Sustainability Report

2020

Softtek®

SUSTAINABILITY REPORT 2020

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Softtek

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"RESILIENCE REDEFINED"

2020 drove us to redefine resilience and discover a new meaning behind empathy.
Together, while a part.

Softtek

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A NOTE FROM
OUR CEO

Our passion to transcend

Without a doubt 2020 was a year full of many challenges in every possible aspect for people and companies, it was an unusual year that left us with loss and victories. Month after month we were put to the test and it gave us the opportunity to demonstrate why I always say that **Softtek was born to excel, not just survive.**

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I should start by recognizing all our operational support areas for their ability to empower 100% of our Softtekians to continue with their activities from home under the required safety measures in order to continue offering our services, but, more importantly, prioritizing our health.

Even without the certainty of knowing how long we would be in the **"new normal"**, we were capable of developing and implementing, in a timely manner, mechanisms that allowed us to continue operating while also maintaining a presence with our employees, keeping them up to date on the evolution of the pandemic, its impact and the measures we would take to stay ahead. I can't deny, as a service company, we were affected by the situation of our customers, since it interrupted the timing of our deliveries or completely diminishing them, challenging us to retain our people while they were getting reestablished.

We were able to do this by opening investment projects, finding a space to **innovate and create new proposals** and viewing every opportunity that opened up in front of a virtual environment that grew as the months passed by. We were able to continue with the integration of Vector in South America and Europe, consolidating this operation strengthens our presence in both regions and allows us to **add the talent of 3,000 more people**. We accompanied many of our customers in the creation of solutions that allowed us to digitalize their processes, both business and commercial.

We became **"Home office champions"** for our operational excellence and our quality-of-life model that now more than ever was part of our Softtekians, their families and friends. In addition, we shared with diverse companies from around the world.

I encourage you to read this report, it showcases our global capabilities, the best that we offer and the model that we take to market; the never ending effort to train, develop and promote our people; our commitment to the community; our firm belief to be one of the best companies in the world; our commitment to ensure that every Softtekian is an outstanding professional in IT and as a group, be excellent world citizens.

Now more than ever, I feel proud of every page within this sustainability report because it is evidence that in every corner where we have a presence, every single one of our **13,000 Softtekians** ensure that the Softtek flag flies high, which allows us to move forward in our tireless desire to continue to transcend.
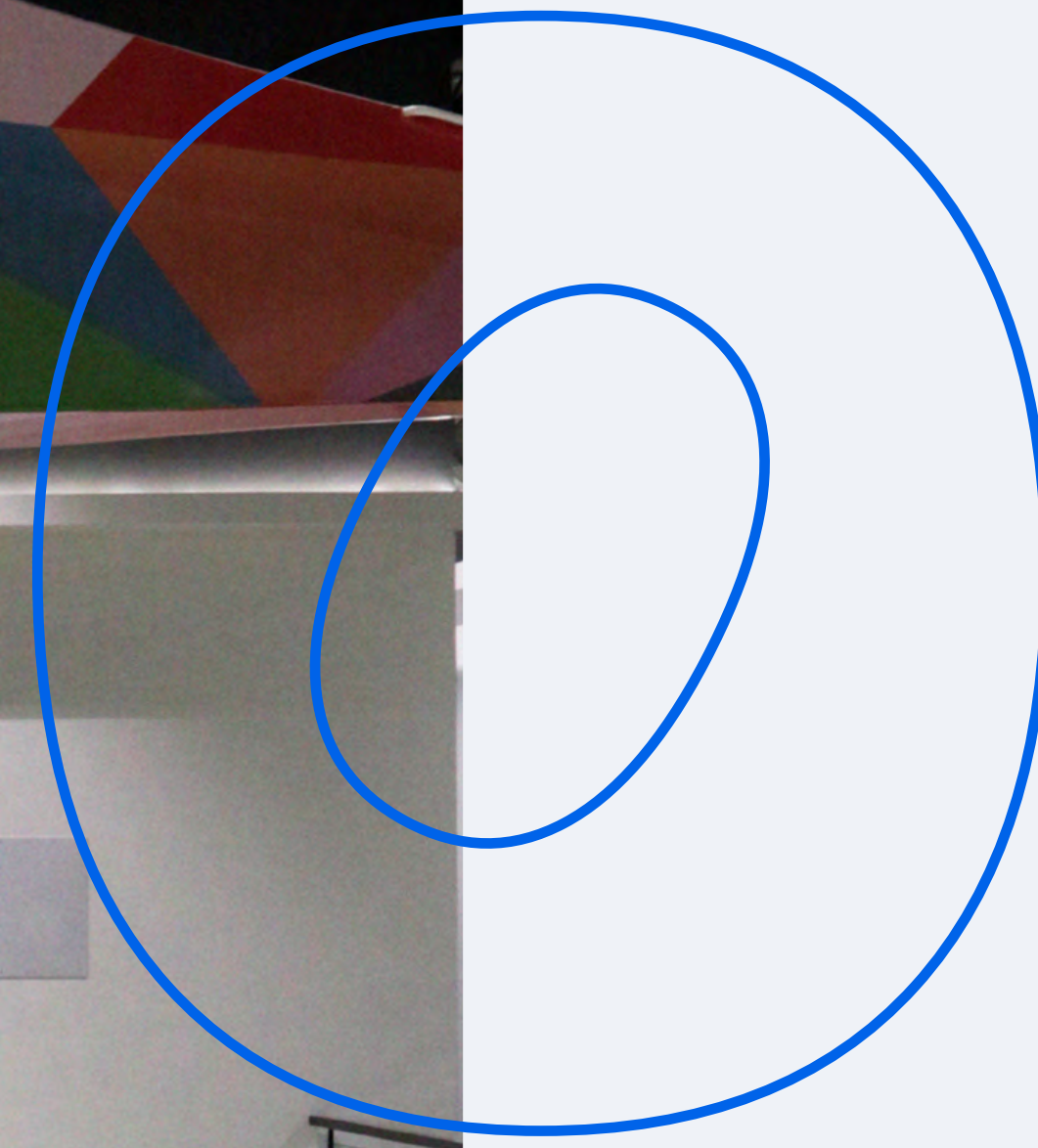
Sincerely,
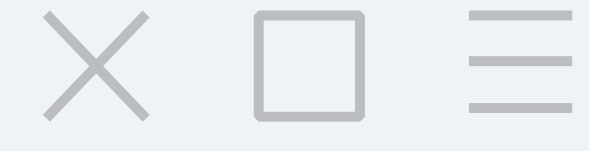**Blanca Treviño**

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01

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Profile of the organization

Softtek is a global provider of information technology and business process solutions with more than **38 years of experience** in the industry. Founded in 1982 in Monterrey, Nuevo Leon, Mexico, it is made up of more than **13,000 Softtekians** where together we generate value through our 30 offices located in Canada, United States, Mexico, Costa Rica, Puerto Rico, Peru, Venezuela, Colombia, Brazil, Argentina, Chile, Uruguay, Paraguay, Spain, France, Hungary, United Kingdom, China and India.

Every year is a constant challenge for Softtek. In 2020 we had the opportunity to adapt to the circumstances that were arising due to the global pandemic. While remaining agile we sought to stay close to our people, maintaining our customers operations, supporting them in this new normal and maximizing software value

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for the world. As an organization, our culture has always distinguished us, a unique culture that promotes agility, collaboration, entrepreneurship, and trust. This all revolves around an important key component that makes this possible: **the human element**.

"The way we respond to all the elements we can't control, is what makes us different and defines us. That could describe Softtek: Self determined."

- Alex Camino, Chief Marketing Officer

Today we are a more flexible Softtek, resilience and empathic. We have been able to find, thanks to our culture, a way to operate a company with a presence in several countries across many continents, during pandemic related situations, which were constantly changing: while Europe was improving, the United States was under a critical state and in South America and Mexico the situation wasn't clear. Softtek anticipated the circumstances, and we were able to continue our operations under any condition, given the maturity of our processes.

Additionally, we have found a way to balance our operation utilizing different digital platforms that cover specific needs including creating new ones for ourselves and our customers. **Without a doubt, we redefined resilience.**
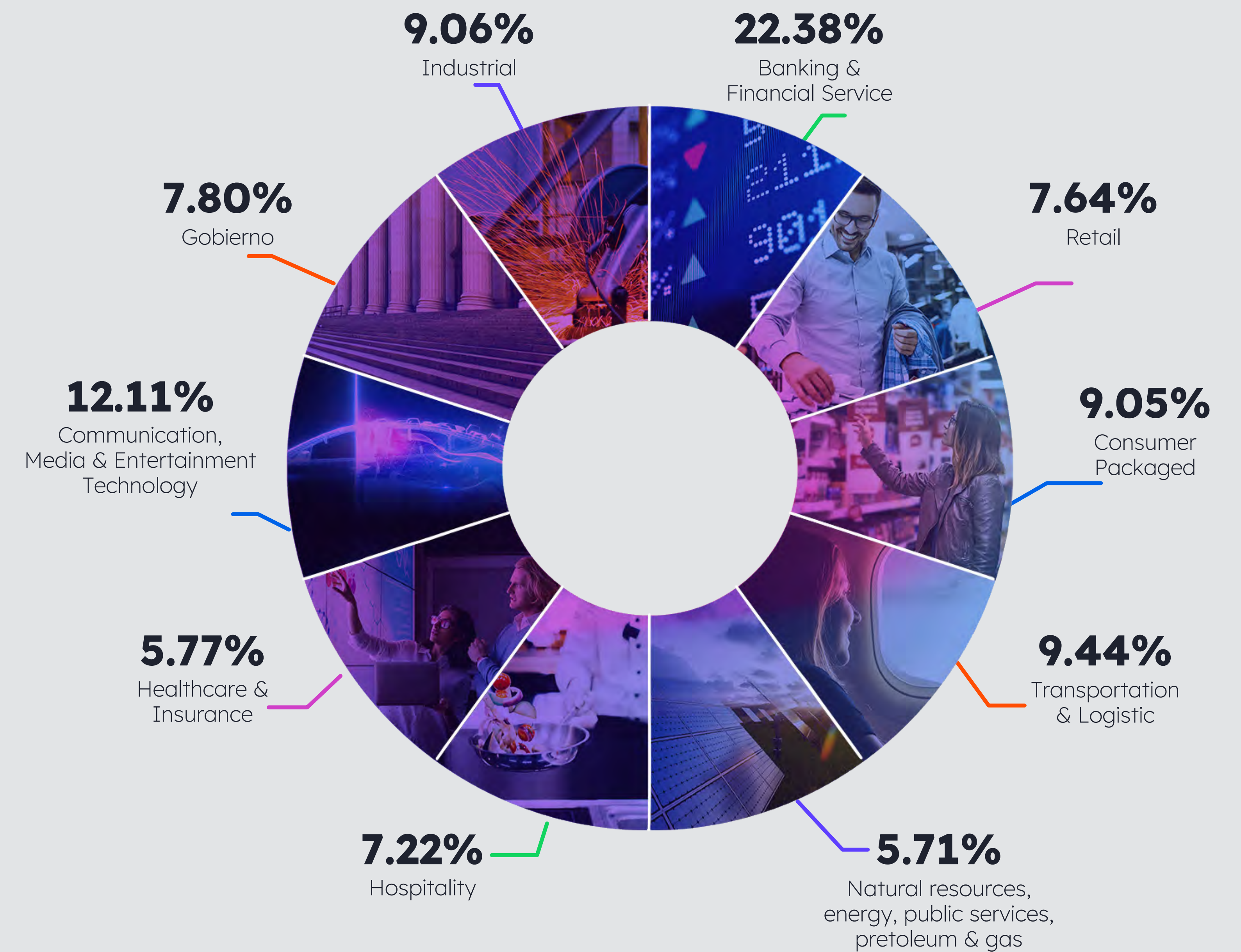
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Our Services

In an industry as competitive as ours, it is fundamental to be at the forefront and have broad knowledge about the industry we serve. 2020 represented a great opportunity to generate solutions that help our customers in their digital transformation. 2020 has been the intangible force that drove us to a better future.

Looking to keep people entertained and others connected, we enabled software that allows us to operate quickly in unforeseen circumstances which allows for rapid recovery to create and test digital environments in a context of operational intelligence.

We developed environments that are safe, we create amazing things with commitment and passion.

GRI 102-2, 102-6, 102-7, 103-1, 103-2, 103-3

OUR CURRENT OFFERED SERVICES ARE CONCENTRATED IN 10 SECTORS

9.06% Industrial

22.38% Banking & Financial Service

7.80% Gobierno

7.64% Retail

12.11% Communication, Media & Entertainment Technology

9.05% Consumer Packaged

5.77% Healthcare & Insurance

9.44% Transportation & Logistic

7.22% Hospitality

5.71% Natural resources, energy, public services, pretoleum & gas

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Services Catalog

TECHNOLOGY STRATEGY AND GOVERNANCE	COMMERCIAL PROCESSES	INFORMATION	PRACTICES	TECNOLOGY, PLATFORM AND INFUSTRACTURE
Laboratories and Digital Infrastructure	Customer experience design and engineering	Advanced business analytics (statistical models)	Development of modern applications (μSvc, API, Móvil/Receptivo, WCM, APIs cognitivas)	Consulting of architecture and digital platform
Consulting for Digital Habilitation	Cognitive Automation	Cognitive Analysis (machine learning)	Application modernization	Adoption of the cloud
Architecture of digital enterprisel	Robotic processes automation	Commercial Intelligence	Life cycle of industry-specific solutions	Architecture of the cloud
PMO & PMaaS	Business processes digitalization (BPM/BPA)	Information management	Life cycle of unified business solutions	Enabling data center
Implementation of IT processes	Internet of things in business	Operational intelligence	Agile business development	Orchestration of the cloud
IT digital Governance	Intelligent Provisioning (BPO)	Database management and storage	Application development	IT infustracture management
Digital security and risk mitigation			Quality control and application validation	
Management of telecommunications & cloud costs			DevOps	
			Application management	
			Reliable engineering	

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Awards
and recognition

2020 was a year filled with challenges, not only for Softtek, but for the entire world. We have strengthened our talent to support digital transformation and maintain the well-being of our talent which makes us feel very proud. During 2020 we were accredited with different certifications, awards and acknowledgements that promote us as industry leaders

CMMi V2.0 Level 5

TMMi Level 5 Recertification (1/13 companies in world w/ status)

Major Contender in Everest Group's Cloud-Native Application Development Services PEAK Matrix® Assessment 2020 Best Companies 2020 "The place where everyone want to work" (#7)

BreakFriendly 2020, Top Companies, "Building the ideal place to work"

Recognized by the Council of Welfare and Health in Mexico and the Distinctive Healthy Responsibly OSR MR Organization at level 6 of

Socially Responsible Company

"We are proud to have received recognition, especially when the global market and many customers belonged to the different sectors that were effected in 2020 due to the COVID-19 pandemic".

- Blanca Treviño, Presidenta & CEO

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Consejo Directivo

Blanca Treviño
Presidenta & CEO

Miguel Saldívar
MD Retail

2020 was an unprecedented year, filled with great challenges and big opportunities to reinvent ourselves, especially to dramatically accelerate digital transformation. We had retailers who were prepared, who emerged stronger from this crises because they had an advanced customer experience process, seeking operational excellence, leveraged by technology. This experience differentiates us in the industry and allows us to create a digital platform that enabled our customers to successfully execute their sales operations.

Carlos Méndez
MD High Tech, Telecom & Media

I am very proud of how Softtek took care of the health of all Softtekians and how we mitigated the impact of our customers operations

We excel to grow & evolve as a company

Luis Revilla
Chief People Officer

During 2020 I witnessed a Softtek that is resilient, very human, and very flexible. and also, very empathic. We are a company made up of people, in every moment the health of our talent in all aspects was prioritized

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Fernando Méndez
Chief Shared Services Officer

Softtek is an organization made up of unique talent, that grows against unimaginable challenges like the pandemic. Despite knowing this, I still am surprised at the velocity, determination, empathy, creativity, and fellowship with which each one of us carries to have the strength to overcome the challenge that 2020 brought and really excel and continue to grow and evolve as a company.

Presence in
19 countries

Mauro Mattioda
MD Utilities, Agroindustry & South America Market

Vertical Natural Resources Implemented its 2020 Business Plan with over-compliance for the first semester and a slowdown during the second half that delayed growth projections according to plans. For the oil crises, the vertical was able to adapt to the circumstances of the pandemic, virtualizing 97% of its services and maintaining optimal services levels. The markets that performed best were those of South America, where the vertical has a more diversified customer portfolio. Without a doubt the segment that saw most growth was utilities, an industry where the vertical concentrates its efforts, securing various new customers and the start of new projects. There was recovery at the end of the year for several sectors, especially in the steel and energy industries, closing the year with good expectations for 2021, where we renewed and the agro-industry which was largely reinforced.

Agustín de la Maza
Chief Solutions Officer

2020 was a year of tremendous development for Softtek in many aspects. We activated our operational contingency mechanisms, which allowed us to demonstrate the maturity of our processes and how our operational capacity is resilient.

Softtek responded a lot faster to environmental changes than what we thought possible. And not just that: it also helped customers to start operating under a different context that what we anticipated.

Juan José D'Alessandro
MD Healthcare & Insurance

Resillient,
human & flexible

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2020 was an extraordinary year in many ways. Not only with the agility with which we responded, but we continued our operations and those of our customers from around the world, however it connected us differently. Interestingly, virtual interactions brought us closer together and generated more empathy that what we expected. Our vertical structure largely aided us in having a main contact and to remain close with our different customers.

Having the possibility of MDs to focus on our respective verticals, helped us to better understand the impact of the pandemic on their industry allowing us to help identify opportunities arising from the new environment in 2020, but especially to make the most of the upturn in their business.

Beni López
MD Indutrial & US Market

Carlos Delgado
CEO EMEA Market

2020 has been a disruptive turning point for all businesses. Being able to maintain and strengthen the relationship with customers and employees from the first moment is a great challenge, but we affirm that we stayed by them despite the physical distance, it was achieved and continues, thanks to a strong technological deployment with solid IT infrastructure.

In addition to having the tools to do so, the entire organization made the commitment with great determination and fantastic attitude. In terms of opportunities, it is true that the health crisis has accelerated digital transformation for organizations, which has led us to intensify our accompanied work and guide customers through this exciting journey. At the same time, we have become known as the ideal technology partner for new customers. We have adapted to the needs of the market, modifying our services and in 2020 we have been a lever for transformation always putting people's health first, preserving everyone's job and maintaining the level of service to our customers on the pillars of innovation and internal talent.

In 2020 Softtek once again knew how to adapt to emerging change, structurally and globally creating the mechanisms to keep us connected and productive with our customers and employees. The speed of reaction, the persistence to adapt and the organization's commitment to transcend, allowed Softtek to remain solid and relevant. In the aftermath of the pandemic crisis and the reopening of human interaction, in the next following years we will experience important environmental changes: economic, political, social, and technological among others, that will expose us to unprecedented opportunities. Our preparation, dedication, and willingness to transform will allow us to rapidly grow individually and as an organization. Let's embrace change.

Eduardo Guerrero
Chief Sales Officer MD
Government Sector

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+13,000
employees

David Jiménez
MD CPG

Reflecting on 2020 forces us to see it initially from a personal perspective before professional. It was a year were, despite great uncertainty we adapted and reinvented ourselves. In terms of business it wasn't much different. It was impressive for Softtek and was motivated by pride, our Council made the decision to not make reports about our employees.

This is exactly reflected in our customers, we sought to remain close to them by being flexible when necessary. We demonstrated this empathy that has always characterized us, ensuring that our relationship as strategic partners remained strong with our customers.

The COVID-19 pandemic tested our capacity to respond as a society to totally new and unknown situations that affected our health and integrity and of course Softtek was no exception. We made it clear that our mission of " Creating value through Technology" is part of our business DNA in this global context. We were able to maintain the operations of our customers, no matter the industry or sector- Financial, Governmental, Commerce, Industrial, Transportation, Hospitality, among others, always safeguarding the integrity of all the people who make up Softtek.

