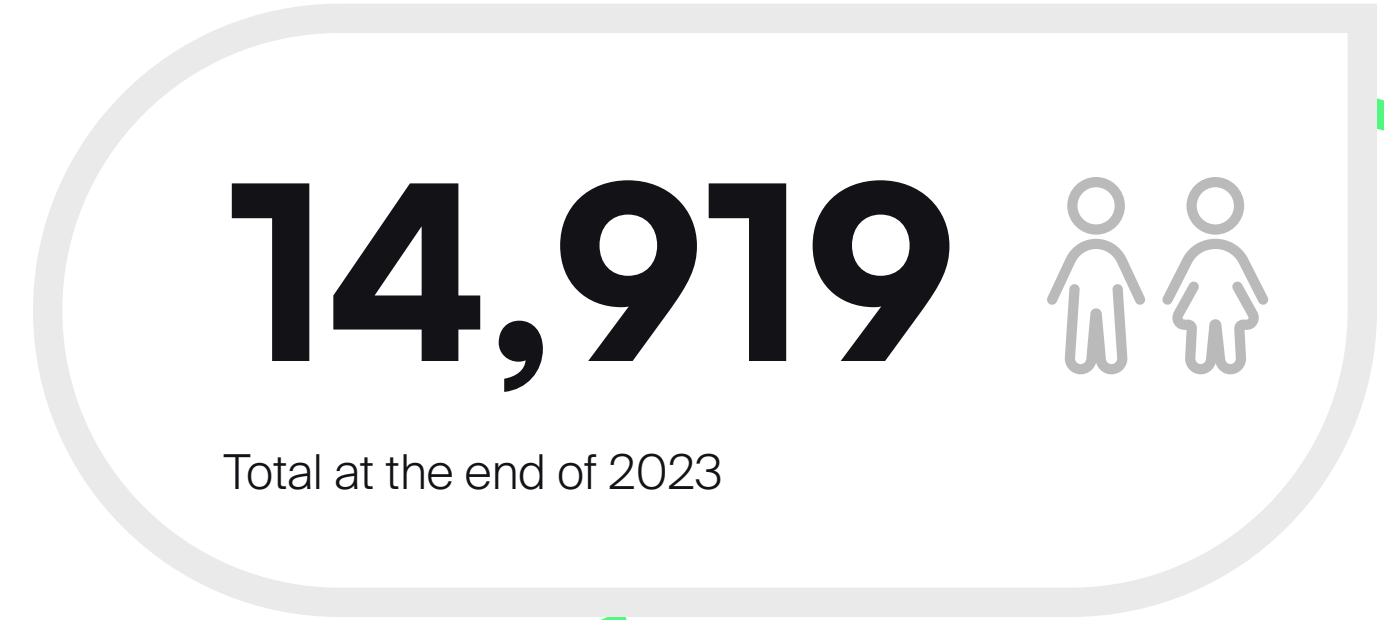
minutes in calls.



1.2

Our presence in the world

We are a global community of Softtekians –thousands strong– bringing together diverse talent, ideas and cultures. Our shared passion lies in creating value through technology, helping clients discover, ideate, implement and develop their business portfolio.





1.3

Our Corporate Governance

At Softtek, our corporate governance structure fosters responsible and transparent organization management. This approach builds trust with all stakeholders, ensuring competitiveness and sustainability.

Our interconnected committee develops frameworks, procedures and practices to enhance transparency, accountability and compliance in managing organizational impacts and risks.

1.3.1

Board of Directors

The Board of Directors serves as the highest governing body within the organization. Their responsibilities include overseeing management, performance and organizational strategy. This encompasses reviewing and authorizing financial matters, investment plans and financial projections in the markets where we operate. Members are appointed according to established rules and statutes.

Currently, the Board of Directors consists of:

60% 

Male

40% 

Female

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

1.3.2

Investment and Risk Committee

The Investment and Risk Committee plays a crucial role in implementing, evaluating, and authorizing risk management issues. They analyze and assess the performance of each market. Additionally, the committee specifies and implements actions to ensure the business performs well in economic, social, and environmental aspects. As the main representative of interest groups, their responsibilities are pivotal.

The committee consists of:

Blanca Treviño

President & CEO

Roberto Montelongo

Chief Operating Officer

Heriberto Murillo

Chief Financial Officer

1.3.3

Information Security Committee

The Information Security Committee plays a crucial role in authorizing and ensuring compliance with policies related to information security, personal data protection, and cybersecurity. These policies are proposed by the Information Security Office.

Additionally, the committee actively monitors and addresses security risks and incidents. As part of their responsibilities, they review all information security clauses included in our service contracts.

The committee consists of:

Luis Cuéllar

Executive Director of Risk Management and Compliance

Beni López

MD Industrial & US Market

Carlos Funes

MD BFS & Mexico Market

Roberto Montelongo

Chief Operating Office



1.3.4

Audit Committee

The Audit Committee oversees Softtek's robust control and internal audit system. Their functions include evaluating audit reports and monitoring their independence. Additionally, they keep the Board of Directors informed about corporate governance situations, risk deviations, and internal control deficiencies.

The committee consists of:

Eduardo Guerrero

Chief Sales Officer

David Jiménez

MD CPG

Mauro Mattioda

MD Utilities, Agroindustry & South America Market

1.3.5

Ethics Committee

The Ethics Committee ensures compliance with the organization's ethical standards by coordinating Local Committees. These committees address any breaches of our Code of Ethics and meet four times a year.

The Global Committee consists of:

Luis Revilla

President

Chief People Officer

Agustín de la Maza

Chief Solutions Officer

Beatriz Vallejo

Account Delivery Director

Fernando Méndez

Chief Change Management Officer

Mauro Mattioda

MD Utilities, Agroindustry & South America Market



1.4

The voice of our leaders

In 2023 our organization faced many challenges but also growth and evolution. Our leaders share their perspective.



Agustín de la Maza

Chief Solutions Officer

One of Softtek's main developments was to focus our portfolio of offers, prioritizing them from the point of view of promotion, positioning and sales. To achieve this, we reinforced our most advanced levels of technological partnerships.



Alejandro Camino

Chief Marketing Officer

Undeniably, the significant advancement or transformation in the technology industry during 2023 was the boom in Generative AI. For Softtek this development represents a huge opportunity. It can level the playing field allowing us to make an impact on companies worldwide that are 10 or 100 times our size. This enables us to compete equally, and when used properly, enhance productivity and efficiency.

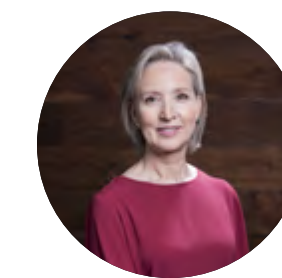


David Rafael

Chief Talent Officer

A major advance for Softtek has been the integration of a vision, a strategy and a plan to include a digital approach and the use of AI in the Talent area.

The approach of dividing priorities and strategies based on the "present" and "future" will contribute to Talent management increasing the level of engagement and retention of our Softtekians.



Doris Seedorf

Chief Corporate Development Officer

At Softtek, I want to emphasize the progress made in developing emerging technologies, through the execution of innovation projects and proofs of concept (PoCs). It was a year in which our commitment to sustainability stood out, evidenced by the expansion of the scope of our most relevant certifications in the area. Our commitment not only reflects our environmental responsibility, but also demonstrates our continued efforts to promote socially responsible and sustainable business practices.



Fernando Méndez

Chief Change Management Officer

During 2023, the Executive Committee adopted a circular structure, which will allow us to generate even greater value, since we are all part of an ecosystem where teamwork with interdependencies is maintained. On this path we seek to be more ambitious with initiatives, including the second wave of the TEAM organizational strategy – Transform, Emphasize/Focus, Accelerate, and Maximize – whose purpose is to achieve greater growth of the organization and continually improve the value we provide to our clients and our people.



Jaime Palacios

Chief Value Discovery Officer

I am extremely proud to see what we are capable of as an integrated company. Now, in this facet of TEAM Second Wave, it is once again the portion of the story about our continued evolution.

We as Softtekians, Our Clients and Our Strategic Vision, are the pillars of reinvention. Our Generative AI offer is a reality and is based on 3 basic principles: It is a democratized, federated and responsible initiative.



Luis Revilla

Chief People Officer

In 2023 we reiterated that our main driving force is talent. As a result, we aim for individuals to align with our culture throughout their Softtekian Journey—the path they experience during their life at Softtek.

This alignment involves embracing our evolving and enriching value proposition, ultimately creating a distinct experience for each person during their organizational journey.

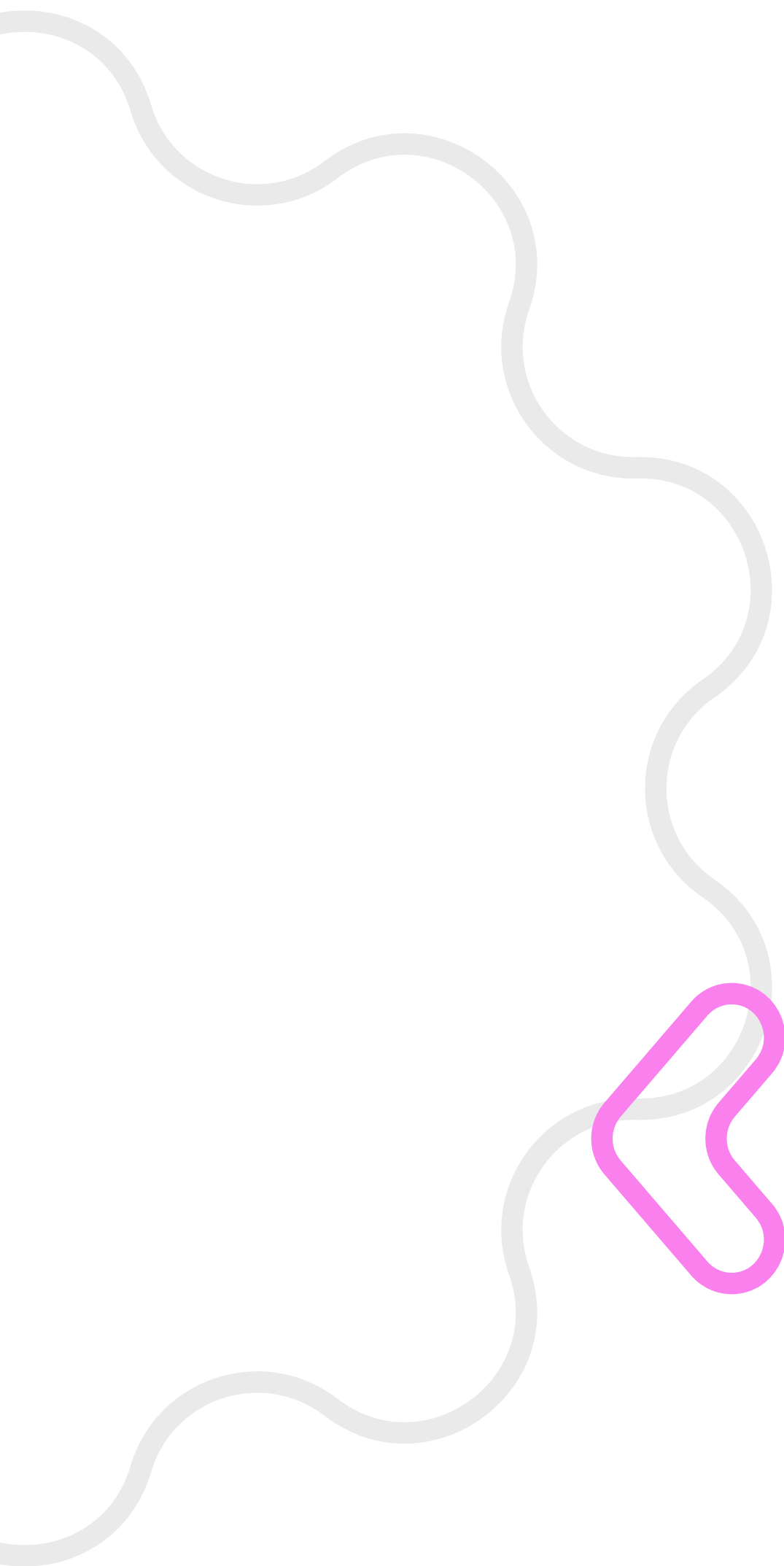


Roberto Montelongo

Chief Operating Officer

During 2023 we acquired and consolidated different projects, and this means that we delivered the service that our clients expected.

Internally, an important development is the implementation of the second wave of the TEAM organizational strategy, which focuses us on different areas, with an important focus on talent, how we develop it and the challenges to overcome so that each Softtekian achieves his/her full potential.



Beni López

MD Industrial & US Market

I would highlight 3 relevant aspects of Softtek during 2023. First, our organizational transformation, which involves reiterating our focus on talent, on our Softtekians and their development; second, our maturity in delivery capacity through our Nearshore® model, thanks to which many clients turn to us to be their partners; the third is our ability to adapt generative AI to our value offering.



Carlos Funes

MD Bank Financial Services & Mexico Market

During 2024, we achieved a clear leadership position with clients representing several of the largest companies in Mexico. Today, we are leaders in process automation and digitalization, integrating artificial intelligence within the client's technological operations, as well as in our own services through the creation of technological solutions based on our FRIDA platform.

Factors such as these have improved our positioning with major global banks, including our entry into one of the top 3 banks in the United States and the world, as well as our position as a strategic partner in Global European accounts and leading banks in Latin America.



Carlos Méndez

MD High Tech, Telecom & Media

Thanks to our high standards of delivery and service, we successfully completed projects with not only aspirational, but also inspirational clients.

We still have important challenges, and to do so we have commercial and operational structures of talented, innovative and disciplined people, who with commitment and a clear vision, will allow us to continue achieving significant achievements and building lasting relationships with our clients, turning each project into a story of shared success.



David Jiménez

MD Consumer Packaged Goods

In 2023, Softtek continued its tradition of constant transformation. We initiated the implementation of Team Second Wave – an initiative aimed at consolidating our position as a company with a clear vision for the future. These strategic changes translated into tangible growth, as evidenced by our partnership with one of the top five technology companies. Undoubtedly, this milestone reflects the maturity and excellence of our services.



Eduardo Guerrero

Chief Sales Officer & MD Government Sector

Softtek showcased its remarkable capability to leverage our Center of Excellence (CoE) in India for the digital transformation of global clients.

This strategic move not only enhances productivity but also drives business transformation through artificial intelligence technology.



Juan José D'Alessandro

MD Healthcare & Insurance

Health industries like insurance organizations worldwide are undergoing a transformation that is not only digital, but also of their businesses. Today our clients look to Softtek as a partner that helps them solve not only technological, but also business and partnership complexities, helping them break cultural barriers that they encounter in different countries.

Given our size and capacity as an organization, we are an attractive option for insurance companies, particularly in the positioning of their products.



Mauro Mattioda

MD Utilities, Agroindustry & South America Market

In 2023, we strategically intensified our focus on verticalizing our service offerings across ten industries. This deliberate approach led to significant progress, including globally structured governance for each vertical. Clients increasingly recognize our specialization and the value we bring—from tailored technological solutions to our deep understanding of their businesses. Notably, in the Natural Resources vertical, we add new clients from diverse segments across all the markets where we operate.



Melik Hernández

MD Transportation & Logistics

One of the most important advances in 2023 is customer recognition. We continue to grow in accounts that consider us strategic and recognize us as an important player within the technology industry.

This fills us with pride and lays the foundations for the years ahead, giving us strength for the future. In the transportation industry we have a specialization that allows us to offer our clients immediate and medium-term benefits, both in operation and growth.



Miguel Saldívar

MD Retail

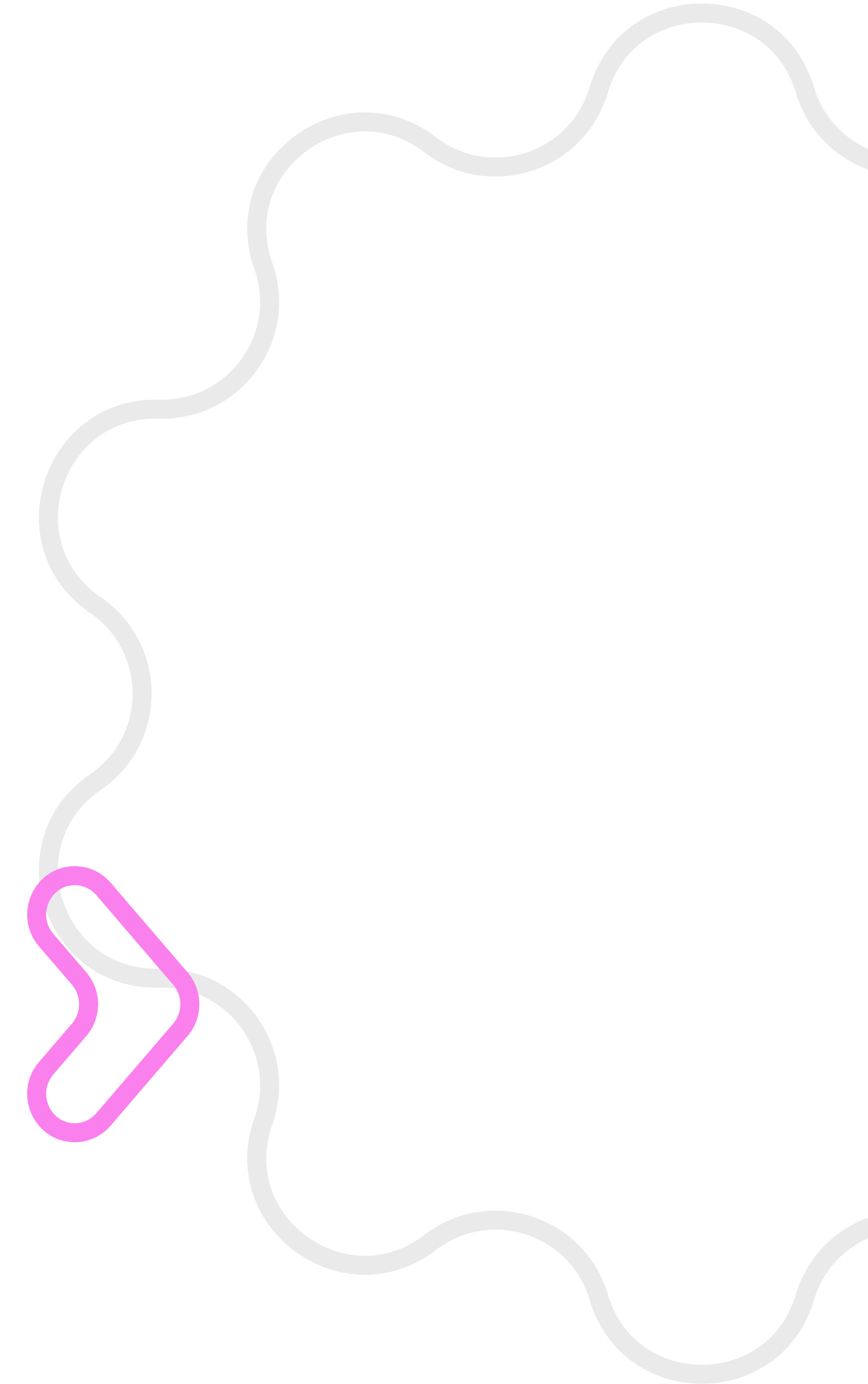
E-commerce continues to grow and be a vital part of the business. At Softtek we have achieved a high level of specialization in supply chain solutions, particularly in Last Mile Delivery, as well as robust quality and testing solutions that guarantee defect-free applications. This helps our customers (Retailers) to ensure satisfaction among their consumers efficiently and cost-effectively.

