



Accompanying sustainable progress

2022 Sustainability Report
ESET Latin America



We are experiencing significant changes in the way of working and living. Technological progress is part of these changes, helping companies become more profitable, efficient, and intelligent, and also helping all people enjoy the little things that make life better and contribute to a safer and more comfortable future.

But threats are also progressing, which is why, at ESET, we protect progress in a sustainable way so that everyone can enjoy without worries.

In turn, another change is the “hybrid” aspect of our organizational culture in terms of technology, work, and the way our work teams are, feel, or do things. In this sense, at ESET we promote a culture in which different identities, diversities, nuances, mixtures, and indefinite versions prevail, which we are sure will enrich us professionally and personally.

Accessible and inclusive sustainability report

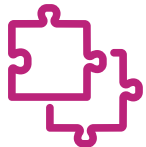
To make our Sustainability Report accessible and inclusive, we took the following measures:



Language



Navigability
and readability



Inclusive
language



Technological
gaps





Language

The version can be accessed in three languages: Spanish, English, and Portuguese. This document was written in Spanish and subsequently translated into English and Portuguese. If discrepancies are found between the original Spanish version and the translated version, the content and meaning of the original document will prevail.

Inclusive language

The writing and design of this Report incorporate a gender perspective. We prioritize the use of generic nouns where possible and as long as it does not affect the reading flow. At the same time, we use information and images that are free of biases and stereotypes (both gender and any condition of diversity). We also try to avoid technical terms, acronyms, jargon, or other content that may not be easy for a many people, and we include explanations and clarifications in the corresponding sections.

Navigability and readability

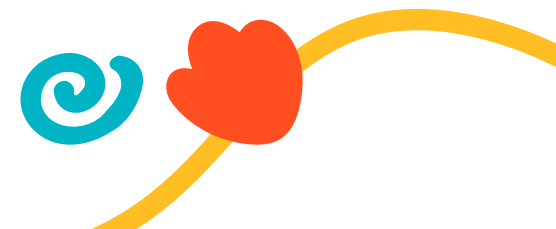
All people can find the specific information they are looking for through indexes, infographics and tables, links, the browsable pdf and the microsite, among other aids. In order to take into account the particular needs of people with visual impairment or specific cognitive and/or neurological difficulties, text formats in appropriate size, colors, and contrasts were used.

Technological gaps

To consider the existing technological – access – gaps, a responsive design was considered, that is, that the design is accessible and adaptable across technological devices, tablets, smartphones, etc.



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Letter from the president

| GRI 2-22

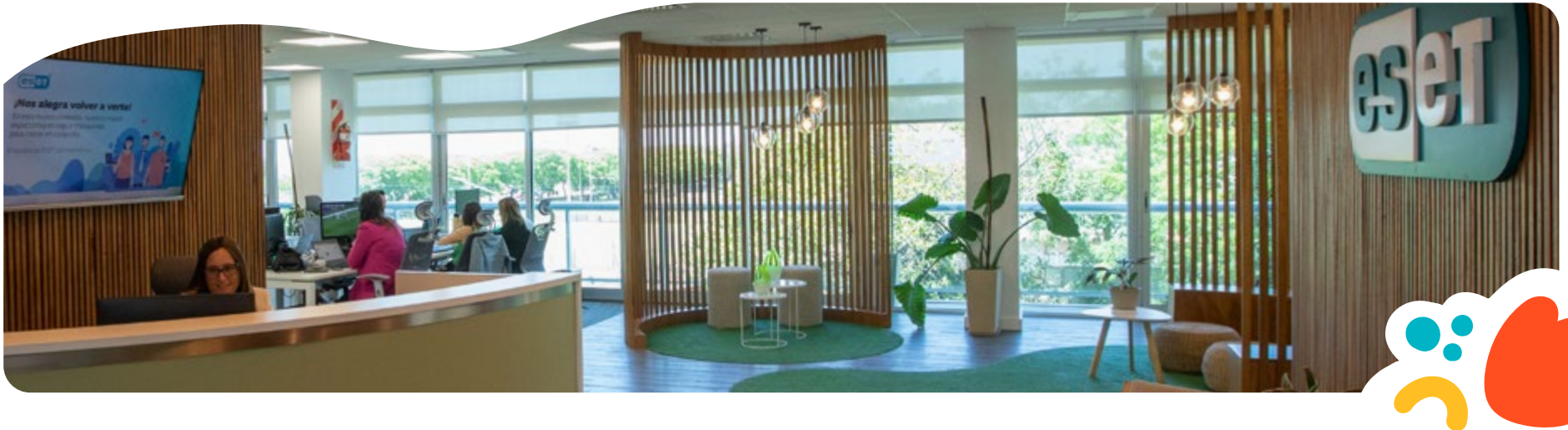
I am proud to present you a new edition of our Sustainability Report corresponding to 2022. Having gone through the COVID-19 pandemic, this period had another event with a very profound global impact: the Russian invasion of the Ukrainian territory.

ESET did not remain oblivious to this situation; in line with global corporate values, new sales have been suspended throughout Russia, where we are the second largest competitor on the market. Our priority was to support Ukraine and its people, even if it meant negative consequences on our income.

Despite this, ESET's performance worldwide delivered very good results. In fact, in Latin America, compared to last year, we managed to grow and confirm that we are on the right track.

Also, we changed our motto to "Progress Protected," as it represents what ESET believes in, what it defends, and the leitmotif of our work: protecting the technology that enables progress and a better future for all humanity.





When it comes to progress, our solutions were updated and formed an attractive offer for the client portfolio, with well-structured products to adapt to the different security needs.

As a result of this tireless work, we have received various recognitions, both at the global and local levels; for example, we maintained the Champion status in the Canalys Cybersecurity Leadership Matrix and we were an [Overall Leader in the KuppingerCole Report](#), to name a few. Among the many achievements of our corporate and residential products, we can highlight that ESET was once again recognized as [Top Player in protection against APTs by Radicati](#).

This 2022 constituted the year in which we met again in person, and in those hugs, we confirmed that a relationship founded on trust and joint efforts is the cornerstone for success in the region.

Federico Perez Acquisto

PRESIDENT OF ESET LATIN AMERICA

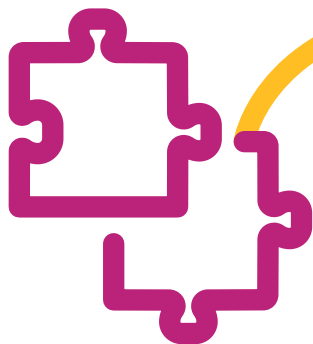


Welcome

We welcome you to the eleventh ESET Latin America Sustainability Report.

This year we used the new Universal Standards of the Global Reporting Initiative (GRI Standards), in addition to the 10 Principles of the United Nations Global Compact, and we highlighted our commitment to the Sustainable Development Goals of the UN 2030 Agenda. All this makes us proud because, in addition to transmitting what we are and what we do, we continue to be the only company in the industry that assumes this commitment at a regional level.

The feature that describes what took place during 2022 is the concept of hybridity, because of the change that we are experiencing in the way of working at a general level and, also, at a particular level at ESET. "Hybridity" refers to the different identities and the diversity that describe our organizational culture. We understand that there is not a single way of being, feeling, or doing; the nuances, the mixed, the blends, and the indefinite versions describe us.



The most important thing is that this transformation is not an individual journey, but rather one that is traveled together with our work teams.

This year we obtained recognition from the Hallbars Sustainability Reports Awards 2022, for our Sustainability Report; for the third consecutive year, we received the PAMOIC Award in two categories: the GOLD distinction in the category of Best Inclusion and Diversity Strategy, and the SILVER distinction in the category of Best Contribution in Social Responsibility, for our two initiatives that promote research and positioning concerning cybersecurity issues in the academic and scientific world: the [University Award](#) and the [ESET Award for IT Security Journalism](#).

These achievements would not have been possible without the work, adaptability, and effort of our three Sustainability Committees: the Community Relations Committee, the Inclusion and Diversity Committee, the Environmental Affairs Committee, and the work of all the areas of the Company.

We continue to Accompany Sustainable Progress and we are proud to tell you and share everything we have achieved this year.

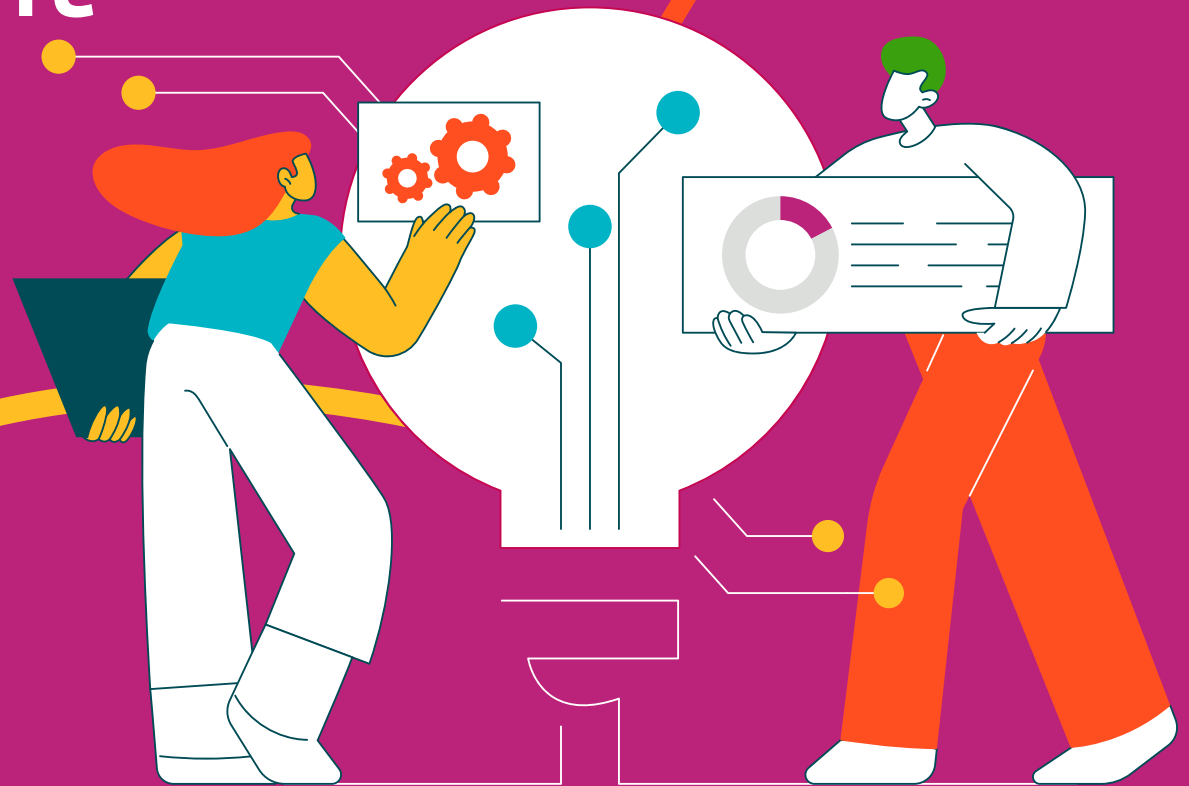


If you have suggestions, contributions, and opinions about this document, do not hesitate to contact us at sostenibilidad@eset-la.com

Carolina Kaplan

SUSTAINABILITY RESPONSIBLE FOR THE ENTIRE REGION

Sustainability as a form of management



Our management approach

GRI 2-23, 2-24, 3-3

MATERIAL TOPIC 1, 4, 5, 6, 8



Mission

To work with ethics and passion, building a safer technological environment, protecting progress so that all people can enjoy without worries. We intend to achieve this in a socially responsible manner, through education and the commitment to research and development of technological solutions.