I am extremely proud of having seen each and every member of Softtek give the best of themselves so our customers could maintain or increase their business value, always prioritizing the health of everyone as a team and feeling the urgency that the situation warranted.

Roberto Montelongo
Chief Operating Officer

Doris Seedorf
Chief Corporate Development Officer

The largest challenge that we had to face in 2020 was trying to remain close to our people despite the physical distance and we achieved it by applying our culture and resilient charter.

We were capable of adapting to new requirements that our customers had, accelerating the digital transformation we are experiencing as a result of the emergence of COVID-19. I acknowledge the commendable commitment of all Softtekians, our commitment to the health of everyone and our commitment to the service we provide to every one of our customers that were unaffected despite the disruptive nature of this pandemic.

We helped our customers to work under a different circumstance than what we anticipated.

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GRI 102-15

15

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Carlos Funes
MD BFS & Mexico Market

In 2020 we were faced with one of the most complicated situations that we have had to live through. From the start, in Softtek it was clear, in the wake of an emergency, our commitment as an organization was huge. We had to ensure the continued operations of our clients, while prioritizing the health of more than 13 thousand employees. In the Banking and Financial services sector, the demand was huge, because the companies in this sector are essential for the function of any economy with the demand to operate in highly secure environments.

At Softtek we had plans, processes and protocols that helped us to get ahead of the situation, while continuing to enable digital evolution accelerated by our customers and maintaining our people safe, operating from their homes in more than 95% of cases.

I am proud of the discipline with which we faced during this unprecedented situation that without a doubt is largely
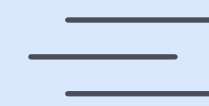
Ricardo González
MD Hospitality

I feel proud because we were able to take care of our people and help our clients overcome the extreme circumstances for their business. 2020 allowed us to show the best of ourselves.

due to our culture, which is based on resilience and the self-determination of every single person that makes up Softtek, who in every moment demonstrate their belief to these values and their commitment to the organization and our customers.

Thanks to them, again we transcend. We demonstrate our capabilities and world class talent. Now more than ever, it is an honor to be a Softtekian.

Softtek has demonstrated its resilience during difficult times throughout its history and the year 2020 was no exception; yet again, when faced with adversity and uncertainty we were able to quickly adapt and continue our services to customers without any disruption. At Softtek, together we learned to confront these new challenges and collaborate and coexist in a different way, that without a doubt helped us be stronger and test our resilience against adversity.

These new challenges also helped us to discover new opportunities to continue growing both individually and as a company. I feel very content to be able to work with such talented people and together continue leading our industry.

Melik Hernández
MD Transportation & Logistics

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Heriberto Murillo

Chief Financial Officer

It was a complicated year where we had to learn to work together despite the distance. A challenging year because protocols had to be developed which had an economic impact on the company and investments had to be made to enable remote work. and ensure the same level of service to our customers.

Simultaneously challenging, because many customers in the industries most affected by the pandemic, needed our empathy and support because their operations had decreased and not only were we empathic, but we also supported them financially by offering better payment terms and temporary discounts.

Despite all of this, the objective of the company was to maintain our labor force and minimize the exit of personnel even when there was a decrease in the number of projects.

If we look at the situation across all the markets where we have operations, we saw a 15-22% reduction in projects depending on the market. All of this was happening while trying to ensure an economic outcome that would enable us to meet all our stakeholders' commitments
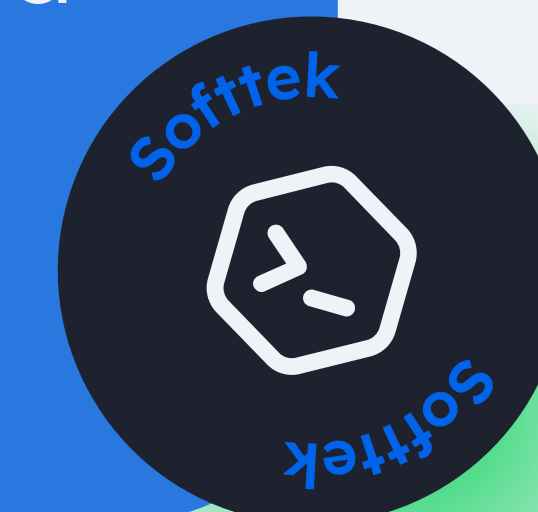
Alejandro Camino

Chief Marketing Officer

For Softtek, the year 2020 had 3 stages: reaction because it was extraordinary how we responded with anticipation to what was happening; adapting, to this new way of working; evolution because we discovered that we can create solutions that are now ventures for the future.

It was a year, that despite great uncertainty, we adapted and reinvented ourselves.

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Sustainability Strategy

Sustainability Strategy

Sustainability is the driver of business success, and a positive force for bringing about change. Maximize the value we create through technology, to achieve a positive impact on People, Prosperity, and the Planet.
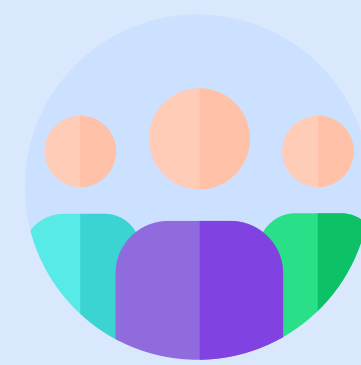
People – Our people
We create an inclusive environment that will enable a diverse group of people to grow and achieve a balance between their personal and professional lives.

Prosperity
Strive to contribute to social and economic well-being.

Planet
We believe technology is the path to an environmentally sustainable future.

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Value Generation Model

Our model has six key components that we consider essential in order to have successful relationships with our customers, projects or engagements. The six components are:
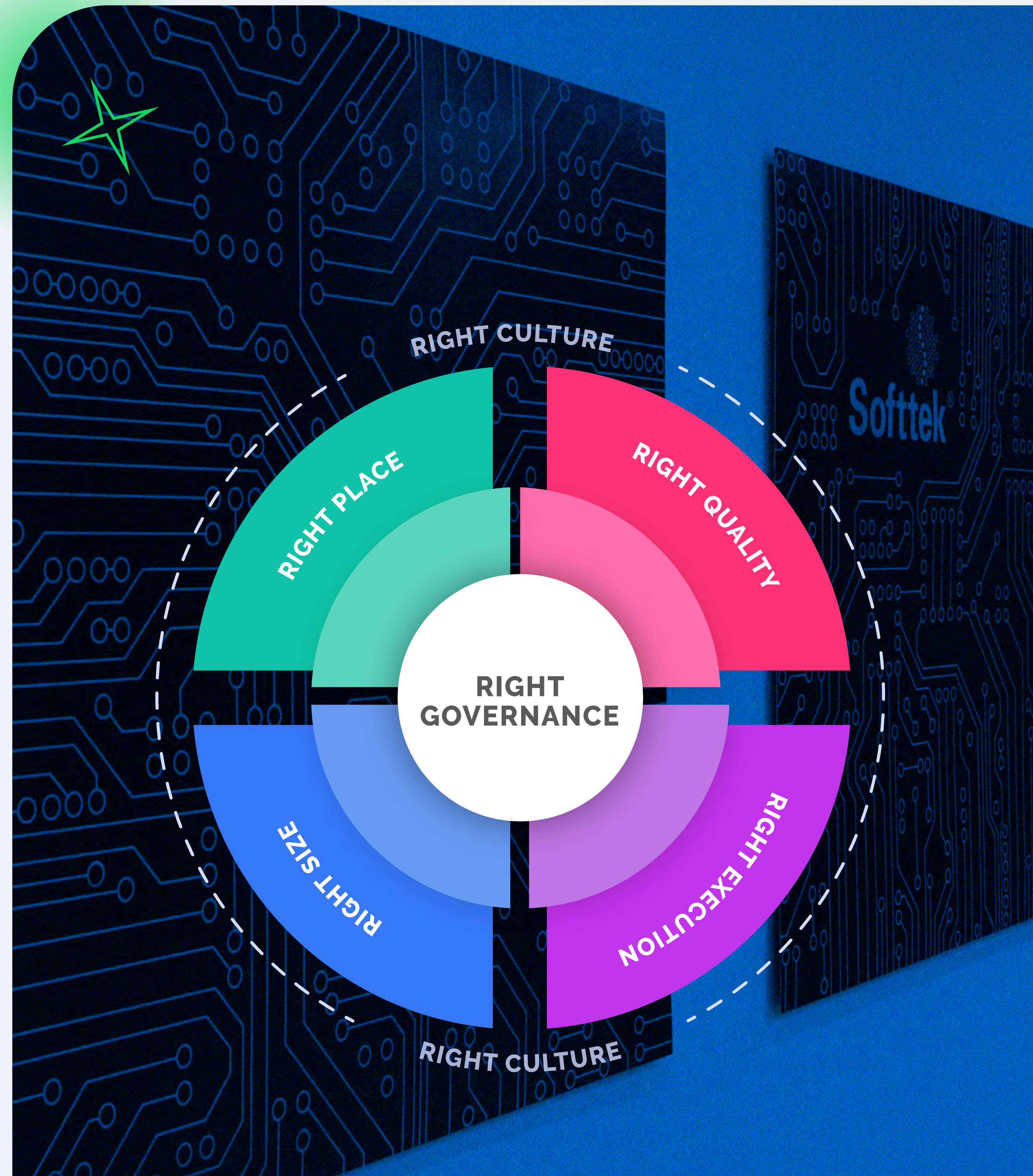
Right Culture
We believe in creating a valuable environment with focus on results and efficiency, as well as a culture that rewards action-oriented behavior.

Right Governance
Good governance requires us to identify key performance indicators for each business by designing what are called Design for Six Sigma (DFSS) principles, an effective strategy for change management and a series of processes that make performance more predictable according to Six Sigma, CMMI or ITIL guidelines. Softtek automates processes and metrics through digital control panels that offer key data for measuring business performance and continuous improvement.

Right Size
We need to have the right number of people with the right mix of skills. At Softtek we do not believe in simply re-assigning or re-locating as a first option First, we identify the customer's business goals, and then we put together a team with

GRI 103-1, 103-2, 103-3, 417-1

Softtek

the right size and skillset--regardless of whether this requires reassignment or relocation.

Right Place

Labor arbitration is an important tool for cost reduction, but often, a recipe for failure. We believe that equipment allocation should be determined by performance, regulation, geopolitical mitigation factors and risk and not only on the work site. Our onsite, onshore, nearshore and offshore capacities enable us to offer the best options regarding assignment.

Right Execution

Outsourcing contracts typically offer initial savings, however, over time they tend to impact its reach, increasing costs. Our approach optimizes results and ensures operational stability throughout the life of the contract.

Right Quality

We believe that quality must be assessed in relation to business performance. Our quality assurance metrics guarantee monitoring by level of service, lean Six Sigma processes and consistency with the end results.

GRI 102-10, 103-1, 103-2, 103-3, 417-1

Sustainable business evolution

2014. » Automation, not a new line of business, but one that we exponentialize everywhere.

2015. » The only company in the world to earn a perfect rating in the **TMMi** evaluation

2016. » Innovation management in CBF monitored services and development of Value Flows.

2017. » Opening of a research center in Barcelona for **Smart Energy Management Solution**s.
» Launch of the **FRIDA** automation platform and **DIEGO** digital accelerator portfolio.

2018. » Open Labs, taking advantage of our Innovation, Excellence and Specialization Centers.

2019. » Integration with **Vector ITC**, expanding our operations in Europe. Additionally, we started our verticalization process at a global level to improve our service quality.

2020. » Investment for the creation of intellectual property and automation to develop digital solutions. Consolidation of the Verticalization strategy.

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The pandemic and our capabilities

The sanitary situation and the world economic impact affected our customers. **Keeping them close, helping them react and mitigate negative impacts to their operation**, apart from accelerating their digital transformation. The pandemic also allowed us to maximize our capabilities as an organization. In the case of our customers who were greatly affected, there were constant cancellations, and the scenario became worrisome.

The necessary measures were taken by committing ourselves not to have job losses over this cause, we continue to hire talent, but we also had to let others go as part of our natural processes. During 2020, not a single dismissal due to COVID-19 was made and we maintained normal operations, which allows us to stay on track and be the software of the future.

For Softtek, conserving our Softtekains is fundamental. Like we have already stated, we are a company filled with talent and that is why we decided to invest in a big gamble for the future: generate intellectual property and lead the production of services we bring to our customers in an accelerated way.

With that, we will create solutions like **Digital Sales Service**, a platform that helps customers start their online sales as soon as possible and allows them to implement all the logistical changes they need to operate their online sales, more than in person sales like how they normally operate. Concepts like **Customer Revenue Optimization** were created, that allow us to identify how we can improve the price of our products, what offers we can include, how to effectively promote and other sales process elements.

We invested in our **FRIDA** (Framework for Intelligent Digital Automation) platform to create more automation scenarios. The pandemic allowed us to accelerate this gamble for the future of Softtek. Additionally, the need to implement digital capabilities became more relevant to our customers which opened the doors for many other customers and allowed us to generate options to begin other types of development, which before would have taken more time to initiate. Everything related to digital development capabilities began to take greater relevance.

The pandemic and it's impact allowed us to accelerate the digital transformation of out customers wich allowed us to meximize our capabilities as an organization; the pandemic was an oppotunity.

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How we achieved it

Maximize our capabilities and generate value for our customers during the pandemic wouldn't have been possible without counting on a robust world class technological infrastructure. Mobilize more than **95% of our Softtekians** in two weeks to work from home was no easy task, but we were prepared for this change, and we were able to do it in an agile way thanks to our straightforward processes and all the experience gained throughout the years, staying one step ahead in technology.

In the area of Technological Infrastructure, we have two processes that allowed us to mobilize successfully: first **Continued Services**, that support the services we provide so that the projects can operate and under these circumstances not be affected.

The second was **Resource optimization**, which resulted in a greater number of activities using the same people and resources. New tools were implemented for processes such as information security for computer equipment, since previously it was necessary to do it in person and evolved to do so remotely, with zero possibility of any hacks. Maintain communication between Softtekains and have digital nearness was a great challenge that was surpassed thanks to the Microsoft applications that we operate with and above all for the different functionalities previously released for Softtek.

This is because we are a major partner for Microsoft. We participate in their pilot programs that help them to test these functionalities and Softtek to elevate our level of operations.

GRI 103-1, 103-2, 103-3, 416-1

+2 horas
of audio use per employee per day on average.

Commitment and customer satisfaction

The digital solutions that we offer are accompanied by quality experience and a high level of service during all the stages and interactions with our customers.

With this, we increased our presence which allowed us to identify in a timely manner any need or requirement and that way stay one step ahead and without a doubt, during 2020, this was fundamental for Softtek, as we continue

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to accompany our customers at all times in their rapid digital transformation. Our **Customer Satisfaction** process **achieved a response rate of 70%** and expanded our scope of markets in Mexico, United States, Spanish South America and included the implementation of Brazil. We ensure good satisfaction procedures through three audits that evaluate the process, they are: **CMMI, ISO2000 and ISO20000**.
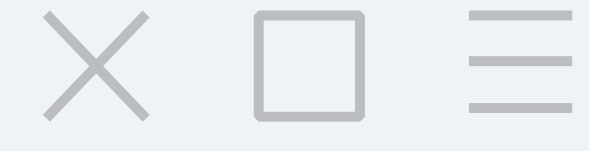
MARKET	RESPONSES	C-SAT*
Argentina and Spanish South America	101	4.07
Brazil	99	4.00
Europe	40	4.45
Mexico Central America	579	4.06
United States and Canada	803	4.38

*C-SAT refers to the average rating obtained from the satisfaction process on a scale of 1-5 stars

PRACTICE	RESPONSES	SCORE C-SAT*
AMS	303	3.37
APP DEV	192	4.32
Business Consulting	2	4.00
BPO	19	4.44
Digital	105	4.41
ERP SAP	71	4.39
Information Management	14	3.99
Information Security	56	4.68
ITIS	261	4.33
Multipractice	12	3.53

*C-SAT refers to the average rating obtained from the satisfaction process on a scale of 1-5 stars

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GRI 103-1, 103-2, 103-3, 416-1

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Privacy and cybersecurity

The possibility to mobilize employees to a remote work environment, with a constant flow of information, was successfully achieved by having policies, processes and trainings focused on information security involving all Softtek employees equally.

The **Office of Information Security** constantly seeks to reduce security risks, keeping the organization in line with the best international standards in the field, with a solid security policy, adequate processes and good practice.

All of it is reviewed by the **Security Committee**, who determines the corresponding changes to have them remain at a high level and ensure modifications are aligned with the new strategies of the organization.

All changes and adjustments are communicated through training like **Security Awareness**, which is mandatory for every Softtekian.

There are different trainings about security topics that have different focuses, for example in leadership, private

data, security services and banking product information management services, among others. The adjustments in our processes for the new working environment were minimal due to our procedures in place for the protection needed when someone works from home; furthermore,

Softtek

GRI 102-11, 103-1, 103-2, 103-3, 416-1

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the **BCP (Business Continuity Plan)** was established, a global project that was activated in all the headquarters around the world when the pandemic started.

It took a major effort to have people work from home, but we were successful. The adjustments made were mainly those related to the activation of an agent named **Desktop Central**, installed in all computer equipment, to monitor them remotely and with it we can protect the equipment, update software and detect unauthorized software. The most important adjustments had to do with **onboarding and offboarding**, specifically in the handling and receiving of computer equipment.

Additionally, trainings and communications were carried out regarding best practices to use while working from home. Our **Information Security Systems – ISMS,** better known for its English acronym– are aligned with the **ISO 27001** standards and by being certified in this management system, which is the most recognized by the security industry, we ensure its compliance.

The Security policy is based on the **ISO 27002:2005**, which serves as a guide to good practices to implement information security controls.

Continued operations

We have a three-tier continuity plan: The first is the **BCP (Business Continuity Plan)**, it allows us to continue operations with the necessary infrastructure. The **DRP (Disaster Recovery Plan)** is determined by location and establishes accesses and the use of our physical infrastructure in the event of a disaster. During 2020 at this level, all health protocols established by the corresponding agencies were implemented.

The second level consists of projects and accounts. We have a format for each of them where their corresponding actions are established depending on each level and is utilized during many types of crises, such as the pandemic. The third level is related to Staff operations, every area is responsible for generating them, having their team understand, maintain, and present it during audits.

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GRI 102-11, 103-1, 103-2, 103-3, 416-1

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Innovate to Transcend

2020 was challenging for operations and innovation. We took advantage of the situation to transmit our experience and our capability to our customers.

We became more aware of our capability to be creative, for our capacity to innovate under a circumstance that has such a large impact like the pandemic and under this context we launched a series of investment projects to create solutions and products that were focused on supporting our customers to resolve this unforeseen situation, this very serious contingency.

We began investment projects that allowed us to demonstrate the philosophy and evolution in Softtek as a way to contribute to society.

Resilient

We developed a product called **Resilient**, a digital platform to track and monitor a healthy workplace. With it, well-being protocols for employees are easily defined and implemented, through an open platform that utilizes digital Passports as a central piece to administer schedules. Access control, health monitoring and contact tracing capabilities. With this program we can:

» Manage the capacity of facilities to comply with social distance protocols.
» Identify and protect employees who are at risk.
» Easily connect with systems and existing data sources.
» Integrate biometric devices, thermal scanners, CCTV among others.