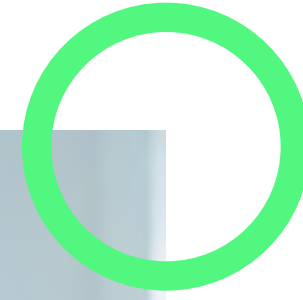


Ricardo González

MD Hospitality

Softtek's expansion of Colombia and India has proven to be a significant asset. To capitalize on this we must drive growth being creative in solutions for our current and new clients. Likewise, we must continue to diversify our service offering, regardless of location.





1.5

Our value generation

We help organizations maximize technological operations that help them meet business objectives. With automation and analytics, our solutions increase the performance of their on-premises or cloud-based infrastructure and portfolio application.



We rely on tools, methods, discipline and intellectual capacity to accelerate business growth. With the support of our expert talent in digital solutions and our capacity to deliver from a global scope, Softtek services focus on transforming business models through advanced digital solutions, streamlining processes with the help of automation, as well as anticipate and seek new analytical solutions.

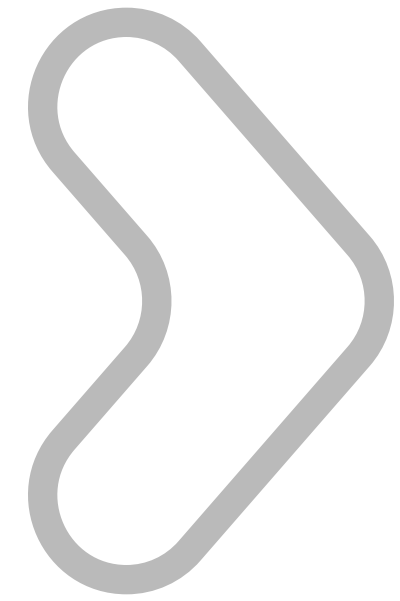


We have the skills required to manage large technology portfolios, thanks to our ability to adapt to the latest trends and drive innovation. We offer the maturity sought in a large global company capable of managing large and advanced technological portfolios of the Global 500.

With our experience in artificial intelligence, analytics, our FRIDA cognitive automation model and the search for new solutions, we increase the performance of industries. We offer a comprehensive set of services that addresses our clients' digital transformation needs and goals in three approaches:

- > Transform IT services.
- > Business Portfolio Transformation.
- > Accelerated digital evolution.

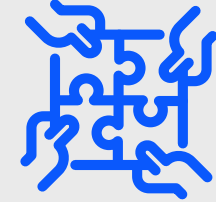
	Transform	Build	Run
TECHNOLOGICAL STRATEGY & GOVERNANCE	Digital Transformation Consulting Digital Innovation Labs	Digital Enterprise Architecture Agile Program Management	Digitized IT Governance Cyber-security
BUSINESS PROCESS	Customer Experience Transformation Cognitive Automation	Business Process Digitization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



During 2023, we deepened our partnerships and capabilities, connecting them globally. We expanded our presence in India and Colombia, expanding the network of Global Delivery Centers, which elevates us to highly specialized levels.

1.5.1

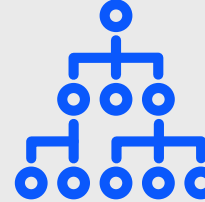
Differentiators



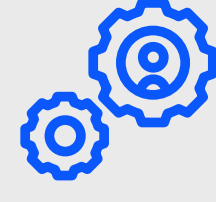
Outcome-Driven Culture
Commitment & Ownership



Customer-Centric
Flexible Mindset




Highly Accessible Executive Suite
Lean Organization

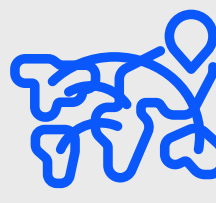


Highly-Experienced
Long-Tenured Leaders

What sets us apart?



Low Employee
Attrition Rate

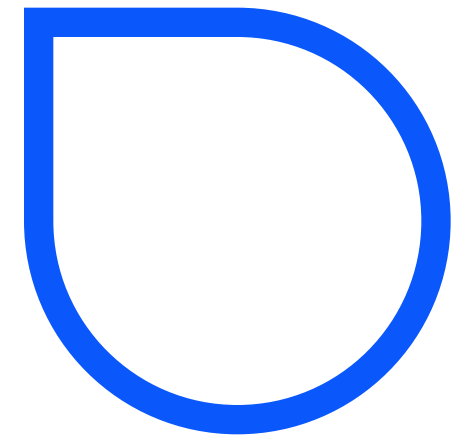


Nearshore® @ Scale
Americas & EMEA



Integrated
High-maturity Process

FRIDA DIEGO
Technology
Automation, IP & Accelerators



1.6

Our impact on the digital transformation of industries

Our operational structure is focused on industries, which we have adopted for several years, and which has helped us increase our competitiveness as well as attract and generate talent, in a highly competitive environment that is undoubtedly reflected in a year of great progress and achievements.





Transportation

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



Natural Resources, Energy, Oil and Gas

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



Technology, Communications, Media and Entertainment

We have created a broad portfolio of services and solutions that allow us to adapt to new digital initiatives, and at the same time address the digital gaps that the sector faces.

Softtek designs, develops, implements and manages advanced platforms and application scenarios to improve user experience in rapid and iterative periods.



Retail

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



Hospitality

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



Industrial

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



Government and Public Services

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



Banking and Financial Services

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



Consumer Goods

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



Health and Insurance

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

1.7

Generative Artificial Intelligence and Softtek

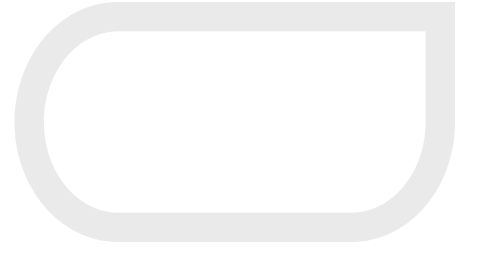
The rapid evolution of various intelligent models brings us closer to what is known as Artificial General Intelligence (GenAI). GenAI could acquire capabilities previously attributed only to the human brain, enabling new levels of cognitive automation.

The widespread use of GenAI is opening up new opportunities for us to enhance the efficiency of the services we offer to our clients. that we have a way to increase or make knowledge more accessible to the people who develop our services. This emerging technology holds great promise, particularly in improving developer productivity and efficiency.

At Softtek we have made GenAI a cornerstone of our services, allowing us to incorporate innovations as they happen, in a consistent and structured way, to improve our software delivery process.

For more than a decade, we have been working on solutions enhanced by artificial intelligence, with our own GenAI accelerators under the concept of:





frida
design assistant
BY SOFTTEK

Allows designers to quickly iterate on prototypes. By speeding up the creative process, it guarantees high-quality, personalized designs that perfectly meet specific needs.

frida
Figma2Code
BY SOFTTEK

Transforms visual designs into functional code, bridging the gap between design and development. This encourages collaboration and significantly shortens development cycles.

frida
Code Copilot
BY SOFTTEK

Is a GenAI assistant for developers, proficient in key programming languages, handling repetitive tasks, optimizing code, and accelerating documentation.

frida
intelligent testing automation
BY SOFTTEK

Helps QA engineers autonomously create and execute test scenarios based on user stories. The analysis identifies gaps in testing and recommends optimal sets for regression testing.

frida
CodeGuard
BY SOFTTEK

Uses automation powered by GenAI, ensuring that every piece of code works as intended and meets the highest standards of security, efficiency, and style.

frida
AI Ops
BY SOFTTEK

Uses deep learning to process unstructured data in real time. The system observability approach delivers precision in anomaly detection and alert prioritization.

1.8

Softtek in transformation

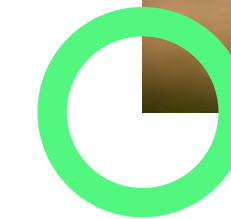
We are dedicated to helping our clients gain a competitive advantage by implementing digital solutions that drive their business strategies. We do this through our human-centric, value-creating platform that thrives at the intersection of people, business and technology.

In 2023, TEAM Second Wave was launched, the second wave of the initiative initially implemented in 2019, aimed at promoting those areas that within the organizational strategy support us to grow as a business and improve the value we provide. With the objective of continuing to create value for our clients

and our people, and elevating Softtek to the next level of evolution and transformation, the following groups were created with specific focuses:

The Value Discovery Group, aimed at identifying where technology is going – current and new – and recognizing these technological trends for early adoption, defining experimentation and finding the best way in which Softtek can use those technologies to solve business needs for our clients.

The Value Enablement Group has a double focus: one for clients and the other for talent. It is where our



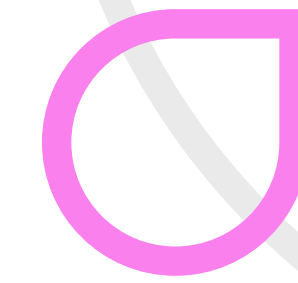
practices reside and its mission is to generate the forms, methodologies, tools and solutions that our clients need while also serving as the place where our people can grow professionally, learning new ways of working and new technologies, among others.

Driven by our People & Culture areas, Softtek is on a mission to cultivate a unique culture –one that continually evolves and places people at its core.

Our unique values shape the experience of being part of our organization. The Talent Management area focuses on attracting and retaining talent from

a professional standpoint. This allows us to identify where such talent is needed for ongoing growth and to continue offering the services that our clients require. We also develop training platforms and tools for our people.

The Value Fulfillment Group is focused on project operation and continuously integrates innovations from the Discovery and the Enablement Groups, applying them to current projects.



1.9

Information Security Culture

Aligning with international standards for information security is crucial for Softtek. Our Information Security Management System (ISMS) plays a pivotal role in safeguarding sensitive data and ensuring compliance. Specifically, ISO/IEC 27002:2022 serves as a reference for generic information security controls, offering implementation guidance.

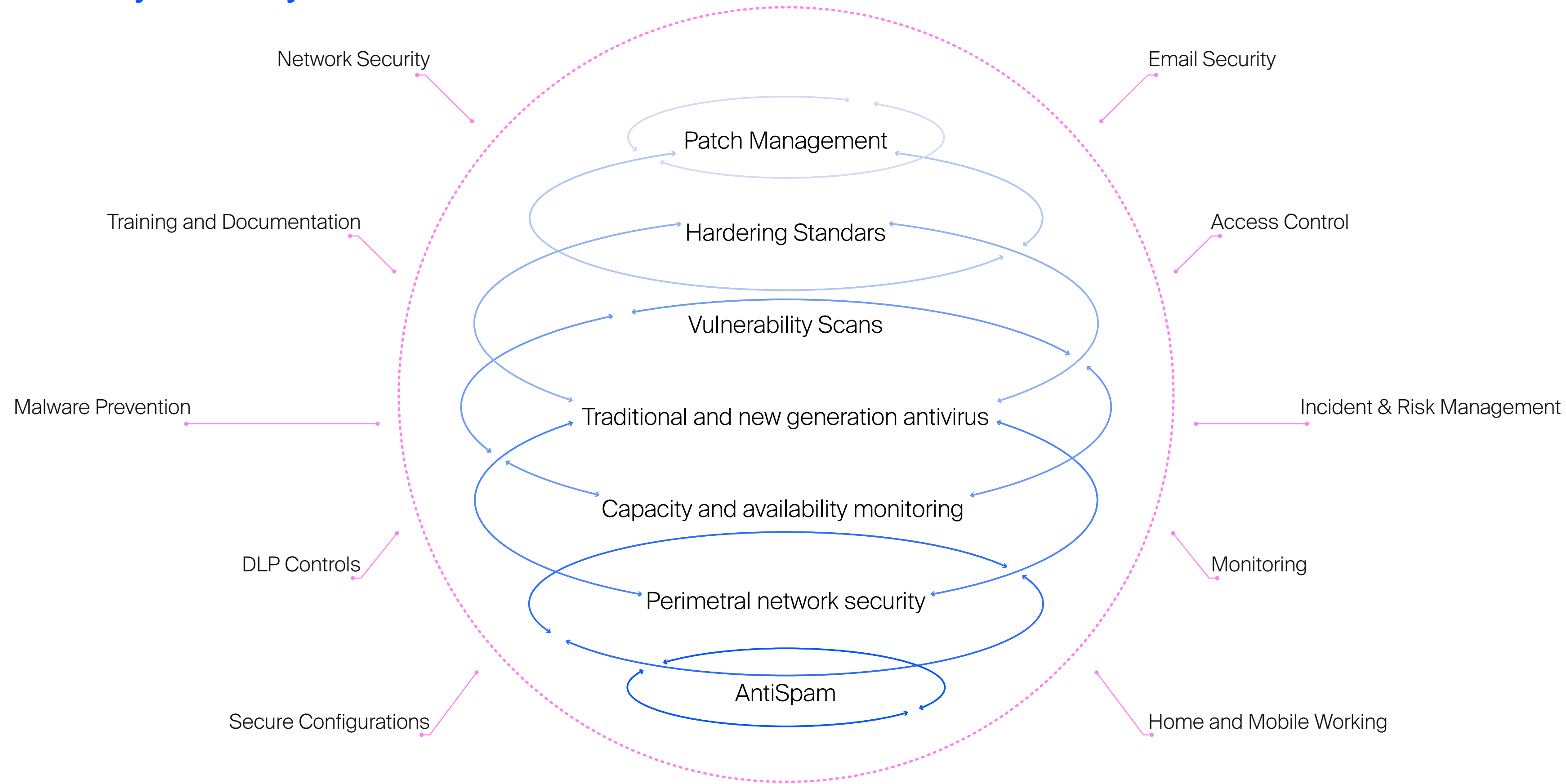
As part of our corporate responsibility, Softtek is committed to complying with all regulations for the protection of personal data, physical security and information of the organization, which includes our employees, contacts, job applicants, clients, potential clients, suppliers and services to third parties and organizations, including access to and processing of data by third parties.

The Information Security Office plays a strategic role in defining updated protocols, processes and policies, adapting to the needs of both Softtek and our clients. In addition, the area consistently implements actions and improvements, working towards achieving its goals.



We have a robust Cybersecurity model that identifies threats for a proactive response and includes:

Softtek's Cybersecurity Model



The Information Security Office plays a strategic role in risk mitigation, emphasizing security training. They've created an inventory of training materials based on global and local reference frameworks, accessible to all Softtekians. Additionally, we conduct mandatory annual Security Awareness training for everyone in the organization, reinforcing key points from our Information Security policy.

1.10

The voice of our clients

At Softtek, we foster a customer-oriented culture, building and nurturing relationships with our clients. We deeply understand their needs and processes to deliver high value.

Our Customer Satisfaction Improvement Program (C-SAT) serves as a strategic tool for maintaining close connections with our clients. Through this program, we ensure comprehensive coverage to identify trends and areas of opportunity. Continuously striving to elevate the program, we aim to enhance client retention, revenue, and overall growth. This feedback process, conducted through various modalities, remains an annual practice.

By 2023, the global C-SAT is **4.44**

**The C-SAT consolidated metric uses a scale of 1 to 5 to measure customer satisfaction.

The implementation of the C-SAT process enables us to receive various certifications and approve external audits required by clients (ISO9000, ISO20000, ISO27001, ISO37001, SDI - Service Desk Institute, CMMi and TMMi). It also provides tools to complement proposals for new clients, and drives business growth and retention of existing clients, ensuring a high level of satisfaction.

The C-SAT process has been satisfactorily evaluated in the ISO 20000-1 and CMMi Svc Level 5 certification audits.



1.11

Transcend

Our ability to excel

Sustainability is at the core of Softtek's mission. Over our 41-year history, we've learned that growth and longevity hinge on goal fulfillment.

As a global company, we recognize the current context—environmental, social, and economic.

Our strategic vision focuses on key countries: consolidating our Global Delivery Center in Bogotá, strengthening our U.S. presence, expanding in Bangalore, and leveraging our European foothold.

