



Softtek[®]

2024

Sustainability Report



Index

Pg.

4

Chapter 1

CEO Letter

Pg.

7

Chapter 2

Origin,
Purpose and
Evolution

Pg.

14

Chapter 3

Highlights

Pg.

25

Chapter 4

Value
Generation

Pg.

31

Chapter 5

Capabilities

Pg.
56

Chapter 7
Transcend

Pg.
136

Chapter 11
Editorial Team
and Contact

Pg.
58

Chapter 8
Let's build a
future together

Pg.
92

Chapter 9
Environmental
Management

Pg.
52

Chapter 6
Creating
Value Together

Pg.
105

Chapter 10
Frameworks

Sustainability Report 2024

CEO Letter



I am convinced that taking care of our people, our business, and our communities is the best path to building a better future.

Blanca Treviño

President & CEO, Softtek



If there's one thing that has defined Softtek since the beginning, it's our passion for innovation, transformation, and growing alongside those who place their trust in us.

The year 2024 was no exception: it was a year in which we looked inward to challenge ourselves as an organization and elevating the way we operate.

After several years of working on our own internal transformation, these efforts have allowed us to anticipate the needs of the market and our clients more effectively.

And through that momentum, one truth became even clearer: staying relevant and competitive depends on our people. Today, more than ever, talent is our most strategic asset. For us, it's not just about attracting the best; it's about caring for, developing, and empowering the exceptional talent already within Softtek. In 2024, we created strategies to do exactly that.

We elevated talent management to the highest level within our organizational structure, driven by the conviction that building a solid future requires walking hand in hand with those who will make it possible: our Softtekians. We approached our present

with a clear vision for the future. We asked ourselves: Who are we today? Who do we want to be tomorrow? And with those answers, we designed spaces, processes, and tools to support our people's growth, aligned with the evolving needs of our clients and the world.

The vision came to life through a value platform centered on three pillars that reflect who we are and who we aspire to be:

- > **Be Great:** We want every Softtekian to find exciting opportunities, work with cutting-edge technology, and be inspired by global leaders.
- > **Be Future Fit:** We promote career plans aligned with each person's goals and those of the organization, in an environment that fosters innovation.
- > **Be Well, Do Good:** We foster an authentic culture where respect, inclusion, and celebration are part of the air we breathe. We want the Softtek experience to leave a positive mark.

Seeing how these efforts translate into real results—not only for our people but also for our clients—fills us with pride. Today, more than ever, we work shoulder to shoulder with

each of them as strategic partners, united by a shared vision. But we are also know that our responsibility goes beyond our own walls. We want technology to reach more people—and tomorrow's talent to begin developing today.

That's why this year we promoted the Aulas Tecnológicas project, bringing tools, spaces, and knowledge to thousands of children and young people in different communities, to generate a tangible, lasting impact.

I am convinced that taking care of our people, our business, and our communities is the best path to building a better future. And we want to continue doing it—together.

Regards,
Blanca Treviño
President & CEO, Softtek

Sustainability Report 2024

Origin, Purpose and Evolution



Softtek was founded with a clear vision: to prove that technology developed in Latin America could on the world stage.

What began as a local IT services firm in **1982** soon transformed into a key global player in digital transformation for organizations around the world.

At our core, we combine technological innovation with a deep sense of human value. Over more than four decades, we have evolved alongside our clients and our talent, adapting to a dynamic environment without losing sight of our purpose: **to create value through technology that positively impacts people, businesses, and the planet.**

We are proud of the path we've taken, the purpose that guides our decisions, the powerful capabilities we offer our clients, and how we continue to transform ourselves to be a benchmark of innovation in the information technology industry.

Softtek

2.1

Softtek Around the World

Softtek's capabilities now extend across remote and hybrid environments, interconnected by a unique and proven cultural platform that drives higher team performance, engagement, and results for our clients.

Wherever we have the ability to deliver a Softtekian, we can deliver. As the creators of the **Nearshore**® model, we pioneered a delivery approach that blends proximity, agility, and deep technical expertise. Today, we operate a truly global delivery mode.



~15,000 professionals



18 Global Delivery Center

● Global Delivery Center*

● Service locations

○ Nearshore® coverage

***Global Delivery Center!**: delivery centers with processes, methodologies, knowledge, security, and quality structures to provide seamless services

2.2

Softtek, Agile Presentation

A global technology services company offering a unique and innovative approach to digital transformation.



Technology services that enable digital transformation

From conception and development to operational evolution.



Global Presence

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

nearshore

Leading global service provider

Creator and leader of the **Nearshore®** services industry.



Strong base of recurring clients

Existing clients represent **92%** of revenue. An average of **18 years** of relationship with our top 10 clients.



High Employee Satisfaction

Recognized as a Great Place to Work and a socially responsible organization.

FORTUNE 500

Serving "Global 2000" organizations

50+ Fortune Global 500 clients, **400+** clients worldwide.



15,000 Professionals

Highly skilled talent of IT consultants and engineers.



Unique culture built around the Human Element

Agility, self-determination, collaboration, and trust.



2.3

Exploring a New Playing Field

In recent years, we've entered a competitive arena where we previously had no presence. This new terrain has allowed us to success stories that resonate with fans.

Softtek and Real Madrid

Our partnership with Real Madrid C.F. marks a turning point in the convergence of sports and technology. Together, we are transforming how fans interact with the club, placing their experience at the heart of every digital innovation. Through a fan-centric vision and a real-time adaptive technology architecture, we created a digital ecosystem that strengthens the emotional bond with millions of followers worldwide. Softtek contributed its expertise in branding, product design, technology, and digital culture to consolidate a new digital identity for the club, providing a consistent experience across all its channels.



OFFICIAL GLOBAL PARTNER

Fan Engagement

This transformation is already delivering tangible results:



4x faster delivery speed and 95% predictability in planning.



5.3x increase in ecommerce revenue and 2.5x growth in the mobile app.



60 % improvement in conversion rate, thanks to hyper-personalized experiences that also reduced acquisition costs.



30 % improvement in quality metrics.

This project reflects Softtek's commitment to generating sustainable impact through technology, creating more **meaningful**, **efficient**, and **scalable experiences**.



Softtek and the Mavericks

Our partnership with the Dallas Mavericks, as **Official International Technology Sponsor**, represents a key step in expanding our brand in the United States, especially in Dallas—a strategic region for Softtek. Beyond reach, this collaboration reinforces our commitment to driving innovative digital experiences and strengthens our presence in one of the most dynamic sports and technology ecosystems in the world.

As the main sponsor of **MavsTV**, the team's new official streaming platform, Softtek reinforces its positioning in the NBA and amplifies its global visibility. This strategic collaboration opens new business opportunities and strengthens our brand through a highly visible, relevant, and globally projected channel.



**OFFICIAL INTERNATIONAL TECHNOLOGY SPONSOR
OF THE DALLAS MAVERICKS**

Sustainability Report 2024

Highlights





Throughout 2024, Softtek has been recognized by various international organizations for its **operational excellence, commitment to sustainability, organizational culture, and leadership** in digital transformation.

These achievements reflect the collaborative efforts of our teams, the trust of our clients, and our ongoing commitment to creating positive impact in every environment where we operate. Each recognition strengthens our position as a reliable and innovative strategic partner and motivates us to continue raising the bar in quality, inclusion, and corporate responsibility.

3.1

Awards and Recognitions 2024



February

IDC Omni-Channel Assessment Leadership

Softtek was recognized as a leader in **IDC's** 2023 Omni-Channel Assessment, showcasing its strengths in delivering comprehensive omni-channel solutions.

March

Designación Cigna Healthy Workforce

Recognized with the **Cigna Healthy Workforce™** 2023 designation, highlighting its commitment to employee health and well-being.

Best Places to Work (Argentina)

Softtek ranked #16 on the **Great Place to Work®** list of Best Places to Work in Argentina (for companies with over 1,000 employees), standing out for its organizational culture and positive work environment.

June

Partnership with Intel

Intel and Softtek announced a partnership to drive digital transformation across the Americas, highlighting Softtek's role in advancing technological innovation.

Commitment to Human Rights (Argentina)

Recognized by the Subsecretariat of Human Rights and Cultural Pluralism of Buenos Aires for its Codellege professional training program, which promotes labor inclusion in the IT sector through programming education.

Great Place to Work

Softtek earned the **Great Place to Work**® Certification in India for the third consecutive year, with 89% of employees stating it is a great place to work.

July

TMMi Level 5 Recertification

Softtek achieved TMMi Level 5 recertification for the third time, demonstrating its commitment to high-quality software testing and process improvement.

August

HSBC Sustainable Innovation Award

Softtek was named a finalist for the HSBC Sustainable Innovation Award, reflecting its dedication to sustainable and innovative practices.

October

Gartner Magic Quadrant

Softtek was recognized for the third consecutive year in Gartner's Magic Quadrant for Custom Software Development Services Worldwide, highlighting its commitment to delivering exceptional software solutions.

3.2

Certifications

- > **TMMi Level 5 – Optimization:** Mexico City, Monterrey, Aguascalientes, Ensenada
- > **UNE-ISO/IEC 20000-1:2018:** Madrid
- > **ISO 9001:2015:** Madrid, Albacete, A Coruña, Córdoba, Ávila
- > **ISO 14001:2015:** Madrid, A Coruña
- > **ISO 14064-1:2018:** Madrid
- > **ISO 14064-2-3:2019 (Carbon Footprint):** Madrid
- > **ISO/IEC 20000-1:2018:** Monterrey, Aguascalientes, Mexico City, Bangalore, Bogotá, A Coruña, Madrid
- > **ISO/IEC 27001:2022:** Monterrey, Aguascalientes, Mexico City, Bangalore, Bogotá, A Coruña, Madrid

3.3

Softtek and People

At Softtek, we understand that our greatest driver is our talent. The diverse perspectives, experiences, and skills within our workforce reflects our commitment to inclusion and equity.

Our identity is deeply tied to its global reach. With operations in over 20 countries and teams distributed across the Americas, Europe, and Asia, our talent reflects a cultural and professional diversity that enriches every aspect of our operations. This international footprint not only allows us to respond swiftly to client needs in different markets but also fosters a global and inclusive vision within our organization.