This application has allowed us to contribute to society and demonstrate that with technology we can also take action in the wake of an emergency.

diego
resilient
BY SOFTTEK

Softtek

GRI 103-1, 103-2, 103-3, 417-1

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Digital Sales Services

We create solutions that adapt to a context of greater urgency, for example, enable digital channels for businesses. That is why we created **Digital Sales Services**, a platform to enable e-commerce that includes selling points, mobile platforms to sell and the mechanisms that connect to the logistics process and delivery of merchandise.
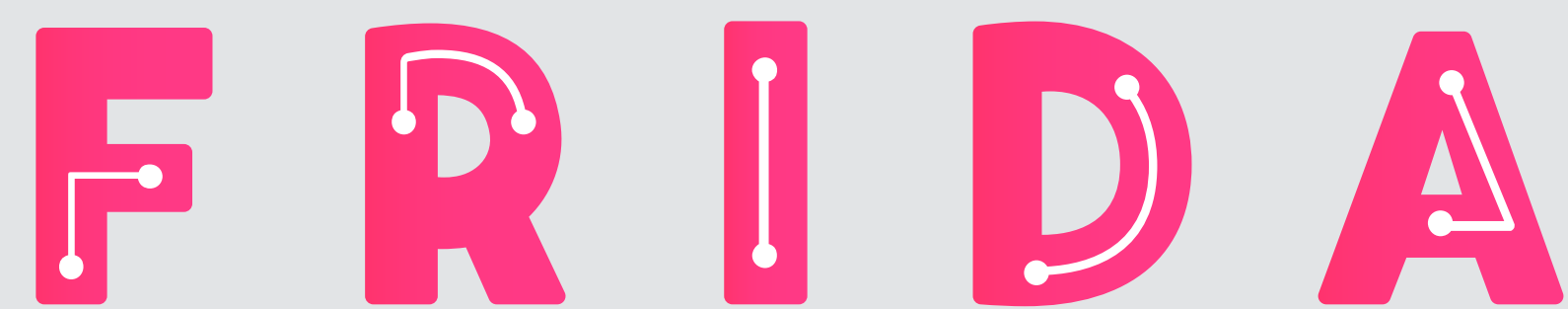
This is a new business model for Softtek, we now offer, apart from technology services, solutions that our customers can adapt and transform their commercial processes in an agile way. In 2020, our customers, society and Softtek learned that we can come out stronger using innovation -despite a global pandemic- which brought about a great evolution in investments and the creation of intellectual property.

FRIDA

We generated a version of **FRIDA**, that utilizes artificial intelligence, to design test runs; we created products that enable automatic code generation to accelerate application development; we made the second version of our cognitive automation platform also called FRIDA, to automate business processes

"In 2020, our way of innovating accelerated our maturity, we were obligated to evolve. The philosophy of innovation. -this method of innovation- is something that will be permanent and is very valuable for the future".

- Agustín de la Maza, Chief Solutions Officer

FRIDA
FRAMEWORK FOR INTELLIGENT DIGITAL AUTOMATION

02

SUSTAINABILITY REPORT > SOFTTEK > 2020 +

SOCIAL STANDARDS

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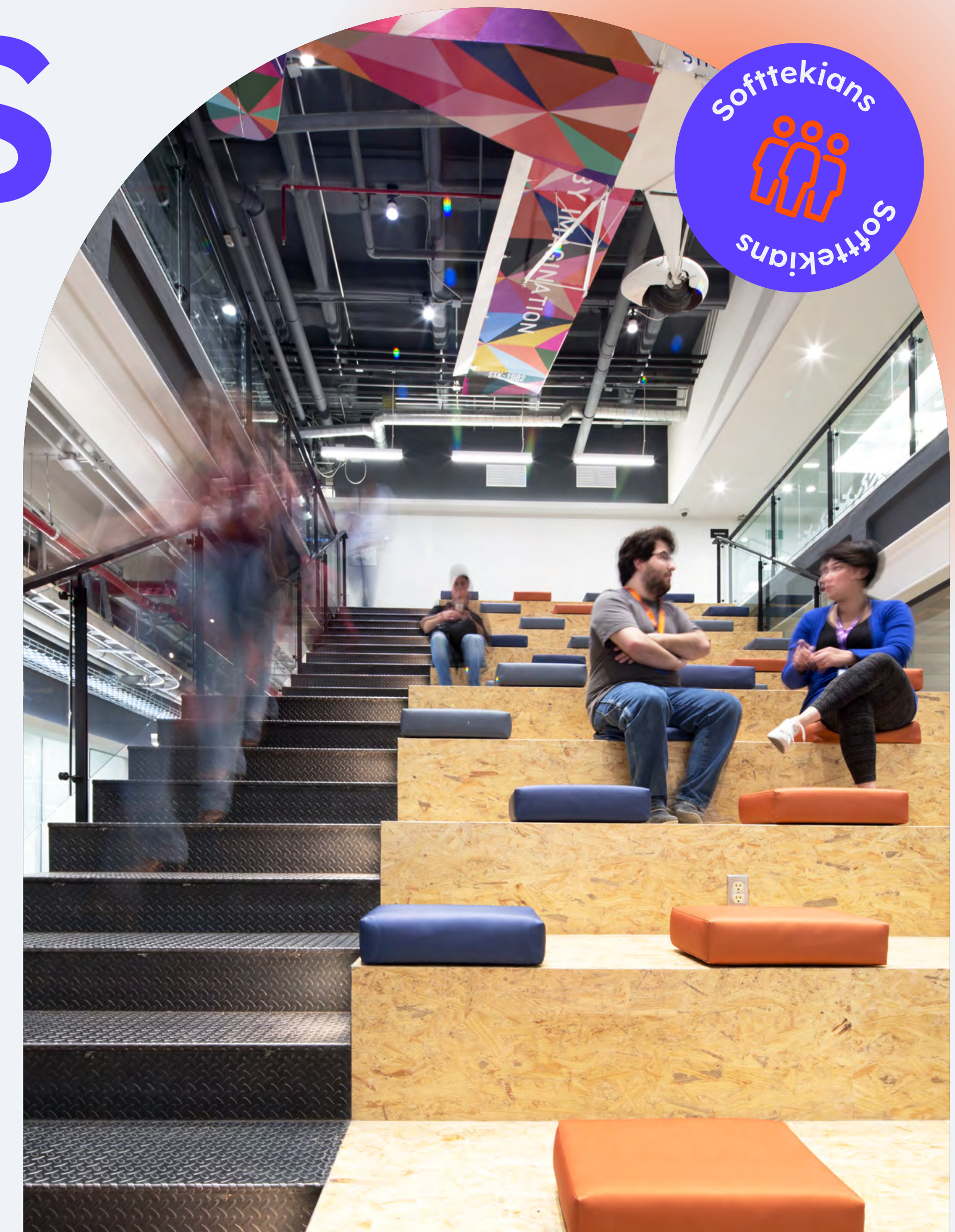
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SOCIAL
STANDARDS

Softtekians,
our main force

**"During 2020, Softtek was empathic, resilient, flexible and
human towards our Softtekians".**

-**Luis Revilla**, Chief People Office

In 2020 our agility was manifested: we adapted to situations as they came
and faced them. We were very empathic, we understood one another, and we
wanted to stay near despite the distance. This year brought on many challenges
that we were able to confront in a positive manner thanks to the unique way
we do things, to create our environments, create our way of coexisting and
collaborating: our culture transcends beyond digital.

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GRI 103-1, 103-2

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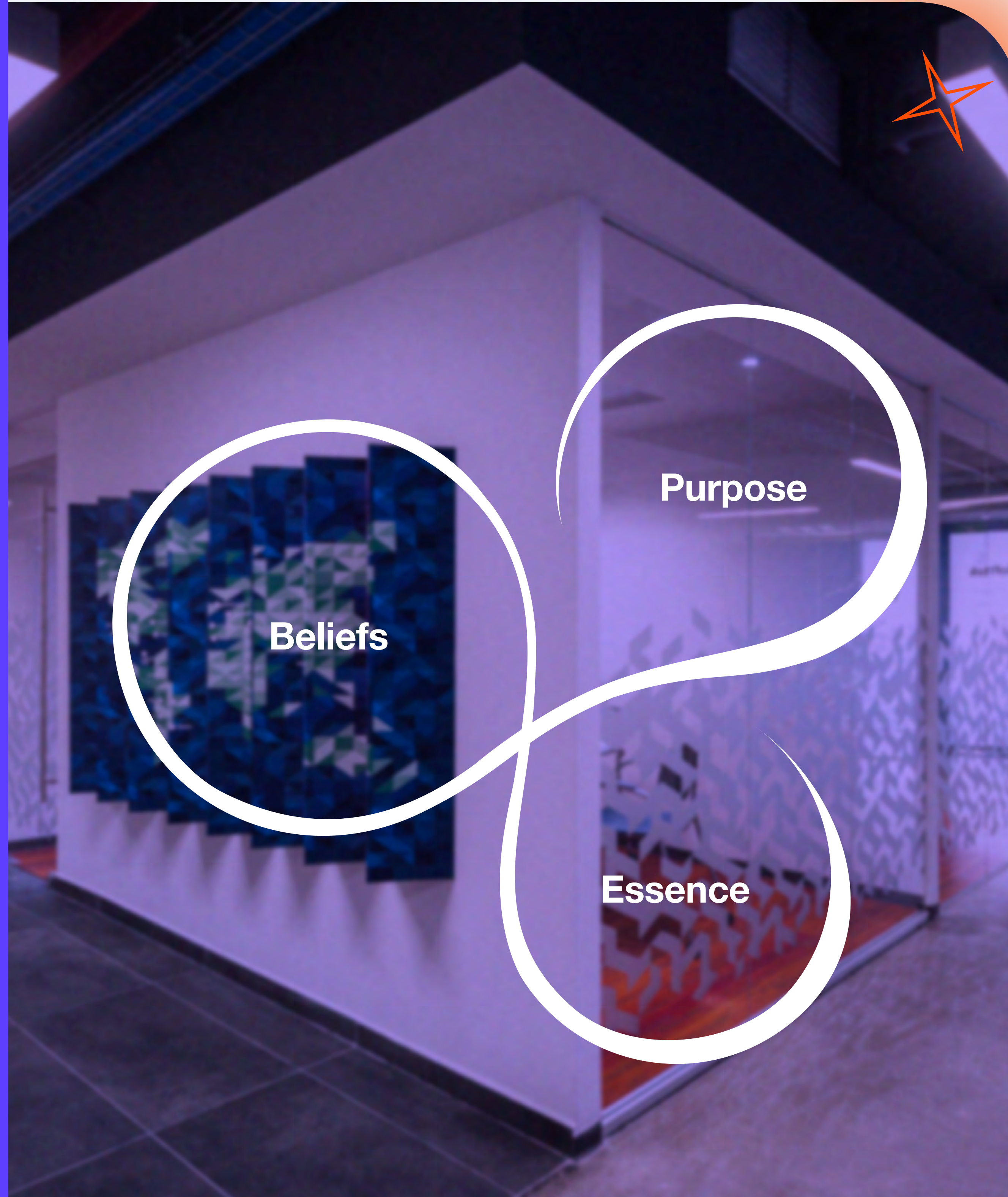
Cultural Platform

As Softtekians we have a unique organizational culture that distinguishes us. We had a different way of working during 2020 and we reinforced our essence which is to transcend, constantly seeking to excel, not just survive. This crisis made us stronger and more creative, we extended our newfound value to our customers, communities and to ourselves, understanding that self-determined and talented people, under the right environment, create amazing things. This is backed by a unique corporate culture that is people-centered:

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

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

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

Purpose

Beliefs

Essence

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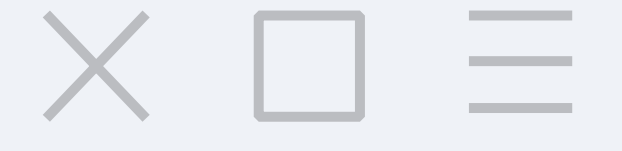
Leadership culture

At Softtek we have a **distinctive leadership**, where even our customers stand out as one of our differentiators. Our culture pushes us to be committed, flexible, open, act responsibly, be honest, congruent and our platform and our leaders reinforce it every day.

In 2020 our leaders where empathic, understanding and listened to the needs of our work teams, we stood in solidarity, beyond and we were committed. Numerous work teams got sick with COVID-19 and during their recovery, they gave more effort to cover the absences, so we highlight our leaders, who followed through with the commitments to our customers, without overlooking the health of our Softtekians.

13,772
Softtekians

Workforce

Distribution

Softtek's most precious asset is its talent. During 2020 we grew our number of employees, now we are more than **13 thousand Softtekians** building trust with our customers all around the world:

HEADCOUNT 2020	
END OF 2020	**13,772**
Men	71.39%
Women	28.40%
BY REGION	
South America	**2,542**
Men	68.73%
Women	30.29%
North America	**8,383**
Men	72.09%
Women	27.91%

GRI 102-7, 102-8, 102-8, 405-1

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Workforce Workforce

Europe	1,713
Men	65.50%
Women	34.49%
Asia	**713**
Men	73.07%
Women	26.93%

Turnover

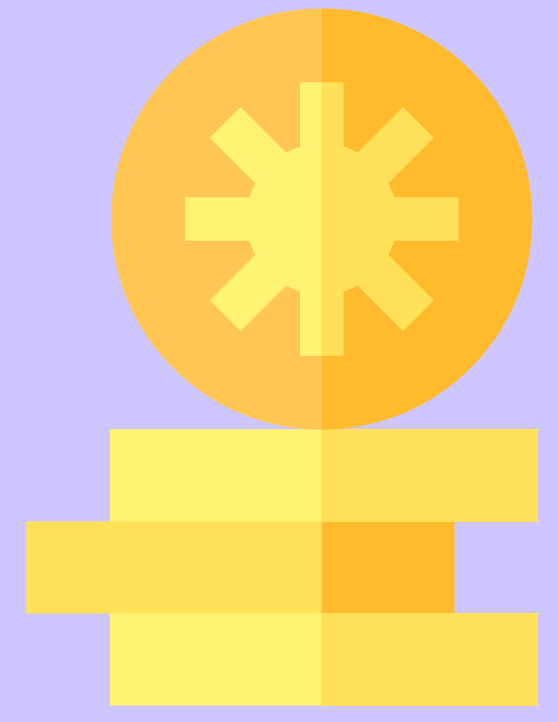| TURNOVER 2020	
Unmanaged Turnover	**15.9%**
Total Turnover	**25.8%**
Men	76.5%
Women	23.5%

Benefits

As an organization we are committed to our Softtekians. That is why it is **fundamental to provide them with a working environment that is, inclusive, safe and at a high quality** wherever they may be.

The growth of our people should be comprehensive, in an ethical and safe environment, with proper compensation that allow them to properly contribute to the economic development of our communities. Our employees count on having adequate benefits and benefits that go above and beyond what the law states, like wages that are above what the minimum wage is in every country. They are

Salary

Is calculate based on role responsabilities, capabilities and experiences.

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SUSTAINABILITY REPORT 2020

SOFTTEK > SUSTAINABILITY REPORT > 2020 +

based off of role responsibilities, capabilities and experience. The **benefits** we offer include:
» Paid vacation
» Parental leave
» Retirement savings plan
» Life insurance
» Medical insurance
» Temporary and permanent disability coverage
» Saving fund
» Scholarship / student fellowship
» Dental insurance
» Housing assistance
» Legal support services

Depending where the Softtekian is located, there are **additional benefits**:
» Food card
» Gas card
» Gym
» Marriage leave
» Time off for death of a direct relative
» Accident insurance
» Family planning
» Independence day parties
» Day off for your birthday

Talent retention

We focus the development of every one of our Softtekians in four key environments that allow for comprehensive professional and personal growth; we seek to **increase and develop the talent of our Softtekians** beginning their first day in the organization, with the goal of generating a permanent commitment.

1,851

Total recruitment during 2020, we ensure they were organized and agile, providing 100% attention despite the pandemic and remote work.

70% Men

30% Women

01
Wellbeing
» Members of the Workplace Wellness Council
» Medical assistance and nutrition plan
» Sports programs
» Softtekiada

Workspace
» World class facilities
» Integration programs
» Programs and recreational spaces
02

03
Professional development
» Skills training
» Market opportunities
» International visibility
» Support for innovation efforts

Compensation
» Competitive Benefit packages
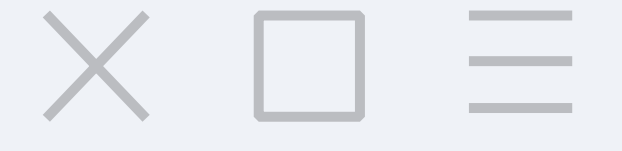» Performance bonuses for middle and high management
» Stock option plans
04

RETENTION STRATEGY

Softtek

GRI 201-3, 401-1, 401-2, 401-3

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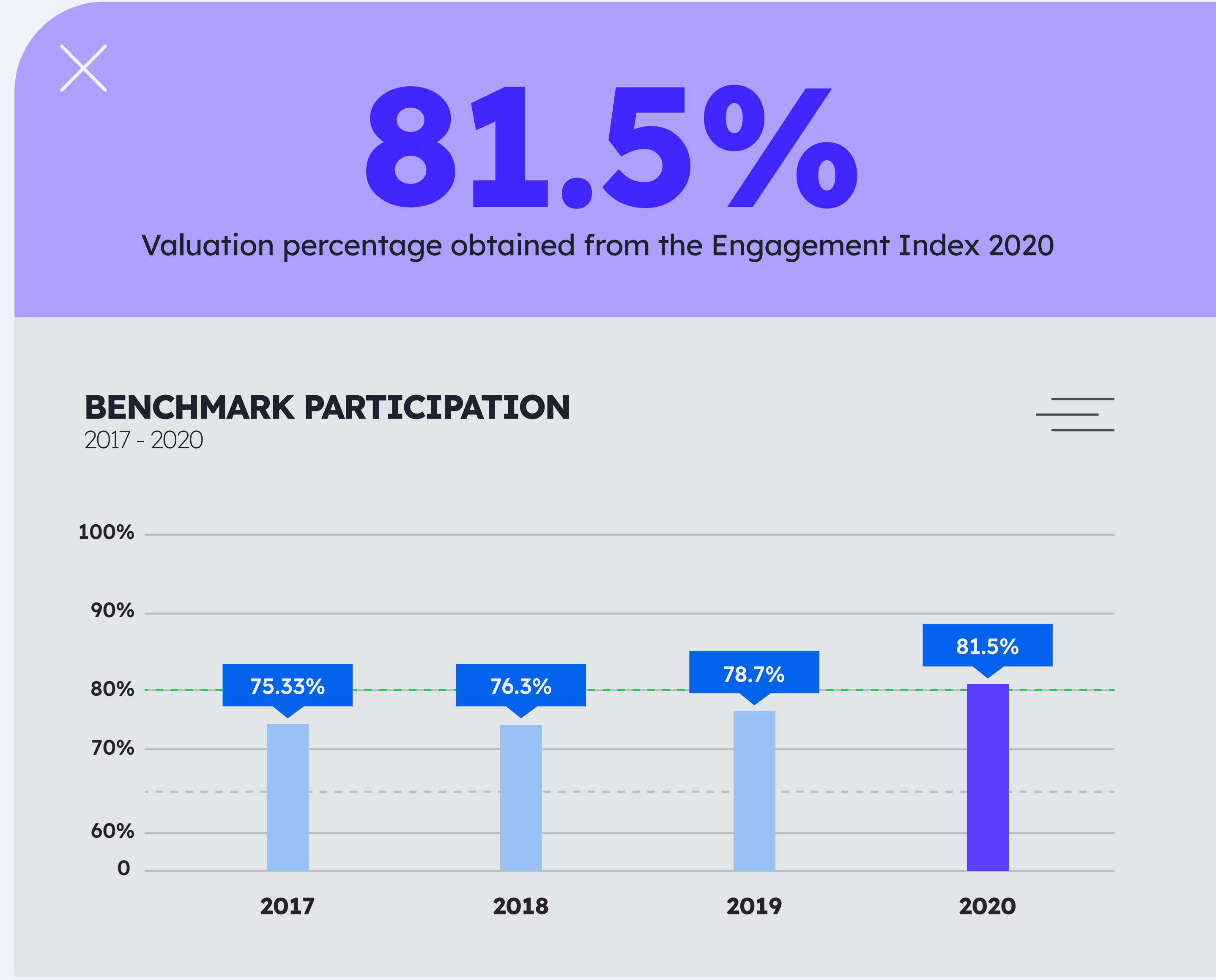STANDARDS

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Engagement Index

Our work climate and turnover are two key indicators for Softtek, in 2020 we have had the best results for both indicators. 2020 surprised us more than what we thought. We had one of the best years for our Engagement Index, an evaluation that our own Softtekians take about the organization's different dimensions.