Vision

To allow users to enjoy their full potential and technology in a secure digital world. We intend to manage our business in a sustainable manner, as an unavoidable source of reference in training and awareness on information security.





Our Head Office in Slovakia is responsible for disseminating and communicating our mission and vision to all ESET offices in their local language. As part of the commitment to the WEPs¹, we are in the process of incorporating inclusive language in all publications, internal and external communications, the website, etc.

Our commitment



Provide excellent client service, responding to their needs.



Solve all kinds of cyber-threats, updating the level of the products and generating security alerts that protect users.



Produce a triple impact result: economic, environmental, and social, guaranteeing the development and well-being of all our stakeholders.

¹. The Women Empowerment Principles (WEPs for its acronym in English) are a joint initiative of the United Nations Global Compact and UN Women.

Values

Values shape the culture of our Company and are promoted from our Head Office in Slovakia, with the exception of the values of Teamwork and Social Responsibility, which are specific to our region. They guide the way we behave and make decisions. They are communicated and promoted, mainly, from the Human Resources and Sustainability areas in our offices (Argentina, Mexico, and Brazil). These offices are decorated with decals on the walls and doors with these values and, every year, some activity or campaign is conducted at the regional level to remind us that we work with:



Courage

We do not take the easy road. We are always pushing limits and we are determined to make a difference.



Integrity

We promote honesty and fairness in everything we do. We have an ethical approach to business.



Reliability

People need to know that they can count on ESET. We work hard to deliver on our promises, and to build trust and mutual understanding.





Passion

We have the passion, motivation, and determination to make a difference. We believe in what we are and what we do.



Social Responsibility

We live social responsibility as our corporate culture and, for this reason, we actively engage with the community, the workforce, the environment, and the value chain.



Teamwork

We are convinced that, as a team, each person can achieve their maximum potential, enjoying the process and thus accomplishing the best results.

The Company's values, mission, and vision are communicated both in Spanish and Portuguese on the different web pages, in the inductions given to people who start working at ESET Latin America, and, every October, as part of the activities of *Values Month*.



New motto

ESET globally launched its new corporate slogan “Progress. Protected.” This milestone was highly relevant, as it embodies the Company’s vision regarding technology and the future.

It is a concrete, tangible, and global proposal, used in all segments and markets in a synergistic and standardized manner, strengthening brand recognition. For this reason, “Progress. Protected” will always be used in English.

These words represent our aspiration, what ESET believes in, what it stands for, and the leitmotif of our work: protecting technology, which enables progress and a better future for all humanity. For its launch, a stable global campaign was created, whose protagonists are leading influential men and women with unique experiences directly related to progress and technology.



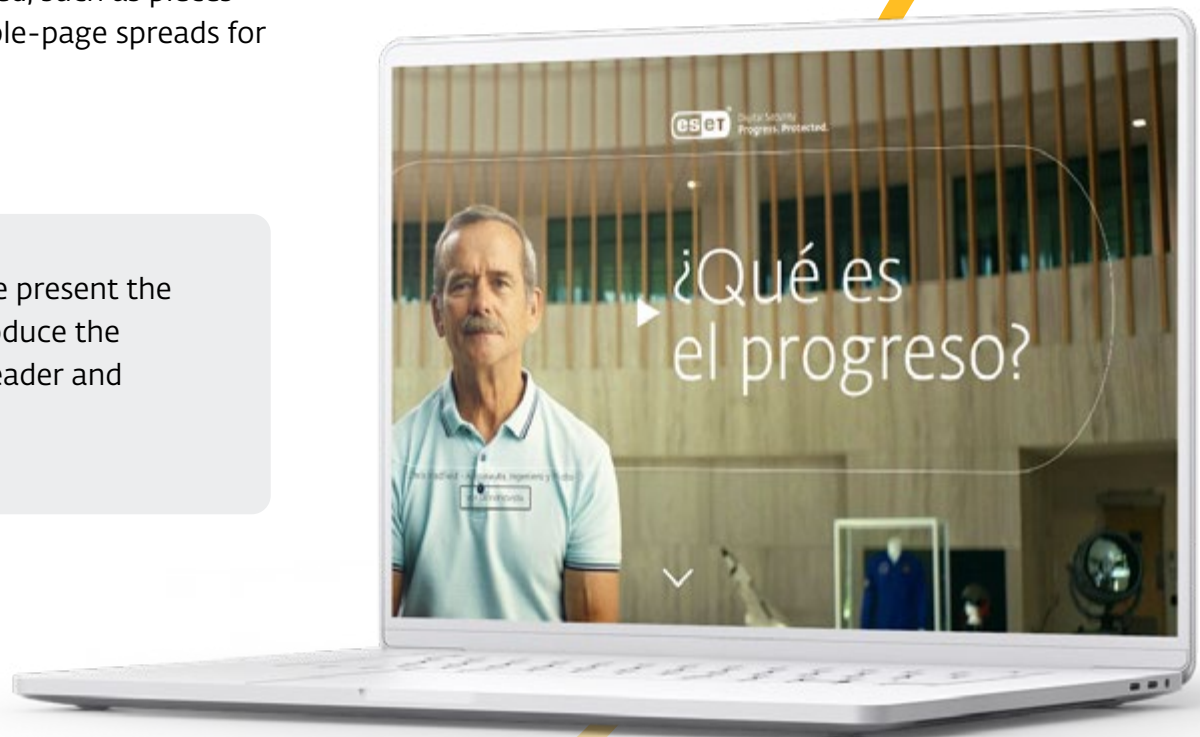
These people are:



To publicize the brand's new proposal, we worked on the translation and adaptation of different materials prepared by the Head Office, such as landing pages, graphic pieces, videos, banners, and images for online advertising and social networks, which will allow us to promote the different campaigns and that are already available in the ESET Partner Center. We also have other tools for offline use, available to be located, such as pieces for outdoor advertising, radio and TV ads, double-page spreads for newspapers, among others.



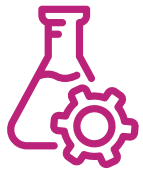
We share the [main page](#), where we present the campaign and, in addition, we introduce the specific landings for each opinion leader and segment.



Corporate communication

Our press area promotes, among other things, awareness on diversity and inclusion issues related to our business.

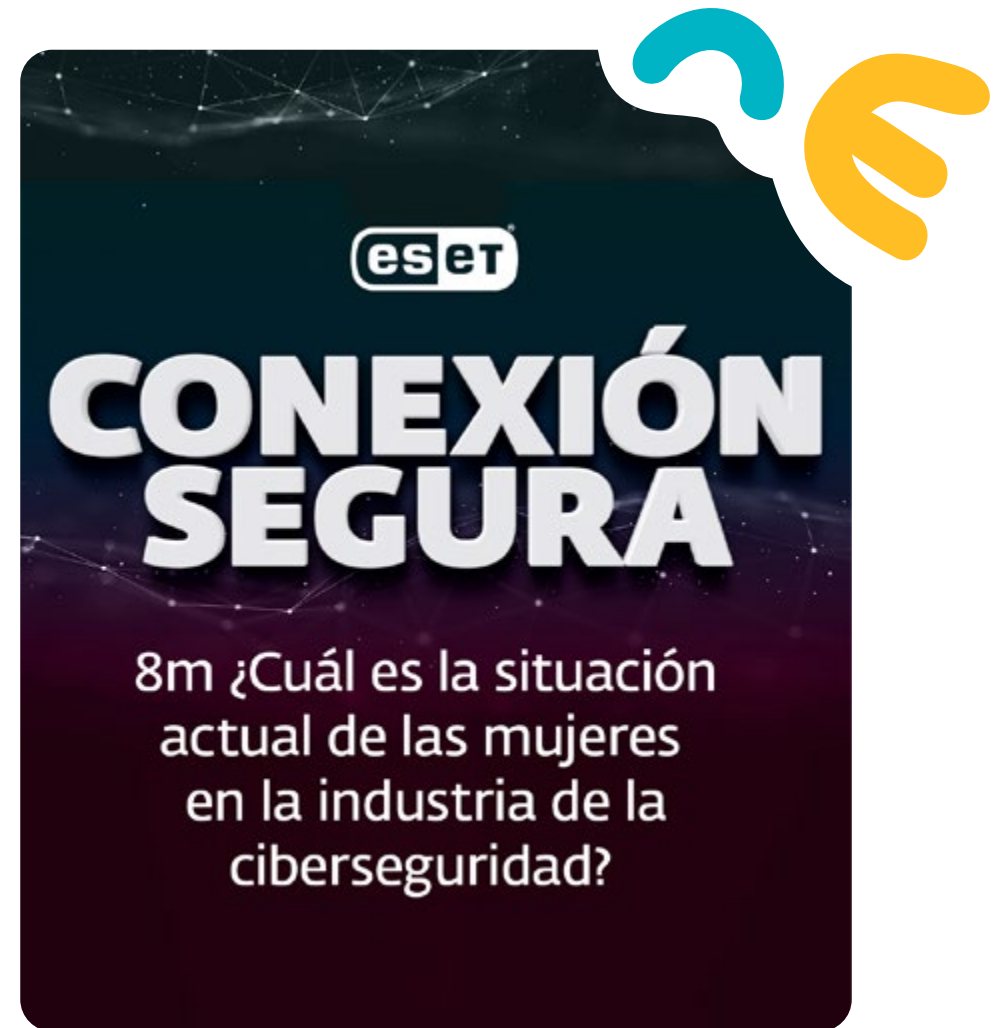
We prepared 2 articles that had 145 publications in different media throughout the region and represent 45% of all institutional sustainability articles made.



What is the current situation of women in the cybersecurity industry?

Together with *Digipadres* (Digiparents), we analyzed the scientific community and why women who are dedicated to science and technology still represent only 28% of the total.

In this article, related to the episode of the *Conexión Segura* (Secure Connection) podcast by Martina López and Sol González, both ESET researchers shared their perception of what it is like to work in the cybersecurity industry as a woman and invited others to develop in this field.



[You can listen to it here](#)



Equity, inclusion, and diversity are key to progress in cybersecurity

One of the challenges that the cybersecurity industry is facing is to become more diverse and inclusive. Not only by understanding that the path of equity, inclusion, and diversity is the fairest and most upright, and that it is demanded by the whole of society, but also because it is aligned with the need to reduce the talent shortage.

In this article, which is part of our *Progress Protected* series, in which we use the concept of progress as a trigger to address different topics, we analyze why equity, inclusion, and diversity are key to the progress of the cybersecurity industry.

Values month

We are committed to respecting rights beyond their legal compliance, and to addressing these issues in the workplace, since respect for Human Rights should not be a passive responsibility. This requires having policies and processes that help identify, prevent, mitigate, and remedy the effects of their violation.

At a regional level, we established October as Values Month, with the purpose of implementing activities related to institutional values. And at a global level, it was established as *Diversity Awareness Month*.

This year we carried out activities and communication campaigns in which, in addition to recalling the importance of our Diversity and Non-Discrimination Policy, the direct link between corporate values and inclusion and diversity was explained. All these activities promote the creation of more inclusive, respectful, and diverse spaces, where all identities are valued, and diversity is lived with pride.