Softtekians around the world

14,918

Softtekians at the end of 2024

Distribution of Softtekians by gender

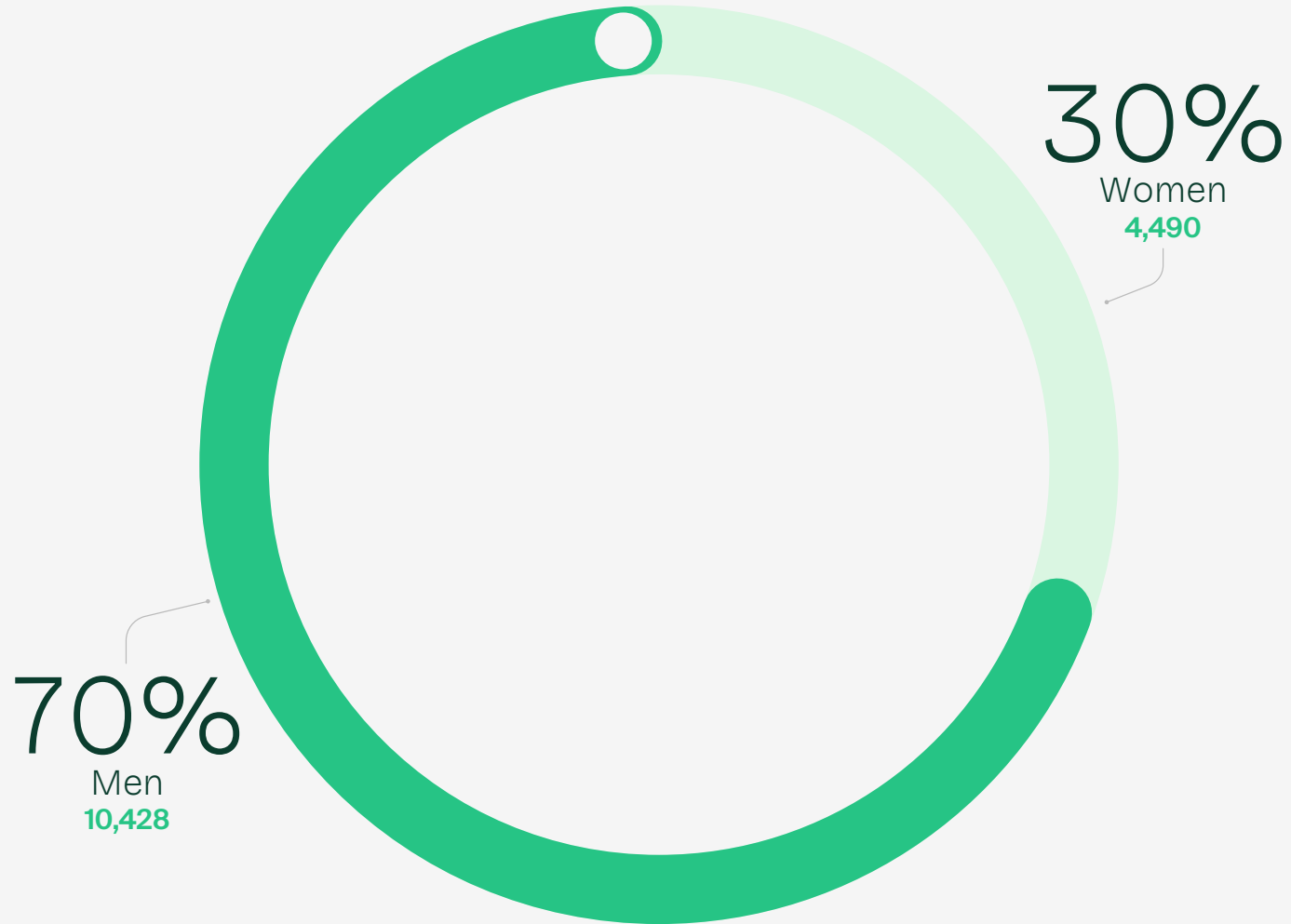


Figure 3.3.1-1 Distribution of Softtekians by gender

Distribution of Softtekians by professional category

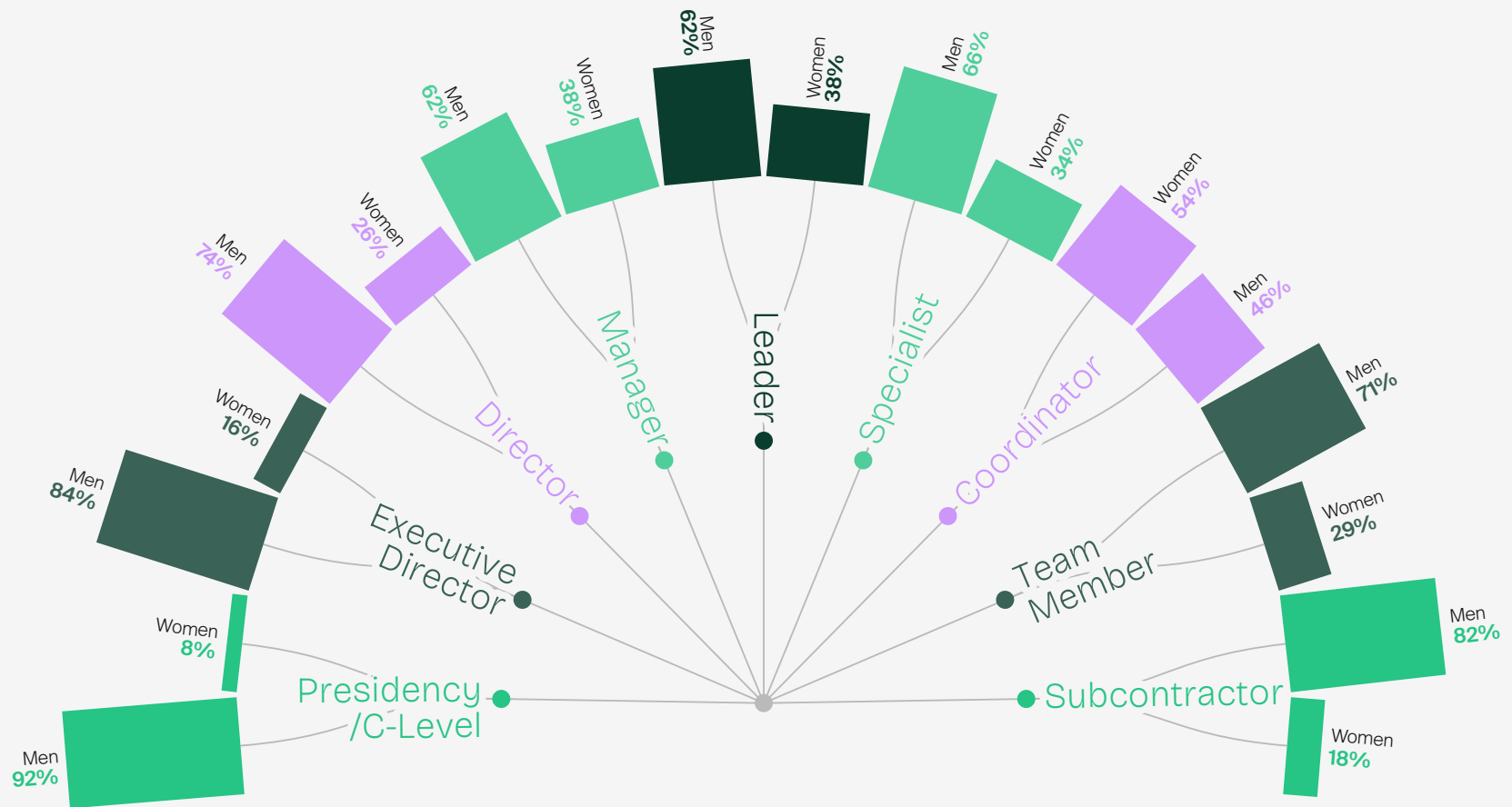


Figure 3.3.1-2 Distribution of Softtekians by professional category

Distribution of Softtekians by country as of the end of 2024

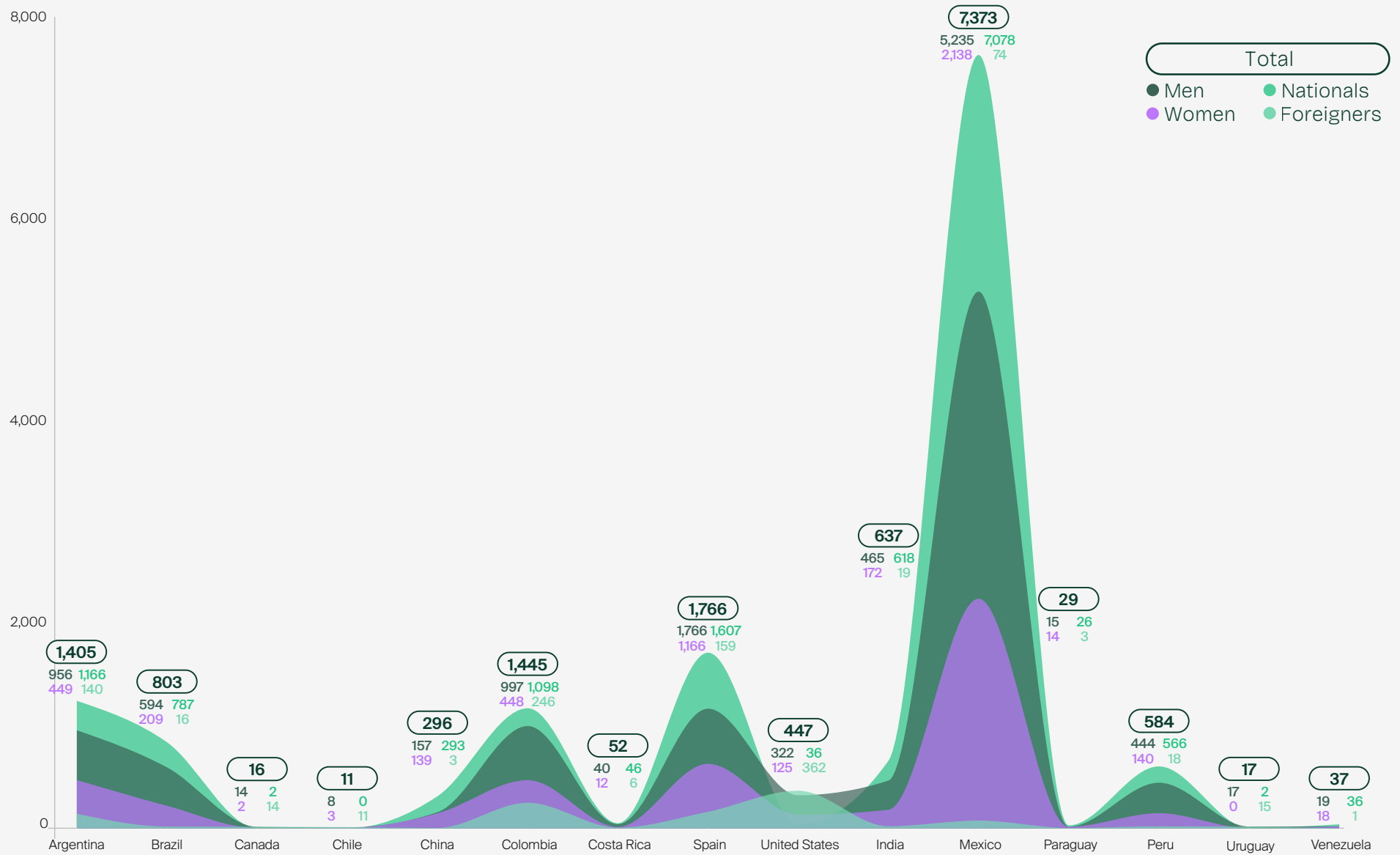
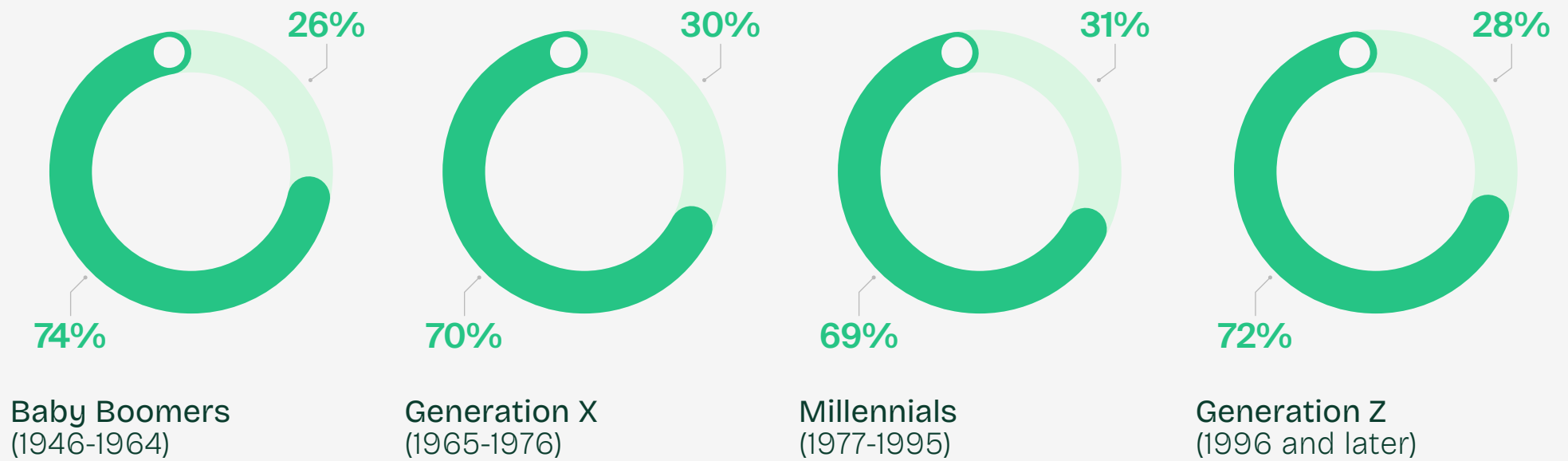


Figure 3.3.1-3 Distribution of Softtekians by country as of the end of 2024

Distribution of Softtekians by age group



- Men
- Women

Figure 3.3.1-4 Distribution of Softtekians by age group

Distribution of Softtekians by ethnicity in the U.S.

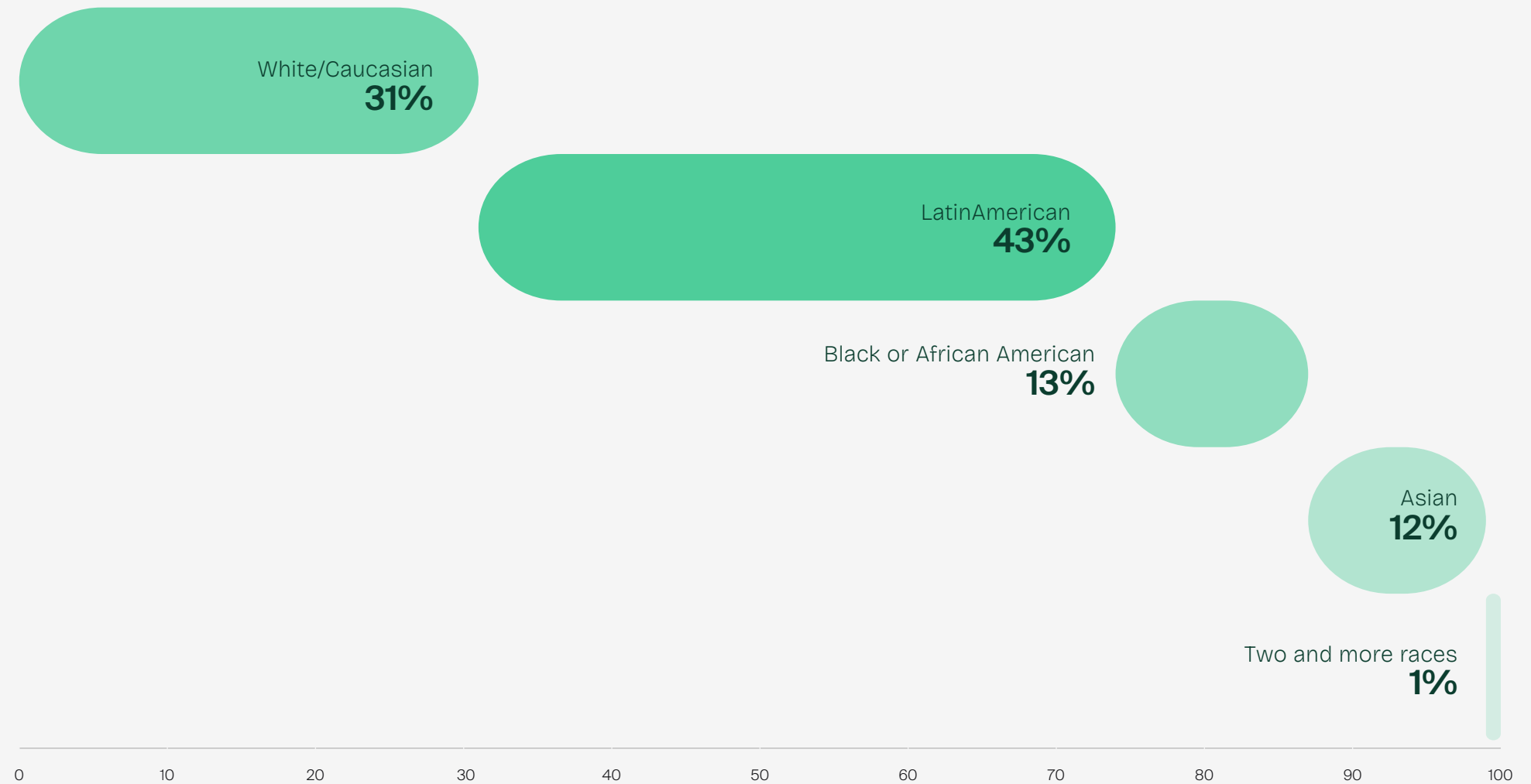


Figure 3.3.1-5 Distribution of Softtekians by ethnicity in the U.S.

Sustainability Report 2024

Value Generation





In a constantly evolving environment, Softtek has defined an organizational strategy focused on **sustainable value creation, operational agility, and continuous innovation.**

This strategy guides our decisions, drives the evolution of our capabilities, and reinforces our commitment to the challenges and opportunities of the digital ecosystem.

Based on this, we have developed a service offering that responds to both current and emerging client needs—combining technological expertise, business vision, and a human-centered approach.

4.1

Softtek in Continuous Development

Between 2019 and 2020, Softtek began a transformation process initially aimed at how we operated and engaged with our clients. The goal: to deliver more targeted and industry-specific value. In 2023, following the positive outcomes of this transformation, we moved forward with a second phase—this time centered on our people.

The **focus** of this strategy is to elevate talent across the organization. We succeeded in encouraging growth and empowering Softtekians, leading to higher levels of engagement and contribution. **Innovation** is part of our DNA, and we are constantly evolving how we support and connect with our talent, to understand and know them. To optimize these

connections, we have integrated Artificial Intelligence tools that enhance our understanding of individual capabilities and match them more accurately to strategic projects. This data-driven approach enables better decision-making—ensuring the right talent is aligned with the most relevant global opportunities. The result: improved competitiveness, stronger delivery outcomes, and greater value for our clients.

By deepening our understanding of both our people and our clients' industries, the digital solutions we can offer will undoubtedly maximize the value of their products or services. These new organizational decisions have led us to elevate:



Business profitability.



The definition and presentation of our service offerings with emerging technologies.



Employee engagement.
In 2024, Softtek experienced its lowest turnover rate in history, **(9.45%)**, outperforming the industry average.



The presentation of our brand through strategic alliances.



The capabilities of our talent.

Insights

4.2

Our Services

We support organizations in optimizing their technological operations to achieve their business goals. Through solutions based on automation and analytics, we improve the performance of both local and cloud infrastructure, as well as the efficiency in managing application portfolios. Thanks to our expert talent in digital solutions and our global delivery capabilities, Softtek's services focus on transforming business models through advanced digital solutions, streamlining processes with automation, and anticipating and seeking new analytical solutions. We have the expertise to manage high-impact technology portfolios, thanks to our ability to adapt to new trends and innovate.

As experts in software engineering, we use a method that enhances our clients' business performance through a portfolio of innovative solutions—from transforming client software to agile development of new applications.

Our clients benefit from the maturity and capabilities expected from a global provider trusted by Global 500 companies—able to manage extensive and advanced technology portfolios. By combining artificial intelligence, advanced analytics, and our proprietary cognitive automation model, FRIDA, we support industries in maximizing performance and navigating transformation with confidence.

Offering Portfolio



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

Digital Solutions Development
Application Transformation

Industry Solutions
Digital Commerce Solutions
Enterprise Management Solutions

Application Management
Reliability Engineering

IT PLATFORM &
INFRASTRUCTURE

Digital Architecture Consulting

Cloud Adoption

Cloud Operations
IT Infrastructure Management

What makes us unique in the market

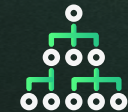
Differentiators



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

Sustainability Report 2024

Capabilities





Our organizational capabilities are built upon a solid culture that drives innovation, promotes ethical practices, ensures security, and places talent at the center of our operations.

We firmly believe that the commitment, creativity, and diversity of our people are key to delivering differentiated solutions. We complement this strength with close, specialized attention—adapting to the particular needs of each industry through a consultative, agile, and personalized approach.

5.1

Industry-Focused Approach

We have developed an industry-specialized approach that strengthens our competitiveness and deepens our client relationships.



Transportation

Softtek helps drive the aviation sector with digital, automated, and virtual models that ensure stable and secure operations.



Banking and Financial Services

With over 40 years of experience in the financial sector, Softtek brings deep knowledge and proven capabilities. We are currently delivering more than 400 active projects and services across the globe in this space.



Technology, Communications, Media, and Entertainment

Our service portfolio supports adaptation to new digital initiatives while addressing existing digital gaps. We work with more than 100 clients in this space, including several from the Fortune Global 500.



Hospitality

We empower companies in the hospitality industry to create the best customer experience through digital transformation and optimized IT operations. Today, we work with 82% of the largest groups in the industry.

softtek.com



Industrial

We focus on customization and lean, efficient production to preserve budgets and reduce costs. As Industry 4.0 experts we specialize in the integration of operational (OT) and information (IT) technologies.



Consumer Goods

Our offerings are tailored to the specific value streams and supply chain needs of each client. We currently serve more than 30 companies from the Fortune Global 500 in this sector.



Natural Resources, Energy, Oil and Gas

Softtek helps companies become more sustainable, technological, and agile.



Healthcare and Insurance

With services in more than 12 countries, our offerings—powered by data analytics, AI, automation, and the enablement of digital service and remote consultation channels—enable healthcare institutions and insurers to evolve quickly and deliver better experiences. Our innovation labs ensure that these solutions remain forward-looking and impactful.



Government and Public Services

For over 35 years, Softtek has supported in North America, Latin America, Europe, and Asia. Our focus is on digital enablement that streamlines inter-agency collaboration and enhances the citizen experience.



Retail

With over 25 years of experience with retailers, we provide end-to-end services to improve performance, security, cost, and business alignment across the entire application portfolio.

5.2

Beyond Imagination: Softtek and Generative AI

Innovation is part of Softtek's DNA and is deeply connected to the development and application of emerging technologies. Over the past year, we have focused our efforts on enhancing our capabilities through generative artificial intelligence (GenAI), recognizing its transformative potential to streamline processes, improve decision-making, and unlock new value opportunities for our clients. Our mantra is **Simple**, **Smart**, and **Reliable**, translating innovation tangible outcomes for our clients.



Simple

Because we produce creative models that make complexity manageable. By simplifying the application of advanced technologies, we help eliminate barriers to business and technological progress



Smart

because our AI approach is designed to continuously train our talent while developing accelerators that enhance both individual and collective performance. This enables us to deliver differentiated and high value for our clients.



Reliable

because our impeccable reputation—recognized by analysts, advisors, and global strategic partners—represents the trust our clients place in us.

We develop scalable, resilient, and secure solutions.

softtek.ai

Softtek's **automation** and **AI initiatives** are overseen by a dedicated council, ensuring a responsible, ethical, and compliant implementation across our solutions. From solutions that optimize internal operations to applications focused on user experience, our vision of innovation with **GenAI** vision focuses on maximizing impact through strategic, human-centered, and responsible innovation.

We are recognized as a global engineering powerhouse, thanks to specific technology domains that translate into our ability to produce disruptive proposals and completely out-of-the-box thinking from our capabilities to adopt new technologies.

We create new things based on our experience through interdisciplinary participation in various initiatives, which we can eventually propose in different contexts to generate value that complements the service we offer to our clients.

By drawing on experience across industries, our teams collaborate to design solutions that extend beyond individual use cases—creating assets that can be applied in various business contexts. We have developed our own **GenAI** accelerators, equipping our engineers with cutting-edge tools and giving clients early access to innovation.

FRIDA

FRAMEWORK FOR INTELLIGENT
DIGITAL AUTOMATION

frida design assistant BY SOFTTEK

Enables designers to quickly iterate on prototypes. By accelerating the creative process, FRIDA Design Assistant ensures high-quality, customized designs that perfectly meet specific needs.

frida Figma2Code BY SOFTTEK

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

frida Code Copilot BY SOFTTEK

A GenAI assistant for developers. Proficient in key programming languages, FRIDA Code Copilot handles repetitive tasks, optimizes code, and accelerates documentation.

frida intelligent testing automation BY SOFTTEK

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

frida CodeGuard BY SOFTTEK

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

frida AIOps BY SOFTTEK

Using deep learning to process unstructured data in real time, this system observability approach offers precision in anomaly detection and alert prioritization.

5.3

Information Security Culture

A strong culture of Information Security is an essential component of sustainability and corporate responsibility. In a digital environment increasingly shaped by technological innovation—including the rise of artificial intelligence—ensuring the ethical, transparent, and secure management of data is more important than ever.

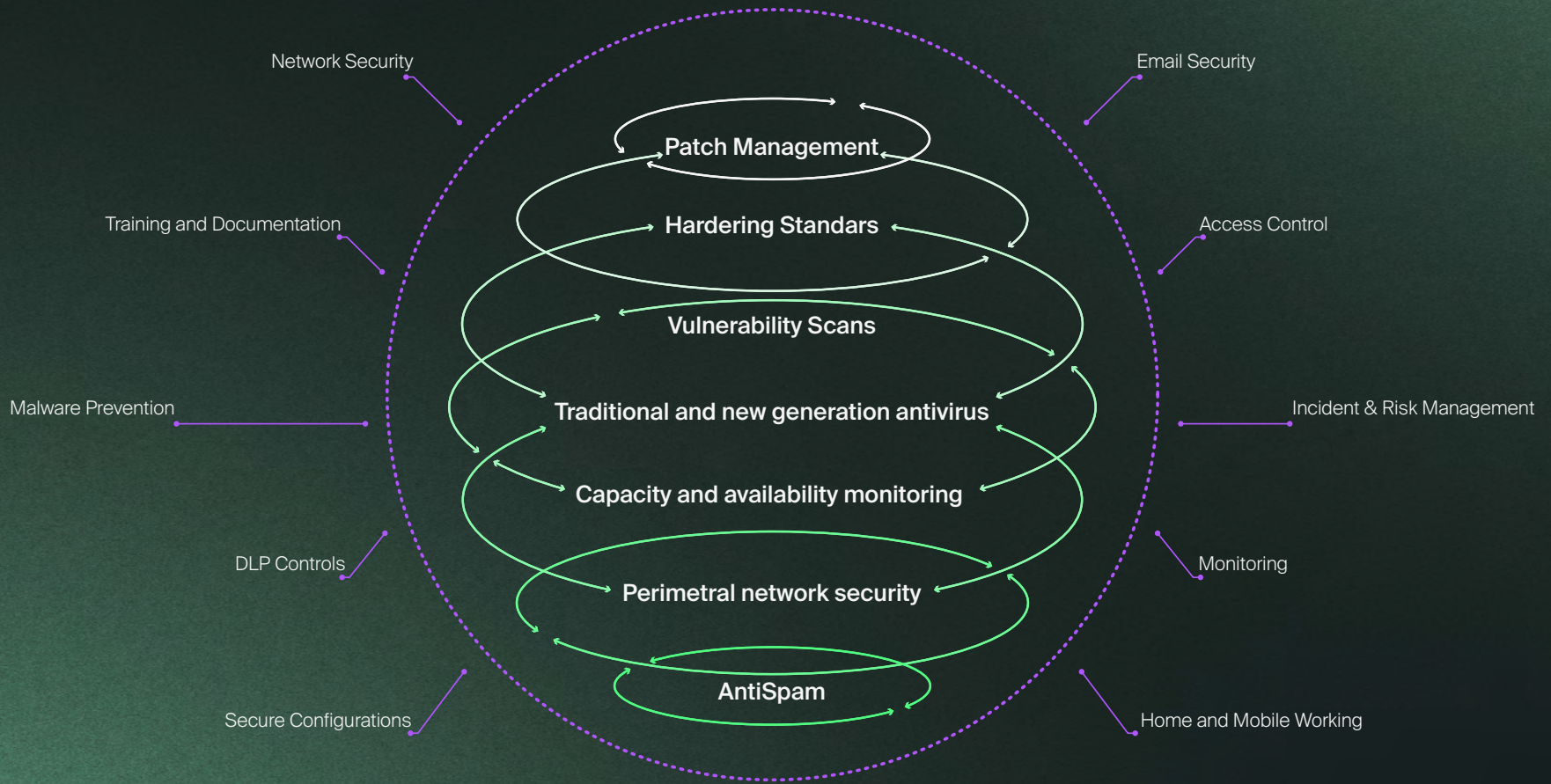
At Softtek, we are committed to implementing an **Information Security Management System** (ISMS), grounded in international standards such as **ISO 27001** and **27002**. These frameworks help us ensure the confidentiality, integrity, and availability of information while strengthening stakeholder trust and reducing operational and reputational risks.

Softtek

Our Information Security Office leads these efforts, focusing on:

- > Monitoring major international standards, which are used as the basis for maintaining a high-level Management System.
- > Aligning with corporate strategies and making the necessary adjustments to security processes.
- > Managing data privacy to comply with regulations in the countries where we operate and deliver services.
- > Identifying and mitigating risks and establishing necessary controls in a timely manner.
- > Monitoring the status of various audits, both internal and external, to evaluate the effectiveness of defined processes and policies.
- > Reviewing security and data protection policies, as well as all operational procedures related to information security.
- > Responding to and managing security incidents, with proper documentation to ensure effective remediation plans.

Softtek Cybersecurity Model



Information Security as a Shared Value

Building a strong culture around information security requires the active commitment of all individuals who are part of the organization. Beyond technological tools, data protection is based on shared principles of responsibility, awareness, and best practices.