In 2015 we began to introduce this exercise and in 2018 we began to implement it worldwide basing it off the **UWES (Ultrech Work Engagement Scale)** questionnaire to determine engagement indicators for employees and the organization. In 2020 we managed to exceed 80 percentage points, that translates to a **High Performing Company**, and we closed the year at **81.5%**.

The 2020 results reflect a general growth in all six dimensions that form the Engagement Index structure, five of them were over 80% satisfaction. For the organization these results are very positive, even through a year of challenges and even crisis, where the majority of practices and activities were reactive to the development of the pandemic.

The general result of the Engagement Index confirms that we were resilient and that our actions were enough to move forward. We realized that we have a solid communication base with our employees no matter the medium, if we

81.5%

Valuation percentage obtained from the Engagement Index 2020

BENCHMARK PARTICIPATION
2017 - 2020

100%			
90%			81.5%
80%	75.33%	76.3%	78.7%
70%			
60%			
0	2017	2018	2019	2020

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ENGAGEMENT INDEX 2020
Results by dimension

6 **DIMENSIONS THAT SHAPE THE STRUCTURE OF THE ENGAGEMENT INDEX**

77.70%
Global participation in 2020

83.86 %
PEOPLE
LEADERSHIP, INTEGRATION, COMUNICATION AMOUNG WORKING TEAMS

82.36 %
QUALITY OF LIFE
BALANCE BETWEEN PERSONAL AND WORK LIFE FACILITIES

84.13 %
WORK
EVERYDAY ACTIVITIES

82.30 %
OPORTUNITIES
CAREER AND DEVELOPMENT

82.54 %
ORGANIZATIONAL PRACTICES
DIVERSITY AND INCLUSION

75.02 %
RECOGNITION AND COMPENSATION
WAGES AND BENEFITS
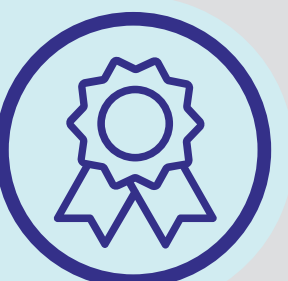
82.50 %
SATISFACTION "HOW MUCH I LIKE BEING HERE"
TALK POSITIVLY ABOUT THE ORGANIZATION

are face to face, through a computer or a camera, the conversations and actions remain the same. We confirmed that the medium was only a pretext, and we are always going to find a way to achieve it, because the essence and human interaction never changes, it continues, and this opportunity even allowed us to enhance it. Without a doubt the availability of innovative tools has enabled us to maintain our actions and presence with our Softtekians and also generate a good remote working experience.

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Training

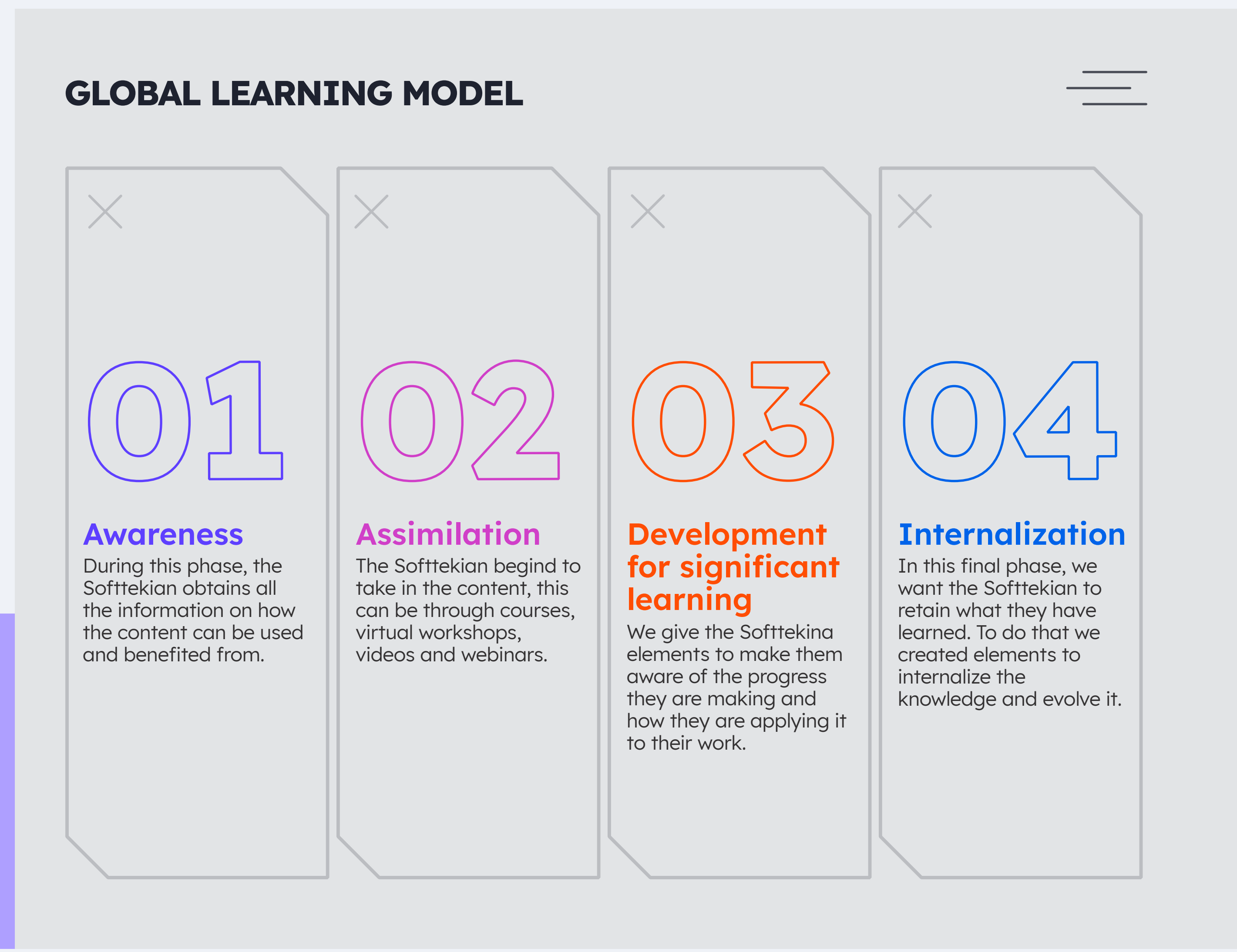In a year where digital platforms were the only medium for the consumption of learning content, for Softtek it was a great challenge, with agility and collaboration we overcame this hurdle and continued the development of our Softtekians.

Every year we seek to maximize the potential of **Softtek University**, our main training tool used to present necessary contents for the development and knowledge of our employees. **Adapting new learning systems and modalities**. Our mainly face-to-face training model was fully virtualized and more online content was created so Softtekians could keep up with their training.

During 2020 **additional training and curriculum was created** for the career plans already established, also as a result of the pandemic and its effects on the deceleration of the economy. We worked with all departments to keep our employees up to date or trained in different technologies to better react to the market's needs.

The implementation of the **Global Learning Model**, was achieved, with which we seek to strengthen the domain and the overall understanding that a person should have regarding certain content. This model has 4 phases.

478,694

In person and online training hours

GLOBAL LEARNING MODEL

01
Awareness
During this phase, the Softtekian obtains all the information on how the content can be used and benefited from.

02
Assimilation
The Softtekian begind to take in the content, this can be through courses, virtual workshops, videos and webinars.

03
Development for significant learning
We give the Softtekina elements to make them aware of the progress they are making and how they are applying it to their work.

04
Internalization
In this final phase, we want the Softtekian to retain what they have learned. To do that we created elements to internalize the knowledge and evolve it.

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Training for the development of people

SOFTTEKIAN EMPOWERMENT SKILLS

The availability of content and materials for professional development should be accompanied with strategies to ensure maximum use of content, that focus on the strengths, abilities and the development interests of Softtekians and have everything aligned to a personal and business vision.

Softtekian Empowerment Skills (SES), model was implemented. Based on 8 leadership skills that Softtekians should learn and use to increase productivity and profitability. The different scenarios and challenges presented by the pandemic drove us to create additional leadership skills and 2020 was the year where more leaders were formed.

A relevant element was the knowledge associated with emotional intelligence to provide leaders enough tools to assist their work teams with empathy.

GRI 103-1, 103-2, 404-1, 404-2

8 LEADERSHIP SKILLS

» Collaboration
» Planing and organizational capacity
» Problem solving
» Negotiation
» Development of business knowledge
» Customer service focus
» Development of people
» Leadership

Softtekian Empowerment Skiliss

TRAINING HOURS BY COUNTRY

HEADQUARTERS	HOURS
Argentina	14,357
Brazil	10,193
Canada	219
Chile	1,842
China	527
Colombia	9,729
Costa Rica	2,079
Spain	31,783
India	16,714
Mexico	384,315
Peru	559
Venezuela	91
USA	5,987
Puerto Rico	192
Others	107
Total	**≈ 478,694**

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TRAINING DISTRIBUTION
by topics

Technology 141,366	**Methodology** 118,450

Softtek Process 67,248	Compliance 48,173	Language 33,916	Leadership 30,357
		SES 23,458	Quality 20,624 / 3,297
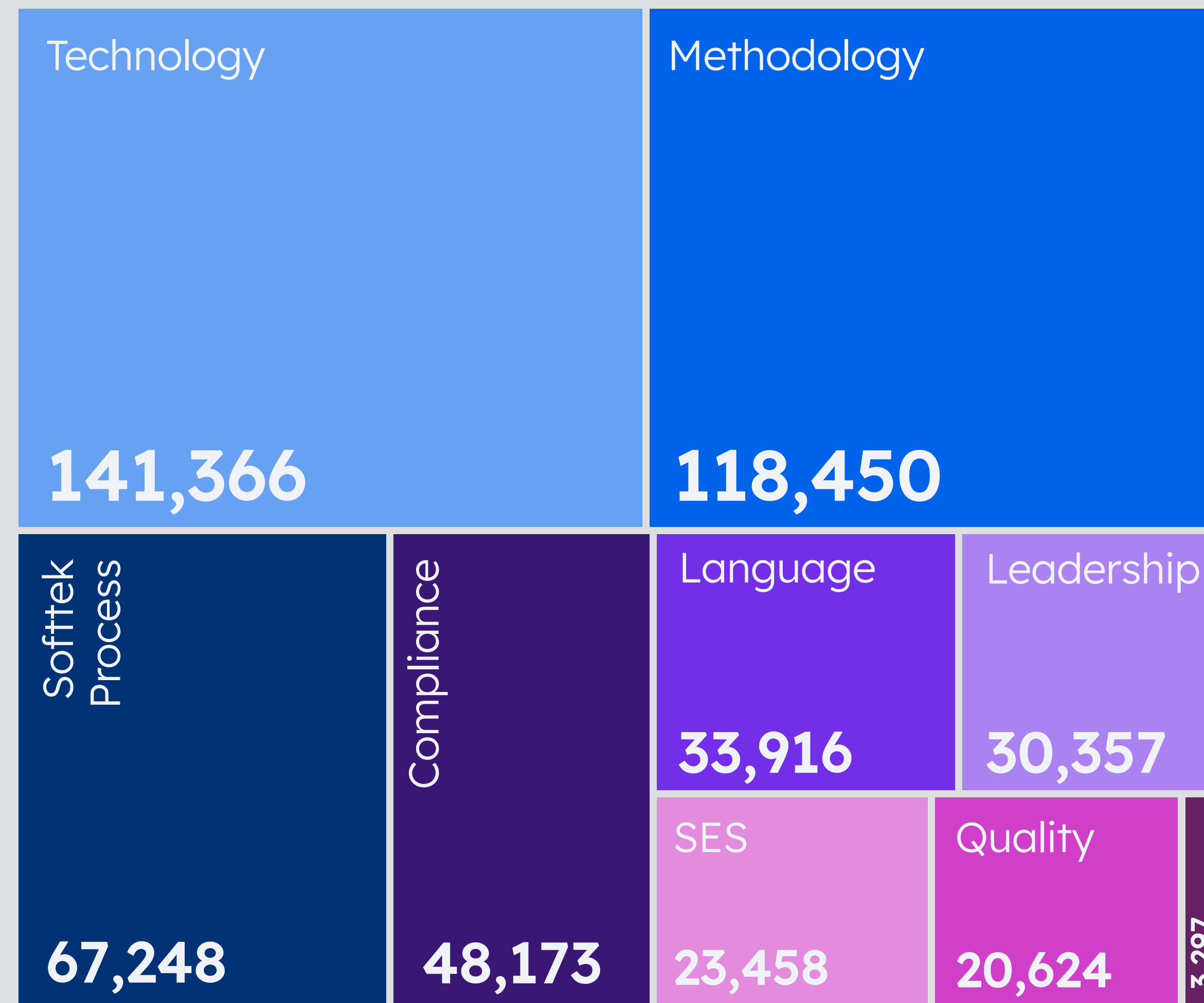
- 🟢 Bussiness Value Case
- 🟪 Language
- 🟪 Quality
- 🟦 Technology
- 🟦 Compliance
- 🟪 Leadership
- 🟪 SES
- 🟪 Customer
- 🟦 Methodology
- 🟦 Softtek Process

*All our training processes are evaluated and certified by the Software Engineering Institute, fulfilling level 3 of the CMMI.

GRI 404-1, 404-2

Momentum Program

Every year, our **"Momentum"** internship program welcomes hundreds of students and recent graduates to work on real world projects and apply their knowledge while learning and developing professional skills. Our new minds specialize in primordial Softtek practices and technologies, in addition to learning software engineering techniques and quality initiatives like **Six Sigma**.

We ended 2020 with **143 Momentums**, with a decrease in people compared to previous years as a consequence of the pandemic and the decrease in the number of schools that were opened during the year.

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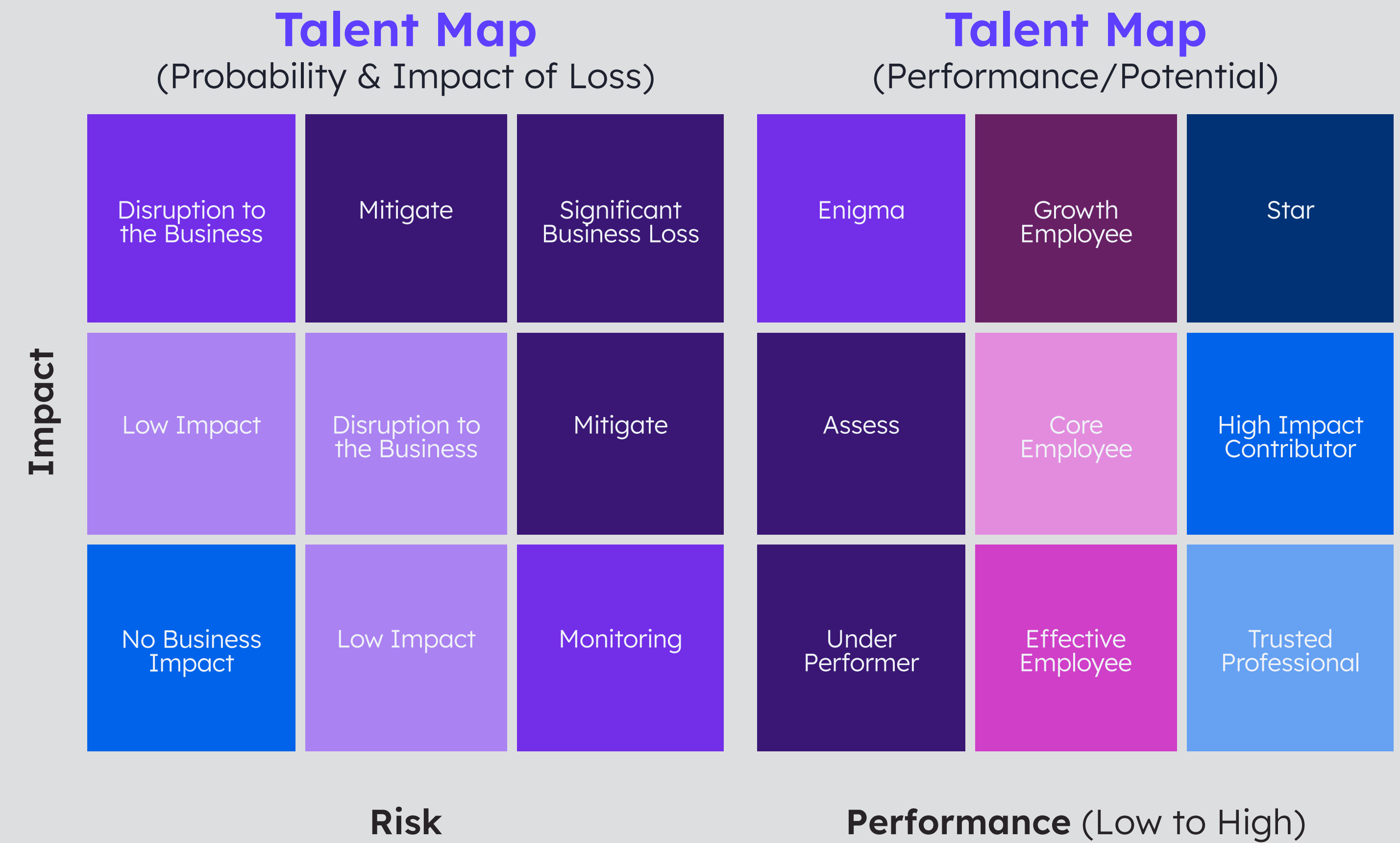THE REPORT

Performance Management

Performance Management is Softtek's formal evaluation and feedback space that enables growth through a formal conversation between leader and employee, where performance is assessed through predefined objectives under the context of the **Cultural Platform and the Code of Ethics.**.

The stages involved in the **Performance Management** are:
» Leader acknowledgement, confirmation
» Self-evaluation and Development Plan
» Leader evaluation of the employee
» Definition of objectives
» Feedback session

The information gathered during this exercise allows for proper talent management, planning for the future. All Softtek employees, except subcontractors and momentums- who have their own evaluation system- take part in this annual evaluation exercise. The results of the Performance Management place each Softtekian on a talent map which helps leaders to identify the professional development path for every person.

TALENT MAP

Talent Map
(Probability & Impact of Loss)

Disruption to the Business	Mitigate	Significant Business Loss
Low Impact	Disruption to the Business	Mitigate
No Business Impact	Low Impact	Monitoring

Impact (vertical axis)

Risk

Talent Map
(Performance/Potential)

Enigma	Growth Employee	Star
Assess	Core Employee	High Impact Contributor
Under Performer	Effective Employee	Trusted Professional

Performance (Low to High)

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Recognition Programs

All the actions and achievements of our Softtekians- deserve and should be recognized. Every year we seek to strengthen our recognition culture of these momentous actions that without a doubt have contributed to the growth and reputation of the organization.