The communication campaigns were conducted in the three offices



**with the participation of
25%
of the Company and
lasted 1.3 hours**



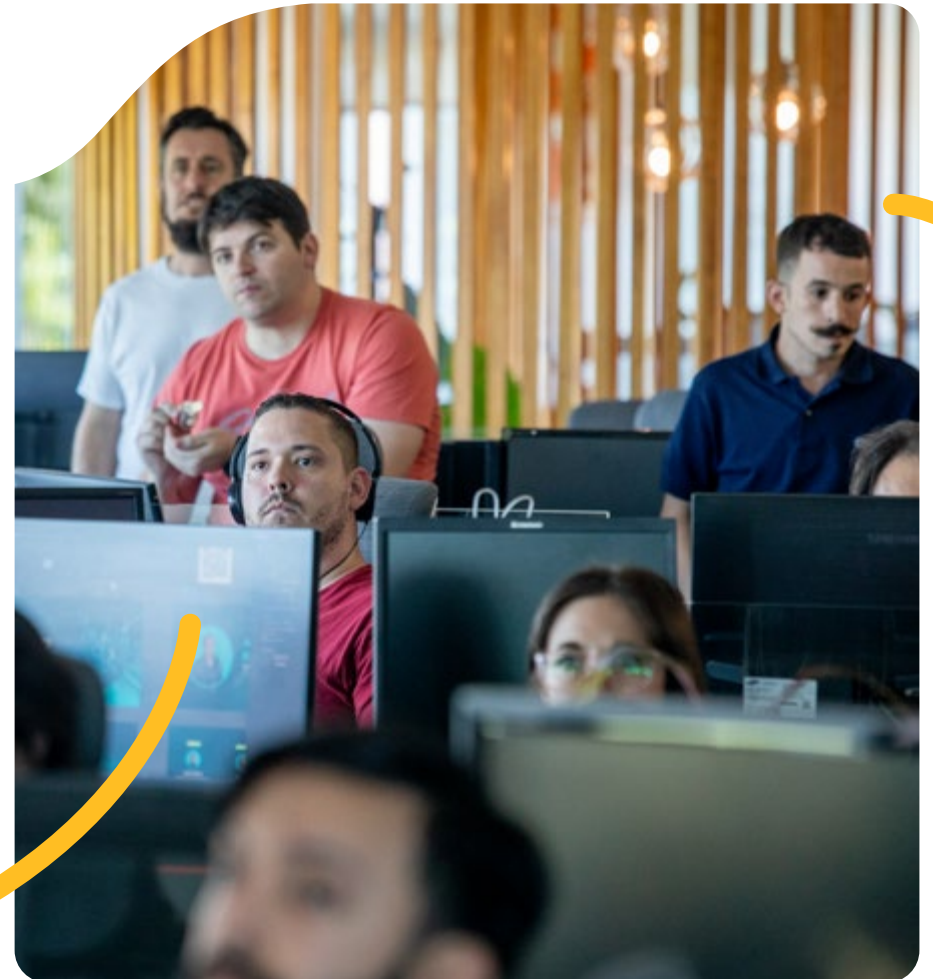
*The global activity lasted
1 hour and*

**8 people
people from the LATAM
offices participated**

The pillars of our sustainable management

■ GRI 3-1, 3-3, 2-25

We rely on four strategic pillars to manage our business sustainably.

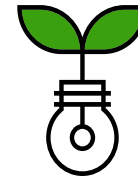




our four pillars



Community development
and education



Environmental care



Collaborators' well-being
and talent management



Value chain enrichment

For the development of commercial activities, both in our offices and in those of our exclusive distributors, we require, through different policies and actions, compliance with current legislation and international Human Rights treaties. In the [Value Chain Chapter](#) of this Report, the preventive measures and the commitments undertaken in this matter are described. We do not implement a formal Human Rights risk assessment.

Through the core of our business, and our Mission, Vision, and Values, we seek to mitigate the negative impacts of technological advances. Moreover, the foundation and participation of the NGO Argentina Cibersegura is our most relevant initiative in this regard. In the Community Chapter, we describe how our initiatives contribute to remedying the negative impacts identified.

Our Diversity and Non-Discrimination Policy, and our Code of Ethics and Anti-Corruption, allow us to dialogue with our stakeholders and remedy negative impacts, monitoring the complaint and claim mechanisms through the Ethics Committee. Every year, we carry out an analysis of materiality or of the main relevant issues, through consultations with our stakeholders on the economic, social, and environmental impacts applicable to our business and our sustainability management.

Sustainability management is run from the Financial, Human Resources, and Sustainability Directorate. It is accountable, specifically, for sustainability issues. It is in charge of coordinating and managing the activities, projects, and initiatives of the three

Committees: the Community Relations Committee, the Inclusion and Diversity Committee, and the Environmental Affairs Committee.

Our sustainable management is published on the Company's Intranet and in an internal news summary for all offices, with news and actions from the Committees and the area in general.



The strategic investment in sustainability for the period was

EUR 716,491.30



Community pillar

Strategy

- Have a comprehensive educational management in IT security throughout Latin America.
- Articulate with civil society organizations to generate projects for economic and social inclusion.

Impact

- Generate awareness, knowledge, and information on the safe use of technology, reducing the number of people who are victims of cybercrime, generating digital inclusion in the use and appropriation of digital tools. Pursue the development of skills, motivation, and confidence to use digital tools safely, to improve the quality of life of the communities where we are present, by means of a comprehensive educational management throughout Latin America.
- Reduce inequalities in the economic and social dimensions of vulnerable groups in our communities.



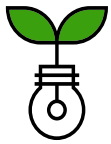
Risks

- The misuse of technology increases cybercrime and inequality, reducing digital inclusion, as it does not allow to benefit from the use and appropriation of technology at an educational level.
- Exclusion contributes to the economic and social inequality of vulnerable populations (people with disabilities, low-income people, trans people, etc.).

Opportunities

- Generate more actions of awareness, knowledge, and information, expanding the target audiences and achieving a more even growth of these throughout the region.
- Increase the impact, results, and synergies through alliances with civil society organizations that work for inclusion.





Environmental dimension pillar

Strategy

- Reduce the impact that our activity has on the environment, implementing new good practices that allow us to achieve this objective.
- Make people aware of the importance of caring for the environment, so that they act as multiplying agents in their personal context.

Impact

- Contribute to reducing the environmental impact of activities.
- Extend awareness and good practices to the private sphere of collaborators.

Risks

- Generate a negative impact on the environment, squandering natural resources.
- Hinder the awareness of environmental problems among our people.

Opportunities

- Broaden and deepen good practices for the care of the natural resources used.
- Generate a deeper awareness among collaborators, so that their multiplier action is enhanced.



Collaborators pillar

Strategy

- Implement benefit programs, training, and talent management.
- Develop a comprehensive, equitable, and transparent Human Resources management plan.

Impact

- Motivate, train, and develop collaborators.
- Create a pleasant and friendly workplace.
- Reduce voluntary attrition rates in the Company.



Risks

- Having staff that is unmotivated and unprepared to carry out their work.
- Generate high attrition rates in the Company.

Opportunities

- Train collaborators more professionally.
- Generate clearer and more challenging career plans.
- Provide the necessary conditions and equipment so that people can work optimally, even when working remotely.



Value chain pillar

Strategy

- Formally adhere our supplier companies to the concepts of sustainability.
- Align distribution companies throughout Latin America with sustainability management.

Impact

- Work with supplier companies that are aware of and committed to the triple-impact management.
- Commitment of our distributors to manage their business sustainably.

Risks

- Having a value chain that is not committed to the triple-impact management, harming the sustainable management of the Company.

Opportunities

- Extend the triple-impact management to the entire value chain, generating more sustainable companies that are committed to social and environmental aspects.

Investments by strategic pillar (in EUR)²**55,350.31**

Community pillar

**179,293.79**

Collaborators pillar

**3,906.81**Environmental
dimension pillar**477,940.38**

Value chain pillar

2. See comparative information in [Annex 1](#)



Responsible business conduct commitments

| GRI 2-23, 2-28

We adhere to the following initiatives:

WOMEN'S EMPOWERMENT PRINCIPLES

In 2019, we adhered to the Women's Empowerment Principles (WEPs), in which we committed to execute an action plan focused on four axes:

- **Leadership and Strategy:** we focused on the training and sensitization of Directorate and Middle Management teams on issues of diversity and inclusion, and on the benefits of diversity in the workplace.
- **Workplace:** we focused on defining internal processes; with that objective in mind, a communication campaign was carried out so that people can appropriate and use
- the Diversity and Non-Discrimination Policy. In turn, two major lines of work were proposed: on the one hand, the HR area was trained to implement the salary gap analysis tool and carried out a pertinent diagnosis; they were also trained on how to address possible complaints relevant to the Diversity and Non-Discrimination Policy. On the other hand, with the purpose of internalizing the UN Women's inclusive language Manual in specific areas, the Inclusion and Diversity Committee prepared an inclusive and accessible communication workshop, which was delivered to all areas of the Company on a mandatory basis.
- **Markets:** we worked on a greater gender perspective in the *Marketing and Communication* areas, with emphasis on external communication, language, images, and the accessibility of the materials generated.



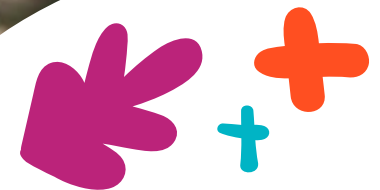
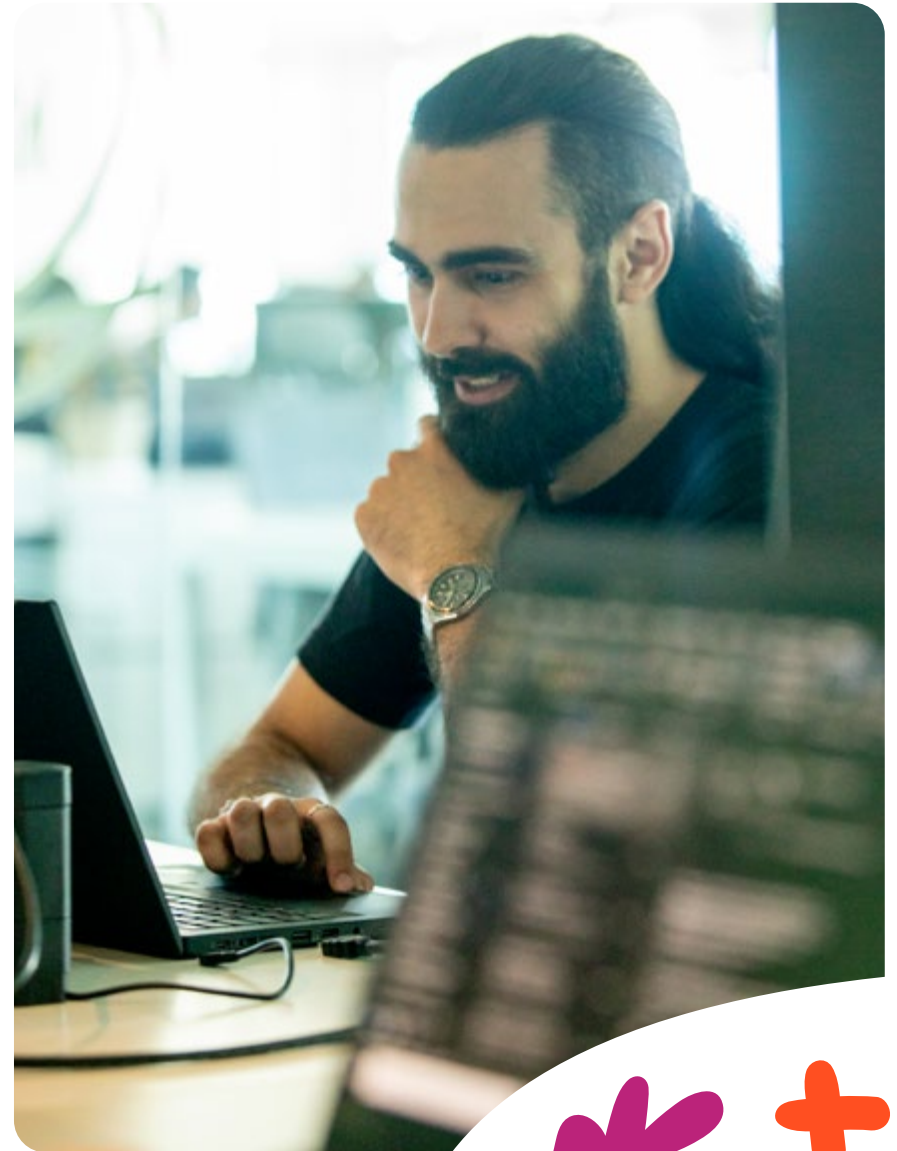
➤ **Community:** we worked on community relations from a gender perspective. Various internal and external activities and actions were carried out. Also, from Human Resources, we conducted increasingly inclusive searches, articulating with different organizations that seek this goal. In turn, we continued with the strategic alliance with the organization *Media Chicas*.

| ➤ <https://www.weps.org/>



In 2013, ESET Latin America adhered to the ten Principles of the United Nations Global Compact, which are related to the fulfillment of Human and Labor Rights, the implementation of anti-corruption mechanisms and the care of the environment.

| ➤ www.pactoglobal.org.ar
www.unglobalcompact.org



2030 Agenda: Sustainable Development Goals

The 2030 Agenda is our benchmark model for achieving objectives aligned with Human Rights.