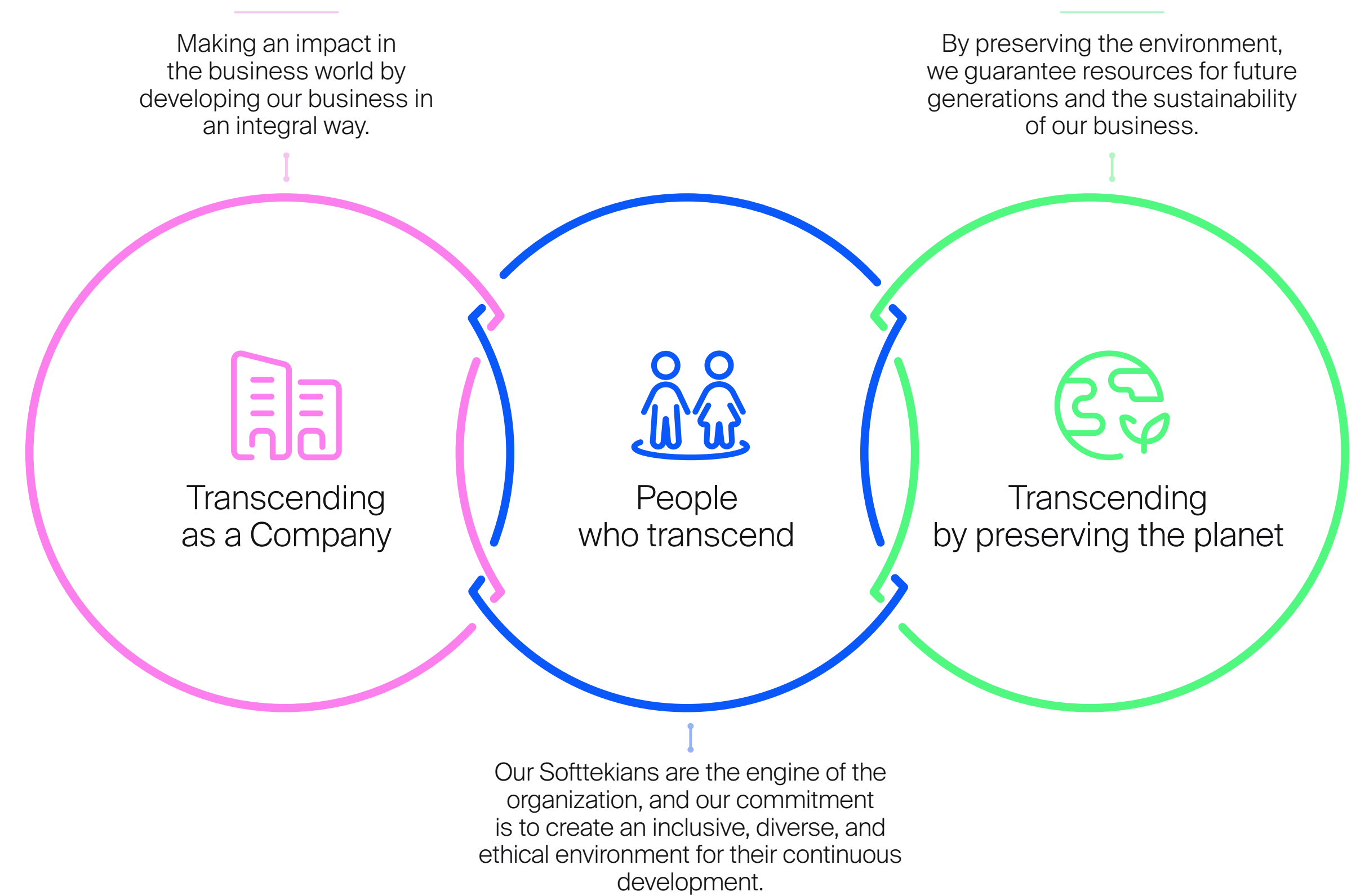
In 2023, we made significant strides: In terms of Environment, we signed our commitment to the SBTi (Science Based Targets initiative), which will serve as a guide for reducing greenhouse gas emissions globally. We joined the "Saving the Amazon" campaign, committing to plant 7,500 trees in the Amazonia in the Vaupes Reserve of Colombia, which also contributes to the development of local indigenous communities

who plant and take care of the trees until they can use their fruits for consumption or sale.

In terms of social initiatives, we've prioritized two programs. One of these is Codellege, our flagship program that offers training opportunities to men and women facing vulnerability. By fostering their inclusion in the IT field, we not only empower individuals but also contribute to an industry that generates abundant employment opportunities worldwide.

Finally, our Corporate Governance has been strengthened through our integrity program, whose publicly accessible platform provides transparency to all our stakeholders.

During 2023, we reinforced the issue of Conflict-of-Interest Declaration, as well as fostered our Code of Ethics during the Ethics Week both internally as well as with our clients and suppliers.



In 2024, we anticipate social and political uncertainties in several countries where we operate. However, we approach this year with confidence, knowing that the strong foundations we've created will guide us toward a future that we build together.



Fernando Nava
Corporate Sustainability Director

02

Chapter

We are Softtekians



Let's build a better future, together!
Be great. Be future fit. Be well, do good.



2.1

Softtekian X-ray

We help our clients gain a competitive advantage by implementing digital solutions that drive their business strategies. We do this through our **human-centered**, value-creating platform that thrives at the intersection of people, business and technology.

And this is what we are:

14,919

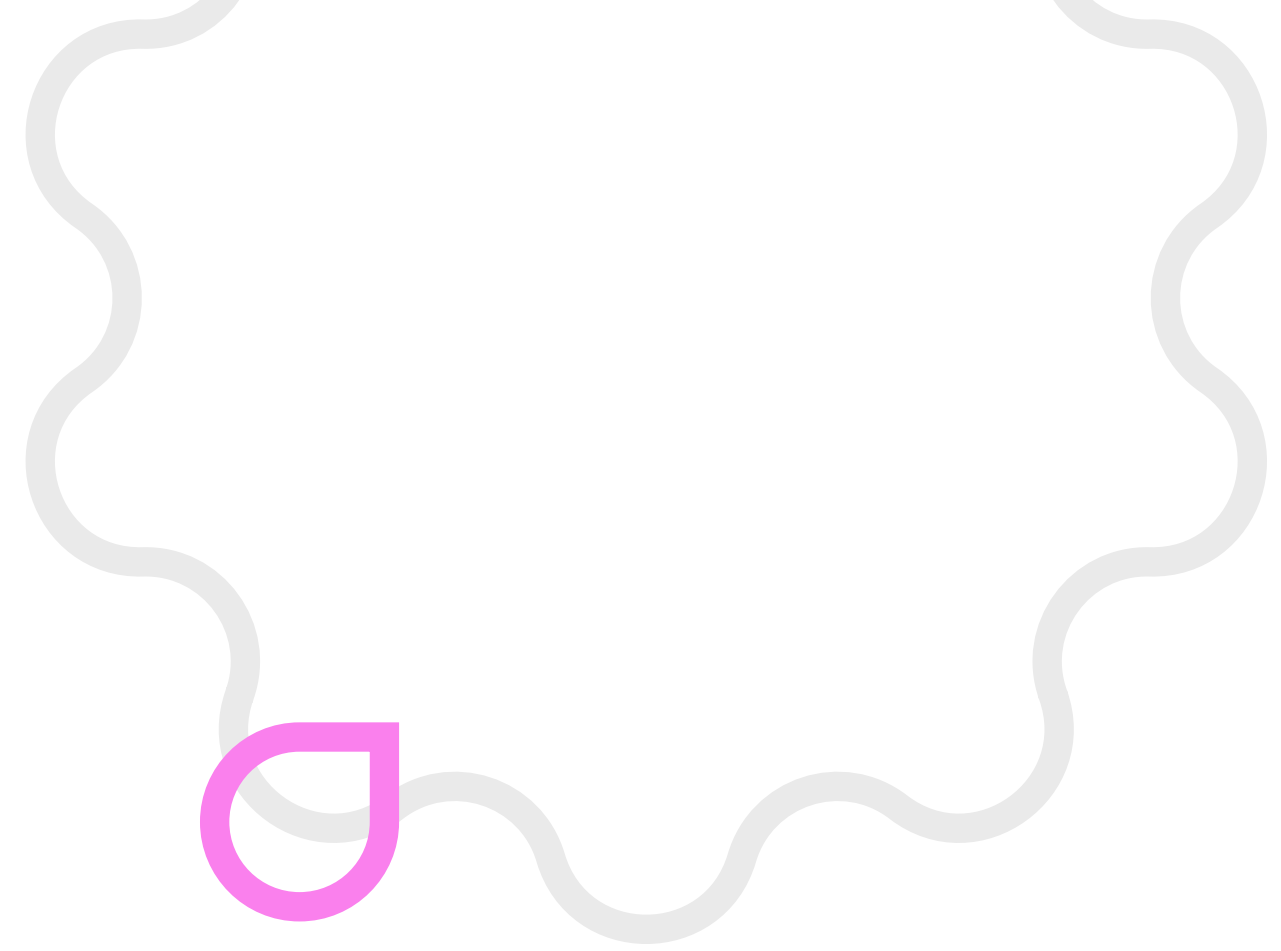
Softtekians (period 2023)

69.98% 

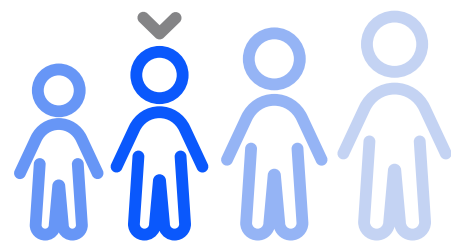
Men

30.02% 

Women



37 años



Average age

Age groups

	Men %	Women %	Total %
Baby Boomers (1946-1964)	2.6	2.0	2.4
Gen X (1965-1976)	12.5	12.3	12.4
Millennials (1977-1995)	65.2	66.7	65.7
Gen Z (1996 and after)	19.7	19.1	19.5
















2.1.1

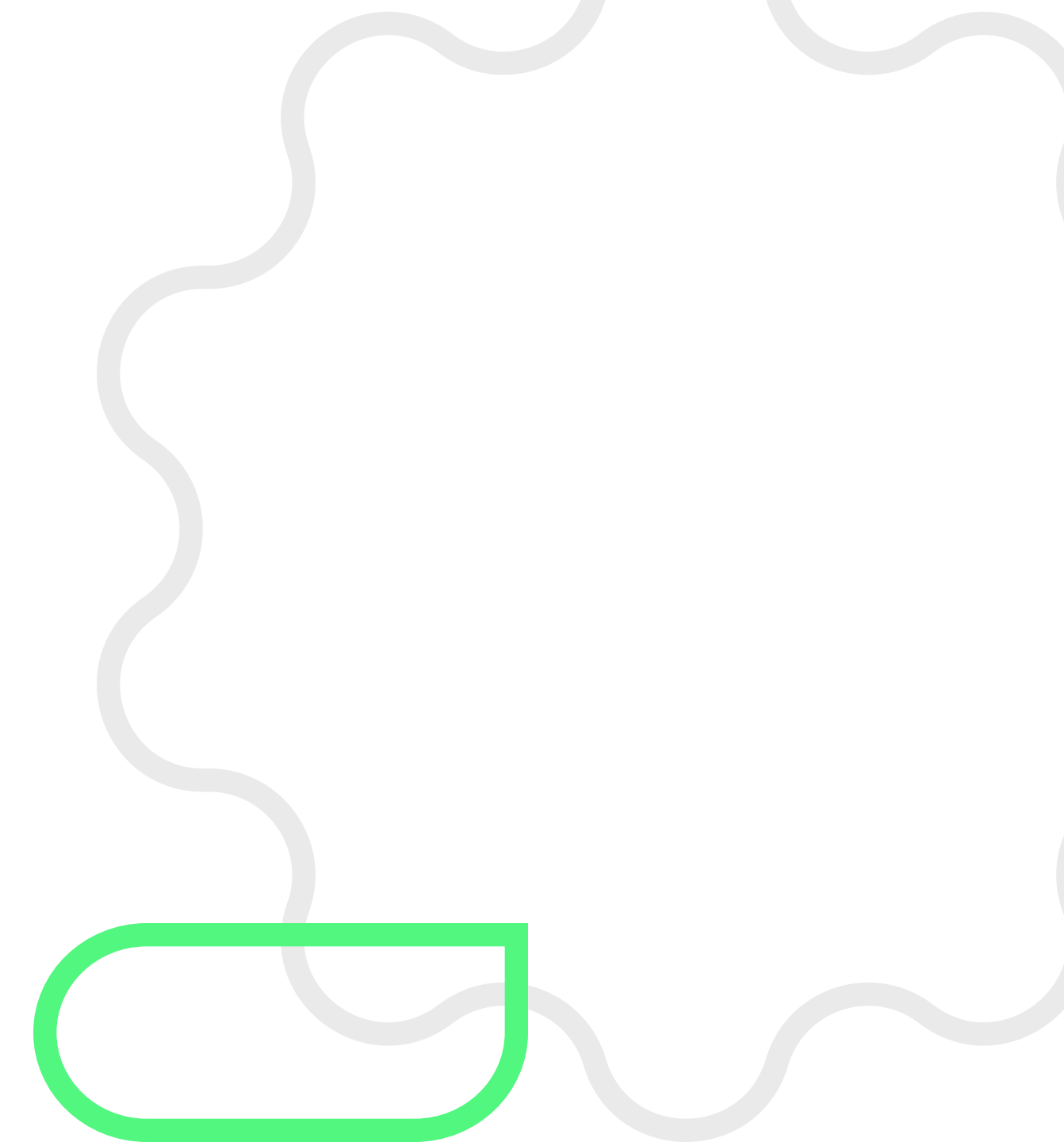
Our professionals

Categoría profesional

	Men %	Women %	Total %
Presidency / C Level	0.2	0.0	0.1
Executive Director	0.4	0.2	0.3
Director	0.7	0.7	0.7
Manager	4.5	5.8	4.8
Leader	8.1	11.2	9.0
Specialist	10.7	13.4	11.5
Coordinator	0.4	0.9	0.6
Team Member	68.1	64.3	66.9
Subcontractor	7.0	3.6	6.0

Softtekians in the world

Country	Total	Men %	Women %	Nacionals %	Foreigners %
 Argentina	1,211	67.1	32.9	87.2	12.8
 Brazil	943	73.7	26.3	98.7	1.3
 Canada	13	84.6	15.4	7.7	92.3
 Chile	180	66.7	33.3	75.6	24.4
 China	322	55.3	44.7	98.1	1.9
 Colombia	1165	68.8	31.2	94.8	5.2
 Costa Rica	99	80.8	19.2	91.9	8.1
 Spain	1888	65.9	34.1	90.5	9.5
 US	439	74.9	25.1	22.8	77.2
 India	649	72.0	28.0	96.5	3.5
 Mexico	7322	71.1	28.9	99.3	0.7
 Paraguay	37	43.2	56.8	97.3	2.7
 Peru	597	74.5	25.5	97.8	2.2
 Uruguay	25	80.0	20.0	4.0	96.0
 Venezuela	29	41.4	58.6	9.7	3.4



Distribution by ethnicity for the US

	Total %
White/Caucasian	28
Latin American	54
Black or African American	7
Asian	11

Distribution by Industry

	Total %
Staff & Others	28
Banking, Finance & Securities	18
Transportation	8
High Tech	8
Consumer Products & Goods	7
Retail	7
Healthcare & Insurance	6
Industrial	6
Natural Resources, Energy/Utility, Oil & Gas	6
Hospitality	3
Government	2

Hiring 2023

4,274

72% 
Men

28% 
Women

Departures 2023

4,770

72% 
Men

28% 
Women

Turnover

16.03%



2.2

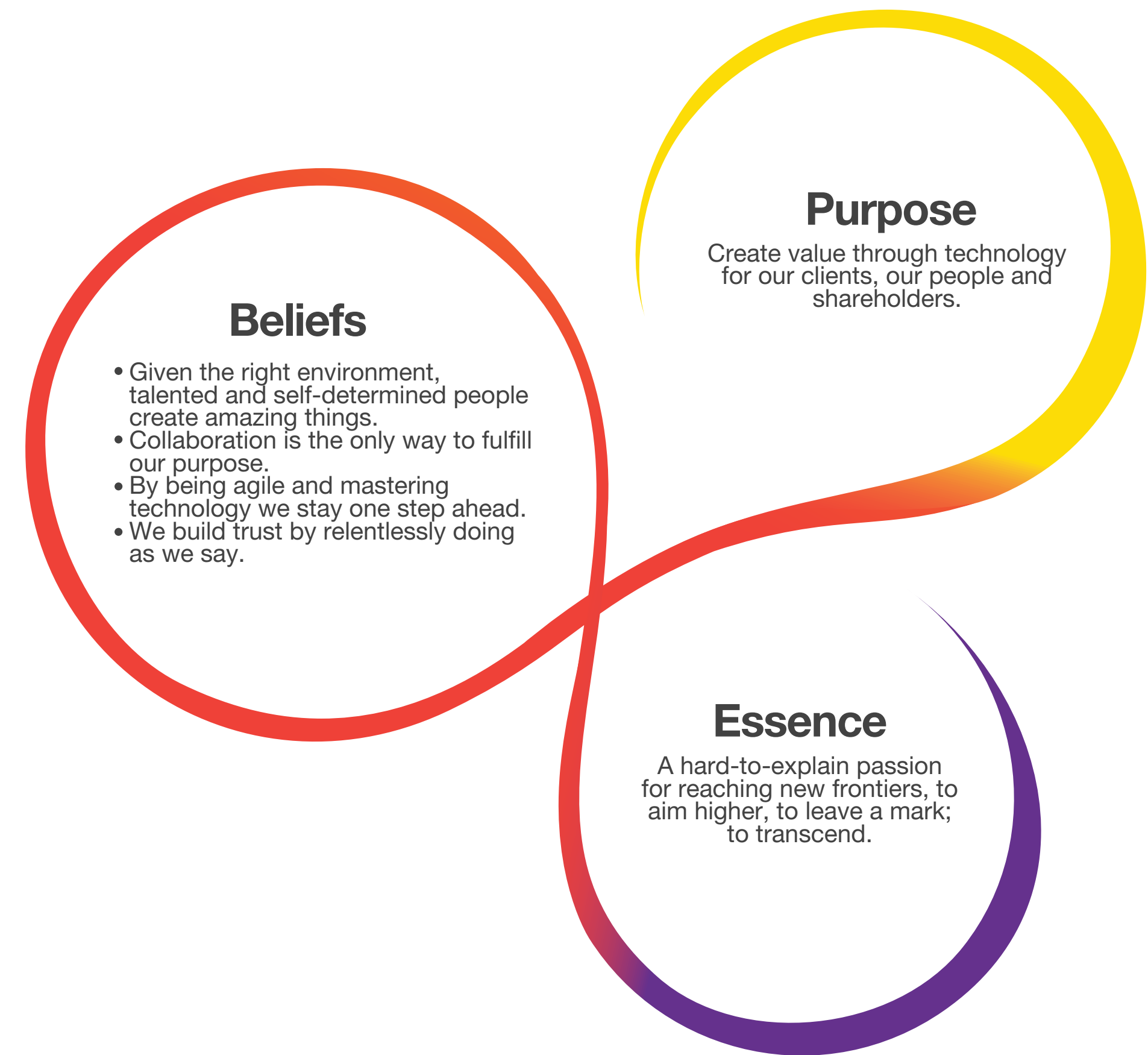
Be great

With the support of a unique organizational culture that constantly drives us to change, we focus our actions so that all Softtekians:

- > Have exciting challenges with clients from all over the world.
- > Work with cutting-edge technology, with global and local opportunities that boost your career, wherever you are.
- > Innovate in a nurturing environment.