BADGES

VOM

Collaboration

Leave a Mark

VOC
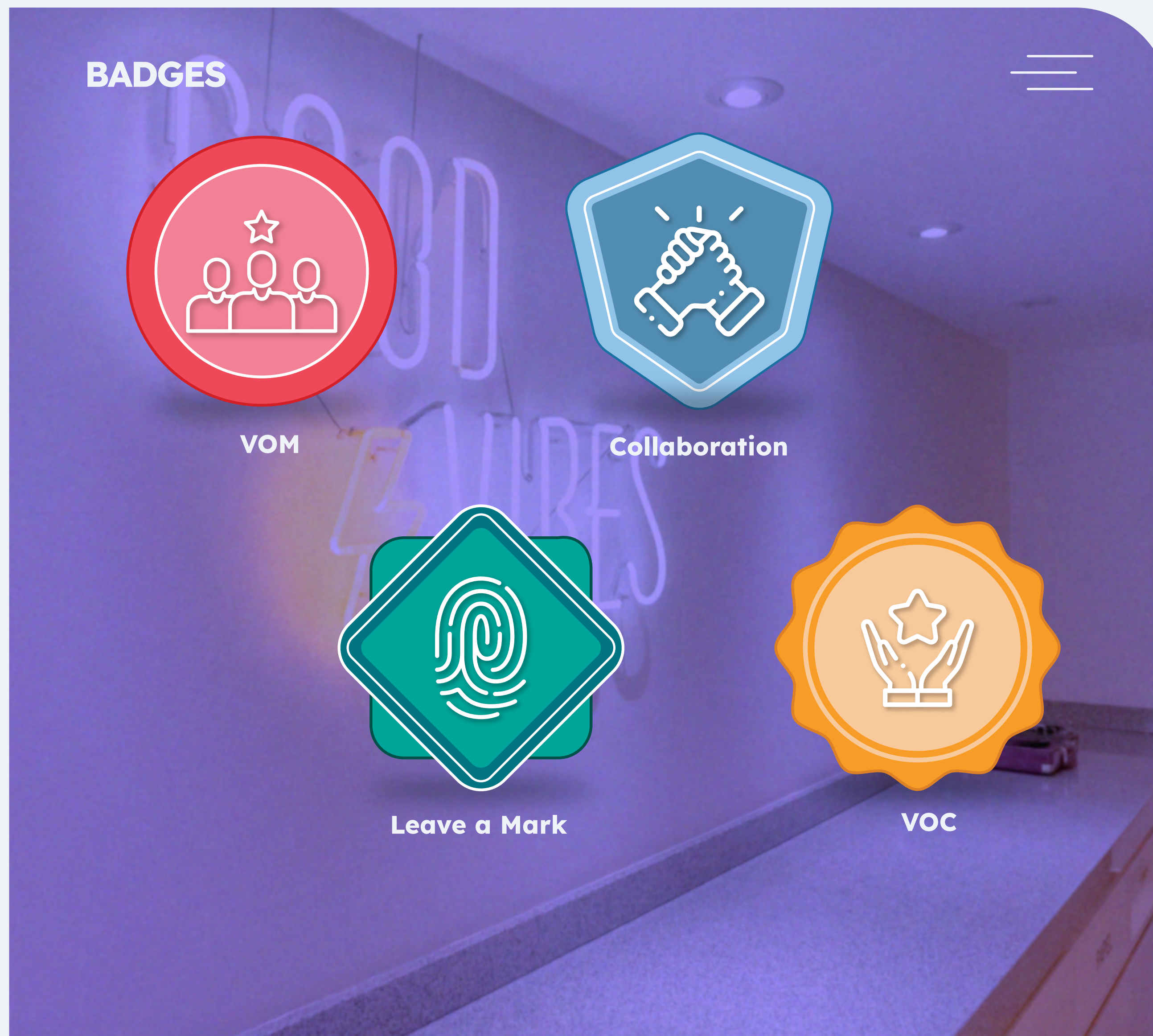
Voice of the Customer

Customer Feedback

Is a direct recognition or acknowledgment from external or internal customers for outstanding actions that exceed their expectations.

Voice of the Management

Leader-Led Recognition

Recognition from a leader to a Softtekian on their team, for their excellent performance and outstanding behavior that generates a positive impact on results.

Colaboración

Leader-Team Recognition

Recognition given to different teams from different areas or branches that work efficiently to achieve common goals that contribute to the company's advancement.

Leave a Mark

Company-Led Recognition

Is the maximum distinction that a Softtekian can obtain within the organization. It is a recognition of a Softtekian that went above and beyond what was expected, where their actions aided in the advancement of the company and above all their contributions became a way of doing things, in other words, they left their mark.

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Badges Model

During 2020 a new acknowledgement model was launched between employees called **Badges**, in order to highlight and give visibility to the achievements made on a day-to-day basis in the workplace, through verbal or virtual means of appreciation. These recognitions can be awarded between Softtekians and seek to distinguish between **five main qualities**. The badges model extended to our formal recognition system where each one of the recognitions is identified with a special badge.

#BeAgile
For being proactive and flexible, without losing sight on the objective.

#BeATechGeek
Because of your expertise and tech mindset you keep our purpose alive: generate value through the use of technology.

#BeCollaborative
For your valuable and continues collaboration.

#BeKind
To create and maintain a suitable environment through your treatment of others.

#BeTrustworthy
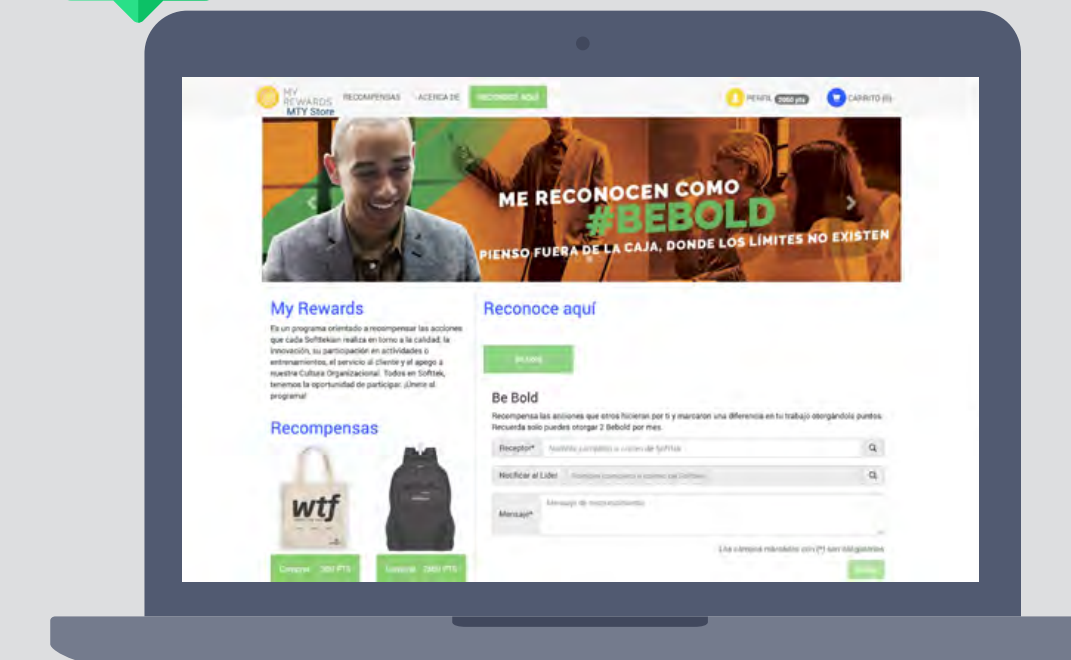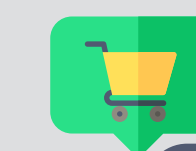By fulfilling your promises, it increases my confidence in you.

My Rewards

My Rewards is a program with an **online store**, dwhere Softtekians can purchase items or gadgets from Softtek with accumulated points for participating in activities such as:

» Training.
» Development of improvement solutions using different methodologies.
» Obtaining recognition.
» Corporate volunteering.
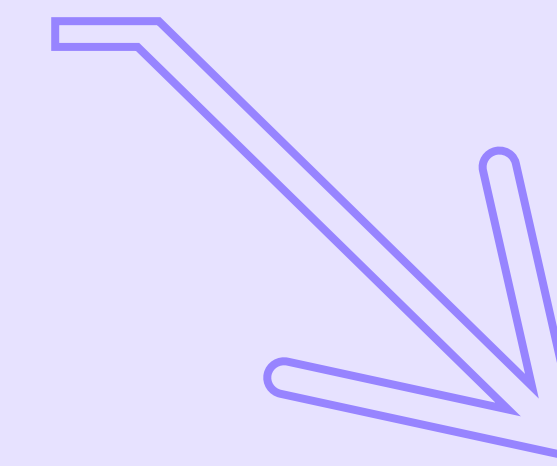» Special Engagement activities

Since its creation in 2011, the program has constantly been evolving and during 2020 the level of participation of our Softtekians in our reward platform has increased.

1,131,100
Points awarded

5,920
Active Users

708
Purches

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Softtekian Day

For Softtek, thanking, recognizing and celebrating every one of our Softtekians has become traditional. While 2020 prevented us from doing this in person, it did not limit us. Committed to our culture and staying one step ahead with technology, we had the opportunity to celebrate through our internal platforms and social media, achieving a global interaction with photos and videos of our Softtekains from around the world.

We reached an important number of digital interactions, with more than **27 thoudans 568 visits** and more than **14 thousand 500 rreactions** on social media like Facebook and Instagram.

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Health promotion made us stronger

The circumstances of 2020 allowed for an evolution on several fronts, which drove us to take our health program to the next level, by including it as part of our **digital transformation through platforms and digital**, to bring necessary information and tools to all of our employees to ensure proper health and preventing possible spread.

At Softtek we started working on actions against **COVID-19** since the start of the pandemic, especially when the number of global cases was rising. We knew that taking action, beyond the normal course of business, was necessary. That is why we implemented actions focused on achieving **three objectves**:
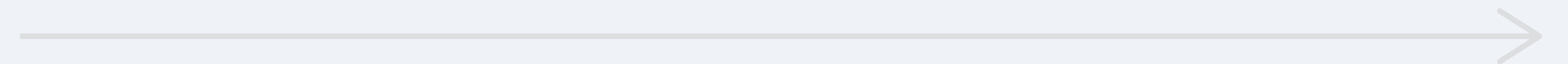
1. »Preserve the health of our employees, customers and partners.

2. »Comply with local, national and international regulations and contribute to efforts to minimize the impact of the pandemic. .

3. »Avoid interruptions in the service we provide to customers.

Softtek firmly believes that are people are most important. We generated a digital platform to contribute to the preservation of the health of our people. Through this solution, we kept our employees informed with recommendations and references to publications of health officials that we call **COVID-19 Resource Center**.

In this site, we also publish corporate guidelines for our Softtekians to continue their obligations. As an organization we have always demonstrated great strength against challenges. As it is embodied in our **Cultural Platform**, we seek to always stay one step ahead. In a year where the best protection against COVID-19 was having good health, we felt very proud to have an integrated health program.
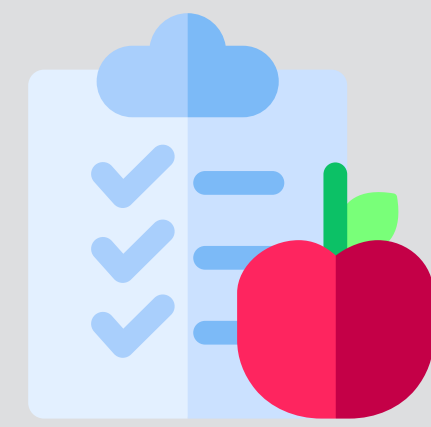
In the area of **Wellness**, whose objective is to generate a culture of prevention and self-care in a work environment that is healthy and fun, it was transcendental for our employees and for the continued effectiveness of our operations. The program operates under **four lines of action**:

»Nutrition

»Physical activity & sports

»Mindfulness

»Inclusion

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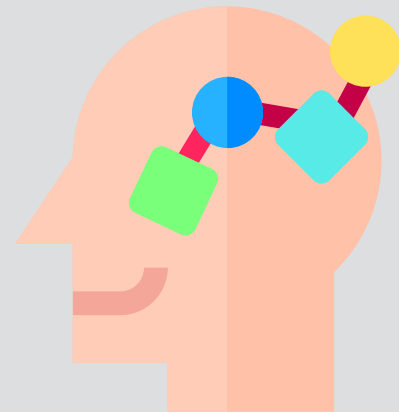GOVERNANCE

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WELLNESS LINES OF ACTION

Nutrition
Healthy diet programs based on the health indicators of the employee; includes consultations with nutritionists.

Physical activity and sports
Offering activities that encourage our employees to stay physically active, reducing the sedentarism associated with our work conditions.

Mindfulness
Information and tools focused on managing stress, improve how we interact with others and make decisions.
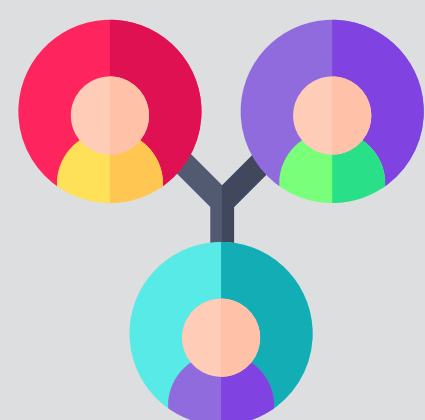
Inclusion
We enable spaces for our employees to interact with one other, exchanging conversations, ideas, projects and laughter, in an environment that is comfortable and relaxing.

All actions were moved to a digital environment for which different initiatives were created to continue the generation of healthy habits.

GRI 103-1, 103-2, 403-1, 403-2 403-3
GRI 403-4, 403-5, 403-6, 403-9, 403-10

Wellnos Días

Our reaction to the pandemic and to enabling remote work was immediate. For that reason, constant communication channels were enabled for our Softtekians, that is how **Wellnos Días**, came to be, a space where we share information and tools for every one of our lines of action in real time, as well as relevant company information.

This communication channel allowed us to stay informed about our operations reach during the pandemic and bring our employees closer to healthy habits to consider. Some of the contents shared included:

» News about the organization
» Conversations with leaders and directors
» Healthy practices in nutrition
» Healthy practices in emotional health and meditation
» Interactive spaces for people of different parts of the world to come together.

45%
Employee outreach

This platform initially had daily sessions and now occurs three time a week.

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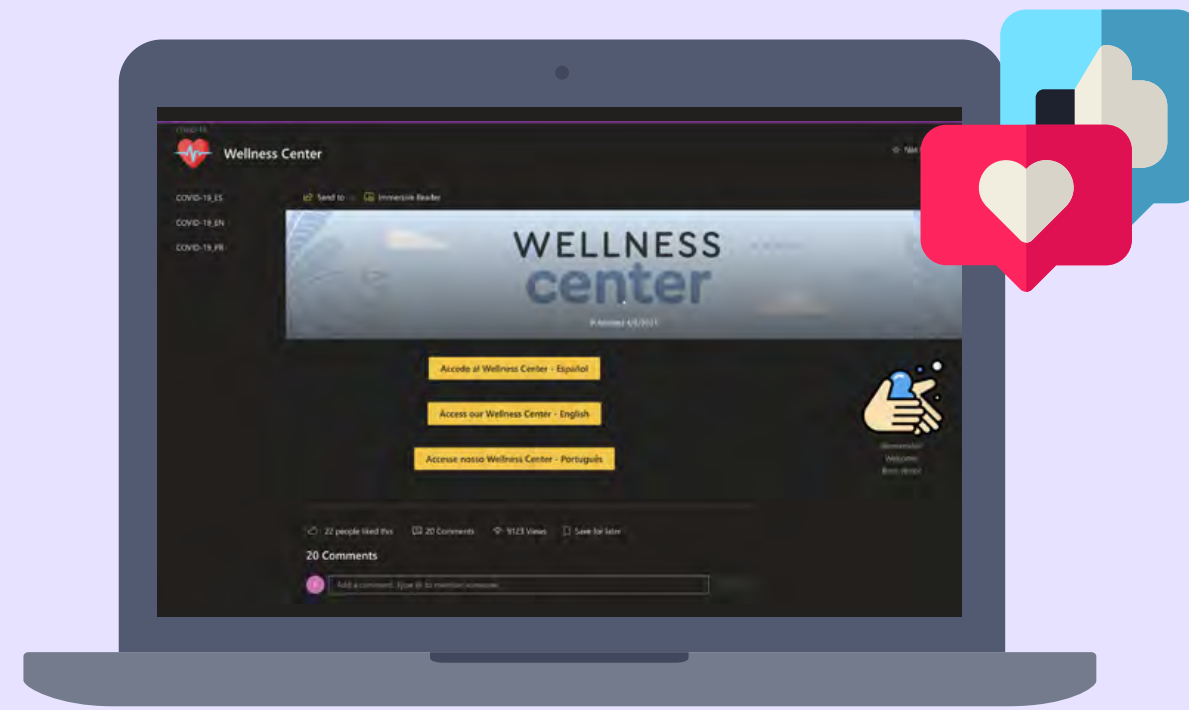
+12,000 site visites

65% employe outreach

Wellness Center

The creation of healthy habits is achieved only through repeated actions. Having access to information on how to attain these habits is fundamental. Distance led us to create a repository with accurate and relevant information to help our Softtekians in the maintenance or improvement of their health status.

Wellness Center is an internal health site where we can find materials so every person, according to their interests and time available, can create general healthy habits and prevention behaviors related to the pandemic. The content covers more than **150 multimedia files**, among which we highlight:

» Healthy recipes and nutritional recommendations.
» Guided meditation and a guide to emotional wellbeing.
» Exercise and training routines.
» Home Sweet Home Office, a session to provide information to employees about how to have an effective home office.
» News section about COVID-19.
» Guide on family coexistence.
» Podcast and interviews with health experts.

Our talent and emotional wellbeing

The pandemic obligated us to accelerate the development of our **Emotional Wellbeing** plan. We created a strategy to have it recognized and implemented by groups, which helped us to improve the plan as it was being implemented.

The first approach with our Softtekians on the topic of mindfulness was through our **Wellnos Dias** program, in every episode we have meditation minutes and relaxation. During the year different actions related to emotional wellbeing was implemented, all of which was virtual. They include:

» Guided sessions on mindfulness meditation.
» Introduction webinar on mindfulness.
» Workshops on emotional intelligence.
» Documents and guides to reinforce emotional wellbeing.

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Together despite the distance

Maintain a presence and connection with our employees is fundamental, as this favors the creation of suitable environments for better development, remote work was not an impediment for us to stay together. Thanks to digital tools and the enthusiasm of our Softtekians, we created two initiatives that allowed us to stay connected in unique ways:

eSOFTTEKIADA

We held our first global eSports event, with the objective of having a space to hang out and compete between employees. Given the cancellation of our traditional Softtekiada, we had more than **800 people** participate including employees, family members and friends. During a whole month there were competitions of different videogames, which allowed for the interaction of people from different countries and cultures.

GLOBAL LIVES

Throughout the year sessions were held via streaming on different health topics and entertainment in order to maintain a presence with our people and provide tools to help with the transition of this new way of working. During these sessions we had more than **2 thousand 500 Softtekians** attend in real time.

On-site presence

For the proper maintenance of our buildings and the continuity of our operations **5% of our intermittent personal attended our work facilities**. The corresponding health measures were implemented immediately to comply with the safety guidelines established by health organizations.

» Adequate review of access mechanisms.
» Changes in cleaning processes.
» Delivery of personal protective equipment.
» Guidelines for managing visitor access were modified, integrating strict security protocols, to avoid any infections within our offices.
» Installation of tunnels and sanitizing mats, thermal cameras and separators to enforce social distancing between people in every space.
» Installation of containers for sanitary waste.
» Installation of antibacterial gel dispensers at different areas
» Installation of signs to direct traffic in corridors to maintain social distanced while in the work place.

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Healthy behaviors that transcend

The growth of our health program and our **Wellness** area wouldn't have been successful without the acceptance and adoption from our Softtekians. For that reason, we were recognized again by the **Wellbeing and Health Council in Mexico** with the **Distinctive Responsibly Healthy Organization OSR MR** receiving a **level 6 out of 8**.

This recognition supports our **Sustainability phase**, which indicates that the organization is a leader and implements its institutional health promotion program in a strategic and institutional manner.

This is possible due to a leadership team that honors and believes the company's values, in order to sustain and verify, for example the **self-care behavior for emotional well-being**, creating a welcoming environment for our employees to learn.

GRI 102-12, 103-1, 103-2, 103-3, 403-1, 403-2 403-3
GRI 403-4, 403-5, 403-6, 403-9, 403-10, 413-1, 413-2

Community

We understand that the value of technology goes beyond the economic aspect. Technology is a motor for social transformation, it helps us to close breaches and have society prosper.