We integrate the Sustainable Development Goals (SDGs) into our practices guided by the following criteria:

- According to the strategic priorities of the company's core business.
- According to the Management priorities.
- According to whether it is considered in an existing or developing practice.
- According to its operational feasibility in the short or medium term.

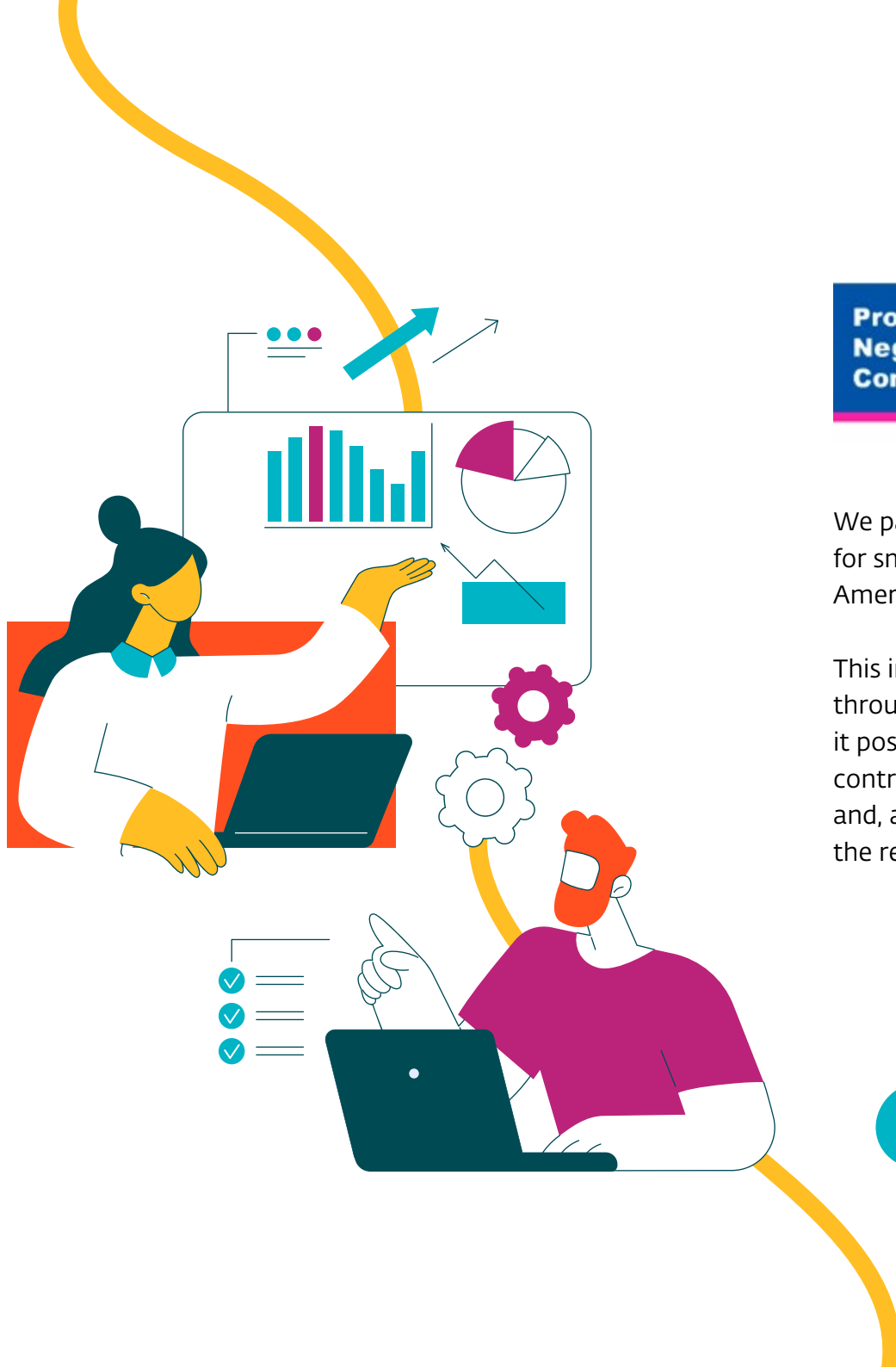
We identify the objectives of the goals that we consider to be priorities, we work on them in each Sustainability Committee according to the corresponding subject, and we continue to deepen our management in the chosen goals.



In the section [Our commitment with the 2030 Agenda](#) you will find a summary of the results achieved during the period.

OBJETIVOS DE DESARROLLO SOSTENIBLE





Programa de
Negocios
Competitivos 2022

GRI
Latin America

AG
SUSTENTABLE

We participated in the first “referenced” GRI Reporting program for small and medium-sized enterprises, developed by GRI Latin America and AG *Sustentable* as implementing partner.

This initiative seeks to encourage the accountability process through the preparation of a sustainability report that makes it possible to identify, measure, manage, and communicate the contributions and impacts in terms of sustainable development and, at the same time, add value to the operation and strengthen the relationship with the main stakeholders.

Building bonds

We accompanied the following spaces and celebrated different alliances to implement responsible practices.

Bureau of Human Rights and Business of the Argentina Global Compact

In recent years, we have joined the Bureau of Human Rights and Business of the Argentina Global Compact, participating in workshops and congresses related to these topics, and conveying all the acquired knowledge to the rest of the staff.

 [Global Compact](#)



In Argentina, we are a GOLD member of the Argentine Institute of Corporate Social Responsibility (IARSE), and we support its cause regarding the incorporation of economic, social, and environmental issues into the management of organizations.

 [IARSE website](#)



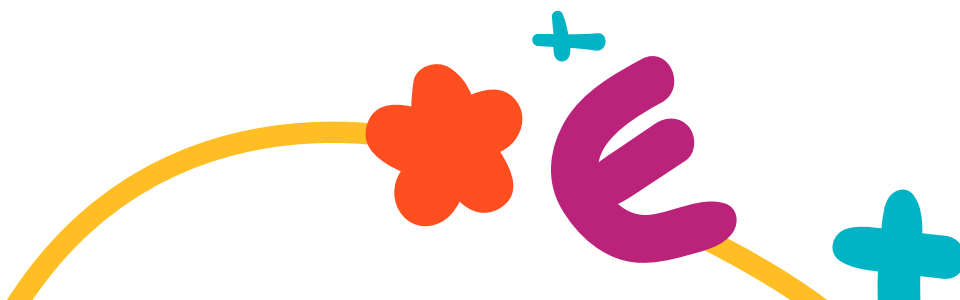
We have a voluntary mutual collaboration agreement with the UTN, which implies the opening of a joint Malware Research and Analysis Laboratory, as well as spaces for improvement and training in IT Security, together with its students and graduates. In turn, this agreement comprises the arrival of the traditional Antivirus Tour (a cycle of free seminars organized by ESET Latin America) to the 29 regional faculties of the UTN, and the development of training sessions and courses on malware analysis and information security at each of the institution's campuses.

|  [National Technological University \(UTN\)](#)



We completed the Program for Companies Committed to Human Rights of the City of Buenos Aires, to accompany companies and employer organizations in training and adopting good practices in Human Rights. Also, the progress of the presented program was communicated, and, from ESET Latin America, we applied the developed plan in our three offices. The proposal provides the necessary tools and support to help identify, prevent, mitigate, and remedy actual and potential negative impacts related to these rights and cultural pluralism in their activities, policies, and management systems, as well as throughout their supply chains and other business relationships.

|  [Companies Committed to Human Rights](#)





We completed the BA *Convive* (BA Coexists) Program, ran by the Undersecretariat of Human Rights and Cultural Pluralism of the City of Buenos Aires. Through meetings, the proposal seeks to reflect on the coexistence practices that occur in different areas, from a multicultural perspective, guaranteeing equal treatment and respect.

|  [BA Convive Program](#)



We collaborate with this organization as the main sponsor and founder of the Civil Association Argentina Cibersegura, a non-profit entity that specializes in raising awareness and educating the community on the proper use of the Internet and the technologies.

|  [Argentina Cibersegura](#)





We accompany the *Empujar* (Push) Foundation, whose goal is to provide employment opportunities to young people between 18 and 24 years old, in vulnerable economic and/or social conditions, promoting their personal and social development through an educational program.

|  [Empujar Foundation](#)



We celebrated a strategic alliance with the organization *Botella de Amor* (Bottle of Love) Argentina, to disseminate and communicate good practices in environmental care and waste sorting from both organizations. We spread 5 communications in our networks and in our communication channels, and we obtained 23,008 impressions and 325 interactions.

|  [Botellas de Amor](#)