2.2.1

What makes us different: Cultural Platform





2.3

Be future fit

Our center is talent, and for this reason its development and growth are fundamental for the organization. Generating a robust and significant value proposition is one of our main objectives.

We want every Softtekian to have:



> The opportunity to choose one's own career aligned with your professional objectives.



> Access to future technologies, centers of excellence and innovation labs.



> Access materials and tools to advance your career.



> Self-determination to grow and become empowered.



> Mentorship opportunities.

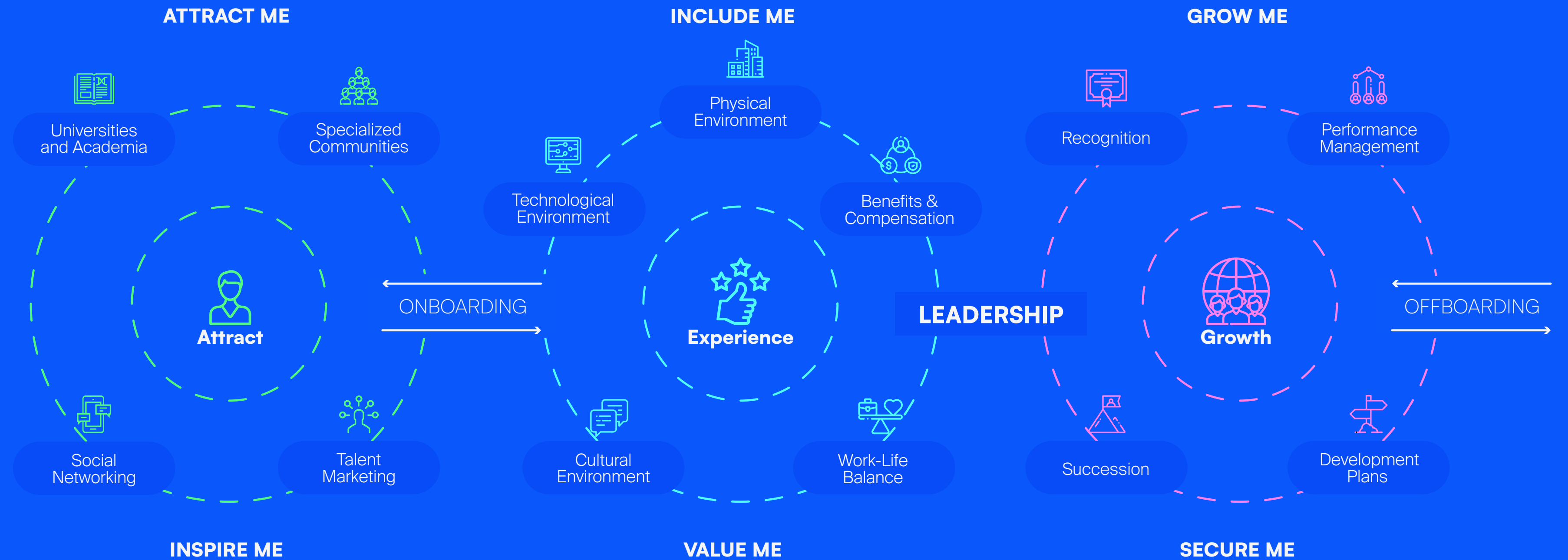
How we do it...



2.3.1

Softtekian Journey

We create a path of opportunities and experiences for our Softtekians from the beginning, even before becoming part of the organization and throughout their stay with us. We provide opportunities and experiences that ensure personal transformation and enrich professional growth. This Softtekian Journey is focused on three main areas:



Physical environment: Ensure the conditions of our facilities and the Softtekian experience when visiting the office are appropriate, inspiring and conducive to continuing to achieve extraordinary results.

Technological environment: Provide the necessary tools to perform their tasks, creating environments that encourage the development of technological and soft skills, as well as participation in activities that promote their well-being.

Cultural Environment: We have a unique and distinctive approach to achieving our goals, transcending geographic barriers and living out the values of our Cultural Platform to explore new horizons.

2.3.2

Engagement Index

Openness and active listening are fundamental for achieving transformation and meeting our objectives. These values are essential within our organizational culture.

To maintain closeness, we create a feedback space every six months. This allows us to understand Softtekians' perceptions of their experiences and conditions within the organization.

The results of these evaluations inform more accurate and timely decision-making plans. Our Engagement Index considers four dimensions:

Grow Me

I can learn and develop professionally.

- > Mobility.
- > Development paths.
- > Leadership training.
- > Technological training.
- > ASP (Account Strategic Plan).

Inspire Me

I work with a purpose and have the autonomy to achieve it.

- > Cultural Platform.
- > Softtekian Empowerment Skills.
- > Recognition Program.

Include Me

By feeling part of, I can add value.

- > Organizational climate.
- > Wellness Program.
- > Internal communication.

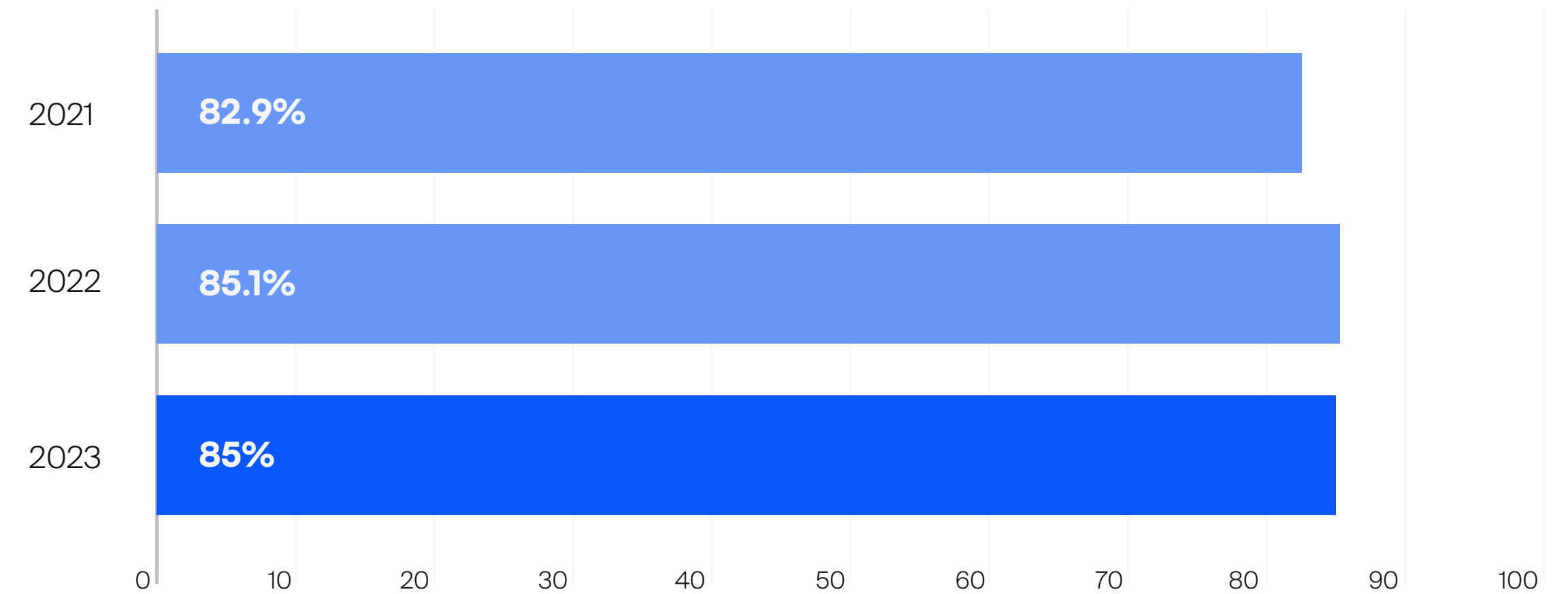
Value Me

I feel valued and get support to do my work.

- > Performance Management.
- > Talent Map.
- > Physical and technological environment.

2023 Engagement Index Results

Favorability in the last 3 years



Favorability by dimension 2023:



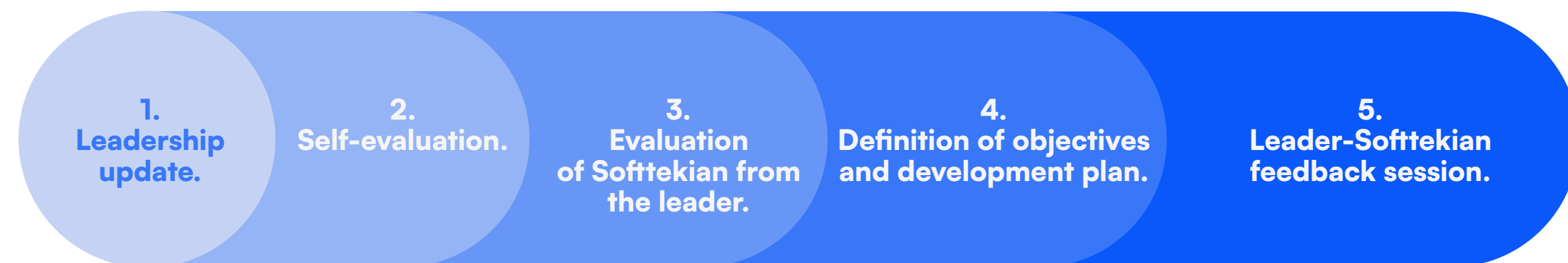
2.3.3

Performance Management

We believe in the self-determination of each of our Softtekians, so that together we build the appropriate professional career aligned with the business and professional objectives of each Softtekian.

To achieve this, it's crucial to define clear and precise objectives and conduct evaluations. Each year, all Softtekians participate in Performance Management—a formal process that promotes co-responsibility between the Softtekian and their leader. During this process, we assess the objectives set in the previous year and establish new, more challenging goals aligned with professional growth and acquired experience.

The stages of Performance Management:

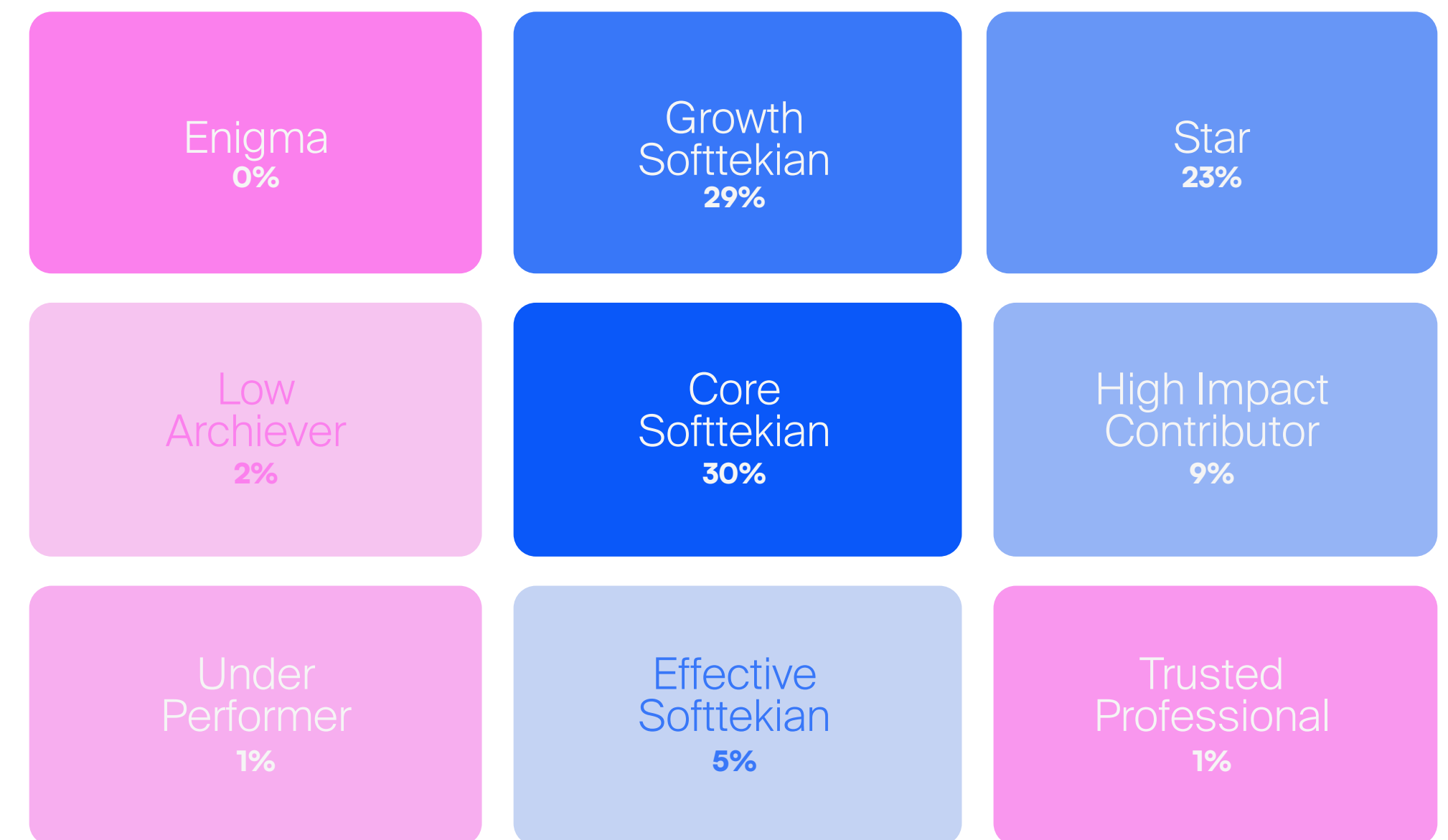


This exercise is applicable to all Softtekians, apart from Momentums and the sales area, who have a specific evaluation system.

2.3.4

Talent Map

Using the evaluation results obtained through the application of Performance Management, the skills of each Softtekian are detected and evaluated to determine the development needs and adapt them to the new challenges that will be faced next year. Our nine-quadrant talent map shows where Softtekians are located according to their evaluation:



2.3.5

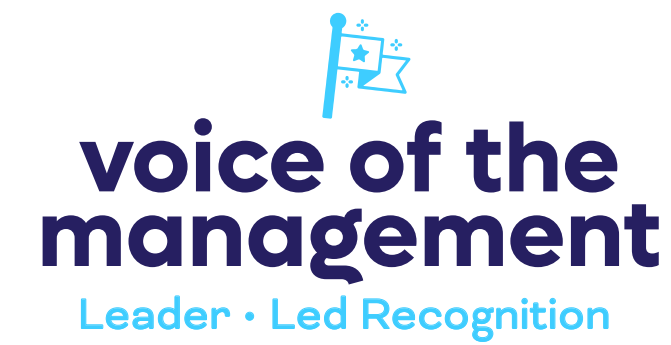
Culture of Recognition

As part of our culture, we constantly seek that our Softtekians have professional challenges in their activities that allow them to grow and be better.

Therefore, thanking them for their collaboration and recognizing outstanding actions and outstanding achievement of objectives is imperative.

During 2023, our recognition program was updated and strengthened, presenting it as a path to excellence that starts with appreciation and extends to recognizing actions that had a direct positive impact on the business.

Individual:



Exceeding expectations and going beyond, successfully.



Recognize excellence and business impact.

Work teams:



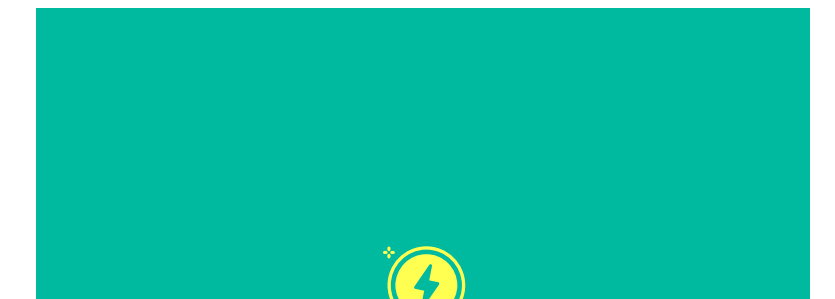
Exceed expectations and go beyond, successfully.



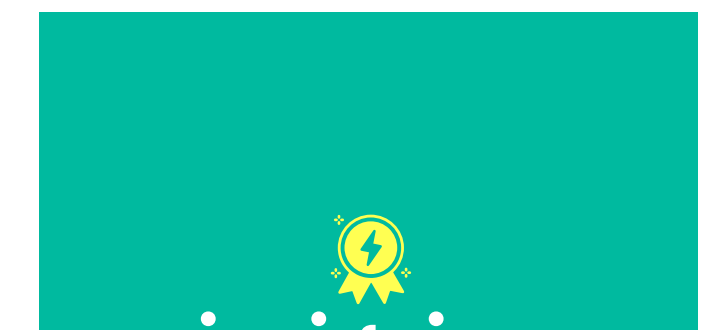
Immediate recognition of work done or daily behavior.



Positive customer feedback.



Contribution and commitment to the organization.



Recognize excellence and business impact.