Through our foundation, Softtek has made it very clear that the value we generate through technology is not only for customers, shareholders or employees, but it extends to communities and the environment where we operate.

This mission was reinforced in 2020, it shook the whole world. As a company we understood that we had to and should work with and for our society. This led us to enable various avenues to help people, small businesses, and philanthropy organizations and also collaborate with large international organizations.

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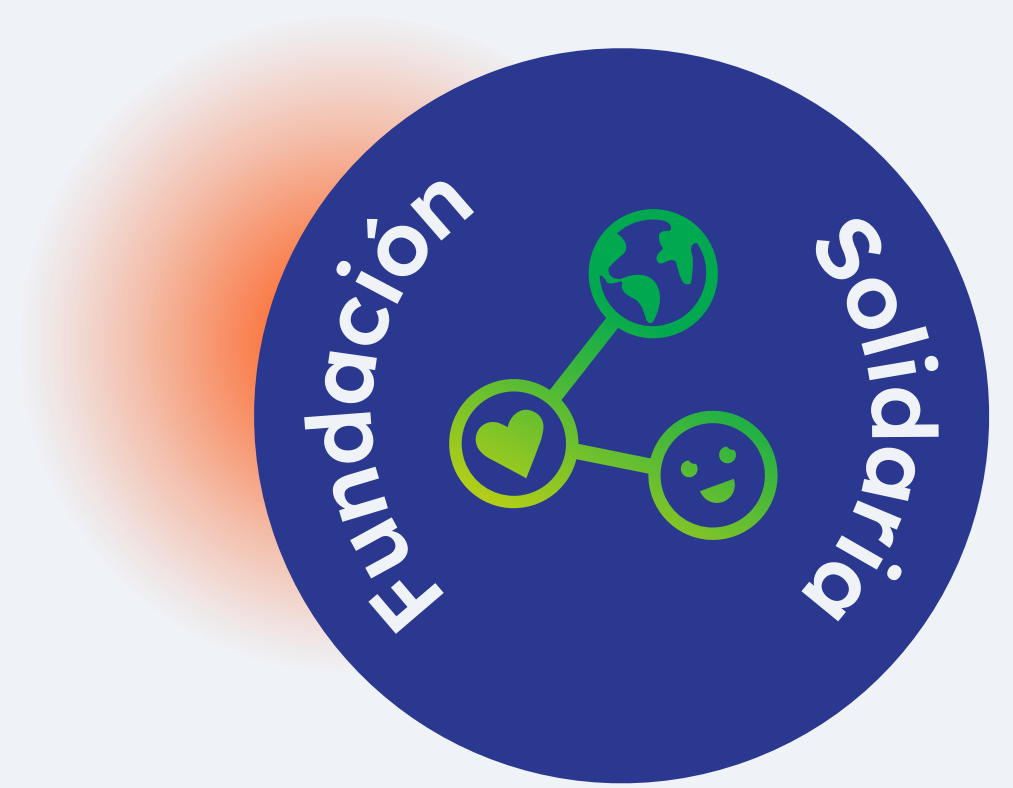
Fundación Solidaria

We achieved the development of more than **60 projects** through our digital platform, supporting dozens of civil associations around the world. The platform **www.fundacionsolidaria.org** has been implemented in **100% of Softtek's headquarters**, volunteer teams are constantly making a difference in communities.

7,191
Beneficiaries

484
Volunteers

1,326
Volunteer hours

GRI 102-12, 103-1, 103-2, 103-3, 201-1, 203-1, 203-2
GRI 403-7, 413-1, 413-2
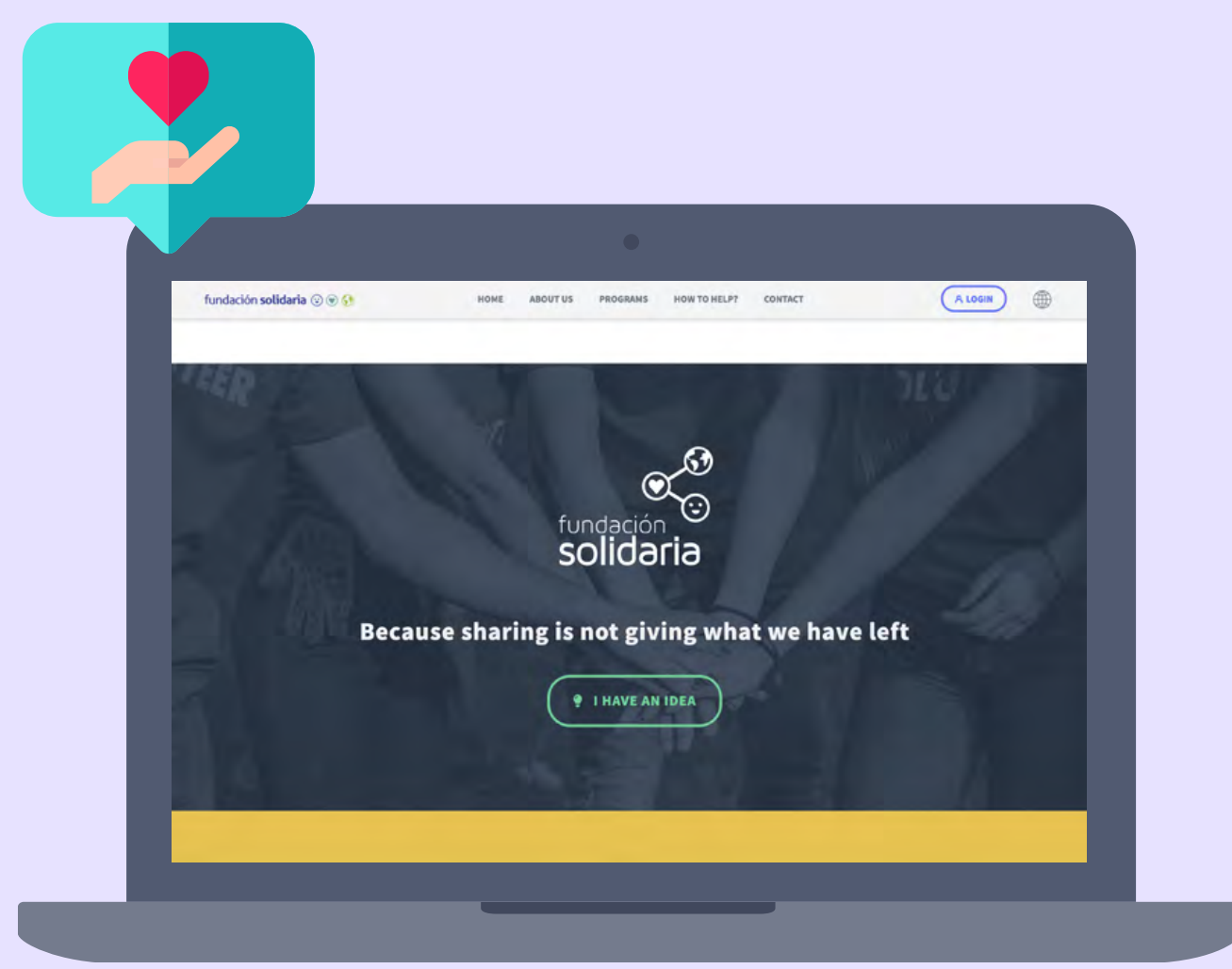
Efforts against COVID-19

In addressing the challenges posed by the pandemic, we made available to society what we do best, technology for social wellbeing. Faced with the health emergency caused by COVID-19 we decided to give a spin to our **Make a Difference Day**, a global initiative where all of Softtek comes together to support a single cause.

This year the cause was **"Zero hunger challenge"**, we had the goal of donating the equivalent of **100,000 meals** through a digital fundraising campaign. We exceeded our goal and globally we were able to donate more than **150,000 meals**.

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click 2 sync
diego
BY SOFTTEK

https://comunidar.org/unirydar/

SUPPORT SMES

For all the SMEs in Mexico, we enabled the platform for **Click2Sync**, businesses can upload their products to different e-commerce platforms at no cost.

This makes it possible to accelerate the digital transition of these companies, reduce the concern about the cost of a similar platform and that way, better face the economic crisis we are experiencing.

Similarly, as a company policy, we ensure the payment of the SEMs as a priority and is done in less than 15 days. To consult all the benefits that this platform offers, go to the website **https://www.click2sync.com/**

SUPPORTING THE COMMUNITY

Softtek developed for UNIRYDAR, a digital platform for the **"Abraza NL"** initiative that seeks to provide help to those families who lost their jobs and are in a vulnerable situation.

This platform seeks to raise **60 million pesos** to cover basic costs like food, services and medications for more than 16 thousand families. **https://comunidar.org/unirydar/**

Hundreds of organizations want help and need support, we developed this platform in order to be adaptable to the needs of any NGO seeking funds during this unprecedented situation.

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+32,000

Working hours for pro-bono projects
for more than 20 civil associations.

PRO-BONO

We provide technology solutions to non-profit organizations free of charge. We have more than 6 years operating under this social impact model and year after year we demonstrate that technology is a motor for community development.

Through the solutions that we offer, under the slogan **Help to improve**, we achieved it through a common objective: help civil associations make a greater impact on the community. The total benefit generated at the end of 2020 is summed up with helping more than 20 civil associations, more than **250 thousand beneficiaries** and more than 90 thousand hours of work.
Within our services we offer:
» Administrative platforms.
» Institutional systems.
» Process Testing.
» Project administration.
» IT process consultations.

GRI 103-1, 103-2, 103-3, 203-1, 203-2
GRI 413-1, 413-2

DEVELOPMENT OF
A DISTRIBUTABLE SOLUTION

In 2020 we focused our efforts on developing digital solutions based on experience gained in recent years which allows us to double the number of associations that we help every year, as well as strengthening partnerships and optimizing our resources. Thanks to these efforts we now have **Three types of solutions**:

Administrative platform

Administrative system with and without fund-raising processes. It monitors the contact of visitors up until the donation for every one of the projects or campaigns that the institutions carry's out.

Education System

Modular platform focused on education with multi-site scope, using an automated and efficient registration process from start to finish, with real time tracking.

Specific

Detailed analysis of the needs of the institution to develop a tailored- made digital solution.

This year we began the implementation of our administrative platform using donation processes and collaborating with 3 organizations:

» **Instituto de Thanatology of Monterrey:** An organization that provides knowledge and attention to confront losses, illness and death.
» **Hogar San Martín de Porres in State of México:** Their mission is to protect children by instilling ethical values and encourage the generation of well-integrated families in society.
» **Changing a Life Foundation in Aguascalientes:** Since its inception, it has been dedicated to supporting children with limited financial resources suffering from a congenital condition.

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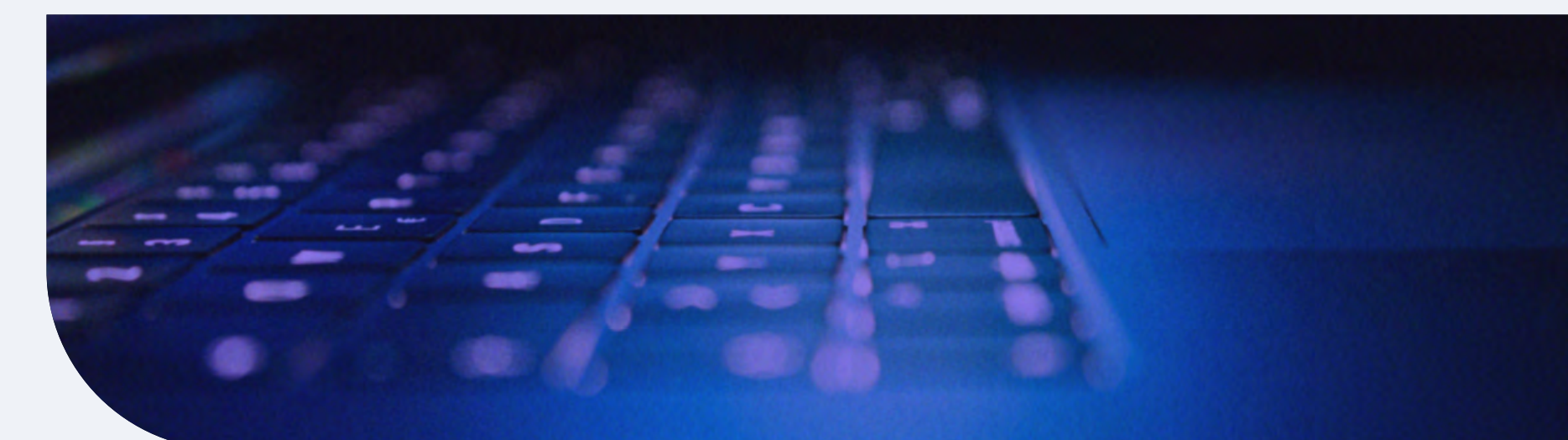
STEM
(Science, Technology, Engineering and Math)

We seek to close the digital gap that exists in society, and above all to encourage younger generations to approach STEM. During 2020, around **500 young people** and adolescents participated in the diverse STEM outreach programs that we implemented and raised more than **10 thousand dollars** for diverse social projects. Projects in the STEM area include:

» **H.E.R.** (Hope for an Educational Revolution) – With the aim of empowering female talent in STEM.

» **Labgo** – Learning Experience Kit using Smart Labs, science and technology laptops.

» **BreathSupp** – Using the creation of DRANI (Non-invasive Automated Breathing Device) to help hospitals, organizations or individuals who most need it during the pandemic.

Codellege

Is our initiative to promote technology as a path to employment and/or education. The challenges we faced in 2020 led us to redefine the scope and the vision of this initiative. With the inevitable virtuality, we decided to go beyond employment to also focus on the transformative effect that technologies can have on life. We invested **45 thousand dollars** to make technology education available to more young people.

During this year we had more than **100 students**, which represents an increase of 10% compared to 2019. We achieved a **labor inclusion rate of 56%** (24%+ than in 2019) from 3 to 6 months after finishing our course and the people who were hired increased their **family income by 70%**.

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we're all
SOFTTEKIANS

Diversity
and Inclusion

Our commitment to Diversity and Inclusion has allowed us to continue building an environment in which differences and contributions of all our Softtekians are recognized and valued, creating a work environment that promotes dignity and respect for all employees.

Through the **Diversity and Inclusion Council**, we maintain a constant commitment to the formalization of policies and initiatives about this topic, as well as the coordination of strategies to promote a culture and business practices according to our three inclusion principles:

» **Acknowledge** that talent is diverse.
» **Respect** the way of life of every individual..
» **Promote** equal treatment and opportunities.

This organ, diverse in its composition, acts with faithful attachment to the **Code of Ethics at Softtek** along with **Diversity and Inclusion** as a guide to complete what we promise. To ensure representativeness in decision-making, the

Council is made up of leaders of specialized committees in particular areas: Gender, People with Disabilities, LGBT+, Multicultural and Multigenerational. Made up of volunteer Softtekians, they provide a voice within the Council about the needs and the differed areas of diversity that they represent. Our **Allies Network for Inclusion** made up of employees who do not belong to a specific committee, support idea generation and volunteer for projects, so the program can have a farther reach. The main actions carried out during 2020 are divided between trainings and alliances.

Training

During 2020 we developed trainings on:

» **Accesibility for everyone**: training conducted in collaboration with Microsoft, where tools and functions are explained to drive accessibility for digital applications.
» **Gendered Violence**: sessions to raise awareness about what it is, the concept of masculinities, role of men in gendered violence, among other topics.
» **Power Up**: A mentoring program for women whose objective is to create a space for dialogue for Softtekians to enable them to develop their leadership.

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Alliances

WEConnect International

Is an international institution that connects companies with certified suppliers like **women-owned business** (businesses lead by women).
Since 2020, Softtek is a member of WEConnect International, an institution that guides us to develop programs oriented to promote equal opportunities to diverse suppliers.

Éntrale

An initiative from the **Council for Mexican businesses** with the purpose of linking minds, connecting opportunities and change paradigms to favor the inclusion of people with disabilities in Mexico.
This 2020 we were distinguished for having obtained a higher average rating than most companies by the **Alliance on the Labor Inclusion Index for Persons with Disabilities** (ALIIPD). Also, our Director of Corporate Social Responsibility, Fernando Nava, joined as a member of the executive committee of the institution Éntrale.

Charter de la Diversidad

The Diversity Charter is a European institution that drives companies to generate efforts to create inclusive working environments, to the extent that each company or institution feels comfortable and can implement the 10 principles of inclusion proposed by the Charter, During 2020, Softtek renewed its commitment to the Charter, which has a duration of 2 years.

Human Rights Campaing 2020

Human Rights Campaign is an institution that seeks to put an end to discrimination against people who belong to the LGBT+ community and have a world that is serves justice and equality for everyone. Softtek has received the Certification from the Human Rights Campaign 2020.

Grupos de trabajo Agenda 2030

The **United Nations Global Compact** is a call to businesses to incorporate the 10 universal principles related to human rights, work, the environment, and the fight against corruption in their strategies and operations, to promote the advancement of social objectives and the implementation of the **United Nations Sustainable Development Goals**. Softtek has been a signatory of the network in Mexico since 2016 and today our CEO Blanca Treviño coordinates one of its working groups on inclusion at the national level, while our Director of Corporate Social Responsibility, Fernando Nava, coordinates the inclusion work group for disabled people.

We continued to be members of organizations such as:
»Pride Connection MX
»United Nations Global Compact
»Signatories to the Women Empowerment Principles

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Code of Ethic

Code of Ethics

We have always been committed to developing our business completely and ideally. We believe that by building trust we fully commit to what we promise, founded on the highest ethical standards. At Softtek we firmly believe that only upright and honest behavior will allow us to transcend.

Our strategy is based on a **Ethisphere** methodology for the ranking of the **World's Most Ethical Companies**, and to maintain the compliance with our Ethics Policy we have carried out different actions:

» Evaluation of the complaints investigation practices received through the **Integrity system**. We worked on the structure of training our researchers, which will be available 2021 through our Softtek University Platform.

» We documented guidelines for managing the investigation process and remediation plans, that allow us to solve root causes, preventing investigations over the same incidents.

» As part of our commitment against corruption, we updated our anti-corruption policy, to include an anti-harassment policy, documentation can be found at, **http://integrity.softtek.com**

» Every year, we conduct a communication campaign on ethics and integrity issues, like **Ethics Week**, in which at least one representative of the Local and Global committees participates to address issues of interest identified in 2019.

For the management of our ethics practices, 2020 also represented a challenge to adapt the communications and messages to the virtual reality that we are experiencing and keep the Committee up to date on the different forms of ethical misconduct. **Our Code of Ethics** is reviewed and updated yearly as part of our practices that are evaluated by internal audits. It is the third year that we participate so that our ethical practices are included in the audits as part of **ISO/IEC 27001:2013** certification.

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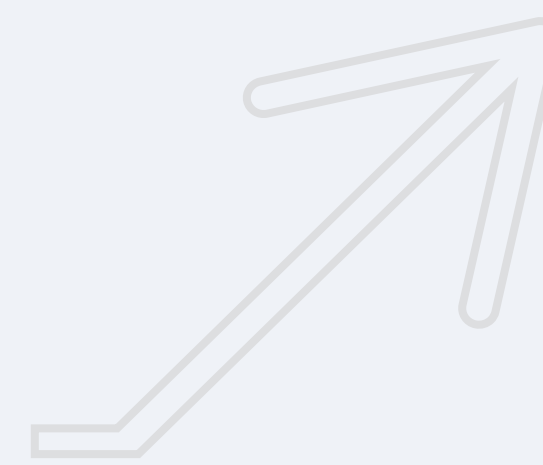
OMPLAINTS 2020

During 2020, our integrity hotline received a total of 51 complaints in these issues:

Bullying or harrassment	15
Conflict of interest	6
Corruption	3
Information integrity	23
Interpersonal respect	3
UUse of company assets	1
Total	**51**

Out of all of the complaints **50 were concluded** and only one was dismissed. A higher level of maturity in the management of complaints was demonstrated, which influenced the investigation process and resolution.