Stakeholders and commitments

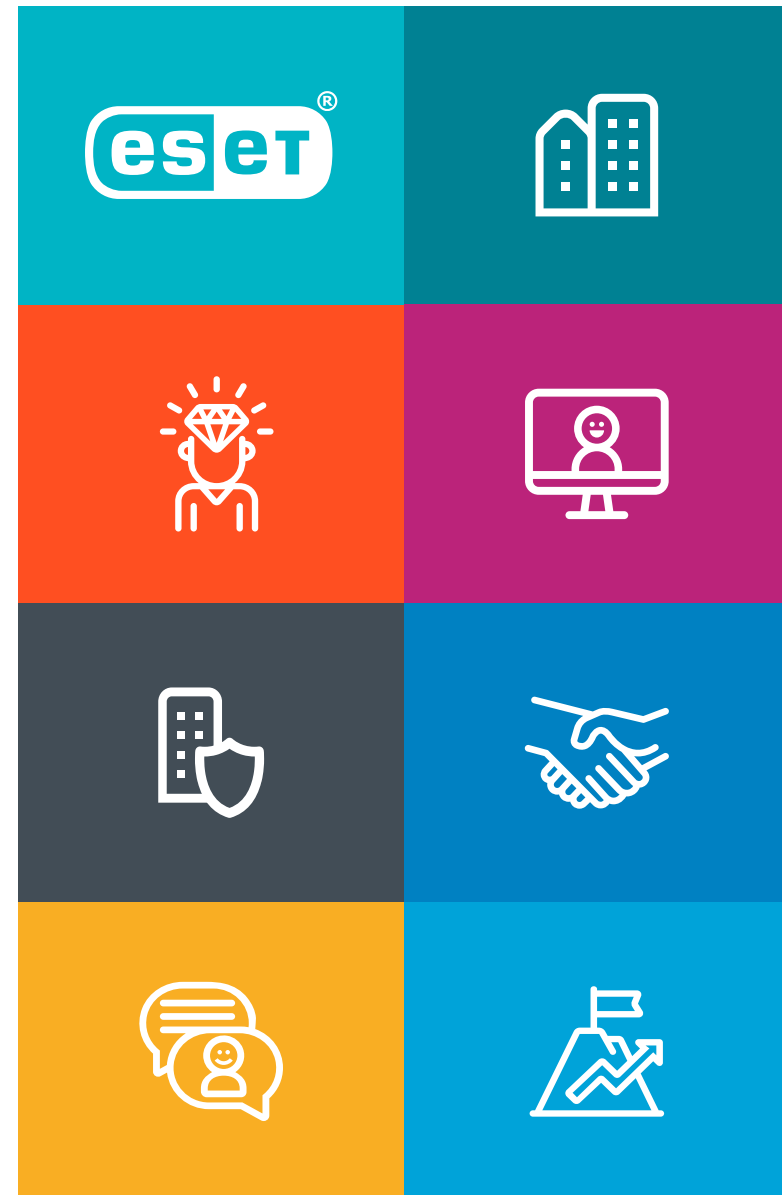
■ GRI 2-12, 2-29

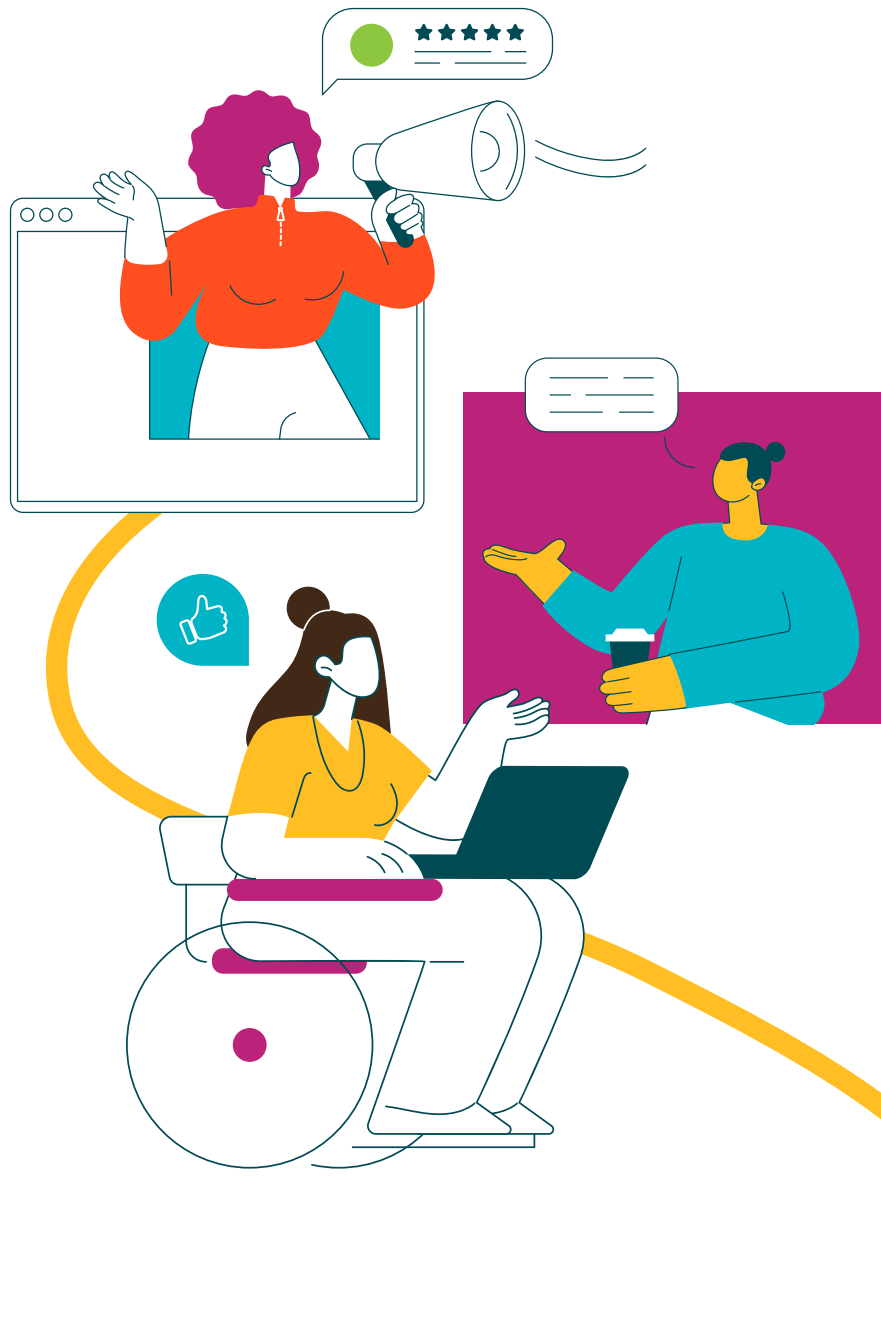
Our stakeholders

Our stakeholders are those natural or legal persons with whom we have a double impact relationship. On the one hand, we influence them, and on the other hand, they impact our daily activities with their actions.

We identify internal and external stakeholders based on the following criteria:

- Ability to influence the Company and vice versa
- Importance for business management
- Proximity
- Access to the Company's financing
- Representation they make of the Company








Dialogue and participation

We feature formal and informal communication channels, and different spaces for dialogue, which allow us to identify the main interests, concerns, and difficulties of our stakeholders. The Presidency and Directorates are active parts of this constant dialogue, by reporting and responding to the issues that arise.

Surveys were carried out on users and clients, Distributors and Partners, supplier companies, and collaborators, to find out what their main concerns are in economic, social, and environmental matters.

Consultation process with stakeholders

STAKEHOLDER	Interlocutor	Means of communication
 Sales channels	Communication Directorate	✓ Surveys
	Sales Directorate	✓ Emails ✓ Phone calls ✓ Meetings
 Collaborators (*)	Human Resources Directorate	✓ Emails ✓ Personal conversations ✓ Fluent dialogue with direct bosses ✓ Surveys
 Rest of the groups	Different areas according to the public	✓ Various means

(*) Each direct superior maintains a fluid dialogue with their teams.

How we communicate and relate with our stakeholders

| GRI 2-6



Company shareholders

The shareholders are the entities ESET Spol. s.r.o. and ESET LLC. As the regional office for Latin America, we are committed to creating and maximizing the Company's economic value, always seeking business sustainability and care in the following issues:

- Promoting transparency towards all our stakeholders.
- Disclosing, in a complete and truthful manner, the data related to the progress of the Company and the business.
- Preserving and maintaining the Company's assets.
- Complying with the best practices in relation to our Governance.



Communication, participation and/or complaint mechanisms

Meetings, Presentation of management reports, Website, Visits to the office, Yammer Internal Social Network, Sustainability Report.



Users and/or clients

■ GRI 417-1

We have various types of users and clients: residential users, diverse non-profit organizations, government entities, small and medium-sized enterprises, corporations, and large companies. In the latter case, companies also have the possibility of receiving training that is available to them.

We are committed to provide quality products and services, adapted to the requirements and needs of residential and corporate users.

In addition, we seek to:

- Listen carefully and respond efficiently to the concerns raised by different users and clients.
- Safeguard the confidentiality of the personal data transmitted to us.
- Offer a close, fair, personalized, respectful, and non-discriminatory treatment to each of the organizations and people who choose ESET Latin America to protect their information and receive training.

- Act with transparency, clarity, and truthfulness in all communications, before, during, and after the purchase of the products or the contracting of the service.
- Provide adequate and personalized after-sales service.
- Establish fair and competitive prices.

Offer complete and truthful information, with no fine print. In this regard, all the boxes that are for sale in retail stores, and the licenses, which are sold through the online store, disclose: functionalities/benefits of the product, system requirements, number of licenses the user is acquiring, and the brand Copyright. These requirements are transmitted to Distributors and Partners who manufacture boxes and control their compliance.



Communication, participation and/or complaint mechanisms

Meetings, Presentation of management reports, Corporate blog, Website, Newsletter, Mailing lists, Telephone support (technical and commercial), Visits to the office, Team visits from different areas of the Company, Events, Satisfaction surveys (internal and external), Brochures (commercial and institutional), Code of Ethics Channel, Talks on Sustainability issues (training and committees), Sustainability Report.



Supplier companies

Supplier companies are selected respecting equity conditions, without discrimination, and promoting inclusion.

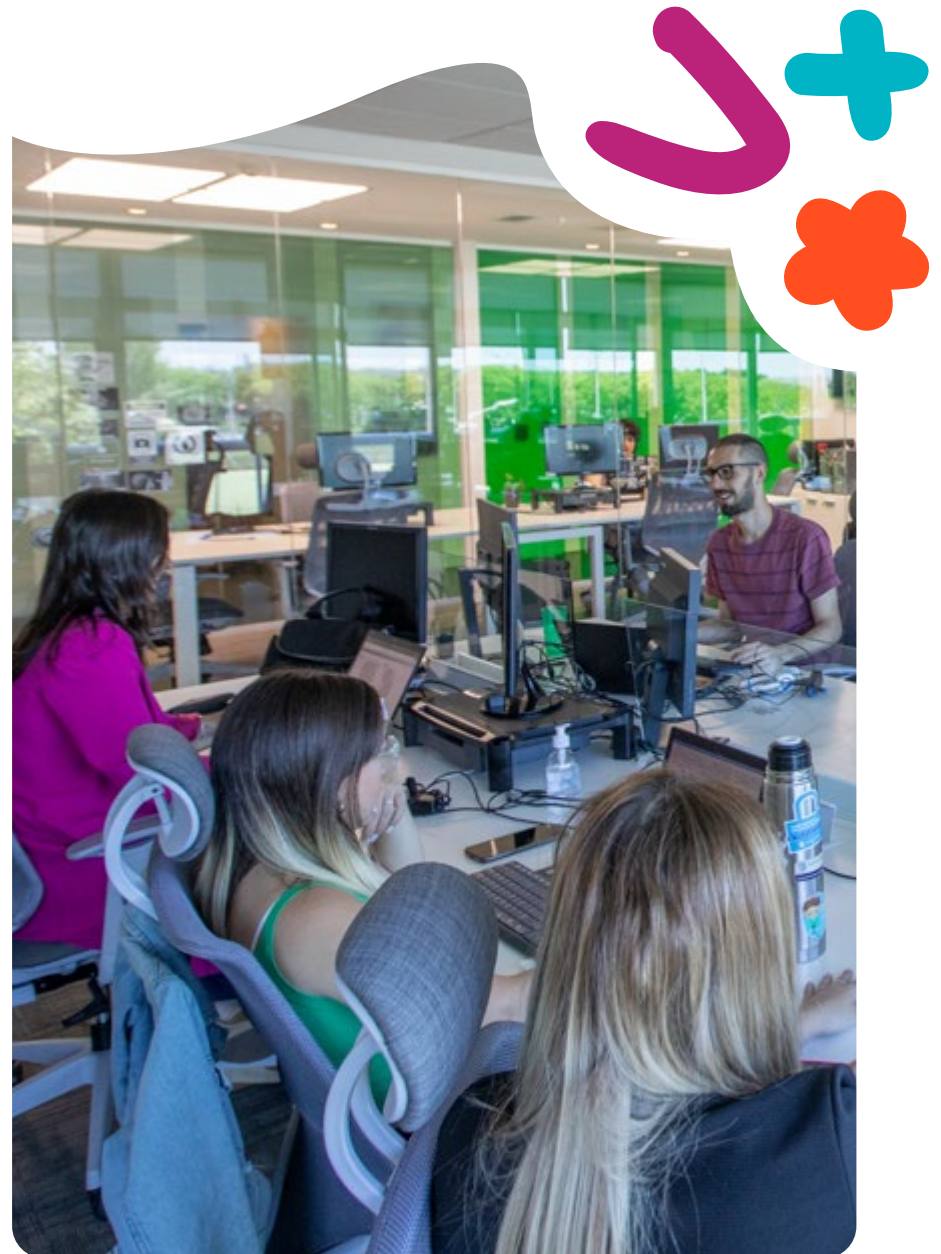
In addition, we are committed to:

- Favor the hiring of supplier companies that comply with Human Rights (the signing of a letter of agreement is required, as a sign of commitment to the Principles of the United Nations Global Compact) and that are committed to the development of the community and the care for the environment.
- Promote mutually advantageous business relationships.
- Comply with the payment commitments assumed.
- Use the information provided by these companies confidentially.