Fostering a proactive attitude toward digital risks and promoting the ethical use of information—especially in environments where advanced technologies such as AI are developed or used—is key to building a secure, resilient digital environment grounded in sustainability and trust.

Another fundamental approach of the Information Security Office is to equip all Softtekians with the knowledge needed to understand and act on security-related risks. We offer a comprehensive and targeted training program tailored to the specific needs of the sectors and industries we serve. This training also includes material on identifying social engineering and phishing attacks—among the main security risks worldwide. Despite advancements in technical defenses, these threats often rely on human behavior.

Each year, we update our Information Security Policy. All employees are required to participate in the **Security Awareness** training, which covers key security topics and updates and concludes with an assessment to ensure comprehension.

Information Security and Artificial Intelligence

The adoption of solutions with artificial intelligence presents new challenges and opportunities in the field of information security. As these technologies transform processes and create value, they also require solid frameworks to ensure the ethical, transparent, and secure use of data.

At Softtek we promote responsible AI governance, anchored in principles of cybersecurity, privacy, and digital sustainability. This approach strengthens stakeholder trust. In 2024, we established the **Generative Artificial Intelligence Council**, which seeks to establish policies and processes for the regulation of its use, with the integration of the Information Technology, Legal, and Security Office areas.



5.4

Corporate Governance

Our corporate governance structure reinforces our commitment to ethical, transparent, and sustainability-aligned organizational management. Through responsible decision-making, we aim to build trust among our stakeholders and ensure a competitive and sustainable long-term operation. Corporate Governance is composed of strategic committees that operate, in close coordination to develop frameworks, procedures, and best practices aimed at ensuring accountability, effective risk management, and regulatory compliance in environmental, social, and governance matters.

Currently, the Board is composed of professionals with diverse and specialized experience, who provide strategic vision from different key areas. The inclusion of varied profiles strengthens decision-making, accountability, and the commitment to ethical, sustainable, and long-term-oriented management.

Board of Directors

60% 
Men

40% 
Women

The Board of Directors is the highest governing body at Softtek. It is responsible for the comprehensive oversight of the organization’s management, performance, and business strategy, including the review and approval of key financial matters, investment plans, and market projections where we operate. The appointment of its members follows a process based on established statutes and governance guidelines—ensuring transparency and alignment with best practices.

| | |
|-------------------------------------|----------|
| Blanca Treviño | Chair |
| President and CEO | |
| Doris Seedorf | Director |
| Chief Corporate Development Officer | |
| Roberto Montelongo | Director |
| Chief Operating Officer | |
| Heriberto Murillo | Director |
| Chief Financial Officer | |
| Carlos Cantú | Director |
| Retail Business Relationship Sr. | |

Investment and Risk Committee

This Investment and Risk Committee is responsible for overseeing and implementing policies related to comprehensive risk management. It evaluates the performance of each market in which we operate and ensures alignment with the organization's strategic objectives. An essential part of its function is to safeguard stakeholder interests by integrating their expectations into the assessment of risks and opportunities. This contributes to a more resilient, transparent, and future-oriented management model. Members:

Blanca Treviño

President and CEO

Roberto Montelongo

Chief Operating Officer

Heriberto Murillo

Chief Financial Officer

Information Security Committee

The Information Security Committee's main function is the review, approval, and oversight of policies related to information security, personal data protection, and cybersecurity, with the Information Security Office. Its primary responsibilities include the review, approval, and oversight of policies related to information security, data privacy, and cybersecurity—working in close coordination with the Information Security Office.

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

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

Audit Committee

This Audit Committee oversees the organization's internal control and audit system, ensuring its soundness, effectiveness, and independence. Its main functions include the review and evaluation of reports issued by internal and external audits and the follow-up on their findings and recommendations.

As part of its responsibility for best practices in corporate governance, the Committee keeps the Board of Directors informed about any deviations, deficiencies, or significant risks identified in internal control processes. This supports continuous improvement, transparency, and accountability in organizational management. Members:

Eduardo Guerrero

Chief Sales Officer

David Jiménez

MD CPG

Mauro Mattioda

MD Utilities, Agroindustry & South America Market

Ethics Committee

The Ethics Committee's is responsible for upholding and promoting compliance with the organization's principles and ethical standards. It coordinates the work of the Local Committees, which are responsible for addressing and following up on potential breaches of the Code of Ethics in each region or operational unit.

The Committee meets on a regular basis—at least four times a year— and acts as a guarantor of an integral organizational culture, promoting transparency, responsible conduct, and trust among employees and other stakeholders. The Global Committee is composed of:

Luis Revilla

Chair

Chief People Officer

Agustín de la Maza

Chief Solutions Officer

Beatriz Vallejo

Account Delivery Director

Fernando Méndez

Chief Change Management Officer

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

5.5

Ethics and Governance

Código Ética Softtek

We believe that maintaining high ethical standards is essential—not only within all levels of the company but with our shareholders, clients, suppliers, and the communities where we operate.

Code of Ethics: A Reflection of Our Organization's Values

To foster an environment of respect and integrity, Softtek upholds a comprehensive Code of Ethics, which guides decision-making across the organization. As our highest standard of ethical conduct among Softtekians and our stakeholders, the Code serves as a foundation for the various policies that support our culture of integrity and ensure consistent behavior among Softtekians and our stakeholders.

This document describes our expected conduct in key areas including:

- > Interpersonal and professional relationships
- > Information management
- > Use of technology and company assets
- > Community
- > Decision-making

The Code of Ethics is reviewed and updated annually in accordance with our auditable practices associated with the [ISO/IEC 27001:2013](#) certification.

In 2024, one of the main updates to our Code of Ethics focused on strengthening the guidelines related to the evaluation of giving or receiving gifts. This update establishes clearer criteria to verify whether the recipient is subject to restrictions or could present a conflict of interest that affects the integrity of the business relationship. The details of these guidelines are specified in the [Anti-Corruption and Bribery Policy](#).

Integrity Ecosystem

Based on the maturity and breadth of our Code of Ethics, Softtek has developed a series of policies to ensure the integrity of those who are part of or are related to the organization. These policies are reviewed and updated regularly to ensure their effectiveness and compliance. They are aligned with the legal regulations in the countries where we operate, strengthen our organizational culture, and guarantee transparent, safe, and sustainable practices.

Anti-Corruption Policy

At Softtek, we reaffirm our commitment to integrity by preventing, addressing, and sanctioning any act of corruption or bribery. This applies to internal interactions, external engagements, and relationship with government authorities, clients, suppliers, and other stakeholders. Our Anti-Corruption Policy ensure sthat our activities are carried out in accordance with the legal frameworks applicable in each country where we operate, under principles of fair competition and responsible business practices.

Given the constantly evolving regulatory and commercial environment, this policy is subject to continuous review and improvement. It establishes clear responsibilities for our organization and its members, which include:



Proposing improvements to strengthen said system.



Complying with the procedures and controls established in the Anti-Corruption and Anti-Bribery Management System.



Reporting any improper conduct through our Integrity Line.



Conducting due diligence in all transactions and activities under their supervision or execution.

In 2024, we introduced a new section: “**Relations with Public Officials and Politically Exposed Persons**,” which establishes that such interactions must be conducted strictly within the legal frameworks of each country and in accordance with the highest ethical standards. We also renewed the **ISO 37001** Certification for our Government industry in Mexico. Based on these standards, we continue to strengthen controls in our Anti-Bribery Management System. Demonstrating our external commitment, Softtek President and CEO Blanca Treviño signed, a partnership agreement with the UN Global Compact Mexico and the United Nations Office on Drugs and Crime (UNODC), reinforcing our dedication to promoting ethics and integrity in Mexico’s private sector.

Internally, we developed a training program on the Anti-Bribery Management System to build awareness of and compliance with the **ISO 37001:2016** International Standard. This training covers key aspects such as risk identification and management, policies and procedures to prevent and combat bribery and corruption, as well as the procedure for reporting possible violations of the Code of Ethics. Through these measures we aim to ensure that the actions of employees reflect the values of integrity, honesty, and respect, and promote a culture of zero tolerance for corruption and bribery.

Anti-Harassment Policy

Softtek is firmly committed to ensuring a safe, inclusive, and respectful work environment for all employees. In line with our commitment to Human Rights, we guarantee a workplace free from any violence, harassment, or bullying—whether physical, verbal, psychological, or sexual—and we categorically reject any such behavior, regardless of position, hierarchy, or relationship between the parties involved.

Our policy promotes **equal treatment** and **mutual respect** and includes effective mechanisms to prevent, identify, address, and sanction any behavior contrary to the values we uphold. We also provide ongoing training to our staff on ethical conduct, respect, and confidential reporting channels as part of our preventive actions.

Conflict of Interest Policy

The purpose of this policy is to establish guidelines for **identifying, managing,** and **preventing** situations that may result in a conflict of interest. At Softtek, all employees are expected to exercise objective judgment free from personal influences, external commitments, or divided loyalties. To strengthen transparency and accountability, in 2024 we launched an updated protocol for managing dual relationships.

As part of this, a new Related-Party Declaration Process was introduced. This process enables the identification and formal declaration of relationships—whether within Softtek, across the value chain, or involving additional employment—that could give rise to a conflict of interest. All collaborators are required to participate in this process, ensuring that any potential conflicts are appropriately disclosed and managed in line with established procedures. This initiative reinforces ethical decision-making and strengthens trust in our internal and external relationships.

Supplier Code of Conduct

We promote a corporate culture based on ethics, respect, sustainability, and integrity. This commitment guides our internal actions and extends to our business relationships. Therefore, we expect our suppliers, agents, and intermediaries to share these values and principles. Through our Supplier Code of Conduct, we expect suppliers to:

- > Comply with all applicable local and international labor, environmental, tax, and commercial laws and regulations.
- > Respect and promote Human Rights, ensuring equal treatment and opportunities, fair and safe working conditions, and decent compensation.
- > Prohibit forced, involuntary, or child labor in any form.
- > Avoid all forms of corruption, fraud, or misconduct, acting with full transparency.
- > Conduct responsible business operations, ensuring that financial and material resources come from lawful and verifiable sources.
- > Adopt sustainable practices to minimize negative environmental impacts.
- > Identify and mitigate social and human rights risks in their supply chain.

This Code is part of our commitment to sustainability, responsible business conduct, and building long-term relationships based on mutual trust. We created a brief guide outlining the principles that guide our actions and the commitment we expect from our value chain, in addition to our Supplier Code of Conduct.

Integrity Line (Whistleblower line)

At Softtek, we are committed to fostering a culture of ethics, transparency, and accountability. As part of this commitment, we have anour Integrity Line (Whistleblower line) –a **confidential** and **secure channel** for anonymously or personally reporting any potential violations of our Code of Ethics, internal policies, commercial agreements, or applicable laws in the jurisdictions where we operate.

This channel is available to all Softtekians, as well as third parties related to the organization. We strongly uphold the principle of non-retaliation: any individual who reports a concern in good faith is protected against reprisal, discrimination, or negative consequences of any kind. All reports received through the Integrity Line (Whistleblower line) are investigated impartially and thoroughly, based on three essential principles:

As part of our commitment to continuous improvement, we regularly review and update the Integrity Line's operation and its associated indicators to optimize user experience and credibility of the channel.

In 2024, the reporting tool was enhanced to provide greater visibility to the whistleblower. This effort focused on offering information about the outcome of the report and detailing the actions to be taken as part of the remediation plan.



Presumption of innocence
For those involved during the investigation.



Protection of the whistleblower
Safeguarding their identity and safety.



Confidentiality of information
Ensuring the privacy of data and processes involved.

Integrity Line Reports

55

Total Reports in 2024

Integrity Line

Reports by Topic

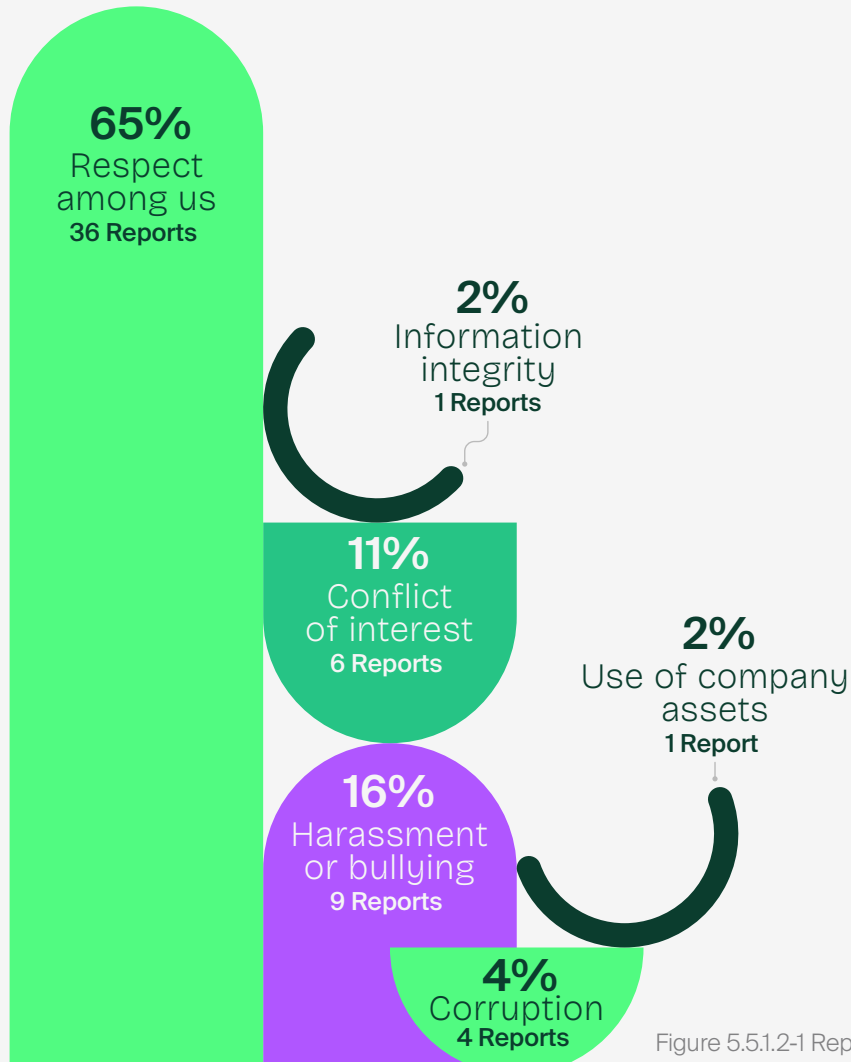


Figure 5.5.1.2-1 Reports by Topic

Two cases related to corruption were reported. In the first case, there was insufficient evidence to support the allegations, so the report was dismissed. In the second case, the incident was confirmed, and actions were taken in accordance with our Anti-Corruption Policy. Subcategories of “Respect Among Us”

| Subcategory | Quantity | Percentage |
|-------------------------|----------|------------|
| Respect among us | 12 | 33% |
| Appropriate environment | 12 | 33% |
| Proper management | 7 | 19% |
| Discrimination | 4 | 11% |
| Abuse of authority | 1 | 3% |

Reports under “Respect Among Us” are the most frequent each year. In response, we launched the **Respect Report Handling Protocol** with the goal of promoting a culture of openness, respect and trust across all levels of the organization. This protocol aims to:

- > Encourage meaningful conversations between the parties involved.
- > Practice assertiveness to strengthen the values of openness and trust.
- > Detect and resolve the situation early.
- > Generate agreements to prevent the recurrence of the incident or the circumstances that led to it.

The main objective of our Integrity Line (Whistleblower line) is to strengthen an organizational culture based on ethics, transparency, and accountability.

During the investigation process of a report, we focus on objectively identifying the individuals involved, understanding the origin of the reported incident, and analyzing the circumstances to guide fair and effective resolution. This approach allows us to carry out corrective actions, while also implementing preventive measures to avoid recurrence and improve our internal processes and controls.

38 

Total remediation plans in 2024

Softtek

To ensure compliance with all remediation plans, we developed a tool in 2024 to maintain traceability of the plans derived from Committee recommendations. This tool facilitates monitoring and the assignment of responsibilities in areas, projects, or practices identified through the Whistleblower Line.

Additionally, the **Violation Classification Document** was updated to include a scale based on impact, recurrence, and timing, along with examples and guidelines aligned with the maturity of the program and the organization. To ensure proper handling of reports, we have a global and interdisciplinary team of investigators who receive training to enhance their investigation process and case management.

This training includes a methodology for conducting interviews, monitoring processes and investigation plans, understanding regulations, and applying ethical principles to ensure impartiality and confidentiality. It also covers identifying violations, designing remediation plans, and preparing clear and accurate reports for the Ethics Committee.

In 2024, the number of investigators **increased by 50%**.

Human Rights

We affirm our unwavering commitment to the promotion and protection of human rights. This is not only a foundational principle of our sustainability strategy but also a shared responsibility throughout our value chain.

Our **Human Rights Due Diligence Policy** outlines preventative, mitigative, and, when necessary, remedial actions related to human rights violations, both in our direct operations and in third parties linked to our products and services. We recognize that corporate responsibility in this area goes beyond legal compliance. Therefore, we take a proactive approach based on international standards, such as the UN Guiding Principles on Business and Human Rights, as well as other global frameworks on fundamental rights.

We are aware that our actions can have effects beyond our operational boundaries. For this reason, our Due Diligence Policy applies throughout the value chain, addressing potential risks in any geographic area where our presence or business influence extends.

This commitment supports the achievement of **SDG 8: Decent Work and Economic Growth** and **SDG 10: Reduced Inequalities**, reinforcing our purpose of building fair, inclusive, and respectful labor relationships that uphold human dignity.



Sustainability Report 2024

Creating Value Together





At Softtek, we believe that real value is built through strong, collaborative, and results-oriented relationships. We strive to deeply understand the needs of those who trust us, developing innovative solutions that generate positive and lasting impact. Actively listening, measuring experience, and sharing success stories allow us to continuously evolve, strengthening the trust and bond that unite us.

We do all of this under a vision of responsible digital transformation, which prioritizes ethics, inclusion, and sustainability as integral parts of technological progress.

6.1

The Voice of Our Clients

The value we bring to our clients can be defined by four key strengths:



We are visionary

We stay ahead of trends, helping our clients anticipate what's next and remain competitive.



We are technology experts

Software engineering is our superpower.



We are empathetic

We understand our clients' problems, fears, and motivations and turn them into opportunities.



We are humble

Because it's not about appearances, it's about contribution. We listen, learn, and respond with real solutions. Our clients value that a partner who takes responsibility and delivers real impact.

6.2


Commitment to Experience

At Softtek, the relationship with our clients doesn't end with the delivery of a solution—it's just the beginning. Through our Customer Satisfaction Improvement Program, we actively and continuously listen to understand their experience, identify improvement opportunities, and reinforce what we are doing well.

One of the key metrics we use is the **Customer Satisfaction Score** (C-Sat), which allows us to directly measure how our clients feel about the value we deliver in each interaction. Our program is a key strategic tool to strengthen closeness with our clients. Through this process, we achieve a comprehensive view that allows us to detect trends, anticipate needs, and discover opportunities for improvement. We constantly aim to evolve the program to enhance retention, growth, and the value we create for each client.

This annual feedback exercise uses various methods to ensure a complete and representative perspective. The Implementation of our C-SAT process strengthens our relationship with clients and supports our ability to meet demanding quality standards.

Thanks to this approach, we have obtained key certifications such as **ISO 9000, ISO 20000, ISO 27001, ISO 37001, SDI** (Service Desk Institute), **CMMi**, and **TMMi**, and we have successfully passed external audits required by our clients. These certifications reinforce our positioning with existing clients and differentiate us when presenting new proposals. Our C-SAT process has been positively highlighted in external audits, including **ISO 20000-1** and **CMMi Svc Level 5**, confirming its effectiveness and maturity.