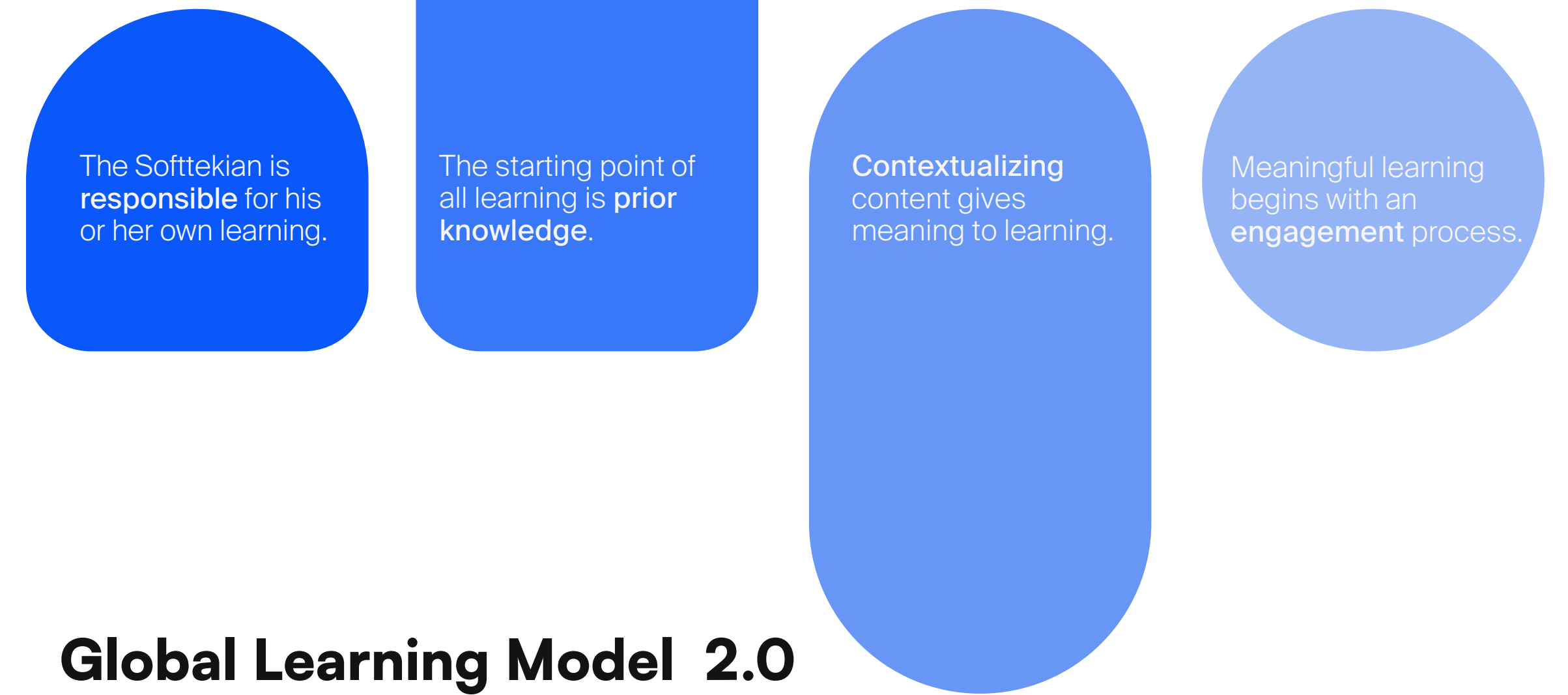


2.3.6

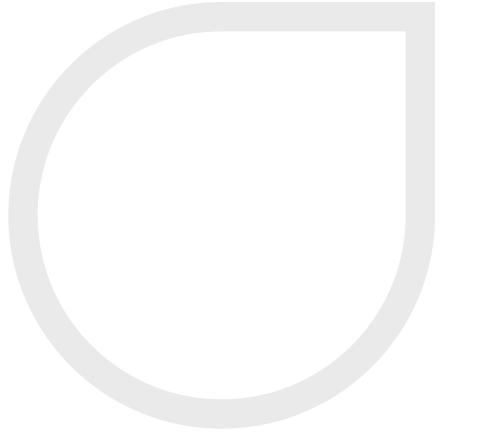
Global Learning Model

People are the fundamental pillar of our organization. Their professional development is not only important, but essential for Softtek's growth and success. Precisely determining roles and capabilities for each Softtekian ensures effective task assignments and tailored training to maximize performance. This approach is essential in the dynamic and competitive tech industry to stay relevant and meet objectives.

As a result of this evolution, our Global Learning Model has been transformed to make learning more agile and approaches more precisely aligned with the delivery needs of our clients and, above all, adapting to the virtuality that the pandemic left us. of 2020. The current Global Learning Model is governed by four principles:



Global Learning Model 2.0



The Global Learning Model has four stages of implementation in each training process:



2.3.7

Momentum and Academies

A form of incorporation into the organization, based on the training of talent, is our Momentum program and the Academies, spaces where people who have recently graduated or even continue studying could apply their knowledge and skills in real projects or train with particular specialization for a specific project.

Our Momentum program and Academies are designed to bring new talent into our organization. These initiatives offer recent graduates and current students the chance to apply their knowledge and skills to real projects or receive specialized training for specific roles.

During 2023, a monitoring and visibility mechanism was developed in the Academies, where more detailed information is given on the type of training and the development of the participants. Participation in our Momentum program has been growing every year, prompting us to streamline the feedback process for participants. In 2023, we expanded our agreements with public and private universities to integrate more students as Softtekians. After completing their training, over 60% of participants in the Academies and Momentum program transition to roles with direct project responsibilities. Notably, in 2023, we saw an increase in Momentums focused on developing artificial intelligence solutions and emerging technologies.

2.3.8

Training in numbers

623,781

Total training hours

42 hours

Average hours per Softtekian

By gender

	Quantity	Percentage
Men	438,254	70.3
Women	185,527	29.7

By professional category

	Men	Women
Presidency / C-Level	99	7
Executive director	311	67
Director	1,099	540
Manager	16,906	10,033
Specialist	43,517	22,930
Leader	40,174	24,266
Coordinator	693	1,198
Team Member	335,455	126,487



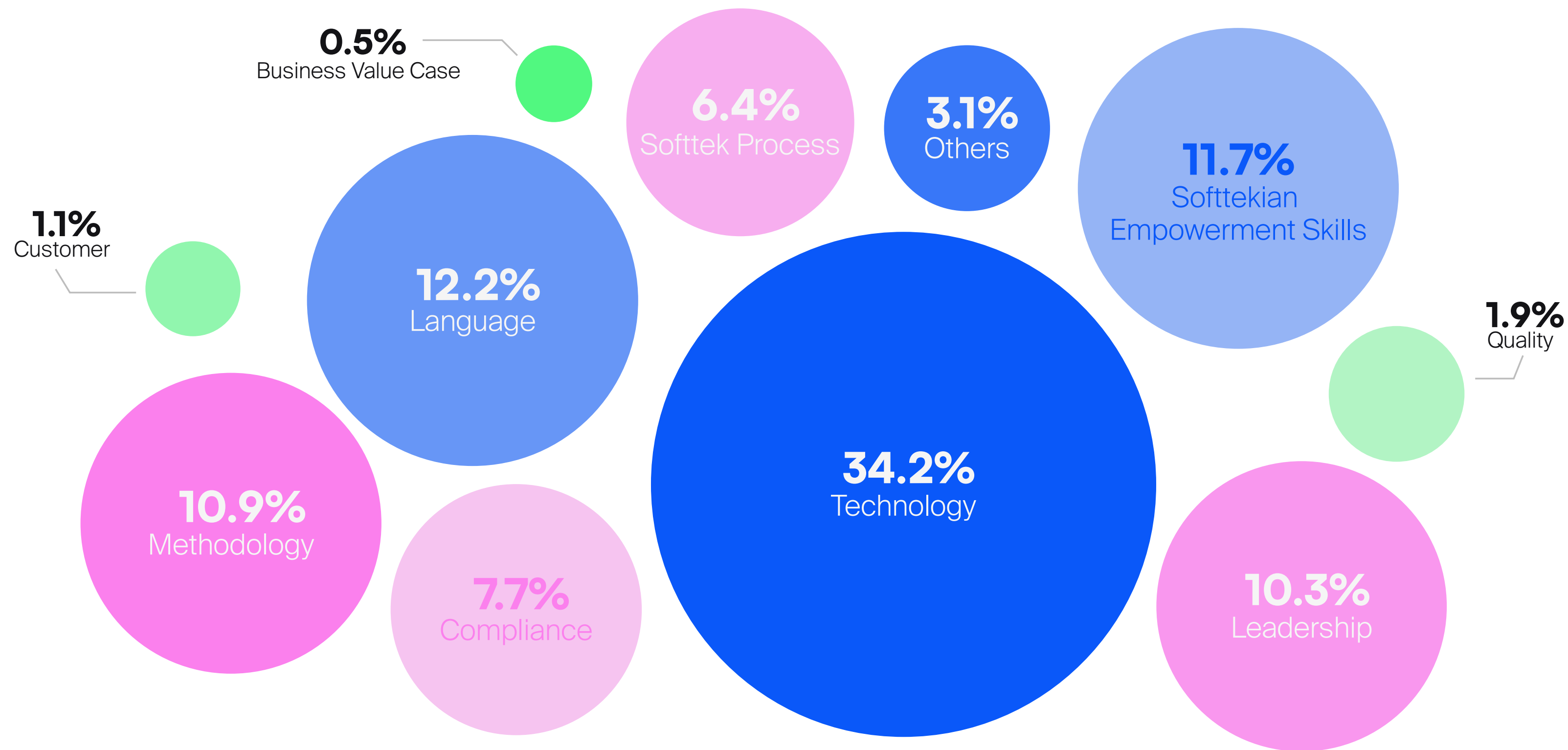
By age group

	Men	Women
Baby Boomers (1946-1964)	21,189	6,341
Gen X (1965-1976)	79,031	35,221
Millennials (1977-1995)	179,957	83,106
Gen Z (1996 and after)	158,052	60,844

Total hours by country

Country	Men	Women
Argentina	28,199	19,835
Brazil	4,399	2,753
Canada	65	10
Chile	1,422	1,145
China	333	312
Colombia	35,471	12,472
Costa Rica	3,478	1,082
Spain	18,985	11,858
US	3,470	1,095
India	18,632	8,299
Mexico	313,927	123,108
Peru	9,871	3,544
Venezuela	1	14

Training hours per topic



2023 Academies


167

79% 
Men

21% 
Women

Momentums 2023

128

67% 
Men

33% 
Women



D

2.4

Be well, do good

Inclusive spaces and experiences designed to promote a healthy balance between work and personal life are key elements that enhance the overall experience of our Softtekians.

We do it well, because:



> We offer an attractive healthcare and benefits package.



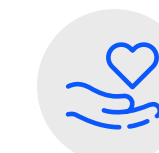
> We provide a Wellness program, as a guide for generating healthy habits in nutrition, physical activity and emotional health.



> We create the best community, together.



> Our passion is our Softtekians, and we celebrate their uniqueness.



> We create opportunities to give back to the community.

2.4.1

Benefits

We constantly maximize the offer of benefits for our Softtekians, ensuring that they are always the most appropriate according to their location and that they are above those required by law in the different countries where we have a presence. We continually enhance our benefits for Softtekians, ensuring they are tailored to each location and exceed legal requirements in every country where we operate.

Regarding remuneration, we ensure it is adequate, equitable, fair, without gender distinction, aligned with everyone’s responsibilities, capabilities, skills, and evaluation results.

Benefits	Mexico	US	Canada	Puerto Rico	Costa Rica	Argentina	Brazil	Chile	Colombia	Peru	Venezuela	Spain	China	India
Vacations	X	X	X	X	X	X	X		X	X	X	X		X
Parental Leave	X		X		X	X	X	X		X	X	X	X	X
Retire saving plan	X	X				X	X		X				X	X
Life insurance	X	X	X	X	X	X	X	X		X			X	X
Minor and major medical insurance	X	X	X	X	X	X	X	X			X	X	X	X
Incapacity and disability coverage	X	X	X	X	X	X							X	X
Soft Loads														
Saving fund	X								X					
Scholarship / Student fellowship	X			X	X	X	X			X		X		
Dental insurance	X	X	X	X		X	X	X						
Housing assistance									X					
Legal assistance services	X	X	X	X									X	
Food card	X						X							X

Beneficios	México	USA	Canadá	Puerto Rico	Costa Rica	Argentina	Brasil	Chile	Colombia	Perú	Venezuela	España	China	India
Fuel card							X							
Gym	X						X							
Leave for marriage	X				X					X			X	
Leave for death	X				X					X			X	
Accident insurance	X												X	
Family planning permit													X	
National Holiday bonus										X				
Day off for birthday					X				X	X				
Psychological assistance	X													
Telehealth assistance	X													
Home assistance	X													
Nutritional assistance	X													
Annual medical Check up	X				X							X		
Vision care		X	X	X	X									
Local agreements	X				X									
Burial insurance	X	X	X	X	X		X							
Work for home assistance	X									X		X		

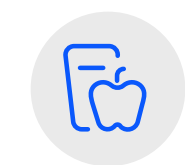
2.4.2

Softtekian Wellness

The maximum potential of a Softtekian will occur when they maintain a balance between their professional and personal life. We complement your experience within the organization with a Wellness program with a comprehensive approach, focused on four blocks of well-being. The main objective is to create a culture of well-being and self-care both in workspaces or environments and in your personal ecosystem.

A Softtekian reaches their maximum potential when they maintain a healthy balance between professional and personal life. To support this, we offer a comprehensive Wellness program focused on four areas of well-being. Our main objective is to foster a culture of well-being and self-care in both work and personal environments.

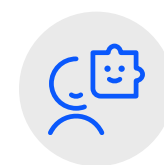
Our Wellness program includes:



> **Nutritio:** Provides nutritional advice with professional follow-ups.



> **Integration:** Spaces (physical or virtual) to exchange experiences, foster closeness and build a sense of belonging.



> **Emotional health:** Informative content for emotional care.



> **Physical culture and sports:** Creation of physical or virtual spaces to combat sedentary lifestyle and promote physical activation.

Through health fairs, webinars, workshops, digital applications and creation of knowledge materials, each Softtekian receives information for their well-being. All the material is available on demand at our Wellness Center.

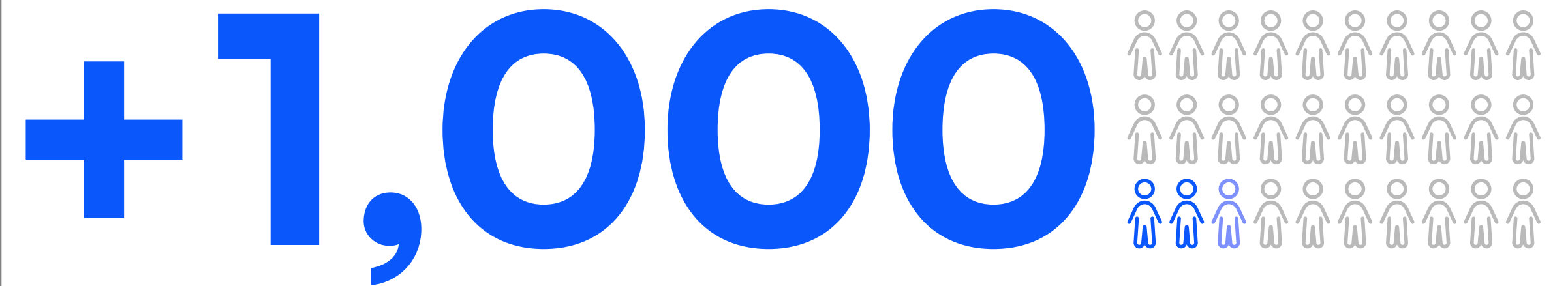
2.4.3

Softtekiada, the maximum representation of our Culture

Our unique organizational culture is best exemplified at the Softtekiada, our global event where Softtekians from around the world gather. This event fosters camaraderie through sports competitions and celebrations, creating an environment that reinforces our values and organizational principles. Due to the global pandemic, Softtekiada was paused from 2020 to 2022. However, its return in 2023 was a remarkable experience. Over three days of sports competitions and two nights of celebration, attendees reaffirmed that Softtekians are united across borders. Despite the hiatus, the essence of the event remained intact throughout.

Softtekiada 2023

Attendees



Athletes

453

Countries

15

Sporting events

12

2.4.4

Softtek and the community

We inspire the change that moves us forward TOGETHER. We are aware that we do not walk alone in our journey for transcendence.

That's why we actively generate and support opportunities to give back to society and create value, always through technology.

Codellege

We learn to program. We program to transcend.

Created by Softtek in 2017, Codellege aims to advance Information Technology (IT) through community education and the creation of job opportunities in an increasingly competitive industry. Our programmers learn coding and the essential soft skills to apply for job positions and build a professional career in IT.

In 2023, we formed an alliance with the Udemy learning platform to expand our reach globally, transitioning from synchronous to asynchronous learning. This platform bolstered our training program, equipping professionals with up-to-date technology skills tailored to industry demands.

Throughout the year, we enrolled over 200 students, marking a 35% increase from 2022. We achieved a 16% employment rate for graduates completing our 3- or 6-month courses. Those hired experienced a 70% increase in their family income.



Codellege from its beginnings

+500

Graduates

+70%

Increase in average family income

+100

Women graduate from Codellege

80%

Labor inclusion

Codellege at:



Argentina, Colombia, Chile y Mexico



Fundación Solidaria

Share to transcend.

With the aim of creating opportunities for promoting and practicing generosity, Fundación Solidaria was established through the initiative of our Softtekians. The foundation's mission is to foster sustainable development in the communities where we operate, through technology.

Currently, Fundación Solidaria has three community support programs:

> Corporate Volunteering:

Softtekians, their family and/or friends get involved in philanthropic activities that contribute to the development of a community. They are coordinated by the Solidarity Committees formed in each headquarters we operate in.

> Solidarity Softtekian:

Softtekians contribute with their skills or financially to the different causes presented to the Foundation.

> Technological Classrooms:

These are spaces enabled by Fundación Solidaria in collaboration with Softtek, aimed at reducing the digital divide in vulnerable communities. They bring technology closer to the community, especially children and young people.

A look at Fundación Solidaria

+1,500

People benefited

In 2023, the foundation undertook several impactful projects:

> Make a Difference Day

We engaged in a global activity focused on environmental awareness. As part of this initiative, we organized a five-minute blackout in both offices and homes to promote energy savings. This effort sparked reflection on our energy habits and contributed positively to the environment by reducing our carbon footprint during that brief period.

> Amazon Reforestation

In collaboration with Softtek and Saving The Amazon, Fundación Solidaria launched a campaign to combat the climate crisis by planting trees in the Amazon

rainforest. This initiative includes working alongside indigenous communities to establish the Softtek Business Digital Forest, aiming to plant 7,500 trees by the end of 2025. As of December 2023, we successfully planted over 1,100 trees, marking a significant step towards environmental conservation.

> Sierra Tarahumara, Mexico

Continuing our annual tradition, Solidarity Softtekians contributed to delivering essential supplies such as food, personal hygiene items, and medicine to the Rarámuri community in the state of Chihuahua, Mexico.

5

Technological classrooms

+1,000

Volunteers

+100

Computer equipment donated in 2023

+27,000

USD raised via Softtekian Solidario

2.4.5

We are all Softtekians; we celebrate what sets us apart.