Communication, participation and/ or complaint mechanisms

Meetings, Presentation of management reports, Corporate blog, Website, Visits to the office, Code of Ethics Channel, Sustainability Report.





Business partners

We have 7 Exclusive Distributors and more than 7,000 Partners throughout the region; we are present in 19 countries in Latin America, offering both our products and our security services.

We offer various recognition programs and foster a relationship of mutual benefit and respect. In this way, we assume the commitment to:

- Offer a close, fair, and respectful treatment.
- Listen attentively and respond efficiently to their concerns.
- Collaborate with the development of the business in the countries of the region.
- Provide marketing, training, support, and business benefits with the aim of boosting their commercial development.
- Stimulate close communication and mutual understanding.
- Promote mutually advantageous business relationships.
- Extend sustainability management to the entire value chain.
- Encourage business partners to align with our responsible practices.



Communication, participation and/or complaint mechanisms

Meetings, Presentation of management reports, Corporate blog, Website, Newsletter, Mailing lists, Telephone support (technical and commercial), Visits to the office, Team visits from different areas of the Company, Events, Satisfaction surveys (internal and external), Brochures (commercial and institutional), Press releases, Code of Ethics Channel, Talks on Sustainability issues (training and committees), Sustainability Report.





Collaborators

We have 131 collaborators with a great teamwork spirit and who offer added value to their daily work. We generate a Human Resources management approach based on the fulfillment of labor rights, the balance between personal and professional life, the management of each person's talent, and the care of their health and occupational safety.

The main commitments of ESET Latin America in this regard are to:

- Respect the rights and equal opportunities of each collaborator.
- Apply selection and recruitment processes with equity criteria.
- Offer fair and market-appropriate wages.
- Facilitate the reconciliation between personal and professional life.
- Value diversity.
- Protect the confidentiality of personal data.
- Encourage training and professional development.
- Offer a pleasant work environment and with sufficient tools, so that they can perform their tasks with excellence.
- Offer a close, fair, personalized, respectful, and non-discriminatory treatment.



Communication, participation and/or complaint mechanisms

Meetings, Presentation of management reports, Website, Newsletter, Quarterly meetings with institutional information, Events, Satisfaction surveys (internal and external), Brochures (commercial and institutional), Press releases, Performance assessment, Suggestion box, Code of Ethics Channel, Yammer Internal Social Network, Talks on Sustainability issues (training and committees), Sustainability Report, Fluent dialogue with direct superiors.



Companies in the sector

We promote fair and honest competition, and avoid anti-competitive practices, such as disseminating false or biased information that causes discredit to other companies.

Violations of the regulations are subject to rigorous sanctions, as indicated in our Code of Ethics. The market positioning of the Company cannot be exploited against the Law.

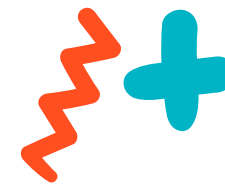
Thus, the staff must not participate in covenants or agreements on prices or conditions, and even mere conversations with competitors on these matters are unacceptable. Likewise, it is inadmissible to participate in covenants or agreements with other companies in the sector regarding the allocation of clients, areas, or production programs.

Staff are not authorized to illegally obtain competitor information or to intentionally divulge false information about a competitor and its products or services.



Communication, participation and/or complaint mechanisms

Presentation of management reports, Website, Meetings with representatives from local institutions, Code of Ethics Channel, Sustainability Report.





Society at large

One of our main commitments is the education and awareness of the community in terms of information security.

In relation to this initiative, various actions are continuously being developed, which seek to:

- Provide information and advice on information security, so that users know how to protect themselves while using IT tools.
- Promote that access to technology is as safe as it is enjoyable.
- Contribute to the economic and social development of the community.
- Collaborate with NGOs and projects that generate social and/or environmental impacts.

Likewise, the presentation process before different competitions and sustainability rankings allows us to dialogue with experts who make up the jury teams. We also participate in various academic and/or research spaces that allow us to directly engage with the participating audiences.



Communication, participation and/or complaint mechanisms

Presentation of management reports, Corporate blog, Website, Mailing lists, Events, Satisfaction surveys (internal and external), Brochures (commercial and institutional), Press releases, Meetings with representatives from local institutions, Code of Ethics Channel, Sustainability Report.

Material topics

■ GRI 2-12, 2-14, 3-1

A material topic is a part of the strategic management of the business, it is an agenda topic and the main focus of the objectives and actions that are planned. They represent:

- Those aspects that are important for the economic, environmental, and social management of the Company.
- Those topics in which the Company invests its greatest efforts.
- Those that are relevant to stakeholders when making decisions about the Company.
- Those that arise from the instances of dialogue with our stakeholders.

Definition of material topics

For the development of the Sustainability Report, aligned with the Global Reporting Initiative (GRI) Standards, we must identify those topics and the real and potential impacts of our activity on the

economy, the environment, and the people, including the impacts on Human Rights.

This materiality analysis is carried out on an annual basis and helps to:



Identify stakeholder expectations.



Align our sustainable management with relevant issues.



Define the most important topics to include in the Sustainability Report.

For this, we conduct a benchmarking analysis of the sustainability context, identifying topics and real and potential impacts on the economy, the environment, and the people, including impacts on the Organization's human rights. To identify them, we use internal and external sources, as well as dialogue processes with internal and external stakeholders.

Once we had identified the potential material topics, we moved forward with their prioritization, through a virtual questionnaire that was sent to all ESET Latin America stakeholders; we received a total of 106 answers.

 In **Annex 2**, you can consult the diversity of the publics consulted.

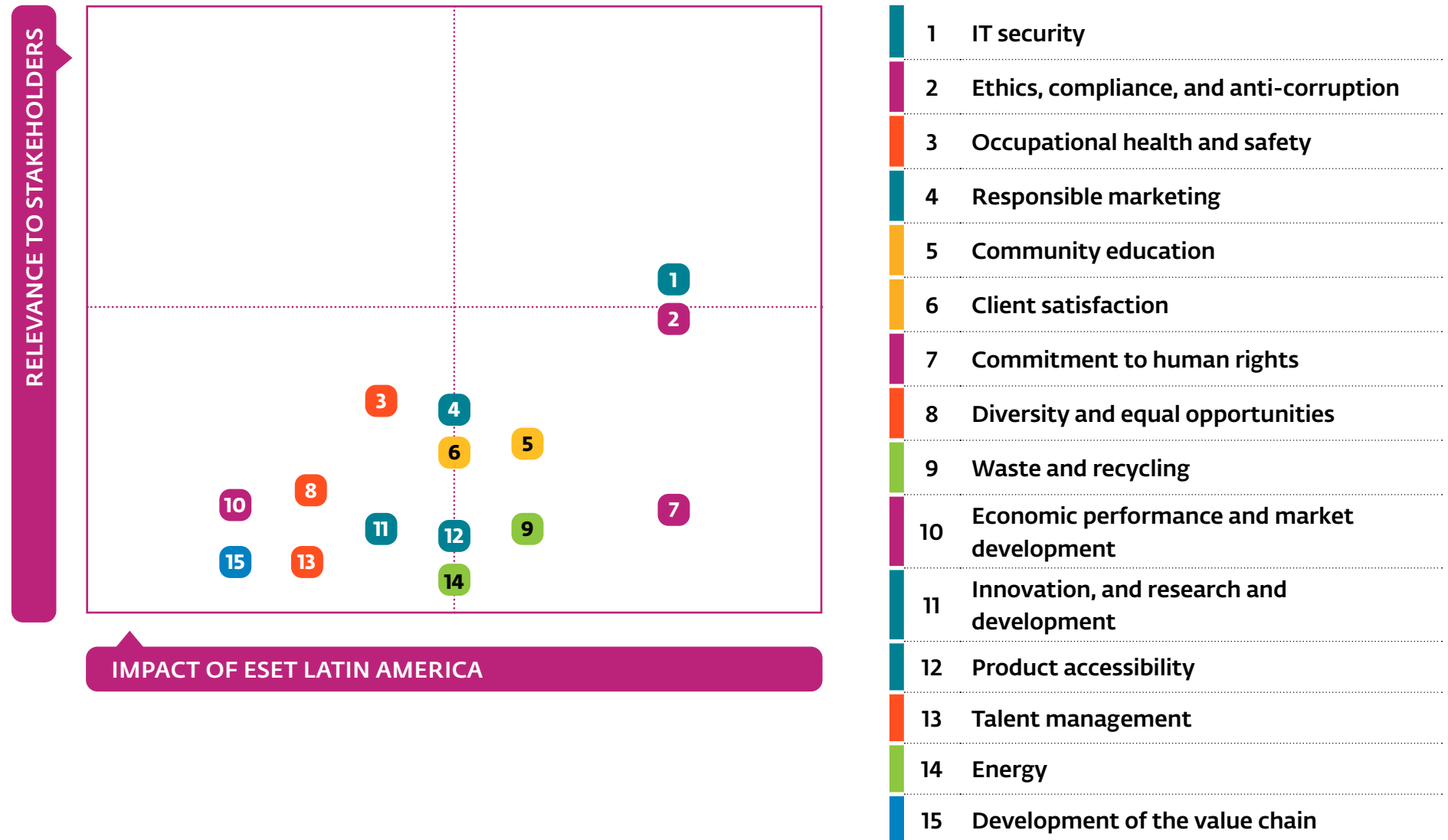
Once the main valued topics had been identified, we submitted them for review and approval by the management and director teams.

The results of this work, as recommended by the GRI Standards, will serve as an input to conduct, in the future, a continuous monitoring of the risks associated with our activity.

Once the material topics had been defined, we identified the GRI Standards and other indicators that responded to those topics for the Sustainability Report, with the management approach of each of them. This year we added the thematic SASB Standards of Software and IT Services.



Materiality matrix



Material topics

| GRI 3-2

1 IT Security

Chapter: Management, What we are, What we do, Community, Value Chain.

Preliminary impact analysis

Concept: Practices to protect the information that the Company handles, both corporate and personal, of our stakeholders, with the confidentiality of client data, offering differential value to users.

Explanation and Scope: This topic is crucial since it is the purpose of our business. Having adequate security policies and solutions to mitigate or prevent any negative impact in this regard. To positively enhance the impact, we work on the development of different tools to inform and warn all stakeholders on how to protect information and make safe use of ICTs (information and communication technologies).