For 2024,
the Global C-SAT score is **4.44** 

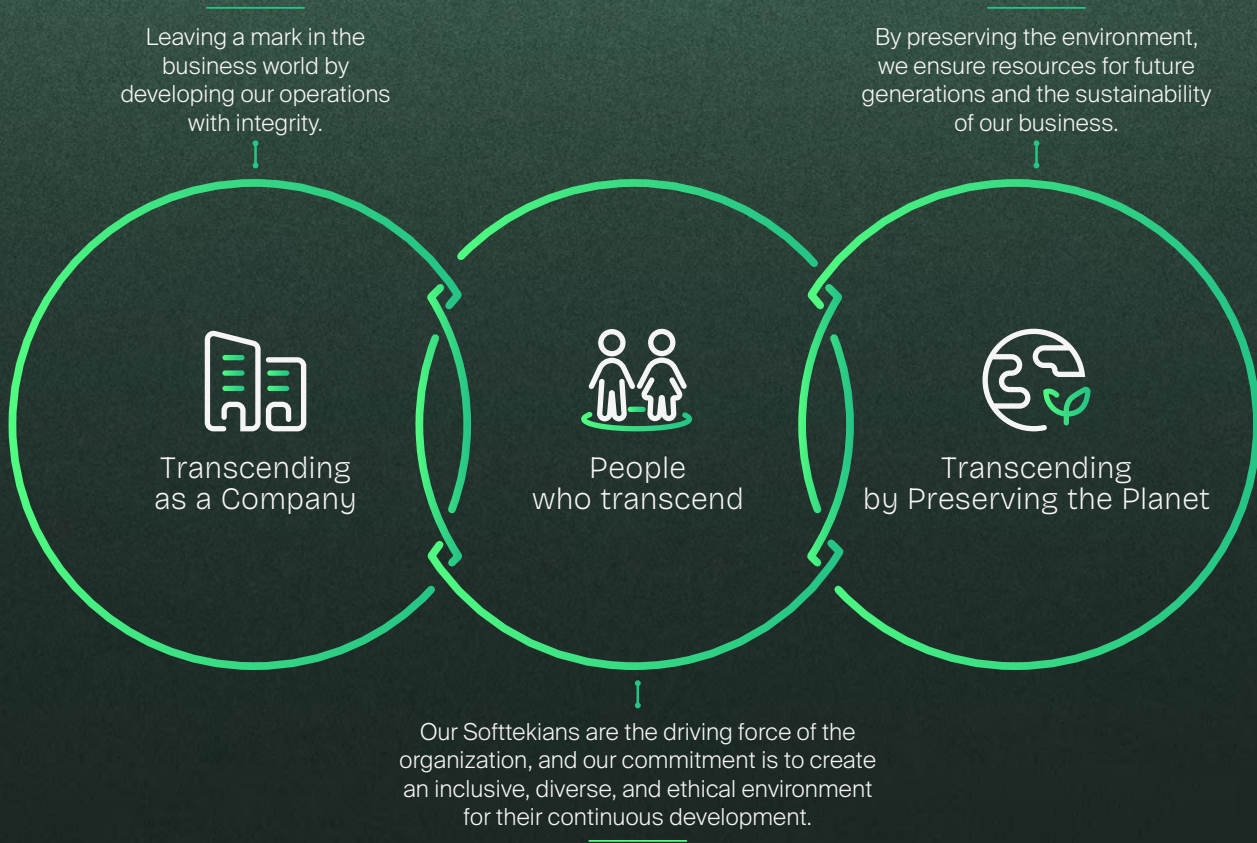
Sustainability Report 2024

Transcend



Our sustainability strategy is deeply embedded in our core principles, aiming to generate a positive impact on both the environment and society.

We are committed to driving a business model that promotes inclusion, diversity, and ethics, while actively working to reduce our environmental footprint and fostering the development of responsible technological solutions. Through this approach, we strive to ensure that our actions benefit not only our people but also communities and the planet, aligning with the highest standards of governance and social responsibility.



Sustainability Report 2024

Let's build a
future together



At Softtek, we believe that people are the driving force of our organization.

That's why we foster a flexible and human-centered environment that promotes professional development and well-being in all its dimensions for our Softtekians. We strive to build strong, healthy, and lasting relationships based on trust, respect, and collaboration.

softtekian

(sôft·tĕk·iən)

n.

1. Talented and self-determined human being.

Also referred to as freaking awesome person.



8.1

What is a Softtekian?

The construction of our organizational culture is not imposed—it is built bidirectionally, based on who we are as a company and what our people are and do every day. In 2016 we have formalized the term “**Softtekian**” as a way to recognize and define ourselves collectively, highlighting the values and qualities we share: we are truly amazing.

We are passionate about doing things right and leaving a mark through extraordinary actions. This essence is captured in our Cultural Platform, which represents our DNA and reflects the characteristics that distinguish and guide us every step of the way.

Cultural Platform

Beliefs

- Given the right environment, talented and self-determined people create amazing things.
- Collaboration is the only way to fulfill our purpose.
- By being agile and mastering technology we stay one step ahead.
- We build trust by relentlessly doing as we say.

Purpose

Create value through technology for our clients, our people and shareholders.

Essence

A hard-to-explain passion for reaching new frontiers, to aim higher, to leave a mark; to transcend.

Be great



8.2

Be great

Backed by a unique organizational culture based on trust, collaboration, agility, and transcendence, we are open to change, which allows us to expand possibilities and enhance the professional lives of our people.

We ensure that all Softtekians::

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

Be **future-fit**



8.3

Be future fit

The essence of our approach is talent, and for that reason, its development and growth are fundamental to the organization. Our value proposition is centered at the intersection of talent, business, and technology. Our purpose is: **To build a better future through digital technologies, together.**

We equip our Softtekians with:

- > The freedom to choose their own career path, aligned with their professional goals.
- > Access to emerging technologies, centers of excellence, and innovation labs.
- > Materials and tools to boost their careers.
- > An environment that encourages self-leadership, empowerment, and continuous learning.
- > Mentorship opportunities—both to learn from and become mentors themselves.

Thrive -Talent Intelligence Hub

The growth of our organization is directly tied to the development of our people. That's why we have a talent management system designed to support and enhance the professional development of every Softtekian, boosting their capabilities and strengthening their career paths. This system includes continuous training programs, individual development plans, performance evaluations, and personalized career paths—all within an environment that promotes learning, leadership, and continuous improvement.

To optimize this, in 2024 we implemented Thrive – Talent Intelligence Hub, a digital talent ecosystem designed to track and fulfill our organizational commitments to our people. It enables engagement, retention, and development of our Softtekians through the integration of cutting-edge technology, especially AI and GenAI, with a proactive, predictive, and prescriptive approach.

This ecosystem includes three modules:



Talent Acquisition

Streamlines the process of identifying the most qualified individuals for available roles.



Talent Intelligence

Uses predictive tools to analyze talent needs and capabilities within the organization.



Talent Management

With a focus on Learning and Capability Development, it enables the creation and tracking of development plans aligned with organizational needs.

We add value to our Softtekians, stakeholders, and clients through this highly digitized, AI-powered talent ecosystem that meets the needs of all three groups.



Learning and Capability Development

A culture of learning and professional development is a cornerstone of our organization. That's why we offer **accessible, flexible training programs** aligned with business needs.

Our offerings are designed to strengthen the technical, human, and leadership skills of our Softtekians, while also providing development opportunities tailored to each person's pace and interests—fostering a personalized and continuous learning experience.

Our **Learning Model** is a fundamental foundation for delivering training programs that have a real impact on talent performance and influence day-to-day results.

This model is based on: 70% experiential learning, where practical, hands-on training is consolidated, 10% online training, such as webinars or workshops, 20% social learning, through Learning Communities where talent can share and discuss knowledge.

Global Learning Model 2.0



The Softtekian is responsible for his or her own learning.



The starting point of all learning is prior knowledge.



Contextualizing content gives meaning to learning.



Meaningful learning begins with an engagement process.

This approach is embedded in every strategy implemented by Learning and Capability Development. In 2024, we strengthened our leadership training programs by tailoring content to the specific context of each project and the needs of the participating talent.

We also increased the number of instructors, enabling real-time interaction, information exchange, and doubt resolution—reducing lecture hours while increasing knowledge-sharing time. One of the most notable outcomes has been a steady increase in certifications across technologies and competencies, improving our ability to secure new business, particularly in highly competitive markets. By aligning our training efforts with both operational priorities and talent development goals, we ensure a direct connection between learning and business value—reinforcing client trust and satisfaction.

Softtekian Empowerment Skills

At Softtek, we believe that strong technical expertise must be complemented by equally strong interpersonal capabilities. To support this, we developed the Softtekian Empowerment Skills (SES) program—our comprehensive initiative focused on cultivating the “power skills” that elevate both individual performance and team dynamics.

The SES curriculum includes training in skills such as **collaboration, leadership, decision-making, problem-solving**, and **emotional intelligence**, among others. These skills not only complement technical thinking but also make a difference in service delivery, strengthen client relationships, and contribute to the professional development of our talent.



Learn Time: Development in Numbers

Training hours foster engagement, motivation, and professional growth, helping us build better-prepared teams that are aligned with the organization's strategic goals.

33 

Average hours per person

361,356

Total hours of learning



Distribution of training hours by gender

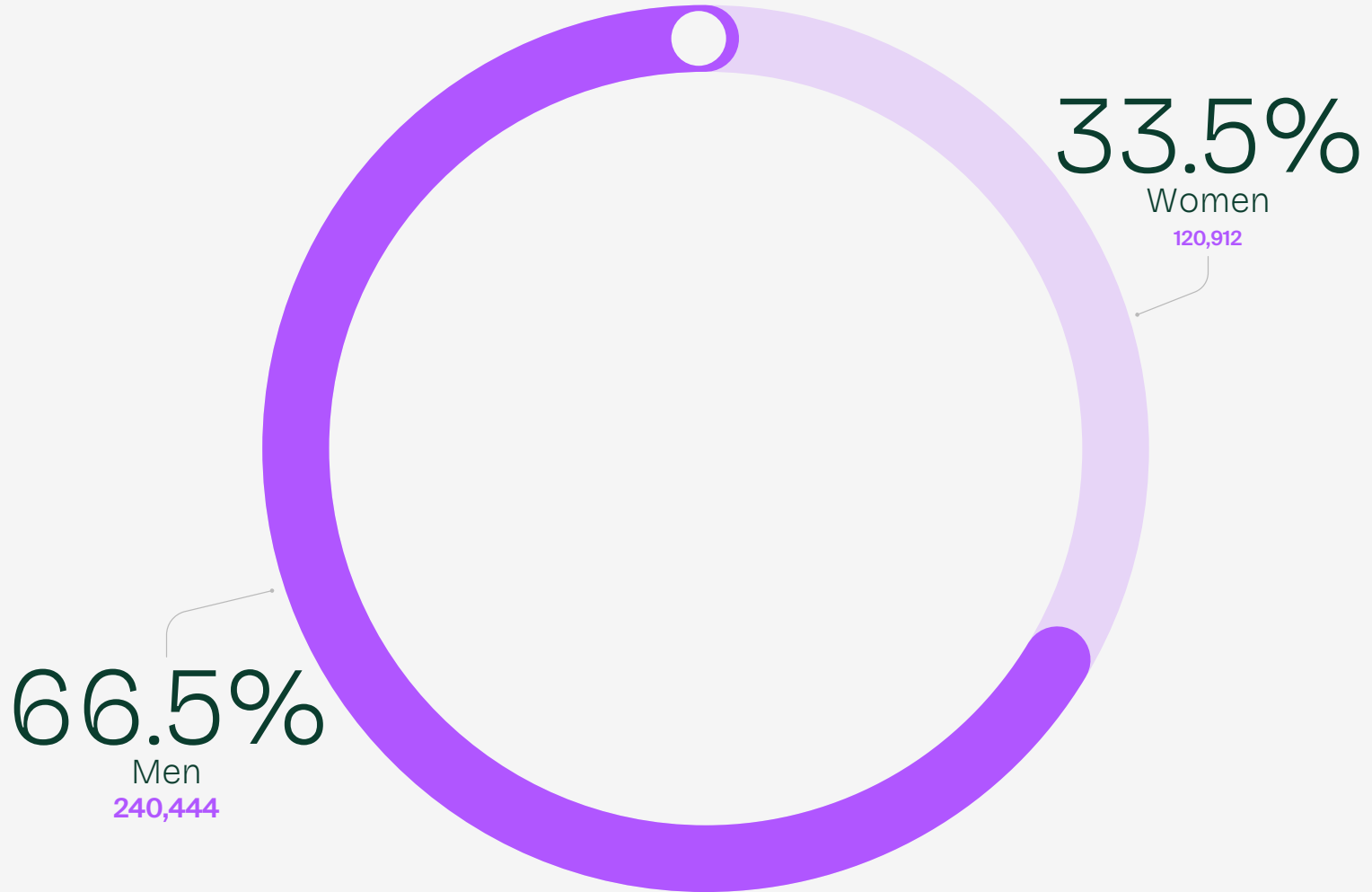



Figure 8.3.3-1 Distribution of training hours by gender

Distribution of training hours by professional category

 240,440
Men

120,909 
Women

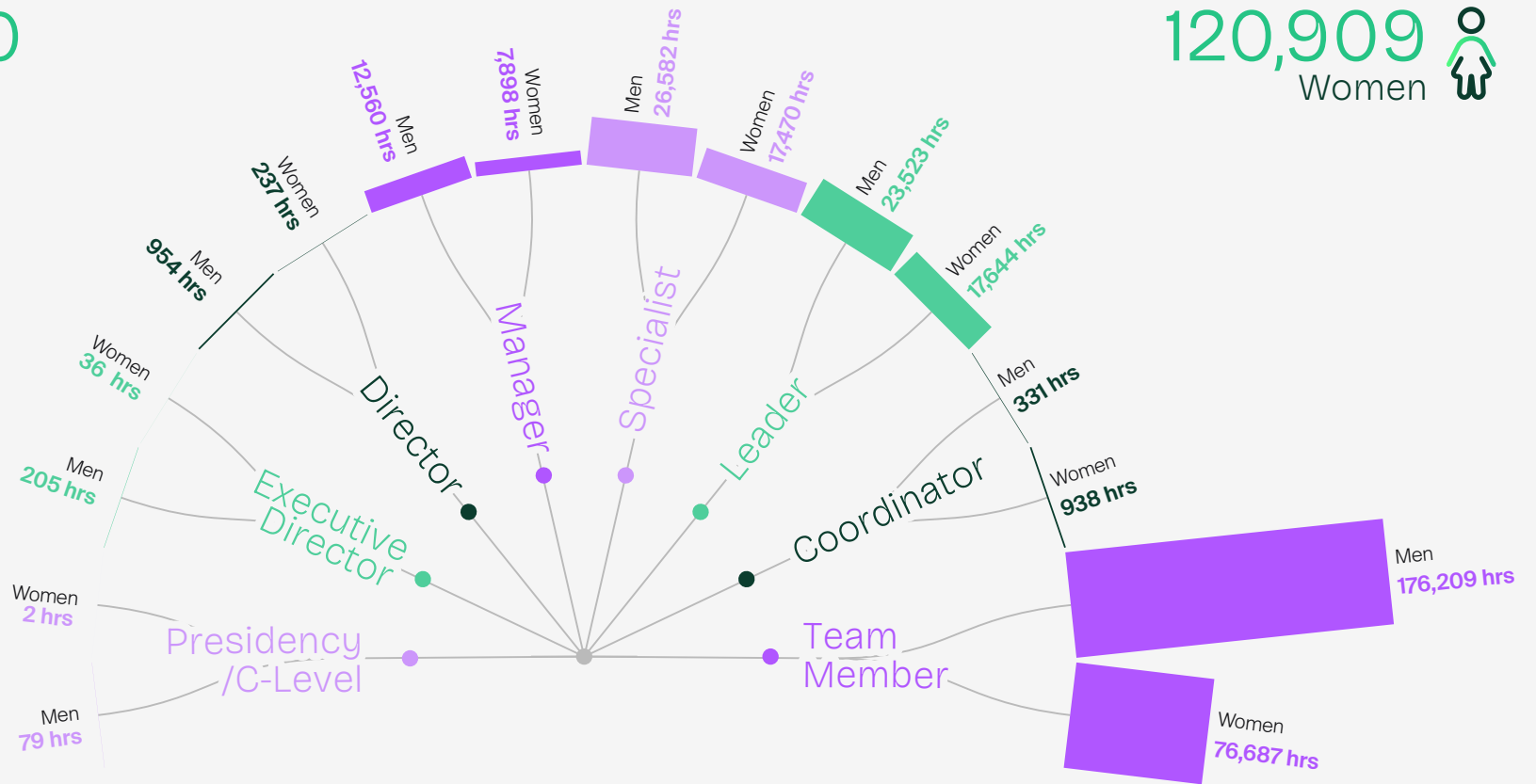
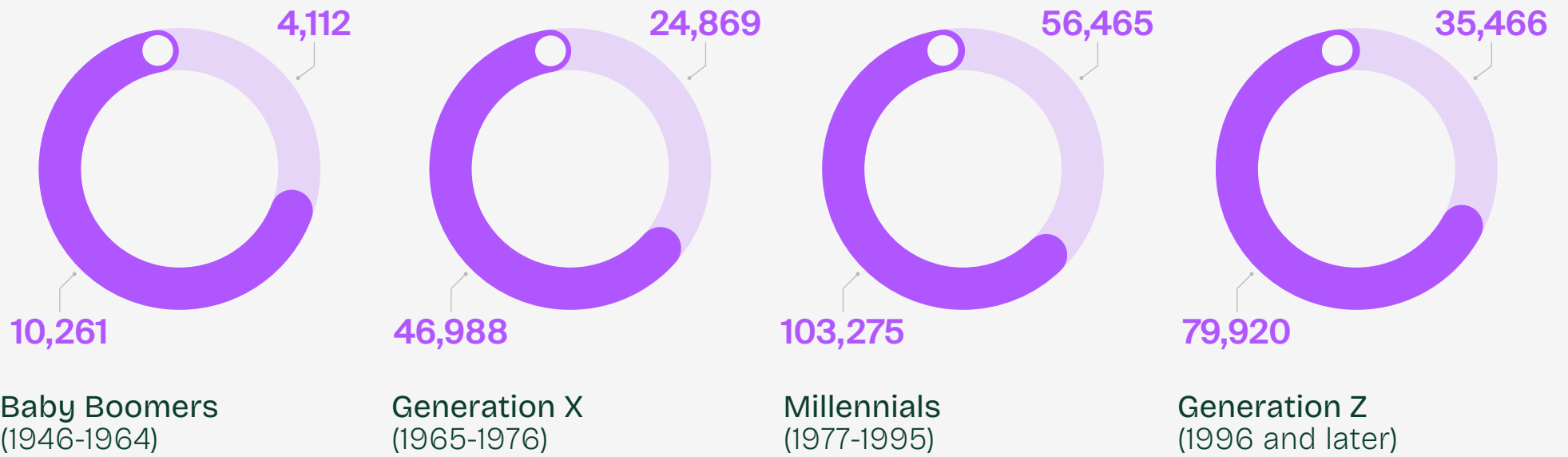