SUBCLASSIFICATION OF COMPLAINTS UNDER INTERPERONAL RESPECT

Workplace environment	3
Discrimination	3
Proper management	11
Interpersonal respect	6

Human Rights

Respect for human rights is one of the guiding principles of our **Code of Ethics**, by discouraging child and forced labor, respect free competition, as well as avoid any kind of discrimination.

Our commitment is to respect and support those principles, as well as national and international agreements, in particular those included in the **Universal Declaration of Human Rights**. Additionally, we continue to share information with our employees and promote training related to Human Rights.

Anti-corruption

The **Code of Ethics** guidelines and principles, on which we are bound to, as not to interfere in corruption or bribery and avoid any type of fraudulent activity. At Softtek we do not accept or offer any type of payment, gift or gratification from or to any third party, both internally and externally to obtain a competitive advantage.

Specific sections have been included in the Code so that our employees know exactly what is interpreted as an act of corruption and sensitize all our Softtekians about the cost of ethics in the organization. During 2020 we finished defining the **Conflict of Interest Policy**, which will be released in the first months of 2021 and managed by the Ethics Committee. It should be mentioned that no complaints related to this topic were filed during 2020.

For the third consecutive year we particpated in the 500 Frente a la Corrupción: Corporate Integrity (IC500).
http://integridadcorporativa500.mx/

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ENROMENTAL STANDARDS

Sustainable Operations

At Softtek we have a constant commitment to caring for the environment, so we generate good practices that allow us to identify, measure and manage our environmental impact. Our strategy is based on the reduction of:

» Energy use
» Paper consumption
» Water consumption
» Generation and disposal of waste

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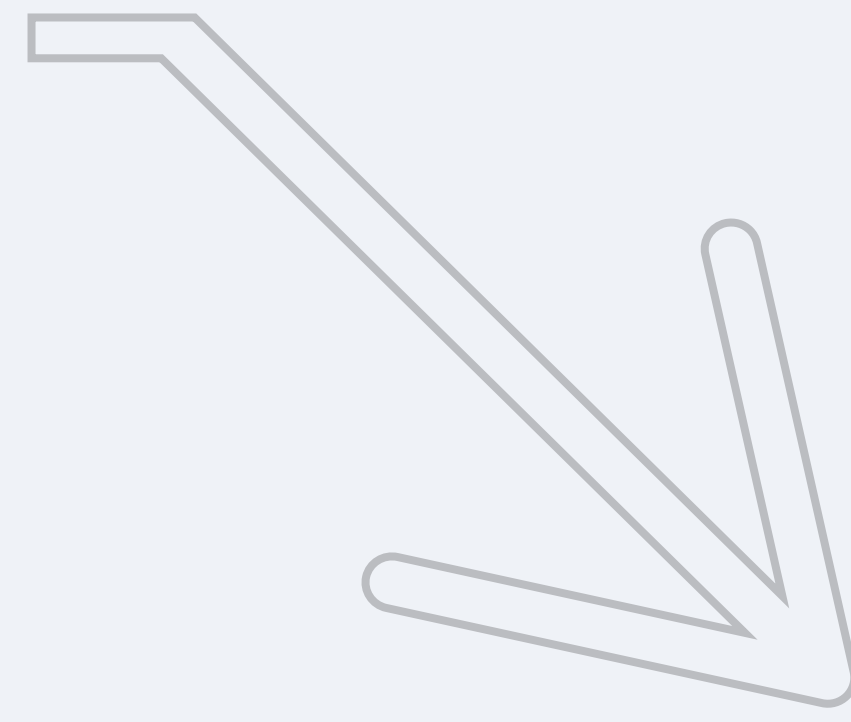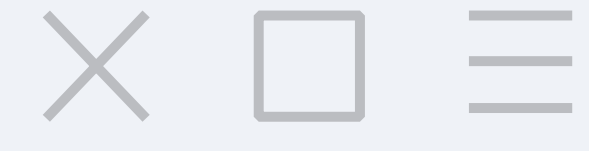
Despite experiencing an atypical year for our operations, we maintained our environmental care practices. The new mechanisms for the operation of our facilities were adjusted for the containment of the pandemic. Our environmental policy was taken into account during our operations.

Our environmental policy fosters a culture of awareness in our employees for them to reduce their consumption of water, energy, management and proper disposal of computing, telephone and wiring equipment; both at work and at home to create an even greater impact.

At Softtek we measure risk and define strategies with our suppliers, seeking to achieve a process where environmental impact is reduced in every one of our headquarters, improving year after year.

Buildings

We have three buildings with **LEED (Leadership in Energy and Environmental Design)** certification, which helps us to have an action framework to create healthy spaces that are highly efficient and mitigate impact, utilizing less energy, water and other resources within our buildings.

Our offices in Aguascalientes and Monterrey maintain the respective Platinum and Gold **Leadership in Energy and Environmental Design (LEED)** certifications and the Dallas, Texas office received a Gold certification. Among the benefits of a **LEED** certification, energy and economic efficiency is realized, in addition to the increase in performance and productivity in the work places.

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Energy

One of our main commitments is to maintain operations that are efficent, innovative and sustainable, continuously seeking to make a beneficial impact on the environment using internal initiatives for the proper consumption of energy. Due to the pandemic, **95% of our operations we done remotley**, but our offices continued to operate, so different actions were established to minimize our energy consumption. Some of the initiatives that we carried out in 2020 were:

» Scheduled maintenance to maintain the electrical installation in optimum condition as well as air conditioning systems and electrical equipment to avoid damage or malfunctions. Monthly reviews were also carried out to ensure proper functioning of all the equipment.

» Change in halogen and fluorescent bulbs for LED technology to reduce consumption costs. Today our buildings operate at 95% with this technology.

» The air conditioning system was modified to only use in necessary spaces to continue operations and only at required times.

45.39%

Remote work in 2020 and the actions implemented as a consequence, resulted in energy savings of 45.39% compared to the previous year.

ENERGY CONSUMPTION
(in millons)

Year	Consumption
2016	3,795,790
2017	3,653,918
2018	3,331,919
2019	4,823,262
2020	2,189,455
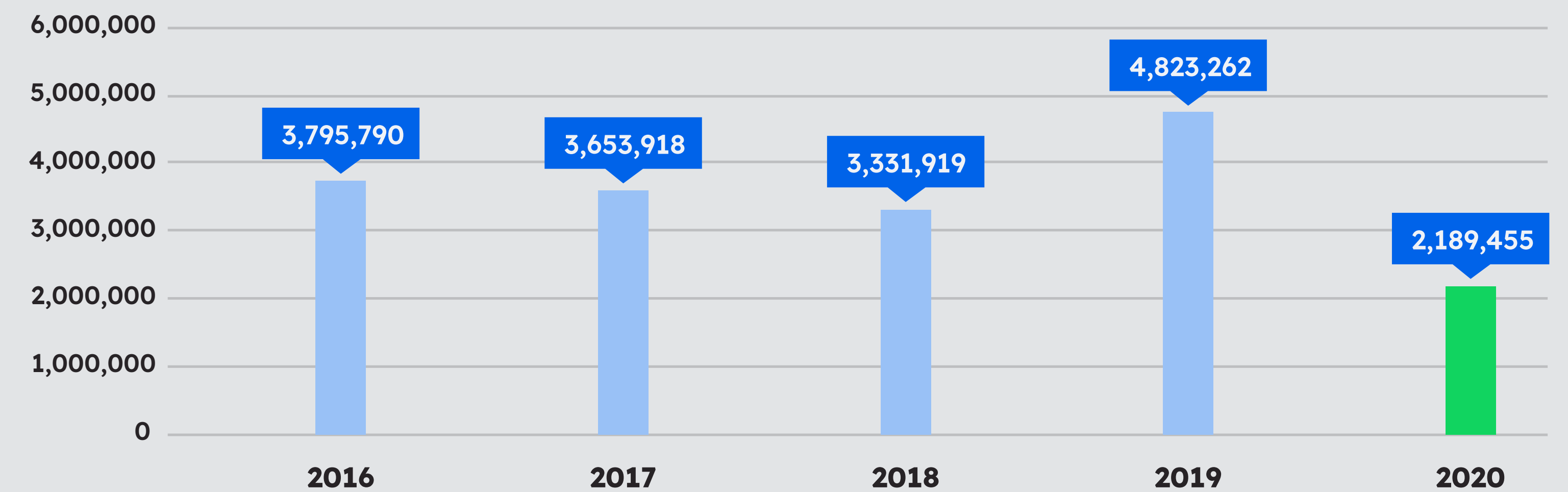
*The 2020 data includes the offices from incluyen Monterrey, Aguascalientes, Mexico City (Toreo and Eugenia), Ensenada, Guadalajara, León and Mérida.

GRI 302-1, 302-3, 302-4, 302-5

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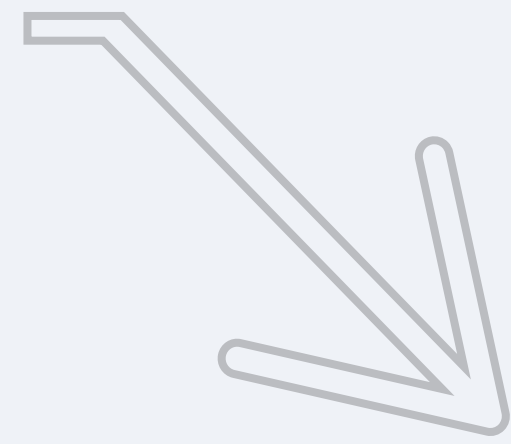
Water

Our water impact is not highly damaging to the environment because our sanitary waste is channeled to municipal drainage in the cities where we operate.

TOTAL WATER CONSUMPTION

2020	**165,621 m³**

*Total water consumption includes only Aguascalientes, Ensenada and Monterrey, Mexico City and León; the rest of our facilities are rented, and our consumption is not metered separately.
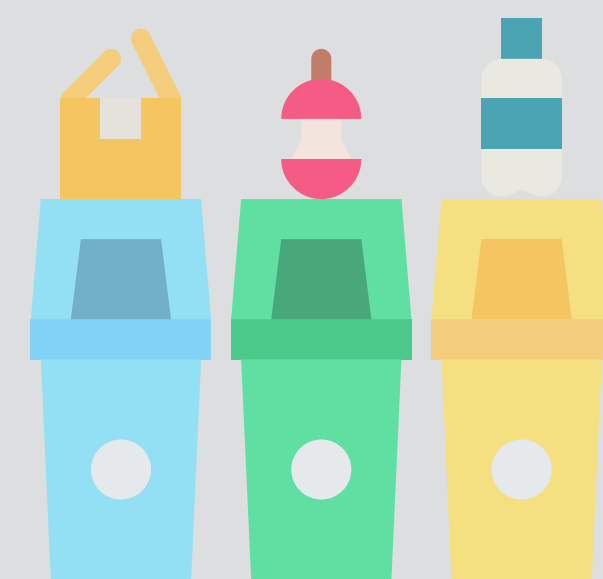
Special containers are provided for the separation of recyclable waste including electronic equipment.
(paper, cardboard, PET, metal and hazardous waste like batteries)

Waste

Operating during a pandemic meant consuming different materials to maintain the safety of our people that continued to operate within our facilities, so we looked for alternatives to lowering the consumption of face masks, gloves and face shields utilized to reduce the accumulation of sanitary waste.

In addition to waste, in some of our offices we hired dedicated sanitary companies to avoid inappropriate waste management. Additionally, all our locations have garbage cans with organic waste and recycle separation. Dedicated containers were also installed for the proper management of biological waste.

Electronic waste

As part of social responsibility and community support initiatives, we have a recycling initiative and computer equipment donation event, to help reduce the environmental impact. Those that are in good condition or have pieces that could be useful are donated to extend the lifetime of the equipment.

In 2020, due to the pandemic, we were unable to perform our annual donation event and recycling of computer equipment as it is done year after year; equipment not utilized during 2020 will be added to 2021 in order to have an even greater impact.

GRI 306-1

Softtek

CORPORATE GOVERNANCE

+ SOFTTEK > SUSTAINABILITY REPORT > 2020 +

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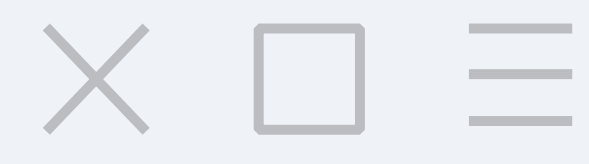
CORPOARATE
GOVERNANCE
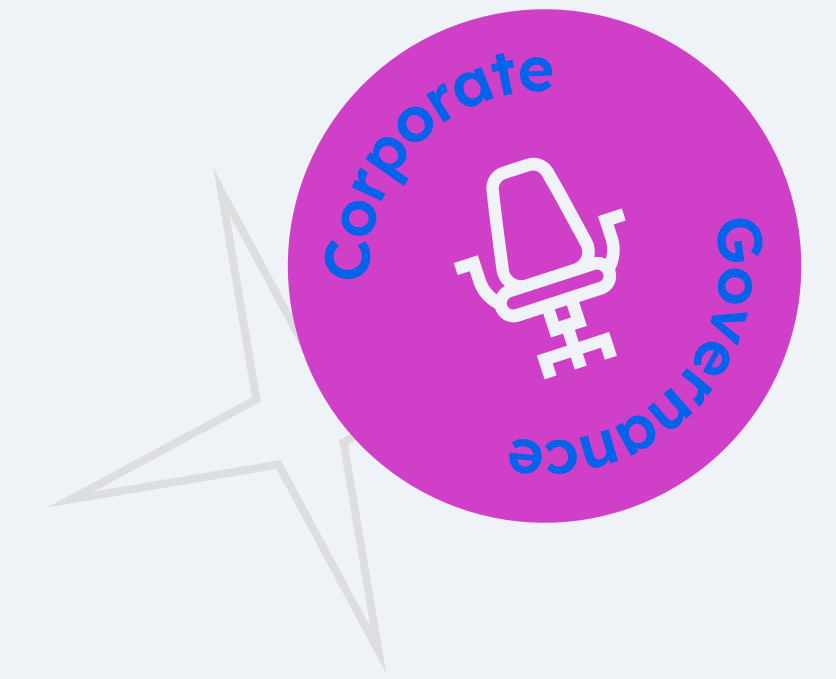
It's important for Softtek to have a proper and safe governance structure to create the needed conditions for strategic decision-making that will enable us to increase our competitiveness and value. All our committees maintain a permanent and effective dialogue, encouraging the participation of all members in decision-making to guarantee the sustainable development of Softtek.

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Executives

Blanca Treviño
President & CEO

Agustín de la Maza
Chief Solutions Officer

Alejandro Camino
Chief Marketing Officer

Heriberto Murillo
Chief Financial Officer

Eduardo Guerrero
Chief Sales Officer & MD Goverment Sector

Fernando Méndez
Chief Shared Services Officer

Roberto Montelongo
Chief Operating Officer

Beni López
MD Industrial & US Market

Carlos Delgado
CEO EMEA Market

Melik Hernández
MD Transportation & Logistics

Luis Revilla
Chief People Officer

Carlos Funes
MD BFS & Mexico Market

Carlos Méndez
MD High Tech, Telcom & Media

Juan José D'Alessandro
MD Healthcare & Insurance

Mauro Mattioda
MD Utilities, Agroindustry & South America Market

Doris Seedorf
Chief Corporate Development Officer

David Jiménez
MD CPG

Miguel Saldívar
MD Retail

Ricardo González
MD Hospitality

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Board of Directors

Our governance system is key to the organization.

Blanca Treviño	President ✕
Doris Seedorf	Member ✕
Roberto Montelongo	Member ✕
Heriberto Murillo	Member ✕
Carlos Cantú	Member ✕

The highest body of **our corporate governance is our Board of Directors made up of leaders and experts in the Information Technology industry**. Our mission would not be possible without the combined efforts of our directors, who help make Softtek an excellent company and seeks to create value through technology for all our stakeholders.

The activities of the Board of Directors, which meets three times a year, consists of:

» Executing and overseeing compliance with Shareholder resolutions.
» Supervising the management, performance and general strategy of the business.
» Reviewing and authorizing financial statements
» Reporting on the status and performance of the business.
» Authorizing investment plans and financial projections for the next five years in the markets where we operate

Committee

Committee

The Board of Directors is supported in its duties by various committees, whose objective is to supervise relevant topics about the company. The **company's Operating Committees are as follows**:

» Investment and Risk Committee
» Information Security Committee
» Audit Committee and Corporate Practices
» Ethics Committee

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Information Security Commmitee

Responsible for authorizing policies and initiatives proposed by **Oficina de Seguridad de la Información**, and ensuring they are aligned with the values of Softtek, its clients and market requirements. The committee members are:

Fernando Méndez	✕
Carlos Funes	✕
Roberto Montelongo	✕

| Luis Cuéllar | ✕ |
| Beni López | ✕ |

Invest and Risk Commitee

Responsible for implementing, evaluating and authorizing risk policies. The activities that the Investment and Risk Committee carry out include:
» Evaluate the quarterly results in each market based on its budget.
» Take the necessary actions to safeguard business performance.
» Affiliation with underrepresented social groups.
» Expertise in economic, environmental and social issues.
» Shareholder representation.

Blanca Treviño	Member ✕
Roberto Montelongo	Member ✕
Heriberto Murillo	Member ✕

The activities they carry out include:
» Evaluates and keeps track of information security risks or incidents at Softtek.
» Reviews information security clauses in work or service contracts.
» Provides training on data privacy and information security policies.
» Coordinates, together with Talent Development and Human Resource Administration, awareness-raising campaigns about information security.
» Carry out the evaluation and authorization of exceptions to any policy or norm about information security.
» Supports areas in integrating or changing tasks/steps in standard operating procedure relating to information security.
» Supports, during client visits, by answering questions relating to information security.

GRI 102-18, 102-20, 102-23, 102-26, 102-27, 102-30

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Audit Commitee and Corporate Practices

Evaluates the internal control and audit system in order to inform **Board of Directors** about it's status. This committee is comprised of:

Horacio Flores	President ✕
Elsa Patiño	Member ✕

The activities that are carried out by the Audit Committee and Corporate Practices are:

- » Approves annual internal audit program.
- » Evaluates quality of internal audit repots.
- » Oversees independence of internal auditor
- » Informs board of the status of corporate governance, reporting shortcomings and deviations in risk and internal control.
- » Reports on irregularities detected.
- » Evaluates compliance with institutional goals and targets.
- » Reviews plans for normalization and self-correction.
- » Meetings with the Internal Audit area at the close of each audit

Ethics Committee

Softtek is convinced that integrity, honesty and respect are not only desired values, but an obligation, if we want to transcend and leave a mark on the business world

For this reason, we have a **Global Ethics Committee**, in charge of overseeing compliance with our ethical standards. We also have local committees to address any violation of our Code of Ethics or values. The members of the Global Ethics Committee are:

Luis Revilla	President ✕
Mauro Mattioda	Member ✕
Agustín de la Maza	Member ✕
Beatriz Vallejo	Member ✕
Fernando Méndez	Member ✕

GRI 102-18, 102-20, 102-23, 102-25, 102-26, 102-27

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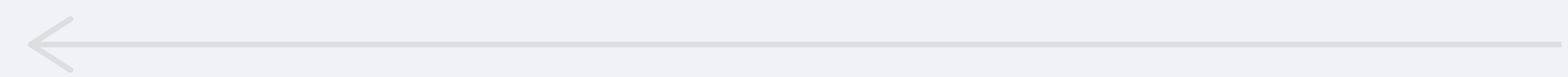
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ABOUT THE REPORT

This report has been prepared in accordance with the **GRI Standards**: Core option. For the sixth year, its publication is in line with best practice in terms of triple impact reporting: economic, environmental and social. We show the results for the period from January 1 to December 31, 2020, based on the results of the materiality study conducted in 2018.