2 Ethics, compliance, and anti-corruption

Chapter: Management, What we are, Value Chain.

Preliminary impact analysis

Concept: Comply with the Law (tax, social, and environmental) and guarantee ethics and transparency.

Explanation and Scope: Being an ethical and transparent Company is part of our corporate value. A sustainable management must ensure compliance with current legislation (tax, social, and environmental) to prevent situations of corruption. It is essential to comply with the Code of Ethics and Anti-Corruption, which applies to all our stakeholders (internal and external).



3 Occupational health and safety

Chapter: Collaborators.

Preliminary impact analysis

Concept: Programs to guarantee safety and health in the workplace.

Explanation and Scope: The health and safety of the people who work at the Company are essential for its proper development and to ensure compliance with current legislation. Having a health and safety policy, as well as a person responsible for these issues, is one of the ways in which possible negative impacts can be prevented and mitigated, such as, for example, in the physical, social, and emotional aspects of our collaborators.

4 Responsible marketing

Chapter: What we are, What we do.

Preliminary impact analysis

Concept: Ethical practices when carrying out a communication or

marketing action. Offer complete and truthful information to the public, "with no fine print".

Explanation and Scope: This topic is directly related to the principle of transparency and the ethical values of the Company. The Code of Ethics is the key instrument to prevent the negative impacts of its violation. Moreover, it has a positive effect on loyalty and relationships with our users and clients.

5 Community education

Chapter: What we do, Community, Value Chain.

Preliminary impact analysis

Concept: Educate and raise awareness in the community on issues related to Internet security, so that people can use technology safely.

Explanation and Scope: The awareness and education of the community, free of charge, on the safe use of technology, is essential to be able to take full advantage of the benefits of ICTs in human development.

6 Client satisfaction

Chapter: What we do, Community.

Preliminary impact analysis

Concept: Offer good client service before, during, and after the sale.

Explanation and Scope: This topic is very important for the economic sustainability of the Company. The expectation is to maximize the economic result by providing the best possible service to users and clients. For this reason, our technical and commercial support is ISO 9001 certified.

7 Commitment to human rights

Chapter: Management, What we are, Collaborators, Community, Value Chain, Contribution 2030 Agenda.

Preliminary impact analysis

Concept: Role of the Company in supporting, disseminating, and respecting internationally recognized Human Rights.

Explanation and Scope: The commitment to fundamental Human Rights (civil, political, social, economic, and cultural) allows to respect national, regional, and international legislation, pursues the promotion of human dignity for all our stakeholders, the compensation for the violation of rights in the most vulnerable groups, and implies the communication on the progress achieved in the matter.

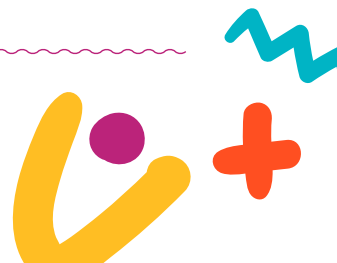
8 Diversity and equal opportunities

Chapter: Diversity and equal opportunities.

Preliminary impact analysis

Concept: Management, Collaborators, Community, Value Chain.

Explanation and Scope: Diversity in work teams generates more and better results. Labor inclusion is the way to prevent and mitigate negative impacts such as, for example, social and/or economic exclusion.



9 Waste and recycling

Chapter: Environment.

Preliminary impact analysis

Concept: Care for the environment through the management of office waste and the promotion of recycling for all the people who work at ESET.

Explanation and Scope: We consider waste sorting as one of the fundamental habits of environmental care. Generating an increasingly effective source separation process and accompanying local policies on the matter is essential for a sustainable management. This issue is addressed not only from the corporate perspective, but also from the promotion of the individual actions of each member of the Company.

10 Economic performance and market development

Chapter: Management, Collaborators, Value Chain.

Preliminary impact analysis

Concept: Financial results of the Company, competitiveness in attracting talent, wage conditions, fair trade, and antitrust regulations.

Explanation and Scope: The economic performance of the Company impacts all stakeholders and is essential for the Company's long-term sustainability. It results in the Company's expansion within the industry, its competitiveness in attracting talent, the wage conditions of its collaborators, expressed by the ratio between the starting salary and the minimum vital and mobile salary, and the exercise of fair trade and honest competition.

11 Innovation, and research and development

Chapter: What we do, Community.

Preliminary impact analysis

Concept: Investment in research; Development and innovation in solutions; Quality certification processes.

Explanation and Scope: We are committed to the proactive discovery of cyber-threats, to offering solutions that maximize security and eliminate the negative impacts of technology on information security issues, and to educating and raising awareness in communities so that they can protect themselves and take full advantage of technological progress, in terms of cybersecurity.



12 Product accessibility

Chapter: What we do, Community.

Preliminary impact analysis

Concept: We focus on making products, services, communications, advertising, etc., accessible to all people, regardless of their particularities.

Explanation and Scope: The accessibility condition of the products and services must be in line with the Company's diversity and inclusion actions. We understand that, in order to enhance the positive impacts of our products and services, they must all be accessible, in availability and knowledge of their use, to all people. Otherwise, many users would not be able to access the security solutions.

13 Talent management and well-being of collaborators

Chapter: Collaborators, Community.

Preliminary impact analysis

Concept: Be a leading Company in talent management, including STEM disciplines and gender perspective, in which people wish to develop.

Explanation and Scope: Betting on the talent and well-being of the people who work at the Company is essential to achieve excellence in our products and services, which, in turn, results in the satisfaction of users and clients. Betting on the development of STEM talent in the labor market with a gender perspective and social inclusion.

14 Energy

Chapter: Environment.

Preliminary impact analysis

Concept: Environmental care through the responsible use of energy in our offices.

Explanation and Scope: Making an increasingly efficient use of energy by optimizing office equipment, is the challenge that we pursue to continue caring for the environment. This issue is addressed not only from the corporate perspective, but also from the promotion of the individual actions of each member of the Company.

15 Development of the value chain

Chapter: Value Chain (Supplier Companies and Sales Channels).

Preliminary impact analysis

Concept: Practices that are implemented to get to know the supplier companies and collaborate with their alignment with our sustainability policies. Programs and actions to train, recognize, and develop the sales channels.

Explanation and Scope: To generate sustainable management, and due to the Company's business model, developing the value chain is key. In this way, we avoid negative impacts, such as, for example, the dissatisfaction of users and clients, the misuse/malfunctioning of the products/services, the breach of the emotional contract linked to the brand, the loss of reputation and short-term relationships; it is important to properly monitor how the value chain conducts its management.



This is what
we are





ESET in the world

| GRI 2-6

Founded in 1992, ESET is a Global Security Solutions Company that provides cutting edge protection against cyber-threats. It is headquartered in Bratislava (Slovakia) and has regional distribution centers in San Diego (United States), Buenos Aires (Argentina), and Singapore, as well as an extensive network of Partners, which covers more than 200 countries.



Malware Research Centers and Research and Development Centers

Bratislava, Košice, and Zilina (Slovakia), San Diego (United States), Buenos Aires (Argentina), Singapore (Singapore), Prague, Brno, and Jablonec Nad Nisou (Czech Republic), Krakow (Poland), Montreal (Canada), Iași (Romania), Taunton (United Kingdom), Tokyo (Japan).



ESET Head Office

Bratislava (Slovakia).



Regional Distribution Centers

San Diego (United States) for North America, Buenos Aires (Argentina) for Latin America, and Singapore for Asia-Pacific.



Additional sales, marketing, and technical support offices

São Paulo (Brazil), Mexico City (Mexico), Jena and Munich (Germany), Prague (Czech Republic), Melbourne and Sydney (Australia), Toronto (Canada), Bournemouth (United Kingdom), Milan (Italy), and Tokyo (Japan).



Corporate Social Responsibility at the Head Office



ESET in Latin America

GRI 2-1

Since 2004, ESET Latinoamérica S.R.L.³ operates for the Latin American region in Buenos Aires, Argentina, where it has a team of professionals trained to respond to market demands concisely and immediately; moreover, it features a Research Laboratory, focused on discovering various cyber-threats. The Buenos Aires regional office is the one in charge of developing the Latin American market, together with its sales channels.

Today, ESET has regional coordination offices in Buenos Aires (Argentina), and operational offices in São Paulo (Brazil) and in Mexico City (Mexico); in addition, it has commercial presence through Distributors, Partners, and wholesalers in Guatemala, Honduras, El Salvador, the Dominican Republic, Nicaragua, Costa Rica, Venezuela, Panama, Belize, Colombia, Ecuador, Peru, Bolivia, Paraguay, Chile, and Uruguay. Currently, it is present in 19 countries in the region, with 7 Exclusive Distributors and more than 7,000 Sales Channels.

Our locations



³. ESET Latinoamérica is a Limited Liability Company. It was registered in the General Inspection of Justice of the Argentine Republic under number 10,418, of book 132 of the LLC volume.

ESET Latin America in numbers

| GRI 3-3, 2-6, 201-1



More than
7,000
sales channels



18 years
of experience



3 offices



Presence in
19 countries
in the region



4 recognitions⁴
for our sustainability management,
5 recognitions
for the quality and performance of our
security solutions



ISO 9001
recertification



131
Personnel



623,905
Operations



40,773
Net sales
(million euros)

[See comparative information in Annex 3](#)

4. Between distinctions, awards, and rankings.

Economic performance

Our Company seeks sustainability in its management, in addition to economic performance, and the triple impact result it generates. For this reason, it is essential to obtain good levels of economic growth that guarantee the correct retribution to the economic and social actors with whom we relate.

The economic indicators corresponding to the results of our activities in Latin America during 2022 are shown below. The information is presented in euros, as it is reported to the Head Office in Slovakia.



		STAKEHOLDER	2022
ECONOMIC VALUE GENERATED (IN EUR) (A)	ESET sales in Latin America	Clients	€ 40,773,473
	Income from financial investments		€ 158,463
	Income from asset sales		€ 14,433
	Total economic value generated (A)		€ 40,946,369
ECONOMIC VALUE DISTRIBUTED (IN EUR) (B)	Channel margin ⁵	Partners and distributors	€ 20,486,829
	Operating costs	Suppliers	€ 3,316,793
	Salaries and social benefits	Collaborators	€ 3,792,285
	Payments to capital supply companies	Shareholders and banks	-
	Payments to the Government	Government	€ 353,680
	Voluntary donations	Community	€ 37,777
	Total economic value distributed (B)		€ 27,987,365
TOTAL ECONOMIC VALUE RETAINED (A-B)			€ 12,959,004

 See comparative information in **Annex 4**

5. Net income obtained through our sales channels.



The Company continued to grow in sales in its main markets across the region. The business grew mainly in the corporate segment, through our distribution channels.

Expenditure also had an upward trend at levels similar to revenue.

The main increases took place in salaries – due to a greater number of collaborators and the salaries paid – and in the organization of face-to-face events and trips, due to an improvement in the COVID-19 situation.

During the reporting year, there were higher levels of inflation in most world economies, and this also impacted the Latin American operation. However, thanks to a proper administration of resources and the increase in sales, it was possible to maintain similar profitability indicators.

Lastly, it is important to mention that the figures for 2020 and 2021 have been restated considering the 2022 US dollar-euro exchange rate to ensure comparability between the different periods and homogenization with our financial report to the Head Office.

Governance structure

■ GRI 2-9, 2-10, 2-11, 2-13, 2-17, 2-18, 202-2, 405-1

The highest governance body is represented by the President, who is also the General Manager, along with the Management team, which is his direct report. The economic, environmental, and social aspects related to the business strategy are assigned to it.