Figure 8.3.3-2 Distribution of training hours by professional category

Distribution of training hours by age group



- Men
- Women

Figure 8.3.3-3 Distribution of training hours by age group

Total distribution of training hours by country

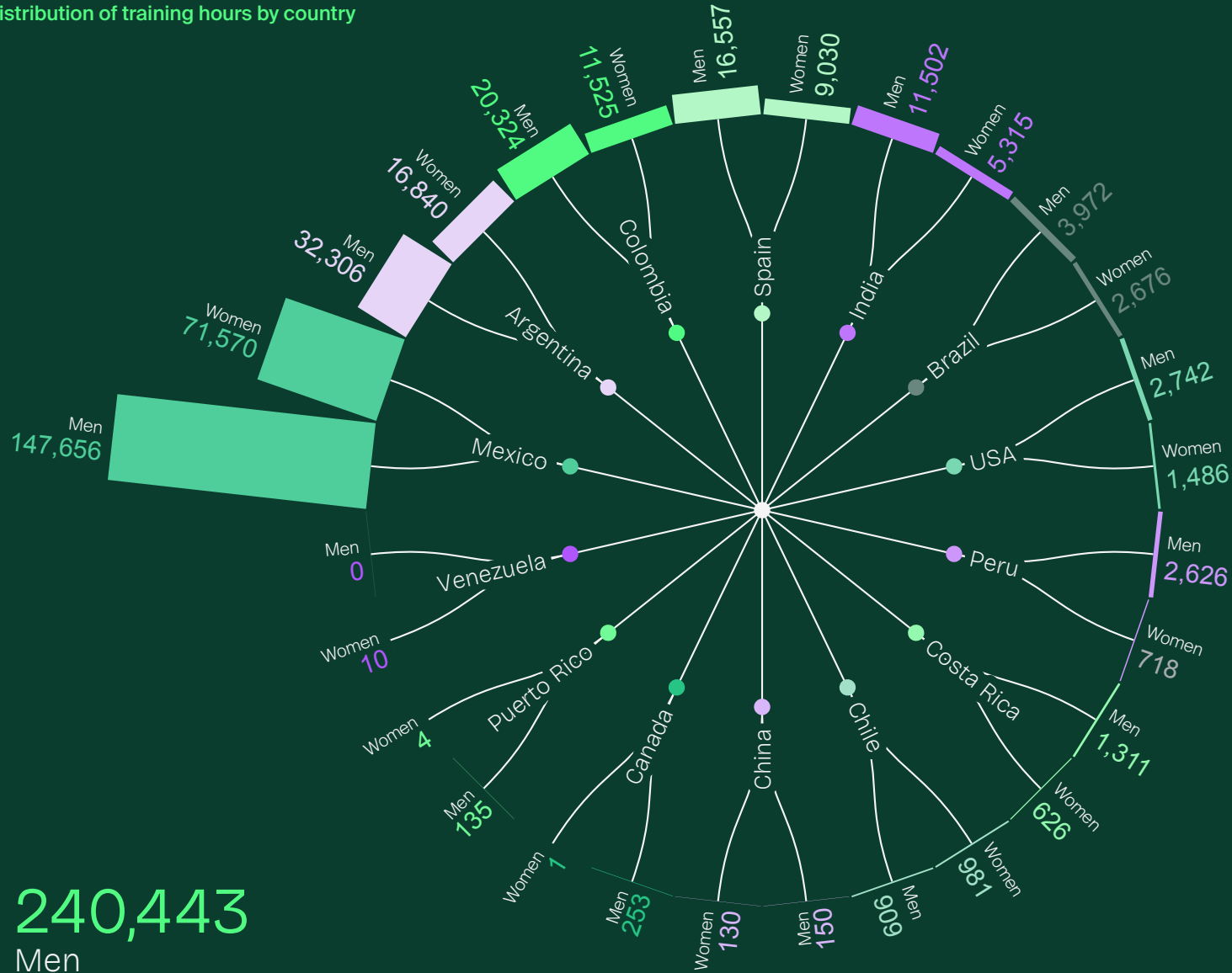


Figure 8.3.3-4 Total distribution of training hours by country

Distribution of training hours by training topic

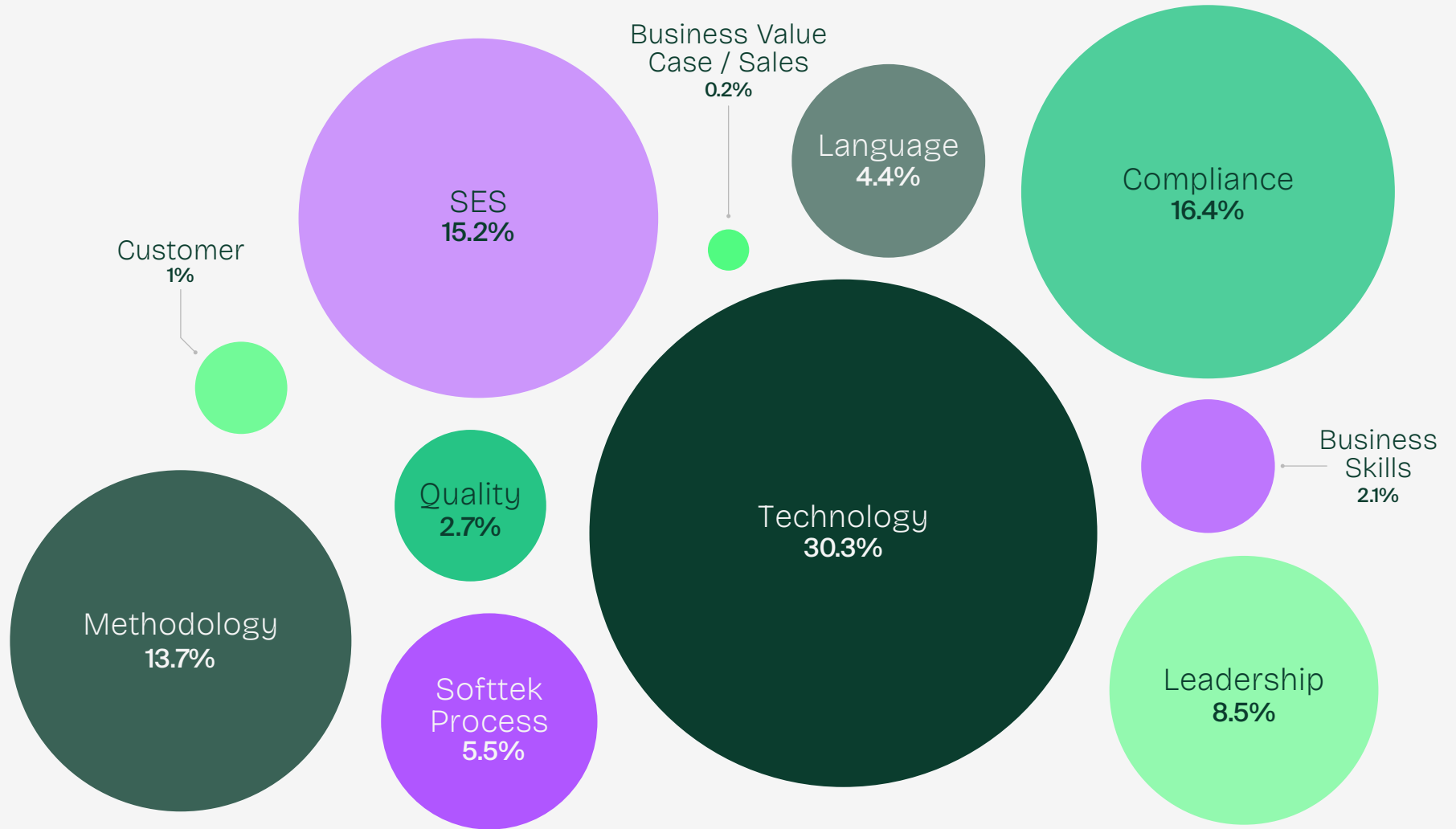
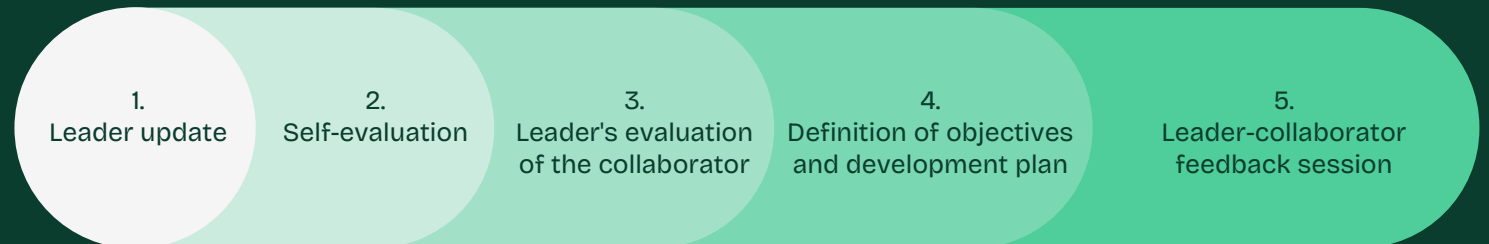


Figure 8.3.3-5 Distribution of training hours by training topic

Performance Management

We promote the self-determination of each Softtekian as the foundation for jointly building a professional career aligned with both business objectives and individual goals. To achieve this, it is essential to establish clear and measurable objectives and to encourage self-evaluation. This annual evaluation exercise, known as Performance Management, strengthens the shared responsibility between each person and their leader. This process allows us to review the previous year's objectives and define new challenges in line with professional growth and acquired experience.

At the core of Performance Management is open dialogue to help clarify expectations, how progress will be tracked, and how the next steps will be defined based on capability development. The stages of this process are:



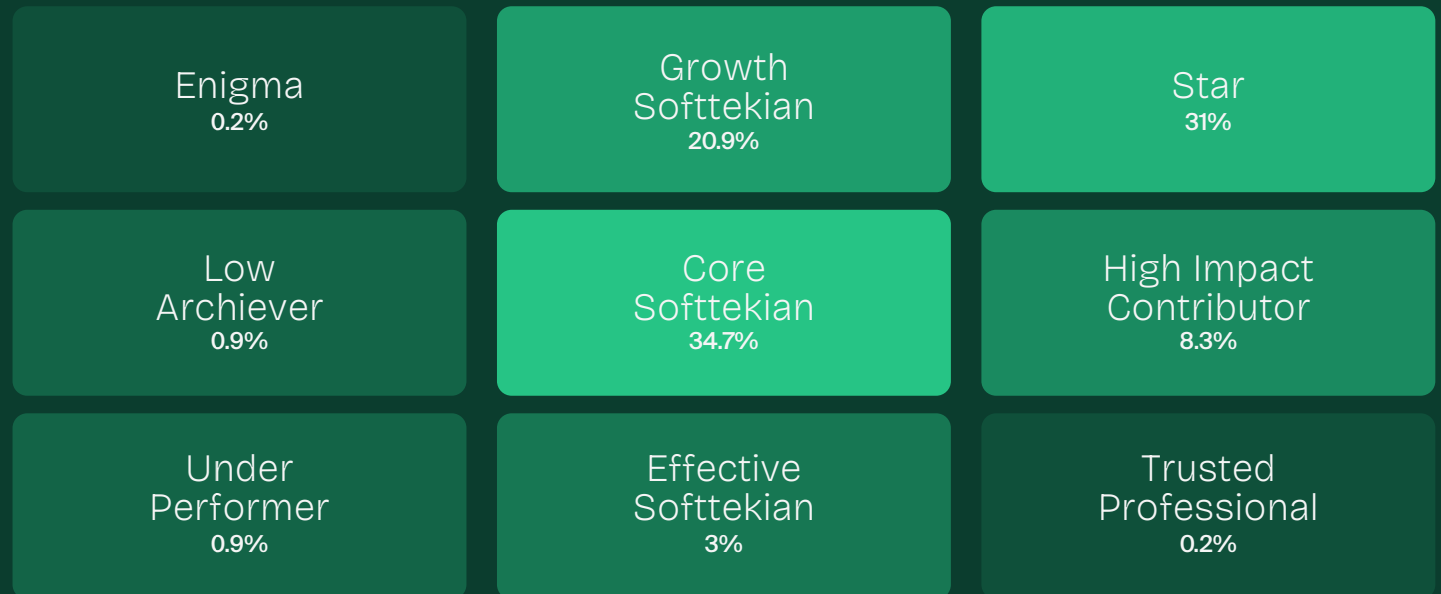
This exercise applies to all Softtekians, except for Momentums and the sales area, who have a specific evaluation system.

Talent Map

To drive the strategic development of our people, we are committed to understanding the unique **potential**, **strengths**, and **growth areas** of each Softtekian.

Building on insights from the Performance Management process, we use a structured approach to map talent and align development efforts with both individual aspirations and organizational goals.

Our nine-quadrant talent map provides a comprehensive view of each person's current performance and future potential and opportunities for growth.



Recognition Culture

We constantly recognize and celebrate the effort, commitment, and achievements of our Softtekians, as we consider it a key component for professional and business growth.

We foster a recognition culture that values both results and the way they are achieved, celebrating behaviors aligned with our Cultural Platform and the positive impact each Softtekian generates in their environment.

Our recognition offerings range from the simplest and most genuine form of appreciation, such as gratitude, to the highest positive impact on business results.

+1,000 

Softtekians were recognized during 2024.


voice of the customer
Customer Feedback

Positive feedback from the client.


collaboration
Leader • Team Recognition

Exceeding expectations and going above and beyond effectively at the team level.


contribution
Company • Softtekian Recognition

Commitment and contribution to the organization.


insignias
Peer • Recognition

Immediate recognition for work done or everyday behavior.


leave a mark
Company • Softtekian Recognition

Recognizing excellence and business impact.


voice of the management
Leader • Led Recognition

Exceeding expectations and going above and beyond effectively.


featured projects
Company • Teams Recognition

Recognizing excellence and business impact of projects.

Softtekian Experience Map

Each Softtekian's journey through the organization is shaped by meaningful, high-impact experiences and interactions. In 2024, we focused our efforts on deeply understanding their needs, which led us to evolve our feedback channels. Beyond measuring general climate or culture, we aim to understand the full employee experience across each stage of the lifecycle, identifying key moments and critical areas.

As part of this improvement, we moved away from annual listening models and adopted a more personal approach, with monthly interactions that allowed us to gather more accurate and timely insights to drive effective improvements. Our Softtekian Experience Map captures the NPS across five key touchpoints:



What Softtekians Say?

5.9 years Average tenure
*Industry average Tenure: 3 years

9% Attrition
*Last 12 Months - Dec 24 Industry average Attrition rate 15-20%

20% Returned hires
*Industry average 14-15%

30% Women
*Industry average 20%

87.1% Engagement
*Response rates above 85%

15,000

Softtekians

Softtek

Be well, do good



8.4

Be well, do good

Softtek is a lifestyle, and we strive to build the best community together. Our culture embraces well-being as a strategic component, along with the commitment to generating positive social impact. We promote initiatives that enhance the quality of life of our Softtekians and encourage their active participation in causes that matter. This integrated vision of well-being and contribution allows us to move toward a more human, conscious, and committed organization. We constantly strive to be the best place to work.

Benefits

We are continuously working to expand and adapt our benefits offering to meet the needs of each Softtekian, exceeding the legal standards of the countries where we operate. Our compensation practices are grounded in fairness and equity, guided by objective criteria such as role responsibilities, individual capabilities, and performance. We ensure equal pay for equal work, with no gender-based distinctions.

| Benefits | Mexico | USA | 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 |
| Meal card | | | | | | | x | | | | | | | |

| Beneficio | Mexico | USA | Canada | Puerto Rico | Costa Rica | Argentina | Brazil | Chile | Colombia | Peru | Venezuela | Spain | 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 | | |

Well-Being Hub

We believe that each Softtekian reaches their full potential when there is a **healthy balance** between professional and personal life. Therefore, we complement their experience in the organization with a comprehensive well-being program designed around four key pillars:



Social Well-Being

Fostering meaningful connections and a sense of belonging.



Mental Health

To create a connection between body and mind and enhance holistic well-being.



Physical Health

To maintain overall well-being.



Financial Security

To strengthen economic stability.



The goal is to foster a culture of well-being and self-care that is reflected both at work and in personal life. We do this through a set of content and activities that includes:

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

All offerings are available both in-person and virtually.



Well-being around the world

In 2024, we developed various initiatives to enhance the well-being of our Softtekians. Here's a look at the highlights:

South America

In April, we celebrated Health Month across Argentina, Brazil, Chile, Colombia, and Peru.

More than 1,000 Softtekians joined sessions on mindfulness, healthy habits, mental health, blood donation, and the health effects of climate change.

United States and Canada

In 2024, the region implemented a comprehensive well-being strategy focused on supporting the physical and mental health of Softtekians.

Benefits were optimized, and virtual and in-person sessions were offered on stress management, nutrition, and burnout prevention, along with active classes like yoga and kickboxing.

These initiatives included both office-based and remote workers. To strengthen team connections, hybrid creative activities were also organized, such as in-person events and playful dynamics, promoting bonding and a sense of belonging.

Mexico

Financial wellness was front and center through a new webinar series led by financial experts. These sessions were designed to strengthen Softtekians' financial responsibility, promote healthy habits in personal finance management, and reduce stress associated with economic uncertainty.

They also foster an open communication environment where people feel comfortable discussing financial concerns and accessing support resources.

Costa Rica

In 2024, monthly activities were held both in-person and virtually to strengthen the connection among Softtekians and consolidate a culture of community and closeness. Highlights included expert-led webinars, interactive wellness trivia, and physical activity sessions such as walks and hikes. Additionally, the campaign 'Not a Softtekian, more of a Softtekian' was launched to recognize the families supporting our employees, and the 'All Celebrations' space was created to commemorate birthdays, achievements, and special dates, promoting appreciation and collective celebration within the team.

SOFTTEKIADA

@Softtekiada



One of the greatest representations of our **culture** and **global** presence is the Softtekiada

Softtekiada 2024

Each year, more than **1,000 Softtekians** gather in this space for social and sports integration, fostering closeness through sports competitions and social activities. It's a moment when the essence of our Cultural Platform is lived out collectively, strengthening our sense of belonging and unity.

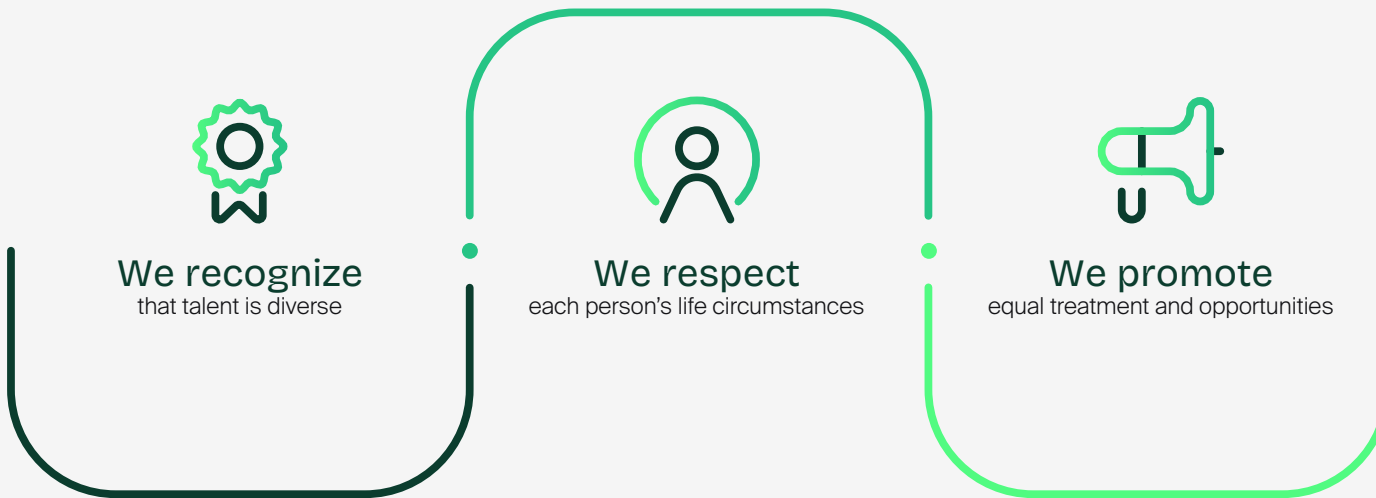
Held in 2024 in Ixtapa Zihuatanejo, Guerrero, Mexico, this edition brought together Softtekians from every country where we operate.

we're all Softtekians

Diversity and Inclusion

We believe that to transcend and make a positive impact on the world, we must act with integrity, staying true to our **values, principles, and culture**. That is why we reaffirm our commitment to cultivating an ethical, respectful, and discrimination-free environment, where diversity is embraced and inclusion is a daily practice. We promote a space where each person feels heard, represented, and safe to be who they are.

Our Core Principles of Diversity and Inclusion:



The main expression of our diversity is the celebration of what makes us unique: Softtekian Day –a dedicated occasion to recognize and embrace who we are, beyond labels, preferences, nationalities, or generations.

In 2024, various in-person activities were held in all the countries where we operate, with the goal of fostering interaction, dialogue, and connection.

As part of our regular diversity initiatives, we create spaces for dialogue and idea exchange through affinity groups and communities focused on different topics.

Culture of Integrity

The cornerstone of our diverse talent is respect. We continuously strive to foster a culture of integrity internally, using tools, content, and training on ethics and integrity, which are shared both during onboarding and throughout the year.

Key actions in 2024 include:

Integrity Week

At Softtek, ongoing training on ethics is a top priority to ensure all collaborators understand and apply ethical principles in their daily work. The 2024 edition covered topics such as:

- > Ethical Recommendations in Artificial Intelligence.
- > Policies and Protocols for Addressing Conflicts of Interest.
- > Respect.
- > Among others.

Training Sessions

Our training offerings have raised awareness about integrity among Softtekians.

Key topics include:

- > Respect Protocol Among Us.
- > Unconscious Bias.
- > Microaggressions.
- > Assertiveness.

Case Studies

This method was implemented as a tool to analyze and understand complex, real-life situations that Softtekians may face in the workplace, approached from a business integrity perspective.

It also highlights the real consequences at personal, professional, and organizational levels, emphasizing the importance of maintaining high standards of integrity.