It includes the efforts made toward the 2030 Development Agenda set by the UN, through **five prioritized Sustainable Development Goals**:

Likewise, this inform also contains our **Communication of Progress** (CoP) that we present to the United Nations Global Compact, an organization of which we are a member. Our efforts in Social Responsibility are based on its 10 principles.
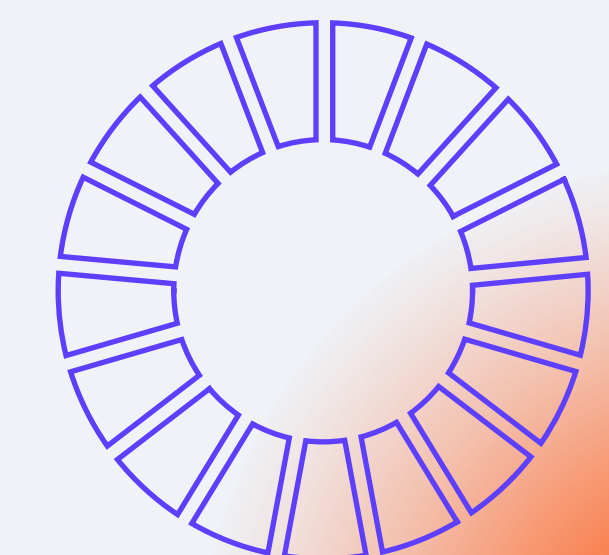
4 QUALITY EDUCATION

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

13 CLIMATE ACTION

17 PARTNERSHIPS FOR THE GOALS

GRI 102-50, 102-54

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Materiality
Study

Materiality

We carried out a materiality assessment in 2018, working together with a consulting firm specializing in sustainability, to **identify the material issues to be reported,** and **identify risks and opportunities.**

Based on these results, we obtained the material aspects we would be reporting on, as mentioned in the materiality chart, the scope of which encompasses all Softtek operations as well as its various stakeholders, unless otherwise indicated.

Additionally, the study revealed some areas of opportunity for Softtek and will be presented as material in this report because of their importance to the industry. The issues were then translated into **Standard GRI Topics**.

Materiality Study

Quantitative and Qualitative:

identification

Industry Maturity

Industry Risk

Social Risk

prioritization

Relevant Issues

Significant Aspects for Softtek

validation

Material Aspects

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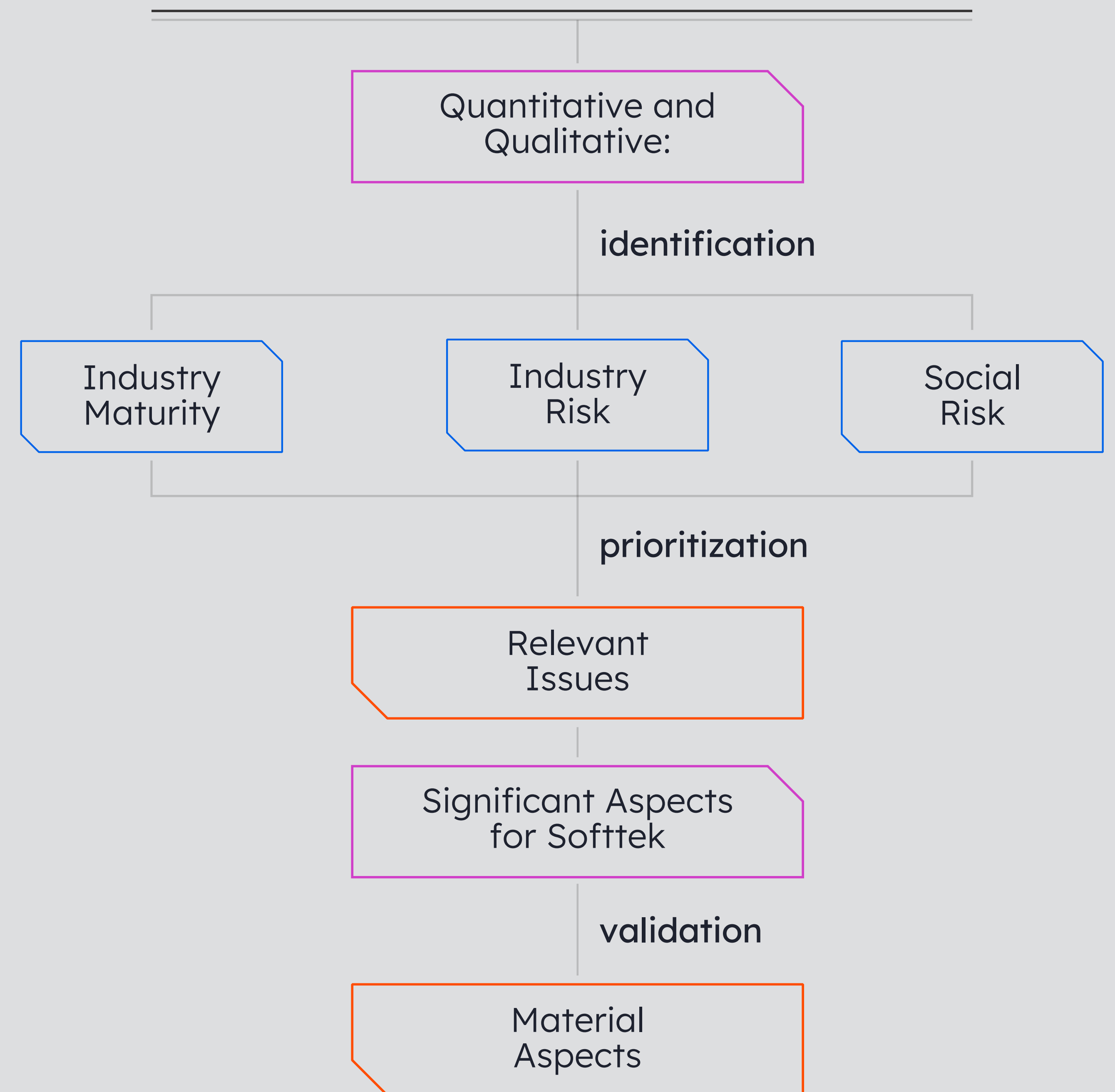
Corporate governance
Brand management
Financial issues
Customer management
Risk management
CSR Management
Ethics and integrity
Corruption
Product/service development
Operations

Supplier standards
Human rights
Social Impact
Diversity
Talent Attraction
Human capital development
Health and safety

Climate change
Energy eco-efficiency
Biodiversity
Water stewardship
Environmental policy
Materials
Waste management

Urgent

Necessary

Industry maturity + Industry influences + Social influences

Operations
Corruption
Product/Service Development
Ethics and Integrity
Health and Safety
Environmental Policy
CSR Management
Risk Management
Human Rights
Talent Attraction
Desenvolvimento de capital humano
Climate Change
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Divertisty
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Biodiversity

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Mainstream

GRI 102-47

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Stakeholder Engagement

STAKEHOLDER	INTERESTS	COMMUNICATION CHANNELS
Employees	»Medium- and long-term economic performance »Customer commitment and satisfaction »Professional growth and development »Health and safety	»E -mail »Softtek Cloud »Regular public meetings and web conferences »Performance Management »Engagement Index (Annual) »Social networks »Yammer »WhatsApp distribution lists
Customers	»Customer commitment and satisfaction »Medium- and long-term economic performance »Quality services and solutions	»Customer commitment and satisfaction »Medium- and long-term economic performance »Quality services and solutions »Ongoing customer relationship management through sales representatives »Annual trade events »Annual customer satisfaction surveys »E-mail »Webpage »Voice of the Customer (VOC) »One-on-one meetings

GRI 102-40, 102-41, 102-42, 102-43, 102-44

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Suppliers	» Health and Safety » Medium- and long-term economic performance » Fair business conditions	» Daily interaction for purchasing » E-mail » One-on-one meetings
NGOs and Community	» Medium- and long-term economic performance » Environmental impact mitigation » Health and Safety » Human Rights » Transparent communications » Contributions to community well-being and development » Local job opportunities	» Continuous one-on-one meetings with community leaders and organizations » Continuing education programs on sustainability and skills training » Participation in local job fairs » Community infrastructure initiatives, volunteering and social investment
Local, national and regional governments and regulators	» Medium- and long-term economic performance » Health and Safety » Local job opportunities	» Annual sustainability report » Long-term alliances » Regular meetings » Events and conferences
Investors	» Medium- and long-term economic performance » Corporate Governance » Disclosure and performance in environmental, social and corporate governance issues	» Regular meetings, web conferences and phone calls » Annual financial reports » Annual sustainability report » Continues updates to website

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GRI 102-40, 102-41, 102-42, 102-43, 102-44

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GRI Index

GRI Sustainability Reporting Standards helps companies and governments around the world understand and communicate their impact on critical sustainability issues such as climate change, human rights, governance and social wellbeing. For the Content Index Service, GRI Services has confirmed that the Content Index in this report is clear, and that all disclosure labels for every content correspond to the indicated sections in the report.

GRI | CONTENT INDEX SERVICE | 2021

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

General Disclosures

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 101: Fundamentals 2016			
	ORGANIZATIONAL PROFILE		
	102 - 1	7-8	
	102-2	9-10	
	102-3	85	
GRI 102: General Disclosures 2016	102-4	7	
	102-5	Variable-equity limited-liability corporation, with privately held capital stock.	
	102-6	9	
	102-7	7, 9, 31	

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GRI 102-46, 102-55, 102-73

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
	102-7	7, 9, 31	
	102-8	31	
	102-9	We are a service company; therefore, we do not purchase many products. We ensure that are acquisitions are with local suppliers to stimulate economic development in the communities where we operate. We want these suppliers to share our commitment to social responsibility and have them align with our values.	
	102-10	20	
	102-11	24-25	
	102-12	47-48, 53	
GRI 102: General Disclosures 2016	102-13	CANIETI, CMN, AMITI, CSoft, COPARMEX, Consejo Mexicano de Negocios, of which our president was recently named vice-president of the board, Anti- corruption companies http:// integridadcorporativa500.mx/ Éntrale https://entrale.org.mx/ Pride Connection 2018 https:// www.prideconnectionmexico.com/ National Retail Federation (www.nrf.com), TASSCC Association Texas Association of State Systems for Computing and Communications (www.tasscc.org), IFBTA (ifbta.org), MESA – Media and Entertainment Alliance (www.mesaonline.org).	
	2. ESTRATEGY		
	102-14	4-5	
	102-15	12-18	
	3. ETHICS AND INTEGRITY		
	102-16	30, 54	
	102-17	54-55	
	4. GOVERNANCE		
	102-18	62-66	

GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 102: General Disclosures 2016	102-20	62-66	
	102-22	The roles and responsibilities of every member https://www.softtek.com/about/management-team	
	102-23	62-66	
	102-25	54, 66	
	102-26	62-66	
	102-27	62-66	
	102-30	65	
	5. SKATEHOLDER ENGAGEMENT		
	102-40	71, 72	
	102-41	Due to Softtek's scheme of service provision, we do not have employees with collective bargaining agreements. Softtek recognizes the importance of social dialogue institutions and the applicable collective bargaining structures; therefore, we always respect our employees' right to form their own organizations and/ or join them.	
	102-42	71, 72	
	102-43	71, 72	
	102-44	71, 72	
	6. PRINCIPLES FOR THE PREPARATION OF REPORTS		
	102-45	As a private Company, Softtek does not publish financial statements. This report shows results for all the company's entities, unless otherwise stated.	
	102-46	73	
	102-47	70	
	102-48	102-48 There were no restatements of information.	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 102: General Disclosures 2016	102-49	There are no changes, we maintain the report to GRI Standards	
	102-50	68	
	102-51	2019	
	102-52	Annual	
	102-53	85	
	102-54	68	
	102-55	73	
	102-56	This report has no external assurance	

Topic Standards

GRI 200 Economic standards			
GRI 201: Economic Performance 2016	201-1	48	Confidentiality constraints. The generated and distributed value are confidential because Softtek is a private company; however, we report our social contribution as good practice.
	201-3	33 / in countries such as Mexico, Argentina, Chile, Colombia, Spain and India, we grant a percentage to retirement plans, according to the legislation of each country	
	201-4	In Argentina and Spain, we receive aid for deductions and subsidies for training, respectively.	
GRI 103: Management approach 2016	103-1	7, 8	
	103-2	18, 19, 20	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 103: Management Approach	103-3	7	
GRI 202: Market Presence 2016	202-2	Approximately 74% of senior executives are hired from the communities where we have presence. Senior executives include directors from each area, vice presidents and local and global managers	
GRI 103: Management Approach 2016	103-1	32	
	103-2	32	
	103-3	32	
GRI 203: Indirect economic Impacts 2016	203-1	48-51	
	203-2	48-51	
GRI 103: Management Approach 2016	103-1	47	
	103-2	47	
	103-3	47	
GRI 204: Procurement Practices2016	204-1	We are a service company; therefore, we do not purchase many products. We ensure that are acquisitions are with local suppliers to stimulate economic development in the communities where we operate. We want these suppliers to share our commitment to social responsibility and have them align with our values.	
GRI 103:Management Approach 2016	103-1	We have an internal and external audit program to evaluate possible risks and migrate them, we ensure. that our suppliers are governed under the same environmental and social responsibility policies, in addition to compliance with the code of ethics.	
	103-2		
	103-3		

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 205: Anticorruption 2016	205-1	55	
	205-2	55	
	205-3	55	
GRI 103: Management Approach 2016	103-1	55	
	103-2	55	
	103-3	55	
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions related to unfair competition and monopolistic practices and against fair competition.	
GRI 103: Management Approach 2016	103-1	55	
	103-2	55	
	103-3	55	

GRI 300: Enviromental standards			
GRI 302: Energy 2016	302-1	59	
	302-3	59	
	302-4	59	
	302-5	59	
GRI 103: Management Approach 2016	103-1	58	
	103-2	58	
	103-3	58	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 305: Emissions 2016	305-3	Our operations do not generate significant direct greenhouse emissions; however, the mobility of our employees do. Therefore, we encourage the application and use of global tools to contribute the decrease of our environmental footprint.	
	302-5	During 2020, due to the pandemic, all of our operations and activities were remote, which caused mobility to decrease by 95%. For next year, we plan to adopt some of these practices as ways of reducing mobility, and therefore emissions.	
GRI 103: Management Approach 2016	103-1	58	
	103-2	58	
	103-3	58	
GRI 306: Effluents and Waste 2016	306-1	60	
GRI 103: Management Approach 2016	103-1	58	
	103-2	58	
	103-3	58	
GRI 307: Enviromental Compliance 2016	307-1	There was no fine for non-compliance with environmental regulations in 2020.	
GRI 103: Management Approach 2016	103-1	58	
	103-2	58	
	103-3	58	
GRI 308: Supplier Environmental Assessment 2016	308-1		Information unavailable. At the moment, we do not carry out supplier environmental assessments; however, we are evaluating the assessment criteria to include environmental metrics during 2021 and report them on the next annual report.

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 103: Management Approach 2016	103-1	We have an internal and external audit program to evaluate possible risks and migrate them, we ensure. that our suppliers are governed under the same environmental and social responsibility policies, in addition to compliance with the code of ethics. For more information: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-2		
	103-3		

GRI 400: Social standards			
GRI 401: Employment 2016	401-1	32-33	
	401-2	32-33	
	401-3	33	
GRI 103: Management Approach 2016	103-1	32	
	103-2	32	
	103-3	32	
GRI 403: Occupational Health and Safety 2018	403-1	43-47	
	403-2	43-47	
	403-3	43-47	
	403-4	43-47	
	403-5	43-47	
	403-6	43-47	
	403-7	46, 48	
	403-8	95% of employees are covered by the health management system, which is audited internally and externally.	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 403: Occupational Health and Safety 2018	403-9	43-47 / During 2020, there was no death or accident related to work; we do not have activities with high risk of labor injury.	
	403-10	43-47	
GRI 103: Management Approach 2016	103-1	43-47	
	103-2	43-47	
	103-3	43-47	
GRI 404: Training and Education 2016	404-1	36-38	
	404-2	36-38	
	404-3	39	
GRI 103: Management Approach 2016	103-1	36-37	
	103-2	36-37	
	103-3	36-37	
GRI 405: Diversity and Equal Opportunity 2016	405-1	31, 63	
GRI 103: Management Approach 2016	103-1	29, 52-53	
	103-2	29, 52-53	
	103-3	29, 52-53	
GRI 406: Non-descrimination 2016	406-1	54-55	
GRI 103: Management Approach 2016	103-1	52-55	
	103-2	52-55	
	103-3	52-55	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	No operations or suppliers have been identified where the right to freedom of association and collective bargaining could be at risk.	
GRI 103: Management Approach 2016	103-1	Softtek recognizes the importance of social dialogue institutions and the applicable collective bargaining structures; therefore, we always respect our employees and suppliers' right to form their own organizations and/or join them.	
	103-2	Softtek recognizes the importance of social dialogue institutions and the applicable collective bargaining structures; therefore, we always respect our employees and suppliers' right to form their own organizations and/or join them.	
	103-3	Softtek recognizes the importance of social dialogue institutions and the applicable collective bargaining structures; therefore, we always respect our employees and suppliers' right to form their own organizations and/or join them.	
GRI 408: Child Labor 2016	408-1	No operations or suppliers with significant risks of child labor have been identified.	
GRI 103: Management Approach 2016	103-1	55	
	103-2	55	
	103-3	55	
GRI 409: Forced or Compulsory Labor 2016	409-1	No operations or suppliers with significant risks of forced or compulsory labor have been identified.	
GRI 103: Management Approach 2016	103-1	55	
	103-2	55	
	103-3	55	
GRI 412: Human Rights Assessment 2016	412-2	53, 55	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 103: Management Approach 2016	103-1	55	
	103-2	55	
	103-3	55	
GRI 413: Local Communities 2016	413-1	47-51	
	413-2	47-51	
GRI 103: Management Approach 2016	103-1	47-51	
	103-2	47-51	
	103-3	47-51	
GRI 414: Supplier Social Assesment 2016	414-1		Information unavailable. At the moment, we do not carry out supplier social assessments; however, we are evaluating the assessment criteria to include social metrics during 2019 and report them on the next annual report.
GRI 103: Management Approach 2016	103-1	We have an internal and external audit program to evaluate possible risks and migrate them, we ensure. that our suppliers are governed under the same environmental and social responsibility policies, in addition to compliance with the code of ethics. For more information: https://integrity.softtek.com/docs/Codigo-Etica-en.pdf	
	103-2		
	103-3		
GRI 415: Public policy 2016	415-1	Softtek has not given economic or in-kind contributions to any political party.	
GRI 103: Management Approach 2016	103-1	Since its inception, Softtek was formed under the concept of being an A-Political and A-Confessional company. This is reflected in our Code of Ethics, which sustains people's freedom of belief.	
	103-2		
	103-3		
GRI 416: Customer Health and Safety 2016	416-1	22-25	

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GRI STANDARD	CONTENT	PAGE / DIRECT RESPONSE	OMISSIONS AND EXPLANATION
GRI 416: Customer Health and Safety 2016	416-2	During 2020, there was no incident derived from the regulations on the health and safety of our products and services.	
GRI 103: Management Approach 2016	103-1	22-25	
	103-2	22-25	
	103-3	22-25	
GRI 417: Marketing and labeling 2016	417-1	19-20, 26-27	
	417-2	Dring 2020, there was no noncompliance related to information and product / service labeling	
	417-3	During 2020, there was no noncompliance related to marketing communications.	
GRI 103: Management Approach 2016	103-1	19-20, 26-27	
	103-2	19-20, 26-27	
	103-3	19-20, 26-27	
GRI 418: Customer Privacy 2016	418-1	During 2020, there was no claim or fine derived from violations of the clients' privacy or loss of data.	
GRI 103: Management Approach 2016	103-1	24-25	
	103-2	24-25	
	103-3	24-25	
GRI 419: Socio Economic Compliance 2016	419-1	During 2018, no non-compliance with the laws and regulations of social or economic matters was identified.	
GRI 103: Management Approach 2016	103-1	9, 22-23	
	103-2	9, 22-23	
	103-3	9, 22-23	

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Softtek®

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

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