We recognize that to achieve our goal of becoming the best company for the world, we must demonstrate our commitment through our actions, remaining true to our values, principles, and culture. Therefore, we reaffirm our dedication to ethical, respectful conduct without any form of discrimination.

Diversity and Inclusion

We are committed to establishing a work environment where each employee has opportunities for personal and professional growth.

We recognize that talent is diverse, and this diversity enriches us with different points of view, which strengthens our services and solutions. We are committed to implementing guidelines that uphold and enhance our culture of respecting diversity, human rights, and, most importantly, inclusion and equity, without any form of discrimination.

**we're all
Softtekians**

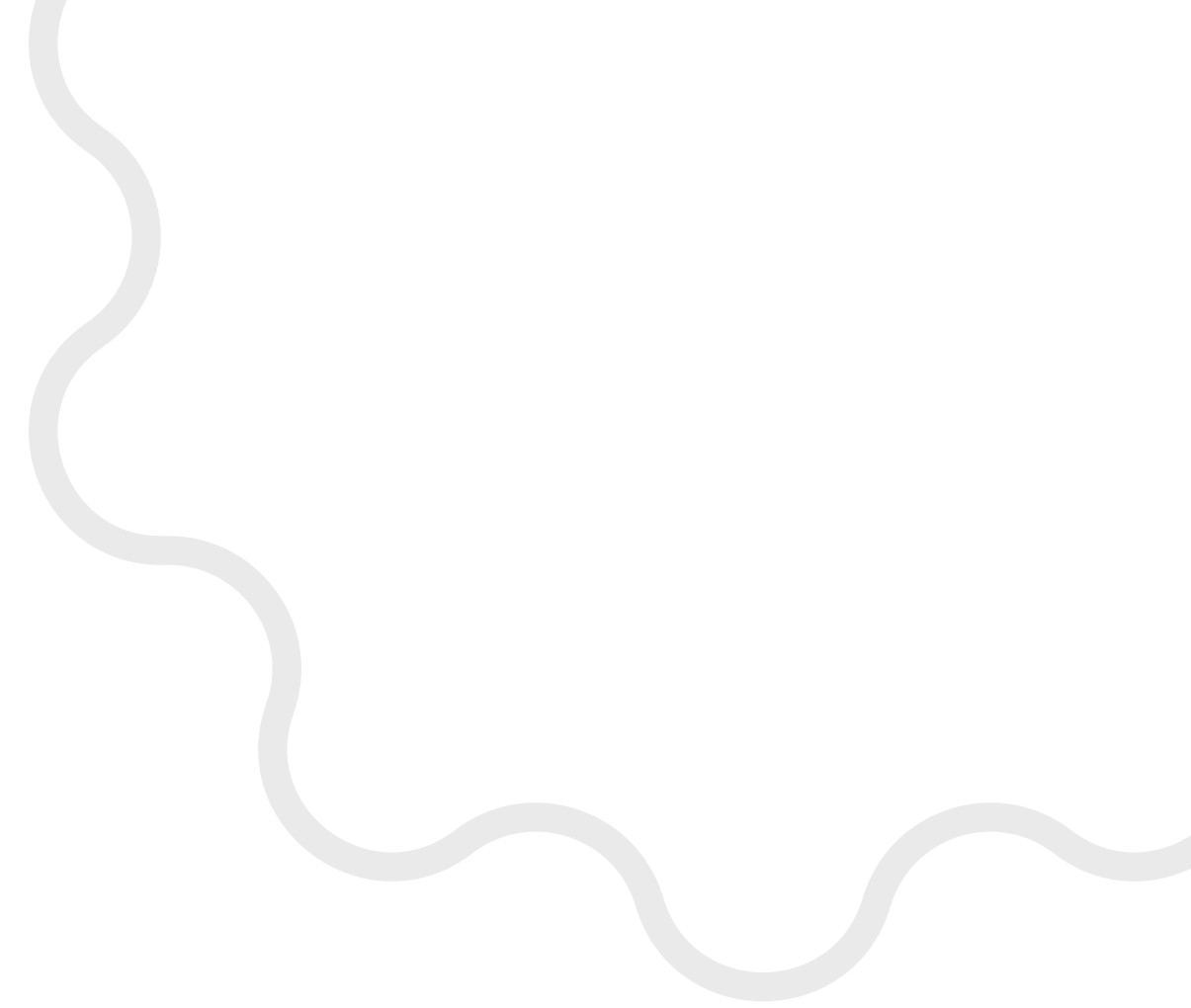
We are Softtekians

Our principles of diversity and inclusion



In 2023, our main initiatives included::

- > **Diversity Week**, coinciding with the International Day of Cultural Diversity for Dialogue and Development. We created spaces to raise awareness among Softtekians about respecting each person's identity and living conditions.
- > Development of training materials focused on inclusivity for people with disabilities.
- > Establishment of committees comprising Softtekians dedicated to gender equality, disability inclusion, and LGBT+ issues, promoting intercultural and intergenerational exchange of ideas to enhance organizational practices.
- > Training sessions on inclusive, accessible, and non-sexist language through communication campaigns and on-demand materials, aligned with the **NMX-R-025** standards for labor equality and non-discrimination in employment.
- > **LOGRA**: Led the Diversity and Inclusion Working Group under the UN Global Compact Agenda 2030 in Mexico. We launched the Diversity and Inclusion Implementation Guide for People with Disabilities, aimed at providing solutions for inclusion, accessibility, organizational culture, and talent attraction across companies of all sizes and industries.



2.4.6

Integrity Program

Integrity, honesty, and respect are core values in our organization. Softtek prioritizes business ethics in all interactions with shareholders, clients, suppliers, and communities.

We have various policies to foster an environment of respect and integrity, and we regularly review and update these policies to maintain effective controls. By aligning our standards with the regulations of the countries where we operate, we ensure continuity, security, and transparency.



Code of Ethics

Our Code of Ethics guides us in promoting ethical behavior among Softtekians and stakeholders, emphasizing integrity in:

- > Our relationships
- > Handling information
- > Using technology and company assets
- > Interacting with society
- > Making decisions

We conduct annual reviews / audits and updates of our practices as part of our **ISO/IEC 27001:2013** certification. In 2023, we enhanced the definitions of Respect within the Code of Ethics to measure the number of related complaints aligned our Discrimination policy with the **Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Labor Equality**. We also included the organization's stance against money and asset laundering. Our Code of Ethics is the basis for developing other policies that uphold our integrity.



Anti-Harassment Policy

We ensure that Softtek employees have access to a work and professional environment free of violence. We reject all forms of harassment, regardless of the victim's or offender's identity or hierarchical level. Softtek is committed to preventing, addressing, and sanctioning all types of harassment, including sexual harassment, among members of the Softtek community.



Conflict of Interest Policy

This policy establishes the parameters for identifying, managing, and avoiding conflicts of interest. All Softtek employees must act in the best interest of Softtek and exercise sound judgment, free of personal interests or divided loyalties. Situations that create or pose an imminent or potential risk between individual benefit and the interests of Softtek must be identified and appropriately managed.



Anti-Corruption and Anti-Bribery Policy

At Softtek, we are dedicated to preventing, addressing, and sanctioning any conduct related to corruption and bribery among both internal and external community members.

We ensure that our interactions with Government Officials, clients, suppliers, and other stakeholders adhere to the legal frameworks of each location where we operate, maintain good commercial practices, and respect free competition. This policy is regularly updated and improved to keep pace with regulatory and business changes.

This policy outlines the responsibilities of our organization and its members:

- > Comply with the procedures and controls established in the Anti-Corruption and Anti-Bribery Management System.
- > Communicate improvement proposals for the respective Management System.
- > Report any improper practices that compromise compliance with the policy through our Integrity line system.
- > Perform due diligence in all transactions or events under your supervisory or operational responsibility.

During 2023, no incidents of anti-corruption were reported.

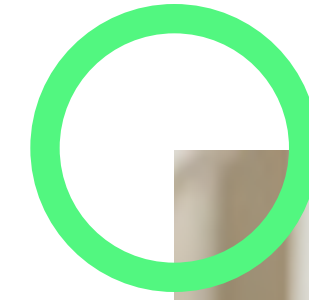


Code of Conduct for Suppliers

We strive to act ethically and with respect for our community, ensuring that our alliances and external relationships align with our values and actions.

Through this document, we seek to have our suppliers, agents, and intermediaries commit to:

- > Complying with applicable local and international laws.
- > Respecting and guaranteeing human rights through equal treatment and opportunities and providing fair remuneration.
- > Prohibiting forced or involuntary labor and child labor.
- > Avoiding any fraudulent behavior or actions that could be interpreted as such.
- > Conducting business operations within the law, with funds from legitimate sources.



Integrity Line

If a violation of the Code of Ethics, internal policies, commercial agreements, or laws of the country or headquarters where we operate is identified, a report can be submitted through our Integrity Line.

Discrimination or retaliation against those who report truthfully and in good faith about alleged violations is not tolerated. All complaints are investigated objectively, safeguarding the integrity of the complainant and adhering to three principles:

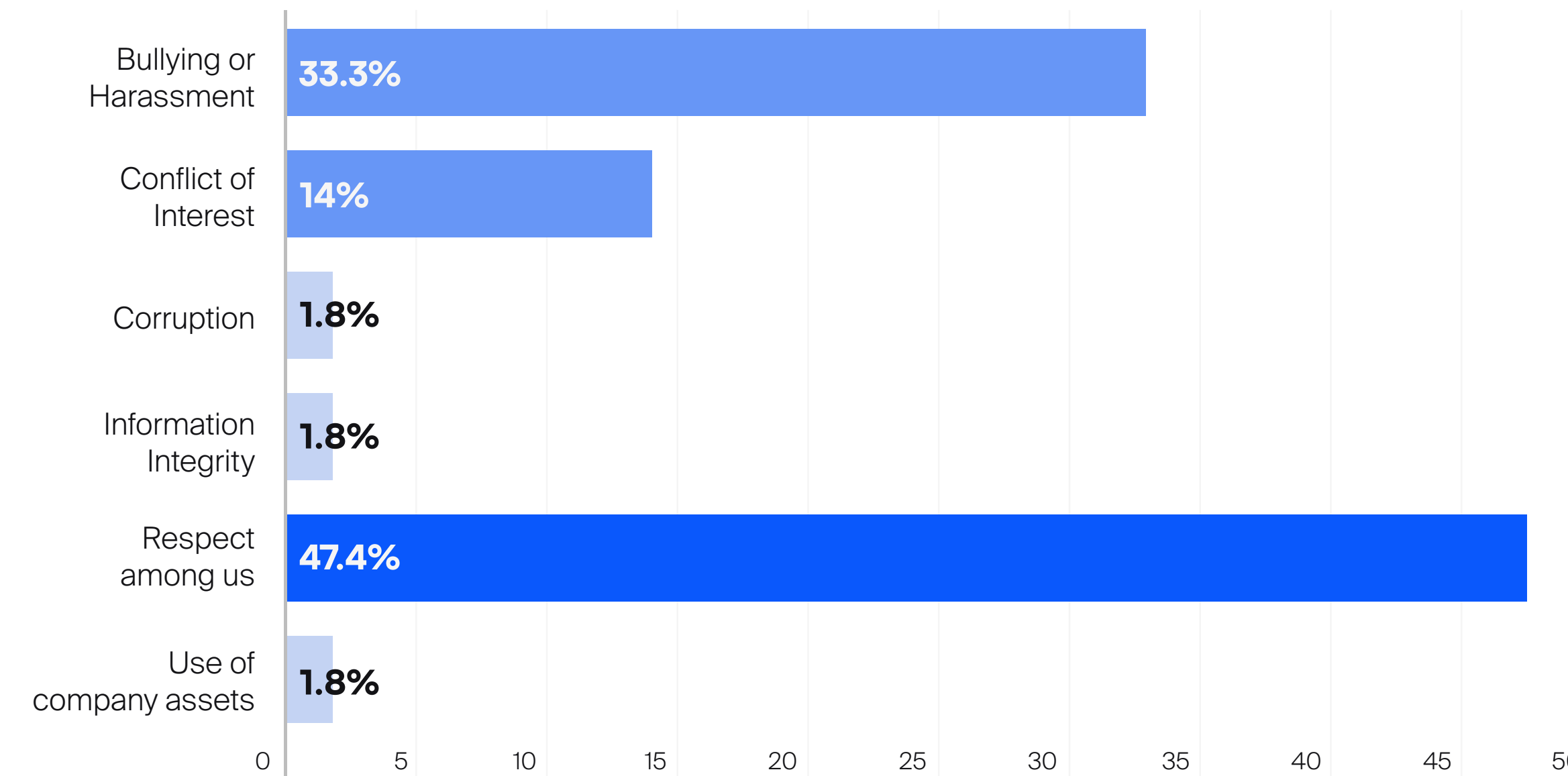
- > Presumption of innocence.
- > Protection of the whistleblower.
- > Confidentiality of information..

Every year we adjust and improvements to the integrity line and its metrics to enhance user experience, ensuring greater agility and reliability in the process.

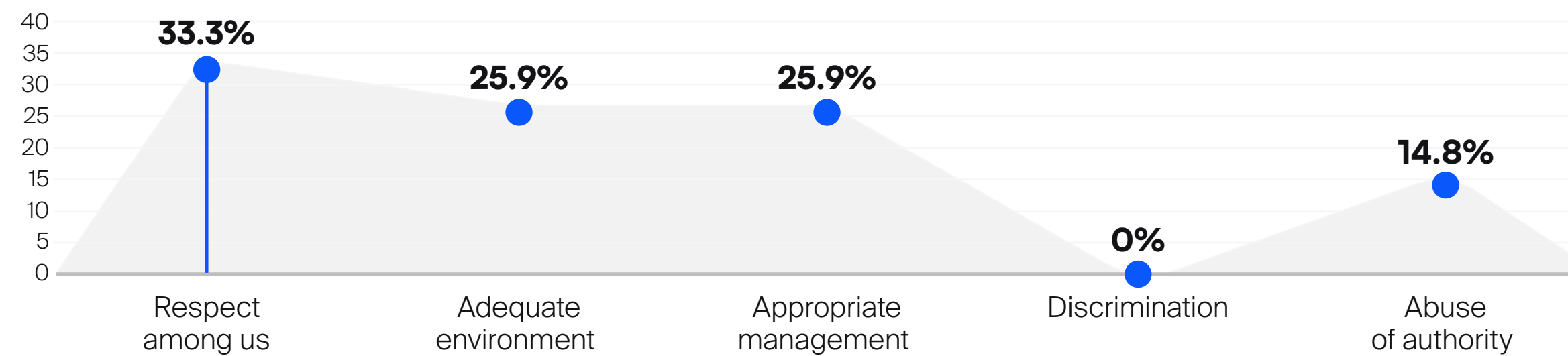
57

Total Global Complaints 2023

Complaints by Topic



The **Respect Among Us** theme has a subdivision:



Forty-two remediation plans were derived from the complaints, which helped strengthen our processes and raise our awareness of the organization's ethical culture to prevent further occurrences. Cases involving direct perpetrators were addressed and managed according to the established protocol and classification of offenses available on our Integrity site.

Culture of integrity

The generation of a Culture of Integrity involves a series of values and knowledge, and we are committed to them. We have a series of tools, content, and training on integrity for the entire Softtekian community. Integrity at Softtek, induction course, where the Code of Ethics and the Line of Integrity are presented in detail.

- > **Ethics from Scratch** is an initiative where, through different resources (Frida), practical workshops, Webinars on demand, and gamified elements, Softtekians update themselves and learn about various topics related to our culture of integrity.
- > **Ethics Week:** spaces where relevant and current issues are shared by people specialized in the subject.

4,717

Total de horas de capacitación en temas de ética

3,469

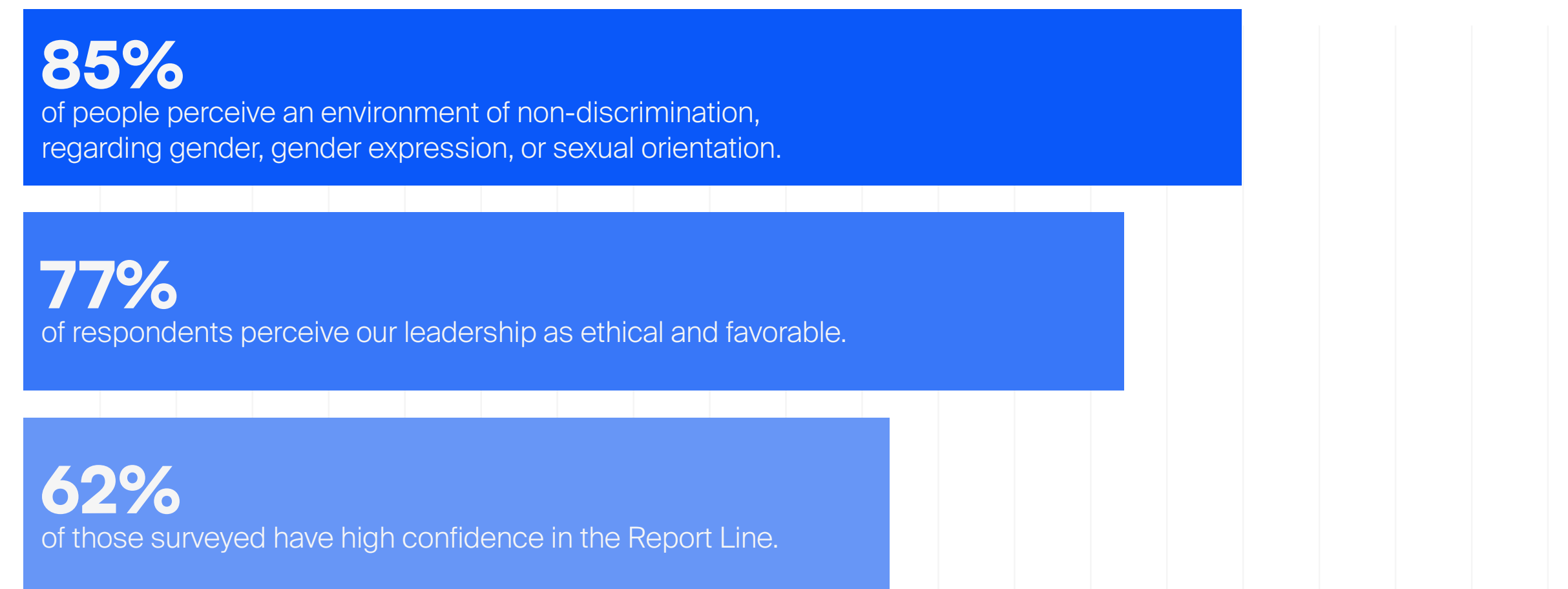
Trained People

2,496

People in ethics course

- > As part of our culture of recognition and to reinforce the importance of creating an ethical environment, we implemented the **#BeEthical** program. This program recognizes Softtekians who foster an atmosphere of integrity, honesty, and respect. In its first year, **224 badges** were awarded.
- > Additionally, to promote a culture of integrity, we launched the first **Integrity Diagnostic** to determine the organization's ethical pulse. The results will guide the continuous improvement of our program.