Topics covered in the 2025 case studies include: bribery, corruption, information concealment, ethical decision-making, retaliation, whistleblowing, and integrity culture.

Integrity IQ

This annual tool aims to reinforce Softtekians' knowledge on integrity topics and update them on the year's program developments.

In 2024, we evaluated our Culture of Integrity to identify perceptions and areas for improvement, and to implement changes that ensure a suitable environment for everyone.

Communication

We maintain ongoing communication on key Integrity topics through quarterly newsletters, which include relevant program updates, educational content, and blogs from members of our Ethics Committee.

Integrity Line



+10 points in ethical and inclusive culture

88.3% identified leaders as promoters of an ethical culture at Softtek, and 89.7% as promoters of an inclusive culture. This represents an increase of nearly 10 percentage points compared to 2023.



84.7% would report through the Integrity Line

84.7% of participants indicated they would report a violation of the Code of Ethics via the Integrity Line (a figure consistent with the previous year).



Trust increased by 12.1 points

Trust in the Integrity Line increased by 12.1 percentage points compared to 2023 (from 61.7% to 73.8%).



Fear of retaliation decreased by 13.4 points

30.6% of respondents believe people do not report issues due to fear of retaliation—a 13.4% decrease from 2023 (when 44% said they would not report for this reason).

Culture of Integrity in Numbers

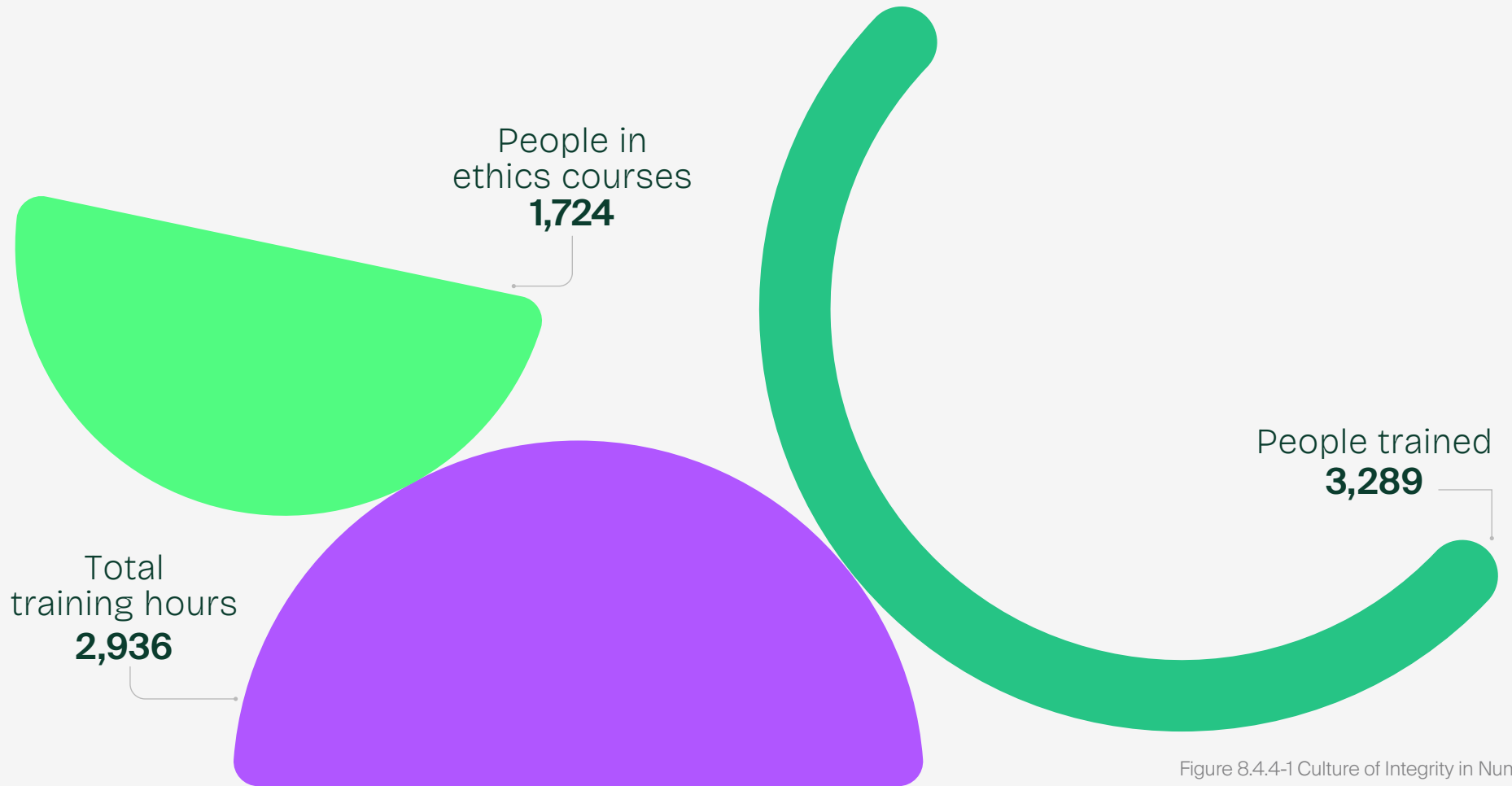


Figure 8.4.4-1 Culture of Integrity in Numbers



Codellege

We drive the change that allows us to move forward collectively. We recognize that our impact cannot be achieved in isolation, which is why we promote and create opportunities to contribute positively to society and generate shared value—always through the transformative power of technology.

Since 2017, Codellege has been our flagship program to connect young people with the world of information technology, opening doors to new job opportunities in the digital economy. Participants receive training in coding and soft skills that prepare them to apply for jobs in the industry and begin a career in this field.



Our coders can join two types of programs:



Start Program

Focused on high school students, aiming to spark interest in continuing their studies in technology-related fields.



UP Program

Designed for university students, this program aims to create or accelerate job placement. It is the longest and most comprehensive program within Codellege.

Since its inception, Codellege has trained **over 600 students** across both programs, achieving a **73%** job placement rate in the UP program. Thanks to partnerships with online educational platforms, Codellege is now active in countries such as **Argentina, Colombia, Chile, and Mexico**.

codellege.com



Sharing to make a lasting impact.

Fundación Solidaria

The Fundación Solidaria was born from the commitment and willingness of our Softtekians to create a positive impact. Its purpose is to create opportunities that foster generosity and contribute to the sustainable development of the communities where we operate, driving change through technology.

fundacionsolidaria.org

Main projects of the Solidarity Foundation include:

Tech Classrooms

As part of our commitment to social development, we promote the creation of tech classrooms as our main community support initiative.

Through these classrooms, we work to reduce the digital divide and facilitate access to technology for children and youth. This initiative is sustained through the donation of computer equipment that has completed its operational cycle at the company, thus contributing to educational strengthening in the areas where we are present.

In 2024, we created 28 classrooms around the world, resulting in:

- > Over **450** donated devices
- > Classrooms opened in Mexico, Brazil, Colombia, Argentina, Spain, Peru, and India
- > Participation of more than **300** volunteers
- > Over **11,000** people benefited from the classrooms



Softtek

fundacionsolidaria.org

Saving the Amazon

Since 2023, we have committed to reforesting the Amazon rainforest in collaboration with the local Indigenous community. Our goal is to plant 7,500 trees by 2025 and bring to life the Softtek Corporate Digital Forest.

With the support of Softtekians and their families, executives, and educational organizations, we have achieved **53%** of our goal so far.

This initiative not only supports our environmental commitment but also forms part of our volunteer opportunities for employees.



+5,000

Volunteer Hours

Solidaria Committees

Corporate volunteering at Softtek is a tangible way to create opportunities to help. Through the participation of our Softtekians, we channel the desire to contribute and transform it into actions that generate a positive impact in communities.

The Fundación Solidaria has local committees made up of volunteer Softtekians who organize philanthropic activities in their communities. Each committee decides and organizes how they want to help.

In 2024, more than **30 support campaigns** were carried out, covering topics such as: education, environment, community engagement, solidarity, and health.



SAVING THE AMAZON

Bosque Softtek

Sustainability Report 2024

Environmental Management



We recognize that environmental protection is a fundamental pillar of our sustainability strategy.

Although our activities as an information technology company do not require intensive use of natural resources compared to other sectors, we are committed to minimizing our environmental impact.

9.1

Environmental Policy

At Softtek, we understand that preserving the natural environment is an ethical responsibility and an essential condition for ensuring the sustainability of our business and the well-being of future generations. We recognize that every action counts and that, as a technology company, we have both the opportunity and the duty to promote practices that reduce our environmental footprint and encourage more efficient and responsible use of resources.

Our Environmental Policy reflects this commitment by focusing on **pollution prevention**, **legal compliance**, and **continuous improvement**. We maintain a robust environmental management system focused on the continuous improvement of our performance through the identification and control of our impacts and the integration of environmental criteria into our operational and strategic decisions.

We also foster a culture of sustainability among our employees and stakeholders by promoting awareness, training, and the adoption of best practices that allow us to move toward a cleaner, more resilient, and responsible future.

Environmental Policy



Promote energy efficiency.



Minimize waste generation, ensuring responsible management.



Evaluate and reduce the carbon footprint to combat climate change.

Commitments



Comply with applicable environmental legal provisions, as well as voluntarily accepted ones.



Encourage water conservation.



Promote sustainable purchasing.



Raise environmental awareness inside and outside the organization.



Identify and assess the environmental aspects and impacts of operations.

9.2

Impacts

Our task is to identify, reduce, and mitigate the impacts of all our operations. To achieve this, we focus on four strategic areas.

Energy Efficiency

Energy consumption is a key resource for the continuity of our operations, so we direct our actions toward three main pillars:

- > Reducing energy consumption
- > Improving energy efficiency
- > Promoting the use of renewable energy sources

These initiatives aim to minimize our environmental impact and move toward more sustainable operations. We understand that these actions must go beyond the physical space of our facilities. Therefore, within the framework of our hybrid work model, we actively promote good practices and recommendations among our Softtekians that can be implemented from anywhere they work, thus fostering a responsible energy culture throughout the organization.

4,038,168.89 kWh

Energy Consumption



Annual Energy Consumption

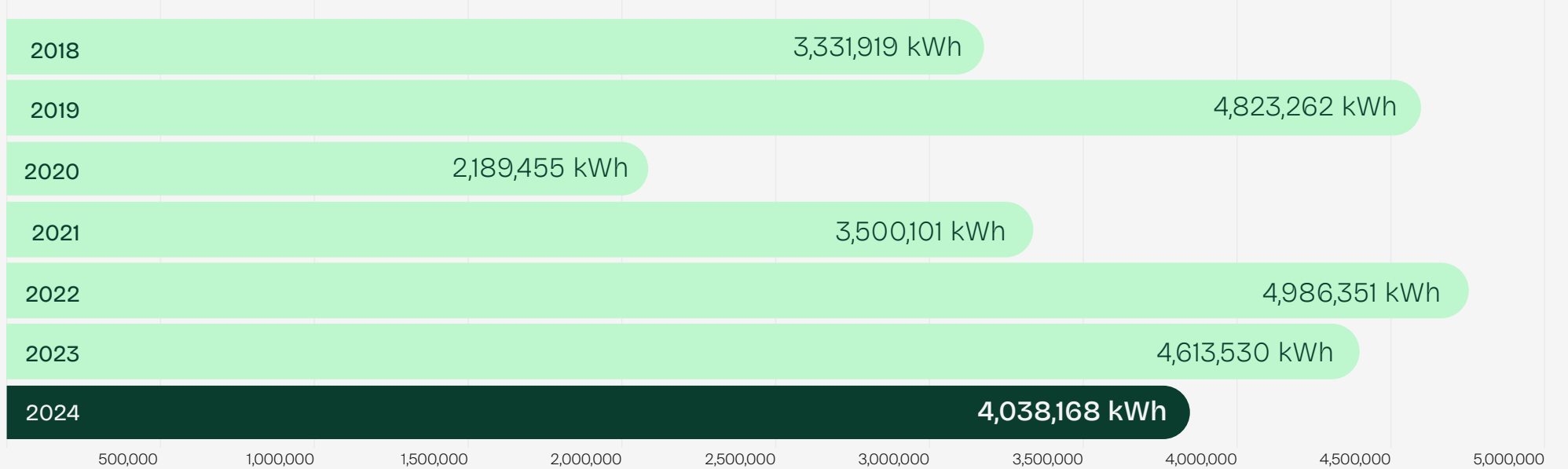


Figure 9.2.1-1 Annual Energy Consumption

Energy consumption by site in 2024

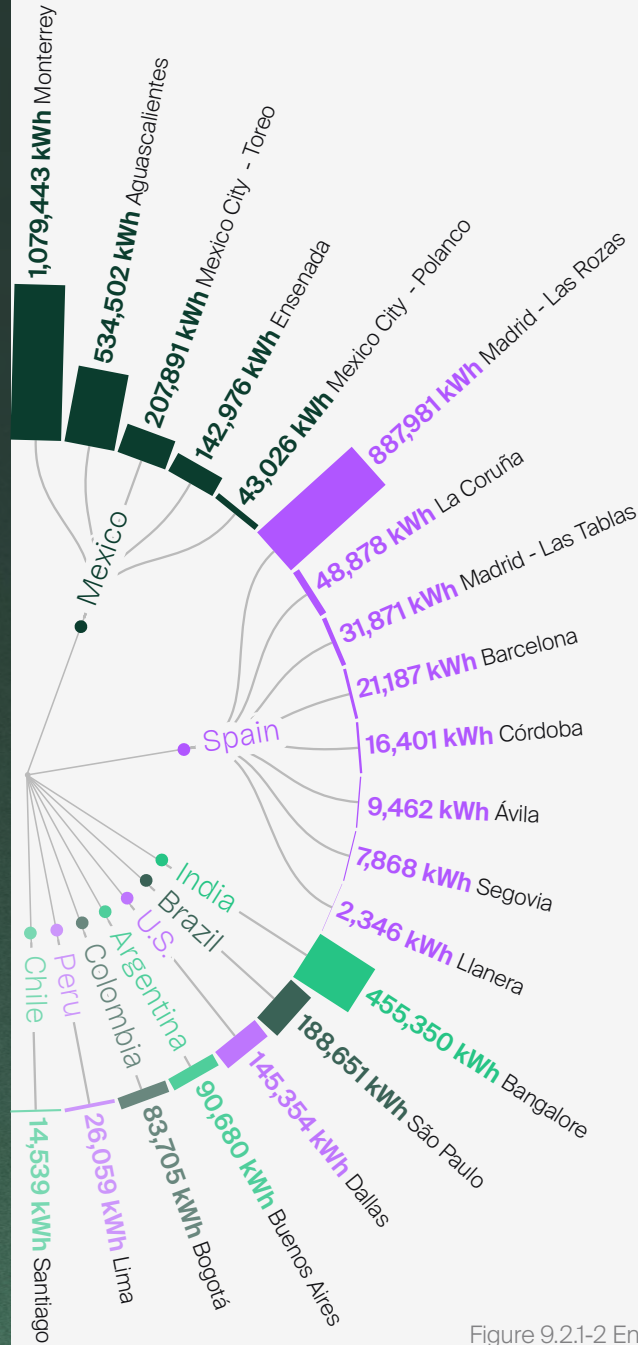


Figure 9.2.1-2 Energy consumption by site in 2024

Among the actions initiated in 2024, a highlight is the installation of solar panels at our offices in Aguascalientes, Mexico. This implementation now supplies 25% of the facility's annual energy needs through renewable sources.

Water Consumption

Water is an essential resource for life on the planet, and its sustainable availability is key to maintaining ecosystem balance and human well-being. At Softtek, we promote the responsible and conscious use of water, encouraging practices that prevent waste and contribute to its preservation.

Although our operations do not require intensive use of water resources, we ensure access to potable water and adequate sanitation and hygiene services for our employees at all our facilities, in line with our commitment to health, well-being, and dignity in the workplace.

Our water impact is limited in terms of pollution, as the wastewater generated is properly channeled through municipal or local drainage systems, depending on the location of each operational site. This proper management allows us to minimize environmental risks and comply with applicable regulations.

Water consumption by site

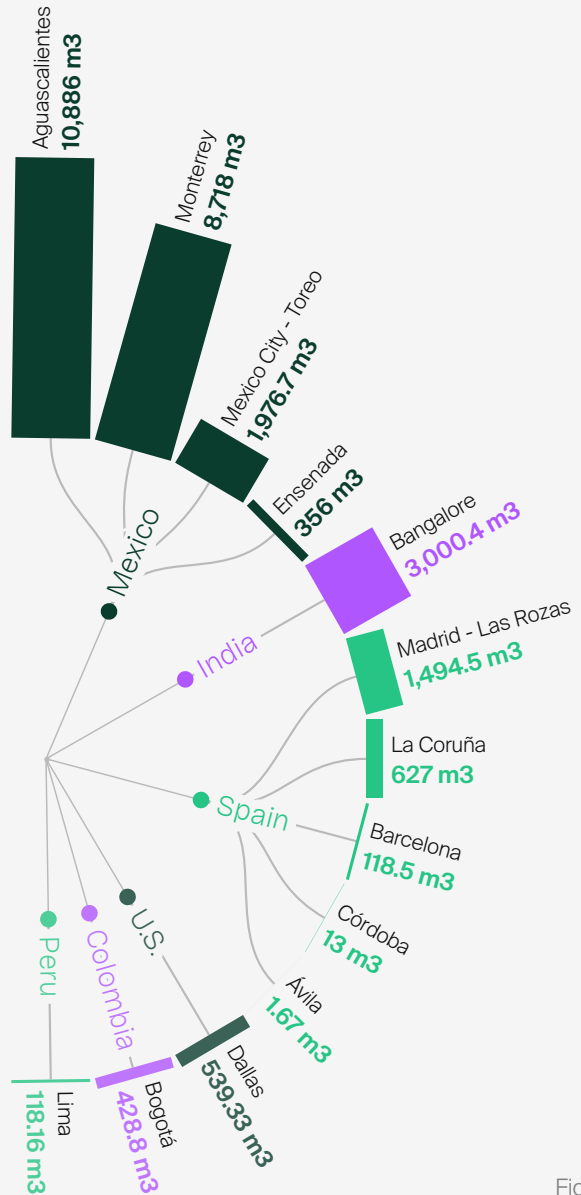


Figure 9.2.2-1 Water consumption by site

28,278 m³

Water consumption in 2024



Annual comparison of water consumption

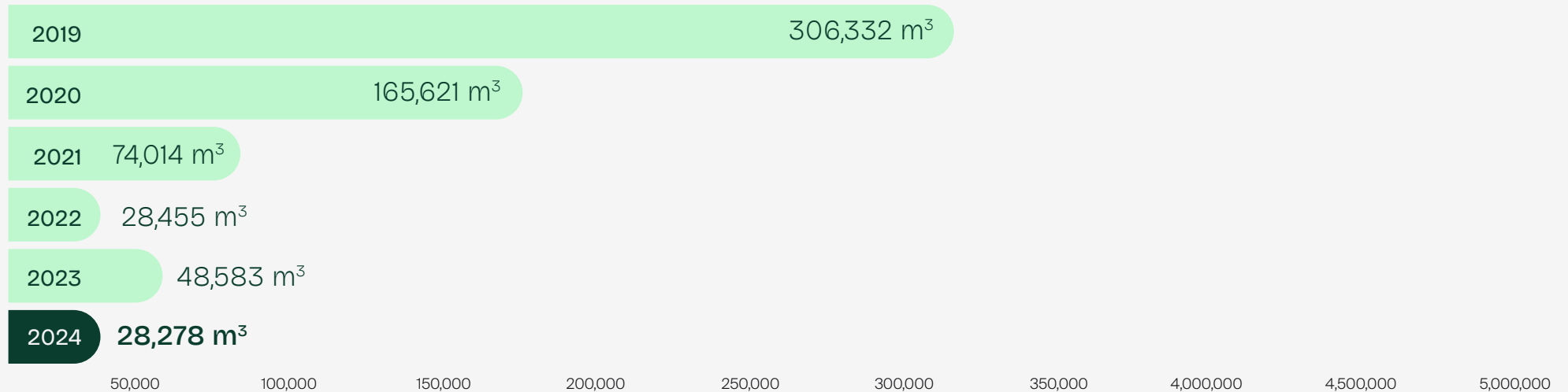


Figure 9.2.2-2 Annual comparison of water consumption

Waste Management

At Softtek, we recognize the environmental responsibility that comes with managing electronic waste. The primary waste generated from our operations consists of electronic equipment that has reached the end of its useful life.

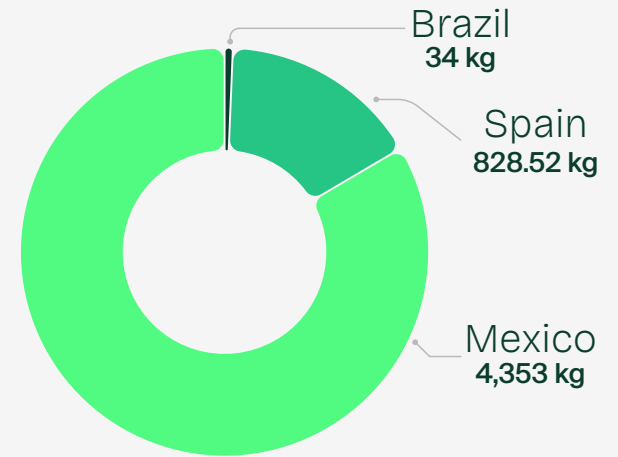
To address this, we adopt a responsible approach focused on **reuse, recycling**, and extending the lifecycle of our devices. Devices that are still in working condition are allocated to our donation program, through which they are delivered to non-profit organizations. This contributes to closing the digital divide and extending the lifecycle of the equipment.

Devices that can no longer be used are directed to a specialized recycling program that ensures proper disposal and the recovery of usable materials. These efforts reduce the environmental risks associated with e-waste—such as heavy metal contamination and landfill overflow—and reflect our alignment with circular economy principles.

Through this program, led in collaboration with our Solidarity Foundation, we also strengthen relationships with beneficiary organizations, creating both social and environmental value.

Softtek

Recycling (kg)



Donation (units)

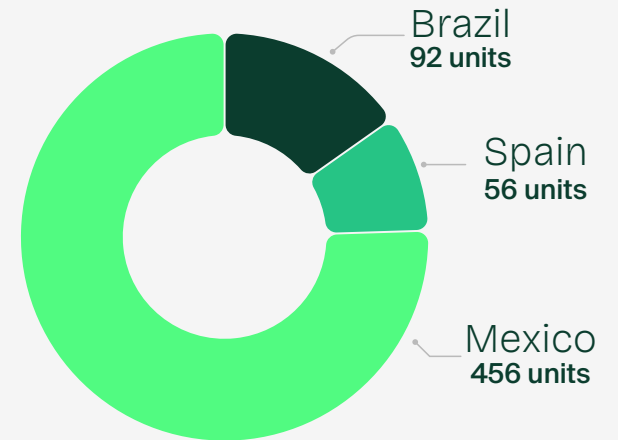


Figure 9.2.3-1 Waste Management

Another initiative for effective waste management developed in 2024 was the global recycling campaign. Through environmental awareness activities and the participation of our Softtekians in China, India, Peru, and Mexico, we collected a total of **400 kilograms of recyclable materials**, including paper, cardboard, PET plastic, and electronic devices.

This initiative helped reduce the amount of waste sent to landfills by facilitating its recovery through recycling processes. At the same time, it promoted environmental education by highlighting the importance of the circular economy and comprehensive waste management as key steps toward a more sustainable future.

Emissions

We are committed to measuring our greenhouse gas (GHG) emissions in accordance with the requirements of the **ISO 14064-1** standard, one of the most internationally recognized frameworks for calculating organizational carbon footprint. Using an operational control approach, we assess GHG emissions from all facilities under our management.

For the third consecutive year, we calculated the carbon footprint of our Las Rozas headquarters in Spain, identifying and quantifying emissions across relevant categories.



Scope 1 – Direct Emissions:

- > Direct emissions from mobile combustion sources (company-owned vehicles)
- > Direct emissions from stationary combustion sources (electricity generation plant)
- > Fugitive emissions from refrigerant gases in air conditioning systems
- > Fugitive emissions from fire suppression systems



Scope 2 – Indirect Emissions:

- > Electricity consumption



Scope 3 – Other Indirect Emissions:

- > Business travel (Category 6).

| Carbon Footprint Global Inventory | 2024 (CO2e tons) | 2023 (CO2e tons) |
|---|------------------|------------------|
| Scope 1: Direct Emissions | | |
| Fixed combustion sources (electricity generating plant) | 34.10 | 29.56 |
| Mobile combustion sources (own vehicles) | 95.31 | 94.64 |
| Fugitive emissions from refrigerant gases in A/C | 166.93 | 107.54 |
| Fugitive emissions from fire extinguishers | 153.79 | 36.10 |
| Total Scope 1 | 450.13 | 267.84 |
| Scope 2: Indirect Emissions | | |
| Electricity consumption | 1,408.46 | 1,421.20 |
| Total Scope 2 | 1,408.46 | 1,421.20 |
| Total Scope 1 & 2 | 1858.59 | 1689.04 |
| Scope 3: Other Indirect Emissions | | |
| Category 6: Business travel | 1,522.55 | 1,279.97 |
| Total Scope 3 | 1,522.55 | 1,279.97 |
| Total Scope 1, 2 & 3 | 3,381.14 | 2,969.01 |

The results of the carbon footprint calculation were obtained based on the information available at the time of the assessment.


Therefore, these results are subject to possible changes or modifications in the event that new or updated relevant information becomes available. The inventory includes the locations of Bogotá in Colombia; Aguascalientes, Mexico City, and Monterrey in Mexico; Las Rozas in Spain; and Dallas, Texas, in the United States.

*Scope for Global Inventory: Colombia (Bogota), India (Bangalore), Mexico (Aguascalientes, Mexico City and Monterrey), Spain (Las Rozas) and United States (Dallas).

2024 GHG Emissions

| Scope / Sites | Mexico | | | Spain | U.S. | Colombia | India | Total 2024 (CO2e tons) |
|---|---------------|---------------|---------------|---------------|---------------|--------------|---------------|---------------------------|
| | AGS | CDMX | MTY | Las Rozas | Dallas | Bogotá | Bangalore | |
| Scope 1: Direct Emissions | | | | | | | | |
| Fixed combustion sources (electricity generating plant) | 15.33 | 0.45 | 3.90 | 0.18 | N/A | 3.22 | 11.02 | 34.10 |
| Mobile combustion sources (own vehicles) | 0.45 | N/A | 5.37 | Eliminated | N/A | N/A | 89.49 | 95.31 |
| Fugitive emissions from refrigerant gases in A/C | 25.29 | 0.00 | 109.51 | 0.00 | N/A | 6.13 | 26.00 | 166.93 |
| Fugitive emissions from fire extinguishers | 13.17 | 139.40 | 0.00 | 0.00 | N/A | 1.17 | 0.05 | 153.79 |
| Total Scope 1 | 54.24 | 139.85 | 118.78 | 0.18 | 0.00 | 10.52 | 126.56 | 450.13 |
| Scope 2: Indirect Emissions | | | | | | | | |
| Electricity consumption | 201.72 | 92.30 | 479.27 | 246.16 | 53.64 | 9.36 | 326.01 | 1,408.46 |
| Total Scope 2 | 201.72 | 92.30 | 479.27 | 246.16 | 53.64 | 9.36 | 326.01 | 1,408.46 |
| Total Scope 1 & 2 | 255.96 | 232.15 | 598.05 | 246.34 | 53.64 | 19.88 | 452.57 | 1,858.59 |
| Scope 3: Other Indirect Emissions | | | | | | | | |
| Category 6: Business travel | 201.92 | 335.37 | 144.88 | 36.62 | 576.42 | 55.68 | 171.66 | 1,522.55 |
| Total Scope 3 | 201.92 | 335.37 | 144.88 | 36.62 | 576.42 | 55.68 | 171.66 | 1,522.55 |
| Total Scope 1, 2 & 3 | 457.88 | 567.52 | 742.93 | 282.96 | 630.06 | 75.56 | 624.23 | 3,381.14 |

Our GHG Emissions Reduction Plan is Based on the Following Key Pillars:




Remove or eliminate
the use of fossil fuels or electricity in processes.



Reduce
environmental impact through process **optimization**, increased **energy efficiency**, and **conservation** of natural resources.



Replace,
technologies used in the workplace with **more efficient alternatives**, seeking long-term investments.



Reeducate
by fostering a cultural shift among our talent, supported by training and awareness programs on the importance of reducing **GHG emissions** and the **environmental impact** of individual and collective actions.

9.3

Environmental Certifications

- > Spain maintains **ISO 14001** certification.
- > Spain has been verified for its Carbon Footprint for the third consecutive year under the **ISO 14064-1** standard.
- > GDC Aguascalientes, Mexico: **LEED Platinum** Certification
- > GDC Monterrey, Mexico: **LEED Gold** Certification
- > Dallas Offices, USA: **LEED Gold** Certification
- > Mexico City Offices (Polanco and Mítikah): **LEED Gold** Certification
- > GDC Bogotá, Colombia: **Gold status** in the category of operation and maintenance of existing buildings
- > ECOVADIS **Silver Rating 2024**
- > CDP SME Climate Score: **“SME B for climate”**



Sustainability Report 2024

Frameworks

10

10.1

Materiality

We conducted our materiality study in collaboration with KPMG, through an analysis that integrated various internal and external sources. The purpose was 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 related to ESG aspects.



Guiding the organization's sustainability approach through the identified issues and presenting them as a starting point for a comprehensive risk analysis.



Visualizing the position of each issue based on its relevance to the organization, evaluations, and the sector.

Materiality matrix

Below are the results of the materiality study, which integrates the material topics for the organization according to their importance to Softtek and our stakeholders. The relevant topics for each ESG block are shown.

Environmentals

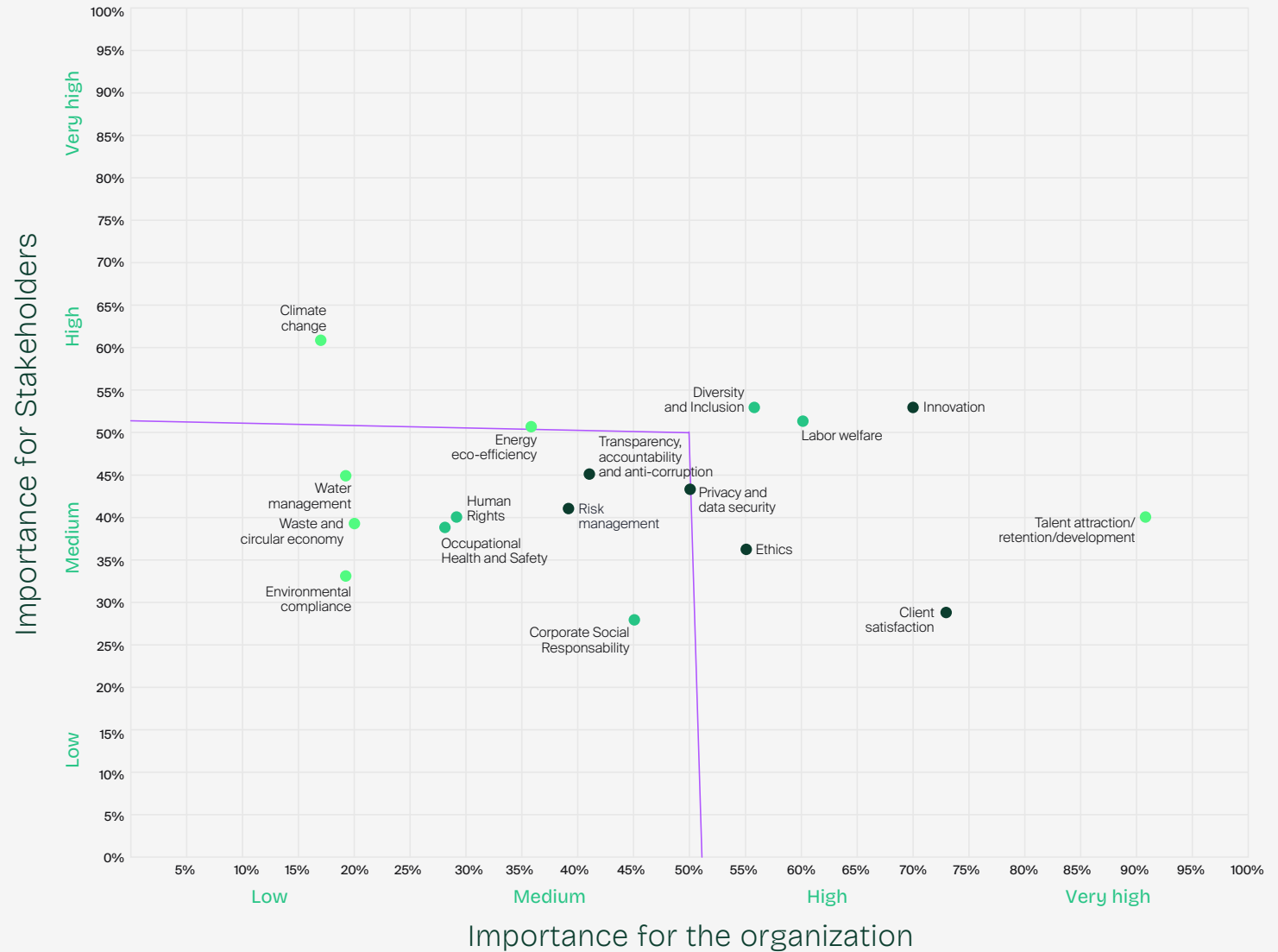
- Climate change
- Energy eco-efficiency
- Water management
- Environmental compliance
- Waste and circular economy

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



10.2

Stakeholders

We maintain a commitment to close and constant communication with our stakeholders through various means and channels:

| Stakeholder Group | Interests | Communication Channels |
|-------------------------|---|--|
| <p>Employees</p> | <ul style="list-style-type: none"> > Company's medium- and long-term economic performance > Customer commitment and satisfaction > Professional growth and 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 > Softtekian Experience Index > External social media > Internal social network (Viva Engage) |
| <p>Clients</p> | <ul style="list-style-type: none"> > Customer commitment and satisfaction > Company's medium- and long-term economic performance > Quality services and solutions | <ul style="list-style-type: none"> > Ongoing relationship management through sales representatives > Annual business events > Annual customer satisfaction surveys > Email > Website > VOC > In-person meetings |

| Stakeholder Group | Interests | Communication Channels |
|--|---|---|
| Suppliers | <ul style="list-style-type: none"> > Company's medium- and long-term economic performance > Fair business conditions > Social and environmental commitments | <ul style="list-style-type: none"> > Daily procurement interactions > Email > In-person meetings > Surveys |
| NGOs and Community | <ul style="list-style-type: none"> > Company's medium- and long-term economic performance > Environmental impact mitigation and management > Human rights > Transparent communication > Contribution to community well-being and development > Local employment opportunities | <ul style="list-style-type: none"> > Ongoing one-on-one meetings with community leaders and organizations > Participation in local job fairs > Development of community infrastructure initiatives, volunteering, and social investment |
| Local, national, and regional governments and regulatory bodies | <ul style="list-style-type: none"> > Company's medium- and long-term economic performance > Health and safety > Local employment opportunities | <ul style="list-style-type: none"> > Annual sustainability report > Long-term partnerships > Regular meetings > Events and conferences |
| Shareholders | <ul style="list-style-type: none"> > Company's medium- and long-term economic performance > Corporate governance > Disclosure and performance on environmental, social, and governance issues > Talent development | <ul style="list-style-type: none"> > Regular meetings, online conferences > Annual financial reports > Annual sustainability report > Internal communication sites |

10.3





ESG Priorities

We are committed to sustainable development and social responsibility, aligning our actions and strategies with the United Nations Sustainable Development Goals (SDGs). We focus on innovation, inclusion, and environmental care to create a lasting positive impact that contributes to the well-being of communities, the environment, and the global economy.

As a signatory of the United Nations Global Compact, we report annually on our progress through the Communication on Progress (CoP), reaffirming our alignment with the 10 universally accepted principles in the areas of human rights, labor, environment, and anti-corruption.



| SDG | Related SDG Target | Softtek Action | 2024 Results or Progress |
|-----|--|---|---|
| | SDG 4 Quality Education 4.4: Enhance technological skills | Donation of technological equipment to educational institutions | Topic: Fundación Solidaria – “Aulas Tecnológicas” Project |
| | SDG 5 Gender Equality 5.5: Ensure full and equal participation of women | Internal programs on female leadership and gender equity | Topics: Diversity & Inclusion and Power Up Program, which consists of mentoring sessions for women with various leaders across the organization. As of 2024, several participants have taken part. |

| SDG | Related SDG Target | Softtek Action | 2024 Results or Progress |
|---|--|---|--|
|  <p>8 DECENT WORK AND ECONOMIC GROWTH</p> | <p>SDG 8 Decent Work and Economic Growth</p> <p>8.5: Full and productive employment for all</p> | <p>Promotion of inclusive and flexible working conditions within the hybrid model</p> | <p>Topic: Be Well Do Good, Diversity & Inclusion, and Be Future Fit</p> |
|  <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> | <p>SDG 9 Industry, Innovation and Infrastructure</p> <p>9.5: Promote research and innovation</p> | <p>Investment in the development of sustainable digital solutions</p> | <p>Topic: Beyond Imagination: Softtek and Generative AI</p> |
|  <p>13 CLIMATE ACTION</p> | <p>SDG 13 Climate Action</p> <p>13.3: Education and awareness on climate change</p> | <p>Internal campaigns on energy efficiency and sustainability</p> | <p>Topic: Environmental Commitment</p> |
|  <p>17 PARTNERSHIPS FOR THE GOALS</p> | <p>SDG 17 Partnerships for the Goals</p> <p>17.17: Encourage public-private partnerships</p> | <p>Collaboration with NGOs and governments through Fundación Solidaria</p> | <p>Topic: Fundación Solidaria</p> |

10.4

GRI Content

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, 2024, based on the results of the latest materiality study.