Key findings include:





Human Rights

The purpose of our **Human Rights Due Diligence Policy** is to ensure we have procedures to prevent negative consequences related to human rights violations, whether from our activities or those of third parties linked to our products and services.

We are committed to recognizing that respecting human rights goes beyond complying with local or national laws; we also consider international standards as complementary. We understand that our actions' impact on human rights can transcend borders throughout our value chain, so our due diligence responsibility extends beyond the locations where the company operates.

03

Chapter

Softtek and the Environment



Contributing positively to the environment through technology, in collaboration with our clients.



3.1

Our commitment to the environment

By preserving the environment, we ensure the availability of resources for future generations and the sustainability of our business. Through our Environmental Policy, we commit to protecting and preserving the environment, preventing pollution, and maintaining a management system that guarantees continuous improvement of our environmental performance.

And we do this by:



> Complying with applicable environmental legal provisions, as well as those voluntarily accepted.



> Evaluating and reducing the carbon footprint to combat climate change.



> Raising environmental awareness both inside and outside the organization.



> Promoting energy efficiency.



> Encouraging water conservation.



> Promoting sustainable procurement.



> Identifying and assessing the environmental aspects and impacts derived from our operations.



> Minimizing waste generation, ensuring responsible management.



3.2

Environmental impacts

Each year, we aim to minimize the environmental impact of all our operations. To achieve this, we focus on four strategic points.

3.2.1

Energy Efficiency

For the continuous execution of our operations, energy consumption becomes a fundamental resource, and we direct our actions towards:

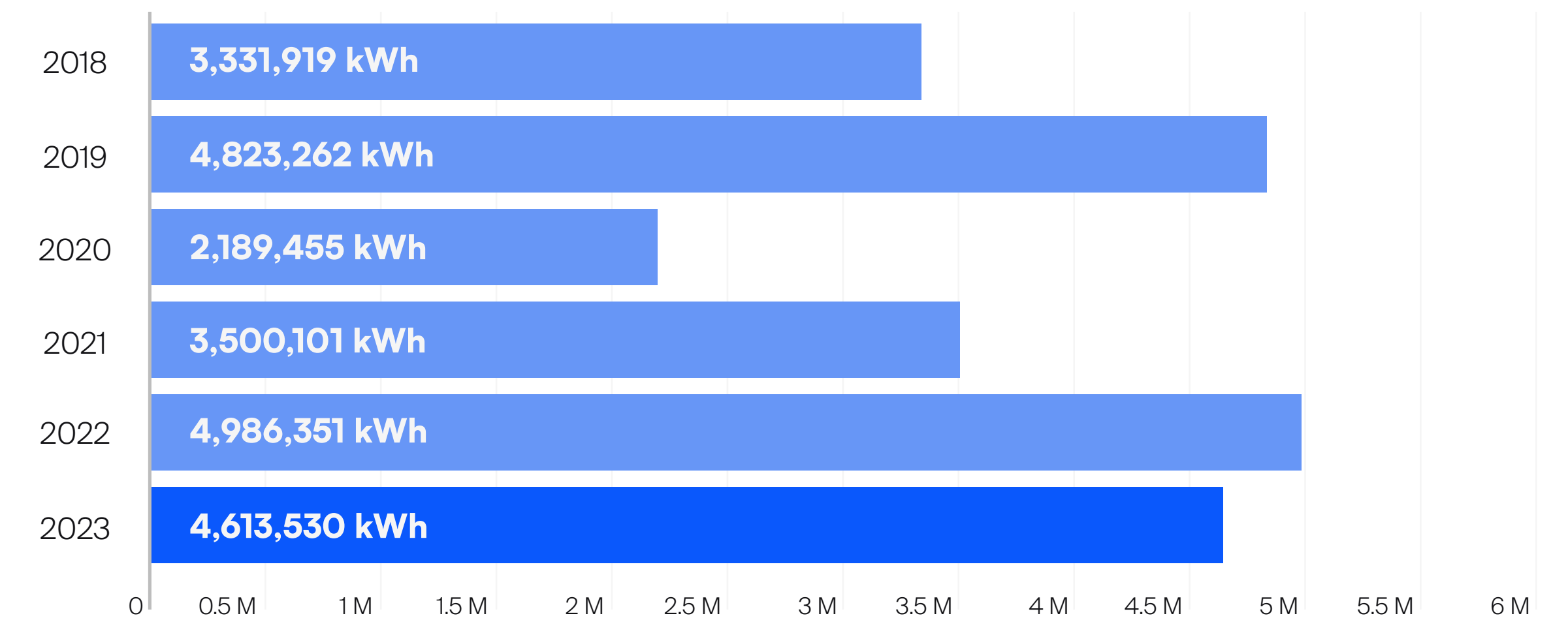
- > Reducing energy consumption.
- > Improving energy utilization.
- > Using renewable energy sources.

These actions are not only applicable to our facilities, and we constantly share recommendations with our Softtekians so that they can implement them wherever they are working, given the implementation of our hybrid model.

4,613,530.01 kWh

Energy consumption 2023

Annual comparative



Energy consumption by location



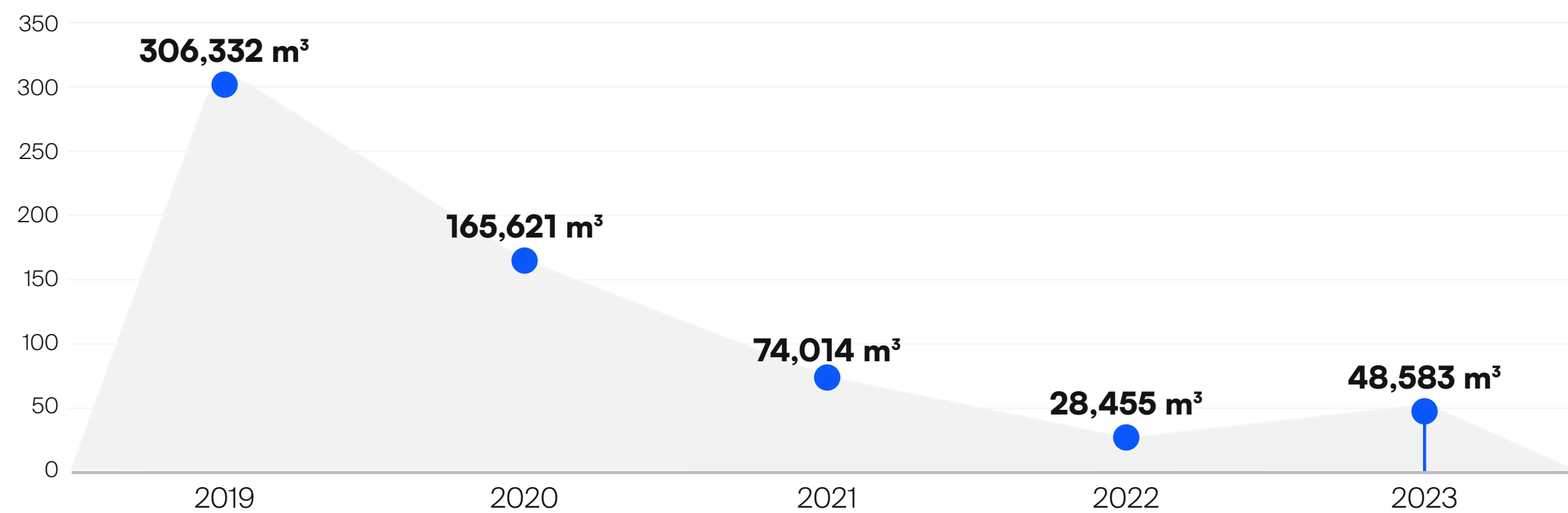
3.2.2

Water consumption

Water is a fundamental natural resource for the preservation of life on Earth, and it is crucial to ensure its availability for all living organisms by promoting its responsible use and avoiding waste.

Although our operational processes do not require the direct use of water resources, we are committed to providing access to drinking water as well as sanitation and hygiene services for our employees at Softtek in each of our facilities. Our impact on water is not considered highly polluting, as wastewater is properly channeled through municipal or local drainage systems, depending on the location of our facilities.

Annual comparative consumption in m³



3.2.3

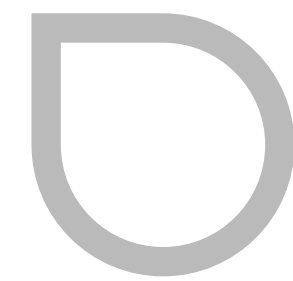
Waste management

In our operation, the main waste we generate consists of electronic equipment that has reached the end of its useful life in the company. Devices that are still functional are allocated to a donation program to be reused by non-profit organizations, while those that are no longer operational are channeled into a recycling program.

Through our donation program, we are preventing the release of heavy metals contained in computer equipment into the environment. Additionally, we are contributing to reducing pressure on landfills and promoting the recovery of reusable materials for the manufacturing of new products within the framework of the circular economy. The main beneficiaries of our program are the associations supported by our Solidarity Foundation.

Waste 2023

Country	Recycling (pieces)	Weight (kg)	Donation (pieces)
Mexico (MTY, AGS, CDMX)	3,266	6,897	131
Brazil (Sao Paulo)	120	120.42	8
Spain (Las Rozas)	In agreement with suppliers	1,942	In agreement with suppliers
US (Dallas)	150	315.24	In agreement with suppliers
Total	3,536	9,274.24	139



3.2.4

Emissions

We are committed to assessing our greenhouse gas (GHG) emissions in compliance with the **ISO 14064-1** standard, a globally recognized regulation for calculating an organization's carbon footprint.

To calculate our carbon footprint, we use an operational control approach, considering GHG emissions in the offices over which we have control. The calculation of the carbon footprint has been performed at the Las Rozas headquarters, located in Spain, identifying and quantifying the following Scope 1 direct emissions, and Scope 2 and Scope 3 indirect emissions:



Scope 1 direct emissions:

- > Direct emissions from mobile combustion sources (company-owned vehicles)
- > Direct emissions from stationary combustion sources (electricity-generating plant)
- > Fugitive emissions from refrigerants in air conditioning systems
- > Fugitive emissions from fire extinguishing agents



Scope 2 indirect emissions:

- > Electricity consumption



Other Scope 3 indirect emissions:

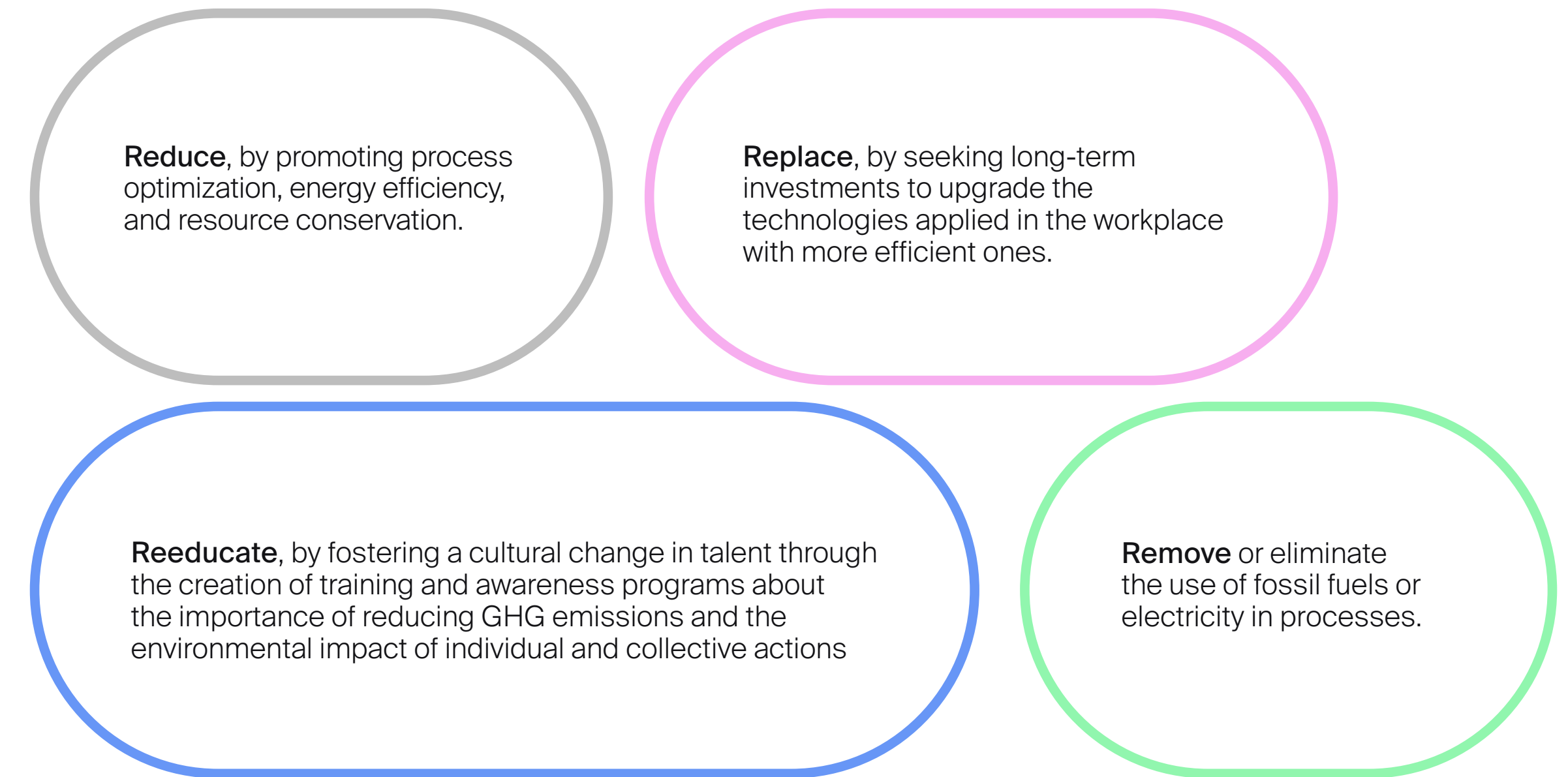
- > Business travel (category 6)

Carbon Footprint Inventory Las Rozas, Madrid, España, office

Scope	Emission source	2021* Tn CO2e	2022 Tn CO2e
Scope 1 Direct Emissions	Mobile combustion (own vehicles)	0.26	0.00
	Fixed combustion (electricity generating plant)	0.04	0.07
	Refrigerant gas leaks in air conditioning systems	0.00	0.00
	Fire extinguishing media leaks	0.00	0.00
Scope 2 Indirect emissions	Electricity consumption	166.47	262.70
TOTAL (Scope 1+2)		166.77	262.77
Scope 3 Other indirect emissions	Category 6: Business Trips	Not determined	103.03
TOTAL (Scope 1+2+3)			365.80

Plan for reducing GHG emissions

Our plan for reducing greenhouse gas (GHG) emissions is based on the following main axes:



Softtek has committed to the **Science Based Targets initiative** (SBTi) to establish a science-based emissions reduction target within the next 2 years, contributing to climate change mitigation. To drive this effort, the Environmental Sustainability Committee has been formed within the Physical Infrastructure division. Its main objectives include analyzing environmental aspects, identifying risks and improvement opportunities, monitoring environmental indicators, and implementing goals and metrics.

By integrating these strategies tailored to our business's needs, we aim to substantially reduce greenhouse gas emissions and steer our organization toward a more sustainable and resilient future.

3.2

Environment at a glance



Softtek commits to planting **7,500 trees in the Amazon by 2025**, in collaboration with indigenous communities in the Vaupés Reserve in Colombia. This area has the capacity to provide between 5 and 20% of the oxygen generated on the planet

LEED Certification

- > GDC Aguascalientes, Mexico, achieves LEED Platinum certification
- > Mexico City offices in Polanco and Mitikah achieve LEED Gold certification



- > GDC Monterrey, Mexico, obtains LEED Gold certification
- > Dallas office, USA, achieves LEED Gold certification



China

Obtains ISO 14001 "Environmental Management System" certification for the first time



Argentina

Receives the **Sello Verde** for implementing good practices in waste management



Spain

- > Maintains ISO 14001 certification

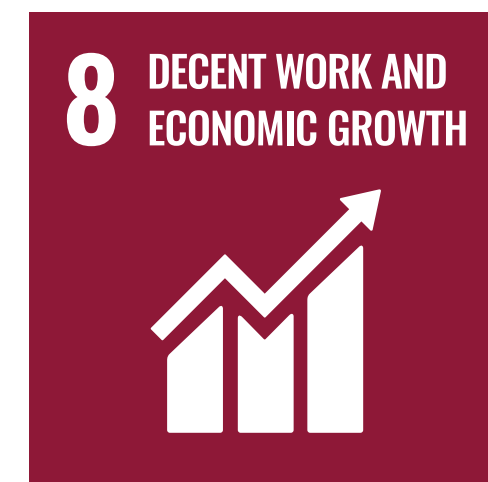
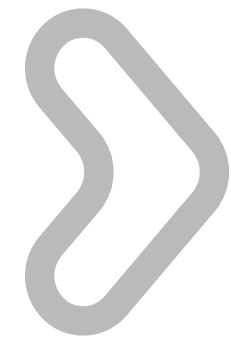
- > For the second consecutive year, the carbon footprint is verified according to the ISO 14064-1 standard



04

Chapter

Supplementary Information



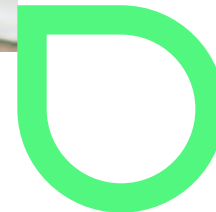
4.1

About the report

This report has been prepared in accordance with the Core option of the GRI Standards. Its publication follows best practices for triple-impact reporting: economic, environmental, and social. It covers the period from January 1 to December 31, 2023, based on the results of the latest materiality study.