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|--|--------------|---------------------------|---------|-------------|--|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| General contents | | | | | | |
| GRI 2:General Disclosure 2021 | 2-1 Organizational details | 8-9 y 138 | | | | |
| | 2-2 Entities included in the organization's sustainability reporting | 8 | | | | |
| | 2-3 Reporting period, frequency and contact point | 112 | | | | |
| | 2-4 Restatements of information | 106 | | | | |
| | 2-5 External assurance | | | | | This report has not been externally verified |
| | 2-6 Activities, value chain and other business relationships | 11-13, 28-30 | | | | |
| | 2-7 Employees | 19-24 | | | | |
| | 2-8 Workers who are not employees | 129 | | | | |
| | 2-9 Governance structure and composition | 41-43 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|--|--------------|---------------------------|---------|-------------|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 2:General Disclosure 2021 | 2-10 Nomination and selection of the highest governance body | 41 | | | | |
| | 2-11 Chair of the highest governance body | 41 | | | | |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | 41 | | | | |
| | 2-13 Delegation of responsibility for managing impacts | 41-43 | | | | |
| | 2-14 Role of the highest governance body in sustainability reporting | 41 | | | | |
| | 2-15 Conflicts of interest | 41-43 | | | | |
| | 2-16 Communication of critical concerns | 41-43 | | | | |
| | 2-17 Collective knowledge of the highest governance body | 41-43 | | | | |
| | 2-18 Evaluation of the performance of the highest governance body | 41-43 | | | | |
| | 2-19 Remuneration policies | 41-43, 80-81 | | | | |
| | 2-20: Process to determine remuneration | 80-81 | | | | |
| | 2-21: Annual total compensation ratio | | | | | Number not published |
| | 2-22 Statement on sustainable development strategy | 57 | | | | |
| | 2-23 Policy commitments | 57 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|---|--|---------------------------|---------|--|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 2:General Disclosure 2021 | 2-24 Embedding policy commitments | 57 | | | | |
| | 2-25 Processes to remediate negative impacts | 57 | | | | |
| | 2-26 Mechanisms for seeking advice and raising concerns | 108-109 | | | | |
| | 2-27: Compliance with laws and regulations | | | | We are in compliance with all applicable regulations | |
| | 2-28 Membership associations | AB Initio, Absolute Performance, Acquia, Adobe, AgilePoint, Anixter, Appian, ASUG, Atlassian, AWS, Baasp, Backbase, BlueYonder, Botech, CEGID, CentricsIT, Chef Inc, CloudHesive, Comcast, Compusoluciones, Corcentric, Cumulus Solutions Group, CyberArk, DAON, Databricks, Datadog, Dataku, DevoTeam, Dynatrace, Easy Metrics, Electrinet, Equinix, Five9, Gluware, Inc., Google, Grafana Enterprise, Haka Technologies, HP, HuggingFace, Imping, Incorta, Informatica, Innovative Logics, Inpixon, Intel, KIO, Knime, Kontakt.io.Inc, Kroll, LangChain, LlamaIndex, Lumina, MATILDA INC, Meridian Link, Microsoft, MIGNOW, Modern Industrial, MongoDB, Mulesoft, Nakivo, NewRelic, Nutanix, Nvidia Mexico, OneSec, Open Text, Oracle, Outliers, Outsystems, Panaya, Privaini, Quest, RapidMiner, Red Hat, RELEX, Rocket, Sailpoint, Salesforce, SAP, Service Now, Shopify, Snowflake, Softeon, SoftwareOne, Splunk, Spreedly, Stibo, Stromasys, SupportLogic, Tanium, TD SYNEX, Temenos, TrueSpot, UCP-inc, UIPath, VEEAM, Venetia Partners, Veridas, WSO2, Yalo, Zuora | | | | |
| | 2-29 Approach to stakeholder engagement | 108-109 | | | | |
| | 2-30 Collective bargaining agreements | No operations or suppliers have been identified where the right to freedom of association and collective bargaining may be at risk. | | | | |

Material Topics

| | | | | | | |
|-----------------------------------|--|---------|--|--|--|--|
| GRI 3 Material Topics 2021 | 3-1 Process to determine material topics | 106-107 | | | | |
|-----------------------------------|--|---------|--|--|--|--|

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|---|---|---|---------------------------|---------|--|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 3 Material Topics 2021 | 3-2 List of material topics | 107 | | | | |
| Economic Performance | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 32 | | | | |
| GRI 201: Economic Performance 2016 | 201-1 Direct economic value generated and distributed | | | | Softtek is a privately held company and therefore does not publish financial statements. This report presents the results of all entities that are part of the company, unless otherwise stated. | |
| | 201-2: Financial implications and other risks and opportunities due to climate change | 94 | | | | |
| | 201-3 Defined benefit plan obligations and other retirement plans | 80-81 | | | | |
| | 201-4 Financial assistance received from government | Softtek no recibe ayuda financiera por parte del gobierno | | | | |
| Market Presence | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 19--24 | | | | |
| GRI 202: Market Presence 2016 | 202-1: Ratios of standard entry level wage by gender compared to local minimum wage | | | | Number not published | |
| | 202-2 Proportion of senior management hired from the local community | 130 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|---|---|---------------------------|---------|-------------|---|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| Indirect Economic Impacts | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | | | | | Softek 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 | 203-1 Infrastructure investments and services supported | | | | Softek 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. |
| | | 203-2 Significant indirect economic impacts | | | | Softek 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. |
| Procurement Practices | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | | 47 | | | |
| GRI 204: Procurement practices 2016 | 204-1 Proportion of spending on local suppliers | | | | | Number not published |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|---|------------|---------------------------|---------|-------------|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 205: Anti-corruption | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 45-46 | | | | |
| | 205-1 Operations assessed for risks related to corruption | 45-46 | | | | |
| GRI 205: Anti-corruption 2016 | 205-2 Communication and training about anti-corruption policies and procedures | 45-46 | | | | |
| | 205-3 Confirmed incidents of corruption and actions taken | 48-49 | | | | |
| GRI 206: Anti-competitive behavior 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 45-46 | | | | |
| GRI 206: Anti-competitive behavior 2016 | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | 45-46 , 49 | | | | |
| GRI 301: Materials 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 92-104 | | | | |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | | | | | Number not published |
| | 301-2 Recycled input materials used | 100 | | | | |
| GRI 302: Energy 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 92-104 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|--|----------|---------------------------|---------|---|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 302: Energy2016 | 302-1 Energy consumption within the organization | 95-97 | | | | |
| | 302-2 Energy consumption outside of the organization | | | | We currently do not have a metric for this data | |
| | 302-3 Energy intensity | 96-97 | | | | |
| | 302-4 Reduction of energy consumption | 95-97 | | | | |
| GRI 303: Water and effluents 2018 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 93-94 | | | | |
| GRI 303: Water and effluents 2018 | 303-1 Interactions with water as a shared resource | 98-99 | | | | |
| | 303-5 Water consumption | 98-99 | | | | |
| GRI 305: Emissions 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 93-94 | | | | |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | 101-103 | | | | |
| | 305-2 Energy indirect (Scope 2) GHG emissions | 101-103 | | | | |
| | 305-3 Other indirect (Scope 3) GHG emissions | 101-103 | | | | |
| | 305-4 GHG emissions intensity | 101-103 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|--|--|-----------|---------------------------|---------|-------------|---|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 305: Emissions 2016 | 305-5 Reduction of GHG emissions | 101-103 | | | | |
| GRI 306: Waste 2020 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 93-94 | | | | |
| | 306-1 Waste generation and significant waste-related impacts | 100 | | | | |
| | 306-2 Management of significant waste-related impacts | 100 | | | | |
| GRI 306: Waste2020 | 306-3 Waste generated | 100 | | | | |
| | 306-4 Waste diverted from disposal | 100 | | | | |
| | 306-5 Waste directed to disposal | 100 | | | | |
| GRI 308: Supplier environmental assessment 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 93-94, 47 | | | | 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 | 93-94, 47 | | | | |
| | 308-2 Negative environmental impacts in the supply chain and actions taken | 93-94, 47 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|---|--|----------|---------------------------|---------|-----------------------|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 401: Employment 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 78 | | | | |
| | 401-1 New employee hires and employee turnover | | | | 3,593 hires | |
| GRI 401: Employment 2016 | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 80-81 | | | | |
| | 401-3 Parental leave | | | | 706 leaves of absence | |
| GRI 402: Labor/management relations 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 108-109 | | | | |
| GRI 402: Labor/management relations 2016 | 402-1 Minimum notice periods regarding operational changes | 108-109 | | | | |
| GRI 403: Occupational health and safety 2018 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 59-64 | | | | |
| | 403-1 Occupational health and safety management system | 79-84 | | | | |
| GRI 403: Occupational health and safety 2018 | 403-2 Hazard identification, risk assessment, and incident investigation | 79-84 | | | | |
| | 403-3 Occupational health services | 79-84 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|---|---|----------|---------------------------|---------|-------------|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 403: Occupational health and safety 2018 | 403-4 Worker participation, consultation, and communication on occupational health and safety | 79-84 | | | | |
| | 403-5 Worker training on occupational health and safety | 79-84 | | | | |
| | 403-6 Promotion of worker health | 79-84 | | | | |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 79-84 | | | | |
| | 403-8 Workers covered by an occupational health and safety management system | 79-84 | | | | |
| | 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 | 65 | | | | |
| | 404-1 Average hours of training per year per employee | 67-68 | | | | |
| GRI 404: Training and education 2016 | 404-2 Programs for upgrading employee skills and transition assistance programs | 73 | | | | |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | 74-75 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|---|--|-------------|---------------------------|---------|-------------|--|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 405: Diversity and equal opportunity 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 85 | | | | |
| GRI 405: Diversity and equal opportunity 2016 | 405-1 Diversity of governance bodies and employees | 41, 129-131 | | | | |
| | 405-2: Ratio of basic salary and remuneration of women to men | | | | | Number not published |
| GRI 406: Non-discrimination 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 46, 85 | | | | |
| GRI 406: Non-discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | 49 | | | | |
| 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 Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|---|--|----------|---------------------------|---------|--|------------------------------------|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 408: Child labor 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 44 | | | | |
| 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 | 44 | | | | |
| 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 | 51 | | | | |
| GRI 410: Security practices 2016 | 410-1 Security personnel trained in human rights policies or procedures | 51 | | | | |
| GRI 413: Local communities 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 89-91 | | | | |
| GRI 413: Local communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | 89-91 | | | | |

| GRI Standard/ Other Source | Disclosure | Location | Omission | | | GRI Sector Estándar Ref. No. |
|---|--|----------|---------------------------|---------|-------------|---|
| | | | Requirement(s) Omitted | Reasons | Explanation | |
| GRI 413: Local communities 2016 | 413-2 Operations with significant actual and potential negative impacts on local communities | 89-91 | | | | |
| GRI 414: Supplier social assessment 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 47 | | | | |
| GRI 414: Supplier social assessment 2016 | 414-1 New suppliers that were screened using social criteria | 47 | | | | |
| | 414-2 Negative social impacts in the supply chain and actions taken | 47 | | | | |
| GRI 415: Public policy 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | | | | | Softtek has no affiliation with political parties |
| GRI 415: Public policy 2016 | 415-1 Political contributions | | | | | Softtek has no affiliation with political parties |
| GRI 418: Customer privacy 2016 | | | | | | |
| GRI 3 Material Topics 2021 | 3-3 Management of material topics | 54-55 | | | | |
| GRI 418: Customer privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | 54-55 | | | | |

10.5

Sustainability Accounting Standards Board Content (SASB)

Table 1.

Sustainability Disclosure Topics and Accounting Metrics – Software and IT Services SASB Standard

| Topic | Activity Metric | Category | Unit of Measure | Codified Metric Code | Softtek's Answer |
|---|---|-------------------------|---|----------------------|------------------|
| | (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable energy | Quantitative | Gigajoules (GJ), Percentage (%) | TC-SI-130a.1 | 96-97 |
| Environmental Footprint of Hardware Infrastructure | (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 | 98 |
| | Discussion of the integration of environmental considerations into strategic planning for data centre needs | Discussion and Analysis | N/A | TC-SI-130a.3 | 94 |

| Topic | Activity Metric | Category | Unit of Measure | Codified Metric Code | Softtek's Answer |
|---|--|-------------------------|--------------------------------------|----------------------|------------------|
| 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 | 38-40 |
| | Number of users whose information is used for secondary purposes | Quantitative | Number | TC-SI-220a.2 | 9 |
| | Total amount of monetary losses as a result of legal proceedings associated with user privacy | Quantitative | Presentation currency | TC-SI-220a.3 | No one |
| | (1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure | Quantitative | Percentage (%) Number | TC-SI-220a.4 | No one |
| | List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring | Quantitative | U.S. dollars (\$) Reporting currency | TC-SI-220a.5 | No one |
| Data Security | (1) Number of data security breaches, and (2) percentage involving customers' personally identifiable information (PII), (3) number of users affected | Quantitative | Number, Percentage (%) | TC-SI-230a.1 | No one |
| | 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 | 38-40 |

| Topic | Activity Metric | Category | Unit of Measure | Codified Metric Code | Softtek's Answer |
|--|--|-------------------------|---------------------------------------|----------------------|------------------------------|
| 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 | 130 |
| | Employee engagement as a percentage | Quantitative | Percentage (%) | TC-SI-330a.2 | 132 |
| | 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 | 131 |
| 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 | No one |
| 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 | 38-40 |

Table 2.
Activity Parameters

| Activity Metric | Category | Unit of Measure | Codified Metric 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. |

10.6

Complementary tables

Table 3.3.1-1 Distribution of Softtekians by gender

| | Count | Percentage |
|-------|--------|------------|
| Men | 10,428 | 70% |
| Women | 4,490 | 30% |

Table 3.3.1-2
Distribution of Softtekians by professional category

| Category | Men % | Women % |
|----------------------|------------|------------|
| Presidency / C-level | 92% | 8% |
| Executive Director | 84% | 16% |
| Director | 74% | 26% |
| Manager | 62% | 38% |
| Leader | 62% | 38% |
| Specialist | 66% | 34% |
| Coordinator | 46% | 54% |
| Team Member | 71% | 29% |
| Subcontractor | 82% | 18% |
| Total | 70% | 30% |

Table 3.3.1-3
Distribution of Softtekians by country as of the end of 2024

| Country | Total | Men % | Women % | Nationals % | Foreigners % |
|---------------|-------|-------|---------|-------------|--------------|
| Argentina | 1,405 | 68% | 32% | 83% | 10% |
| Brazil | 803 | 74% | 26% | 98% | 2% |
| Canada | 16 | 88% | 13% | 13% | 88% |
| Chile | 11 | 73% | 27% | 0% | 100% |
| China | 296 | 53% | 47% | 99% | 1% |
| Colombia | 1,445 | 69% | 31% | 76% | 17% |
| Costa Rica | 52 | 77% | 23% | 88% | 12% |
| Spain | 1,766 | 66% | 34% | 91% | 9% |
| United States | 447 | 72% | 28% | 8% | 81% |
| India | 637 | 73% | 27% | 97% | 3% |
| Mexico | 7,373 | 71% | 29% | 96% | 1% |
| Paraguay | 29 | 52% | 48% | 90% | 10% |
| Peru | 584 | 76% | 24% | 97% | 3% |
| Uruguay | 17 | 100% | 0% | 12% | 88% |
| Venezuela | 37 | 51% | 49% | 97% | 3% |

Table 3.3.1-4
Distribution of Softtekians by age group

| Generation | Men % | Women % |
|-------------------------------|-------|---------|
| Baby Boomers (1946-1964) | 74% | 26% |
| Generation X (1965-1976) | 70% | 30% |
| Millennials (1977-1995) | 69% | 31% |
| Generation Z (1996 and later) | 72% | 28% |

Table 3.3.1-5
Distribution of Softtekians by ethnicity in the U.S.

| Group | Percentage |
|---------------------------|------------|
| White/Caucasian | 31% |
| Latin American | 43% |
| Black or African American | 13% |
| Asian | 12% |
| Two or more races | 1% |

Table 5.5.1.2-1
Reports by Topic

| Topic | Quantity | Percentage |
|------------------------|----------|------------|
| Harassment or bullying | 9 | 16% |
| Conflict of interest | 6 | 11% |
| Corruption | 2 | 4% |
| Information integrity | 1 | 2% |
| Respect among us | 36 | 65% |
| Use of company assets | 1 | 2% |

Table 8.3.3-1
Distribution of training hours by gender

| | Hours |
|-------|---------|
| Men | 240,444 |
| Women | 120,912 |

Table 8.3.3-2 Distribution of training hours by professional category

| Category | Men | Women |
|----------------------|----------------|----------------|
| Presidency / C-Level | 79 | 2 |
| Executive Director | 205 | 36 |
| Director | 954 | 237 |
| Manager | 12560 | 7898 |
| Specialist | 26,582 | 17,470 |
| Leader | 23,523 | 17,644 |
| Coordinator | 331 | 938 |
| Team Member | 176,209 | 76,687 |
| Total | 240,443 | 120,912 |

Table 8.3.3-3 Distribution of training hours by age group

| Age Group | Men | Women |
|-------------------------------|---------|--------|
| Baby Boomers (1946-1964) | 10,261 | 4,112 |
| Generation X (1965-1976) | 46,988 | 24,869 |
| Millennials (1977-1995) | 103,275 | 56,465 |
| Generation Z (1996 and later) | 79,920 | 35,466 |

Table 8.3.3-4 Total distribution of training hours by country

| Country | Men | Women |
|--------------|----------------|----------------|
| Argentina | 32,306 | 16,840 |
| Brazil | 3,972 | 2,676 |
| Canada | 253 | 1 |
| Chile | 909 | 981 |
| Colombia | 20,324 | 11,525 |
| Costa Rica | 1,311 | 626 |
| Spain | 16,557 | 9,030 |
| India | 11,502 | 5,315 |
| Mexico | 147,656 | 71,570 |
| Peru | 2,626 | 718 |
| Venezuela | 0 | 10 |
| USA | 2,742 | 1,486 |
| China | 150 | 130 |
| Puerto Rico | 135 | 4 |
| Total | 240,443 | 120,912 |

Table 8.3.3-5
Distribution of training hours by topic

| | Total in % |
|-----------------------------|------------|
| Business Skills | 2.1 |
| Business Value Case / Sales | 0.2 |
| Compliance | 16.4 |
| Customer | 1.0 |
| Language | 4.4 |
| Leadership | 8.5 |
| Methodology | 13.7 |
| Quality | 2.7 |
| SES | 15.2 |
| Softtek Process | 5.5 |
| Technology | 30.3 |

Table 8.4.4-1
Culture of Integrity in Numbers

| Topic | Quantity |
|--------------------------|----------|
| Total training hours | 2,936 |
| People trained | 3,289 |
| People in ethics courses | 1,724 |

Table 9.2.1-1
Annual Energy Consumption

| Year | Consumption in kWh |
|------|--------------------|
| 2018 | 3,331,919 |
| 2019 | 4,823,262 |
| 2020 | 2,189,455 |
| 2021 | 3,500,101 |
| 2022 | 4,986,351 |
| 2023 | 4,613,530 |
| 2024 | 4,038,168 |

Table 9.2.1-2
Energy consumption by site in 2024

| Country | Site | Energy (kWh) |
|---------------|-----------------------|--------------|
| United States | Dallas | 145,354 |
| Mexico | Aguascalientes | 534,502 |
| Mexico | Ensenada | 142,976 |
| Mexico | Monterrey | 1,079,443 |
| Mexico | Mexico City - Polanco | 43,026 |
| Mexico | Mexico City - Toreo | 207,891 |
| Argentina | Buenos Aires | 90,680 |
| Brazil | São Paulo | 188,651 |
| Chile | Santiago | 14,539 |
| Colombia | Bogotá | 83,705 |
| Peru | Lima | 26,059 |
| India | Bangalore | 455,350 |
| Spain | Madrid - Las Tablas | 31,871 |
| Spain | La Coruña | 48,878 |
| Spain | Llanera | 2,346 |
| Spain | Barcelona | 21,187 |
| Spain | Ávila | 9,462 |
| Spain | Córdoba | 16,401 |
| Spain | Madrid - Las Rozas | 887,981 |
| Spain | Segovia | 7,868 |

Table 9.2.2-1
Water consumption by site

| Country | Site | Consumption (m ³) |
|---------------|---------------------|-------------------------------|
| United States | Dallas | 539.33 |
| Mexico | Aguascalientes | 10,886.00 |
| Mexico | Ensenada | 356.00 |
| Mexico | Monterrey | 8,718.00 |
| Mexico | Mexico City - Toreo | 1,976.70 |
| Colombia | Bogotá | 428.80 |
| Peru | Lima | 118.16 |
| India | Bangalore | 3,000.40 |
| Spain | La Coruña | 627.00 |
| Spain | Barcelona | 118.50 |
| Spain | Ávila | 1.67 |
| Spain | Córdoba | 13.00 |
| Spain | Madrid - Las Rozas | 1,494.50 |

Table 9.2.2-2
Annual comparison of water consumption

| Year | Consumption m ³ |
|------|----------------------------|
| 2019 | 306,332 |
| 2020 | 165,621 |
| 2021 | 74,014 |
| 2022 | 28,455 |
| 2023 | 48,583 |
| 2024 | 28,278 |

Table 9.2.3-1
Waste Management

| Country | Recycling (kg) | Donation (units) |
|---------|----------------|------------------|
| Brazil | 34 | 92 |
| Spain | 828.52 | 56 |
| Mexico | 4,353 | 456 |

Sustainability Report 2024

Editorial Team and Contact



11.1

Editorial team

Corporate Sustainability Director

Fernando Nava Velázquez
fernando.nava@softtek.com

Editorial team

Flor Alicia Obregón Vázquez
flor.obregon@softtek.com

Mónica Zárate Fernández
monica.zarate@softtek.com

English version

Karen Lee Liedl
karen.liedl@softtek.com

Editorial and visual design

Elideth Paola Gutiérrez Rosas
elideth.gutierrez@softtek.com

With the collaboration of the Internal Communications teams

Leila Orsaria
leila.orsaria@softtek.com

Estefanía Puente
estefania.puente@softtek.com

Anahí González
angeles.gonzalez@softtek.com

Naomi Reyes
naomi.reyes@softtek.com

Verónica Herrero
veronica.herrero@softtek.com

Katya Hernández
katya.hernandez@softtek.com

With the collaboration of

Agustín de la Maza
Chief Solutions Officer

Alejandro Camino
Chief Marketing Officer

Arturo Marroquín
Global IT Director

David Rafael
Chief Talent Officer

Fernando Méndez
Chief Change Management Officer

Heriberto Murillo
Chief Financial Officer

Hilda Molina
Talent Development Director

Jaime González
Information Security Office Director

Jaime Palacios
Chief Value Discovery Officer

Luis Cuéllar
Executive Director of Risk Management and Compliance

Luis Revilla
Chief People Officer

11.2

Contact



Softtek®

-

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

Global Headquarters

-

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

Website

-

softtek.com

Sustainability

-

softtek.com/transcend