Efforts made to contribute to the 2030 Agenda, established by the United Nations, in support of the Sustainable Development Goals, are also included.

This document presents our Communication on Progress (CoP), which we share with the United Nations Global Compact, to which we are signatories. Our social responsibility efforts are based on guided by the 10 universal principles.

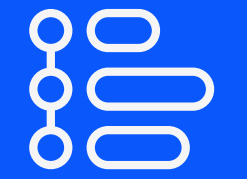


4.1.1

Materiality

We conducted our materiality study in collaboration with KPMG. An analysis was carried out that included various internal and external sources to evaluate Softtek's current impact and performance in terms of sustainability. The objectives of this study focused on:

- > Identifying and prioritizing relevant issues for the organization, stakeholders, and the sector, as well as trends in ESG aspects.
- > Visualizing the position of each issue based on its relevance to the organization, evaluations, and the sector.
- > Guiding the organization's sustainability approach through the identified issues and presenting the relevant issues as a starting point for a comprehensive risk analysis.



Materiality matrix

Below are the results of the materiality study conducted, which integrates the material topics for the organization according to their importance for Softtek and our stakeholders.

The relevant topics for each of the ESG blocks are shown.

Environmentals

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

Socials

- > Diversity and Inclusion
- > Talent attraction/retention/development
- > Labor welfare
- > Human Rights
- > Corporate Social Responsibility
- > Occupational Health and Safety

Governance

- > Privacy and data security
- > Innovation
- > Risk management
- > Ethics
- > Transparency, accountability and anti-corruption
- > Client satisfaction



4.1.2

Interest groups

We uphold a commitment to closeness and constant communication with our stakeholders through different media and channels:



Interest group	Interests	Communication channels
<p>Employees</p>	<ul style="list-style-type: none"> > Economic performance of the company in the mid and long term > Commitment and customer satisfaction > Growth and professional development Health and safety > Environmental care 	<ul style="list-style-type: none"> > Weekly Email > Softtek Cloud > Regular public meetings and online conferences with directors > Performance Management > Engagement Index (twice a year) > External social networks > Internal social network
<p>Clients</p>	<ul style="list-style-type: none"> > Customer commitment and satisfaction > Company's economic performance in the medium and long term > Quality services and solutions 	<ul style="list-style-type: none"> > Ongoing management of customer relationships through the sales representative > Annual business events > Annual customer satisfaction surveys > Email > Website > Voice of the Customer (VOC) > Face-to-face meetings

Interest group	Interests	Communication channels
<p>Suppliers</p>	<ul style="list-style-type: none"> > Economic performance of the company in the medium and long term > Fair business conditions > Social and environmental commitments 	<ul style="list-style-type: none"> > Daily interactions for acquisitions: > Email > Face-to-face meetings > Surveys
<p>Non-governmental organizations (NGOs) & Community</p>	<ul style="list-style-type: none"> > Economic performance of the company in the mid and long term > Mitigation and management of environmental impact > Human rights > Transparent communication > Contributing to the well-being and development of communities > Local employment opportunities 	<ul style="list-style-type: none"> > Ongoing one-on-one meetings with community leaders and organizations > Participation in local job events > Development of community infrastructure initiatives, volunteering, and social investment
<p>Local, national, and regional governments and regulatory agencies</p>	<ul style="list-style-type: none"> > Economic performance of the company in the medium and long term > Health and safety > Local employment opportunities 	<ul style="list-style-type: none"> > Annual sustainability report > Long-term partnerships > Regular meetings > Events and conferences
<p>Shareholders</p>	<ul style="list-style-type: none"> > Economic performance of the company in the mid and long term > Corporate governance > Disclosure and performance on environmental, social and corporate governance issues > Talent Development 	<ul style="list-style-type: none"> > Periodic meetings, conferences via internet > Annual financial reports > Annual sustainability report > Internal communication sites

Appendix

GRI Content Index

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	9, 97				
	2-2 Entities included in the organization's sustainability reporting	6, 9				
	2-3 Reporting period, frequency and contact point	71				
	2-5 External assurance				This report has not been externally verified.	
	2-6 Activities, value chain and other business relationships	19-26				
	2-7 Employees	34-37				
	2-8 Workers who are not employees	35				
	2-9 Governance structure and composition	10-12				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 2: General Disclosures 2021	2-10 Nomination and selection of the highest governance body	10-12				
	2-11 Chair of the highest governance body	10				
	2-12 Role of the highest governance body in overseeing the management of impacts	10				
	2-13 Delegation of responsibility for managing impacts	10				
	2-14 Role of the highest governance body in sustainability reporting	10				
	2-15 Conflicts of interest	57				
	2-16 Communication of critical concerns	74-75				
	2-17 Collective knowledge of the highest governance body	10				
	2-18 Evaluation of the performance of the highest governance body	10				
	2-19 Remuneration policies	10, 50-51				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	31				
	2-23 Policy commitments	31				
	2-24 Embedding policy commitments	57				
	2-25 Processes to remediate negative impacts	59, 74-75				
	2-26 Mechanisms for seeking advice and raising concerns	74-75				
	2-28 Membership associations				Adobe, AMCHAM (American Chamber), AMITI, Appian, Atlassian, AWS, Azure, Backbase, Blue Yonder, CANIETI, Cloudera, CMN, Csoft, Daon, Docuware, eBankit, Epicor, Google Cloud Platform (GCP), Guidewire, IFTBA, Informatica, Kroll, MESA, Microsoft, Mignow, MuleSoft, National Retail Federation, Oracle, Outsystems, Rocket, Salesforce, SAP, Servicenow, Tibco, UiPath, WSO2.	
	2-29 Approach to stakeholder engagement	74-75				
	2-30 Collective bargaining agreements				No operations or suppliers have been identified where the right to freedom of association and collective bargaining could be at risk.	

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	72-73				
	3-2 List of material topics	73				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed				Softtek is a private company; therefore, it does not publish financial statements. This report displays the results of all entities that are part of the company, unless stated otherwise.	
	201-3 Defined benefit plan obligations and other retirement plans	50-51				
	201-4 Financial assistance received from government				Softtek does not receive financial assistance from the government.	
Market presence						
GRI 3: Material Topics 2021	3-3 Management of material topics	22, 35-36				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 202: Market presence 2016	202-2 Proportion of senior management hired from the local community	36				
Indirect economic impacts						
GRI 3: Material Topics 2021	3-3 Management of material topics					Softtek is a private company; therefore, it does not publish financial statements. This report displays the results of all entities that are part of the company, unless stated otherwise.
	203-1 Infrastructure investments and services supported					Softtek is a private company; therefore, it does not publish financial statements. This report displays the results of all entities that are part of the company, unless stated otherwise.
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts					Softtek is a private company; therefore, it does not publish financial statements. This report displays the results of all entities that are part of the company, unless stated otherwise.

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
Prácticas de abastecimiento						
GRI 3: Material Topics 2021	3-3 Gestión de los temas materiales	58				
GRI 204: Prácticas de abastecimiento 2016	204-1 Proporción de gasto en proveedores locales	58				
GRI 205: Anti-corruption 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	56-60				
	205-1 Operations assessed for risks related to corruption	58				
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	58				
	205-3 Confirmed incidents of corruption and actions taken	59				
GRI 206: Anti-competitive behavior 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	59				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	59				
GRI 301: Materials 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 66				
GRI 301: Materials 2016	301-1 Materials used by weight or volume	66				
	301-2 Recycled input materials used	66				
GRI 302: Energy 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	64-65				
	302-1 Energy consumption within the organization	65				
GRI 302: Energy 2016	302-2 Energy consumption outside of the organization	65			We currently do not have the metric for this data.	
	302-3 Energy intensity	65				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 302: Energy 2016	302-4 Reduction of energy consumption	65				
GRI 303: Water and Effluents 2018						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 66				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	66				
	303-5 Water consumption	66				
GRI 305: Emissions 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	67-68				
	305-1 Direct (Scope 1) GHG emissions	68				
GRI 305: Emissions 2016	305-2 Energy indirect (Scope 2) GHG emissions	68				
	305-3 Other indirect (Scope 3) GHG emissions	68				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 305: Emissions 2016	305-4 GHG emissions intensity	68				
	305-5 Reduction of GHG emissions	68				
GRI 306: Waste 2020						
GRI 3: Material Topics 2021	3-3 Management of material topics	64-66				
	306-1 Waste generation and significant waste-related impacts	66				
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	66				
	306-3 Waste generated	66				
	306-4 Waste diverted from disposal	66				
	306-5 Waste directed to disposal	66				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 308: Supplier Environmental Assessment 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics				We make sure that our major suppliers adhere to the highest environmental management standards	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria				We make sure that our major suppliers adhere to the highest environmental management standards.	
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken				We make sure that our major suppliers adhere to the highest environmental management standards.	
GRI 401: Employment 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	39-40				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	37				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	50-51				
	401-3 Parental leave	50-51				
GRI 402: Labor/Management Relations 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	33-52			We ensure to report any impact situation with the appropriate anticipation depending on the subject.	
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	74			We ensure to report any impact situation with the appropriate anticipation depending on the subject.	
GRI 403: Occupational Health and Safety 2018						
GRI 3: Material Topics 2021	3-3 Management of material topics	49-52				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	49, 52				
	403-2 Hazard identification, risk assessment, and incident investigation	49				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.	
			Requirement(s) Omitted	Reasons	Explanation		
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	52					
	403-4 Worker participation, consultation, and communication on occupational health and safety	41					
	403-5 Worker training on occupational health and safety	52					
	403-6 Promotion of worker health	52					
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	52					
	403-8 Workers covered by an occupational health and safety management system	49-52					
	403-9 Work-related injuries				No cases were presented.		
	403-10 Work-related ill health				No cases were presented.		
	GRI 404: Training and Education 2016						
	GRI 3: Material Topics 2021	3-3 Management of material topics	44-48				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	46				
	404-2 Programs for upgrading employee skills and transition assistance programs	48				
	404-3 Percentage of employees receiving regular performance and career development reviews	42				
GRI 405: Diversity and Equal Opportunity 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	55				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	34-36				
GRI 406: Non-discrimination 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	55, 57				
GRI 406: Non- discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	59				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 407: Freedom of Association and Collective Bargaining 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics				Softtek recognizes the importance of social dialogue institutions and applicable collective bargaining structures; therefore, we always respect the right of employees and suppliers to form their own organizations or join them.	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk			No one		
GRI 408: Child Labor 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics				No operations or suppliers with significant risks of child labor have been identified.	

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor				No operations or suppliers with significant risks of child labor have been identified.	
GRI 409: Forced or Compulsory Labor 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics				No operations or suppliers with significant risks of child labor have been identified.	
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor				No operations or suppliers with significant risks of child labor have been identified.	
GRI 410: Security Practices 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	60-61				
GRI 410: Prácticas en materia de seguridad 2016	410-1 Security personnel trained in human rights policies or procedures	61				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 413: Local Communities 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	53-54				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	54				
	413-2 Operations with significant actual and potential negative impacts on local communities	54				
GRI 414: Supplier Social Assessment 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	57-58				
GRI 414: Evaluación social de los proveedores 2016	414-1 New suppliers that were screened using social criteria			N/A		
	414-2 Negative social impacts in the supply chain and actions taken	58				
GRI 415: Public Policy 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	28-29				

GRI Standard / Other source	Disclosure	Location	Omission			GRI Sector Standard Ref. No.
			Requirement(s) Omitted	Reasons	Explanation	
GRI 415: Public Policy 2016	415-1 Political contributions				No one.	
GRI 418: Customer Privacy 2016						
GRI 3: Material Topics 2021	3-3 Management of material topics	28-29				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data				No one.	

Appendix

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

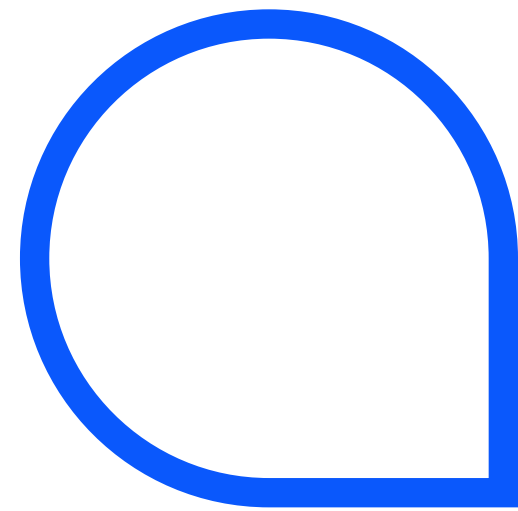
Topic	Accounting metric	Category	Unit of measure	Code	Softtek's answer
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable energy	Quantitative	Gigajoules (GJ), Percentage (%)	TC-SI-130a.1	65
	(1) Total water withdrawn, (2) total water consumed, percentage recycled, percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Thousand Cubic meters (m ³), Percentage (%)	TC-SI-130a.2	66
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Discussion and Analysis	N/A	TC-SI-130a.3	64
Data Privacy & Freedom of Expression	Description of policies and practices relating behavioral advertising and user privacy to collection, usage, and retention of customers' information and personally identifiable information	Discussion and Analysis	N/A	TC-SI-220a.1	28-29
	Number of users whose information is used for secondary purposes	Quantitative	Number	TC-SI-220a.2	N/A
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Presentation currency	TC-SI-220a.3	No judicial proceedings were presented.

Topic	Accounting metric	Category	Unit of measure	Code	Softtek's answer
Data Privacy & Freedom of Expression	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-SI-220a.4	Ninguno
	List of countries where core products or services are subject to governmentrequired monitoring, blocking, content filtering, or censoring	Discussion and Analysis	U.S. dollars (\$) Reporting currency	TC-SI-220a.5	Ninguno
Data Security	(1) Number of data security breaches, and (2) percentage involving customers' personally identifiable information (PII), (3) number of users affected	Quantitative	Number, Percentage (%)	TC-SI-230a.1	Ninguno
	Discussion Description of management approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	N/A	TC-SI-230a.2	28-29
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	Quantitative	Percentage (%)	TC-SI-330a.1	36
	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2	36
	Percentage of gender and racial/ethnic group representation for : (1) executives management (2) technical staff and (2) all other employees	Quantitative	Percentage (%)	TC-SI-330a.3	35-37
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings Amount of legal and regulatory fines and settlements associated with anti-competitive practices regulations	Quantitative	U.S. dollars (\$) Reporting currency	TC-SI-520a.1	N/A

Topic	Accounting metric	Category	Unit of measure	Code	Softtek's answer
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	Quantitative	Number, Days	TC-SI-550a.1	There were no interruptions.
	Discussion Description of business continuity risks related to disruptions of operations	Discussion and Analysis	N/A	TC-SI-550a.2	28-29

Table 2. Activity Metrics.

Activity metric	Category	Unit of measure	Code	Softtek's answer
(1) Number of licenses or subscriptions, (2) percentage cloud-based	Quantitative	Number, Percentage (%)	TC-SI-000.A	60% of the services are cloud-based.
(1) Data processing capacity, (2) percentage outsourced	Quantitative	See note	TC-SI-000.B	40% subcontracted in the cloud.
(1) Petabytes Amount of data storage, (2) percentage outsourced	Quantitative	Petabytes, Percentage (%)	TC-SI-000.C	45% subcontracted in the cloud.



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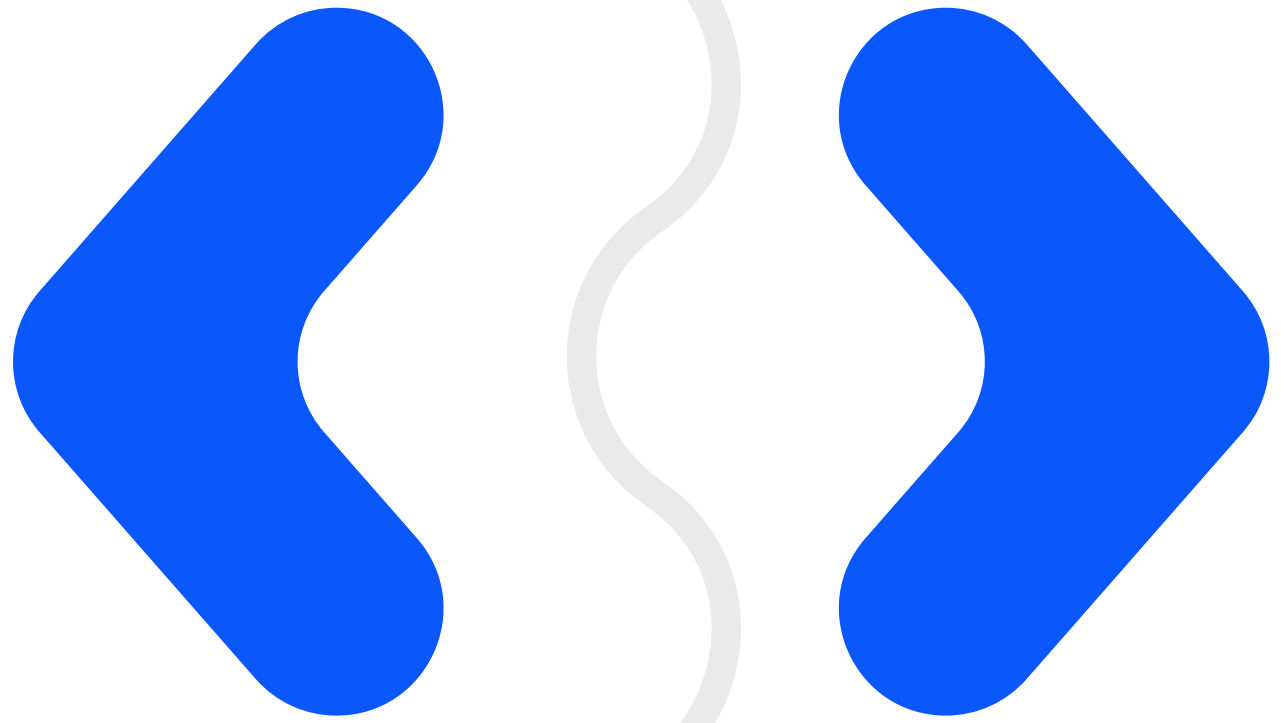
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