The selection and appointment of the President is carried out by our Head Office in Slovakia. The Management team is chosen and appointed through internal and external headhunting processes, with specific requirements for the position in each case.

To appoint the Management team, the opinion of the shareholders and the Human Resources area is taken into account.

Currently, aspects of gender and diversity inclusion are being considered in the selection processes and internal development of human capital in general.

The qualitative and quantitative assessment of the fulfillment of the objectives is the responsibility of the Presidency.





The performance assessment consists of three instances, in which the following are evaluated:



Company objectives at a global, regional, and national level



Individual, team, or role objectives



Skills and abilities

These are the same for all the people who make up ESET, and a fourth is added, only for leadership positions.



The assessment, in turn, has different complementary verification instances:



Self-assessment



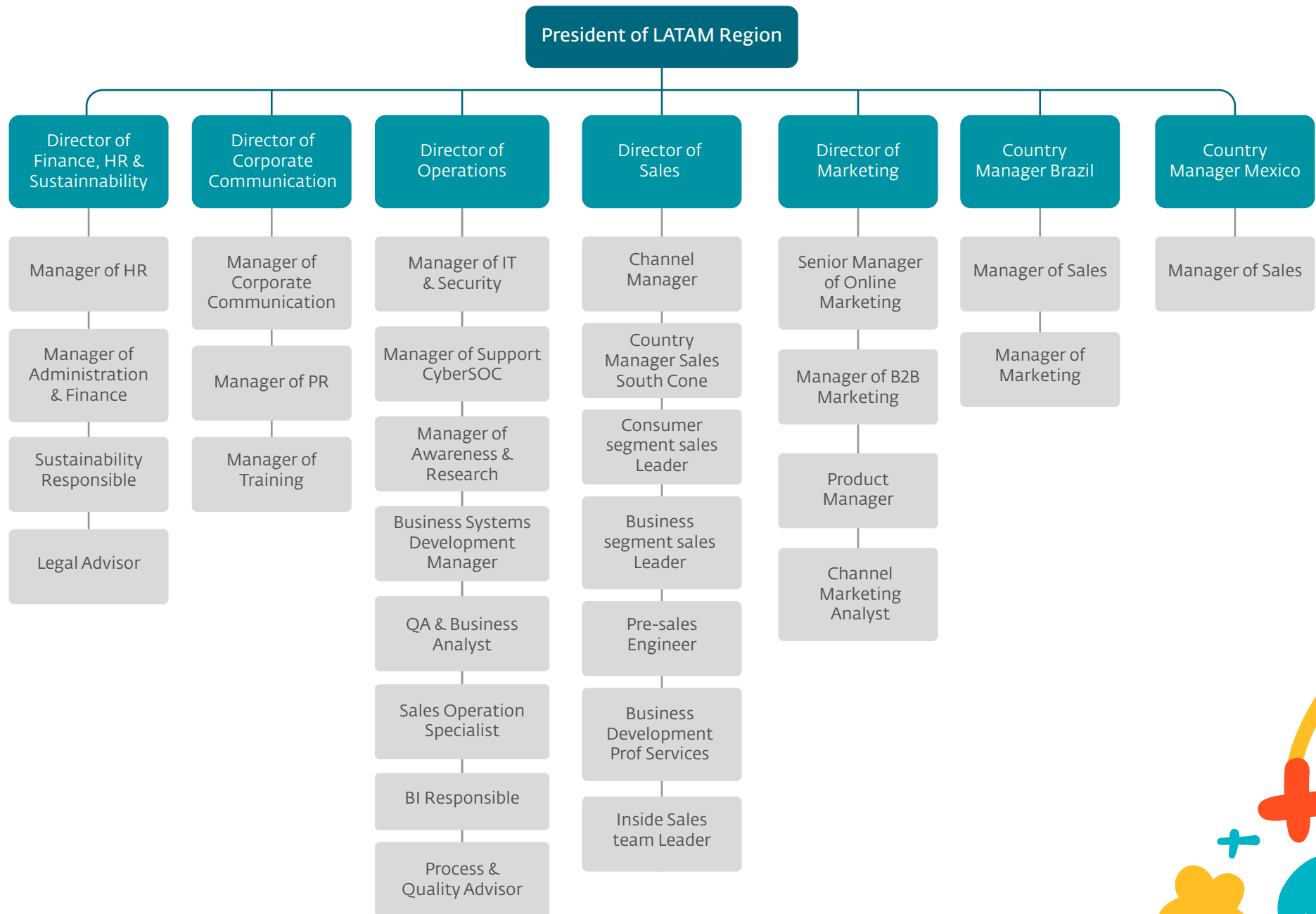
Deedback from colleagues



Consent of the evaluation received by the person in question

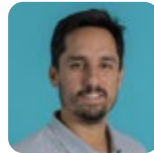
Its frequency is semi-annual, and it is carried out by the team leaders. In the case of the President, it is carried out by the Head Office's Chief Sales Officer.







We implemented the global Managerial Levels project to unify the names of leadership positions. These changes were reflected in Workday (Human Resources Management System), in email signatures, in Active Directory (Company database), and in Microsoft Teams. These changes did not represent a promotion or change in responsibilities.



PRESIDENT

FEDERICO PÉREZ ACQUISTO

[See LinkedIn profile](#)



DIRECTOR OF SALES

JERÓNIMO VARELA

[See LinkedIn profile](#)



DIRECTOR OF FINANCE, HR, AND SUSTAINABILITY

MARCELO DANIEL CARNERO

[See LinkedIn profile](#)



DIRECTOR OF MARKETING

MARÍA BELÉN ROEL

[See LinkedIn profile](#)



DIRECTOR OF CORPORATE COMMUNICATION

ANDRÉS TAMBURI

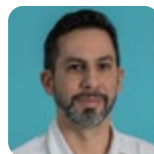
[See LinkedIn profile](#)



COUNTRY MANAGER BRAZIL

CARLOS BALEEIRO

[See LinkedIn profile](#)



DIRECTOR OF OPERATIONS

LEONARDO BERNASCHINA

[See LinkedIn profile](#)



COUNTRY MANAGER MEXICO

LUIS ARTURO VÁZQUEZ

[See LinkedIn profile](#)

Functions and characteristics of the highest governance body

■ GRI 3-3, 2-12, 2-13, 2-14, 2-16, 2-19, 2-20, 201-3

- Lead the Director teams, setting management objectives and leadership style.
- Define annual business objectives for each area, together with the Directors.
- Supervise area objectives in accordance with business objectives.
- Supervise the performance assessment process of the Company, to unify evaluation criteria.
- Accompany salary increases according to the results obtained in the performance assessment.
- Define the expenditure budget (operating costs and projects) of ESET Latin America.
- Accompany sustainability actions to ensure a sustainable business management.
- Train in topics related to the economic, social, and environmental impact of the management, constantly updating and aligning with the Sustainable Development Goals identified as part of the management.
- Supervise and ensure the annual Sustainability Report in accordance with the GRI Standards, the United Nations Global Compact, and the Sustainable Development Goals.
- Plan, develop, and implement strategies to ensure that the financial resources are sufficient to achieve the business objectives.
- Identify business and partnership opportunities with distributors throughout the region.
- Manage the creation, maintenance, and approval of corporate procedures, policies, and practices of the region in charge.
- Act as the accountable authority in the Company Statute and as its legal representative.
- Promote press actions and encourage the generation of content in mass media, conferences, publications, and the exposure of Company specialists in these.





Every year, Sustainability Inductions are held for new entrants, including positions of the governance body.

The Presidency determines the scope of responsibilities of each member of the management team regarding economic, environmental, and social issues. All the Directorates have, within their job descriptions and performance assessments, objectives related to these issues, and report to the Presidency.

The Directorates and the Presidency are responsible for developing, approving, and updating the values, mission statements, strategies, policies, and objectives related to the economic, environmental, and social impacts of the Organization. In addition, they meet on a weekly basis to identify and manage impacts, risks, and opportunities, and analyze the effectiveness of the risk management processes concerning these aspects.

To communicate critical concerns to the highest governance body, we hold meetings, led by the President, to present results. They are held monthly, and, at the end of each meeting, the President opens a specific space for questions regarding the agenda and, also, for any other inquiry or need.

During the Reporting period, no critical concerns were raised; they were mostly related to the return to the office, the organization of work teams, and the adoption of the hybrid work modality.



Compensation

Compensation is determined according to a remuneration policy stipulated as a percentage of market wages and depends on the position in the hierarchical scale and the complexity.

To determine the market wages for each position, an external salary survey is used. These mechanisms are independent of the Management.

For each position, compensation is determined based on the profile description, the evaluation of how the position is valued in the market, and the comparison with the work team, seeking to maintain internal equity.

The Presidency has a monthly salary determined at the time of hiring, subject to periodic increases in line with inflation. In turn, it receives performance-based bonuses, determined by the achievement of the Company's objectives.

Sustainability committees

■ GRI 3-3, 2-9, 2-17, 2-24, 2-29

We have three Sustainability Committees, divided by thematic areas of work at the regional level. The people who make them up apply voluntarily and have one or two managers who integrate and sponsor them. They are coordinated by the Sustainability Area, in charge of the sustainable development strategy.





Inclusion and Diversity Committee

Members

Sponsoring leader: María Belén Roel, Director of Marketing.

Team: Daniela Ramognino, Fátima Rodríguez, Fernanda Duarte, Francisco de Assis Camurça, Leslie Pérez Bocanegra, Josefina Auruccio, and Juan Haran.

Objective

Working with internal and external focus on issues of disability, gender, and vulnerable populations.

2022 main results

- We conducted a socialization campaign on our Diversity and Non-Discrimination Policy, through communications, activities, and actions in the offices, which will continue during 2023.
- We continued to participate in Entrelatam.
- The HR team, the Legal area, and this Committee conducted training on diversity and non-discrimination.
- We carried out the ESET Diversity Week and the Diversity Awareness Month, both initiatives proposed by the Head Office.
- We celebrated a strategic alliance with the NGO *Media Chicas*.
- We offered a workshop on inclusive and accessible communication for all the areas of the company.
- We worked on the awareness, visibility, and reflection of different topics chosen by the staff.
- We completed the Program for Companies Committed to Human Rights of the City of Buenos Aires.
- We completed the BA *Convive* (BA Coexists) program.



Community Relations Committee

Members

Sponsoring leader: Marcelo Carnero, Director of Finance, HR, and Sustainability.

Team: Luciana Ramé, María José Plantey, Nicola Martínez, Jérica Córdoba, and Victoria Sestelo.

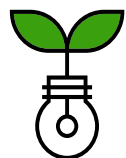
Objective

Working on community relations, generating new bonds and new initiatives with civil society organizations, and maintaining the existing ones.

2022 main results

- We carried out 5 volunteering activities within the framework of our initiative *Conectate, entra en acción* (Connect, take action).
- The entire region participated in the *Empujar* (Push) project.
- We held an internal talk together with Argentina Cibersegura on the privacy of our information.





Environmental Affairs Committee

Members

Sponsoring leader: Andrés Tamburi, Director of Corporate Communication.

Team:

Belén Parragues, Christian Ali Bravo, Emiliano Doldan, Franco Fabricatore, and Franco Lugones.

Objective

Generating and maintaining good practices in everything related to the care of natural resources.

2022 main results

- We continued with the *Eco Cambio* (Eco Change) campaign.
- We launched the Strategic Alliances Project for a positive environmental impact.
- We planned the new waste sorting program



Code of Ethics and Anti-Corruption

GRI 2-15, 2-17, 2-23, 2-26, 3-3, 205-2, 205-3, 206-1

MATERIAL TOPIC 5, 6, 10

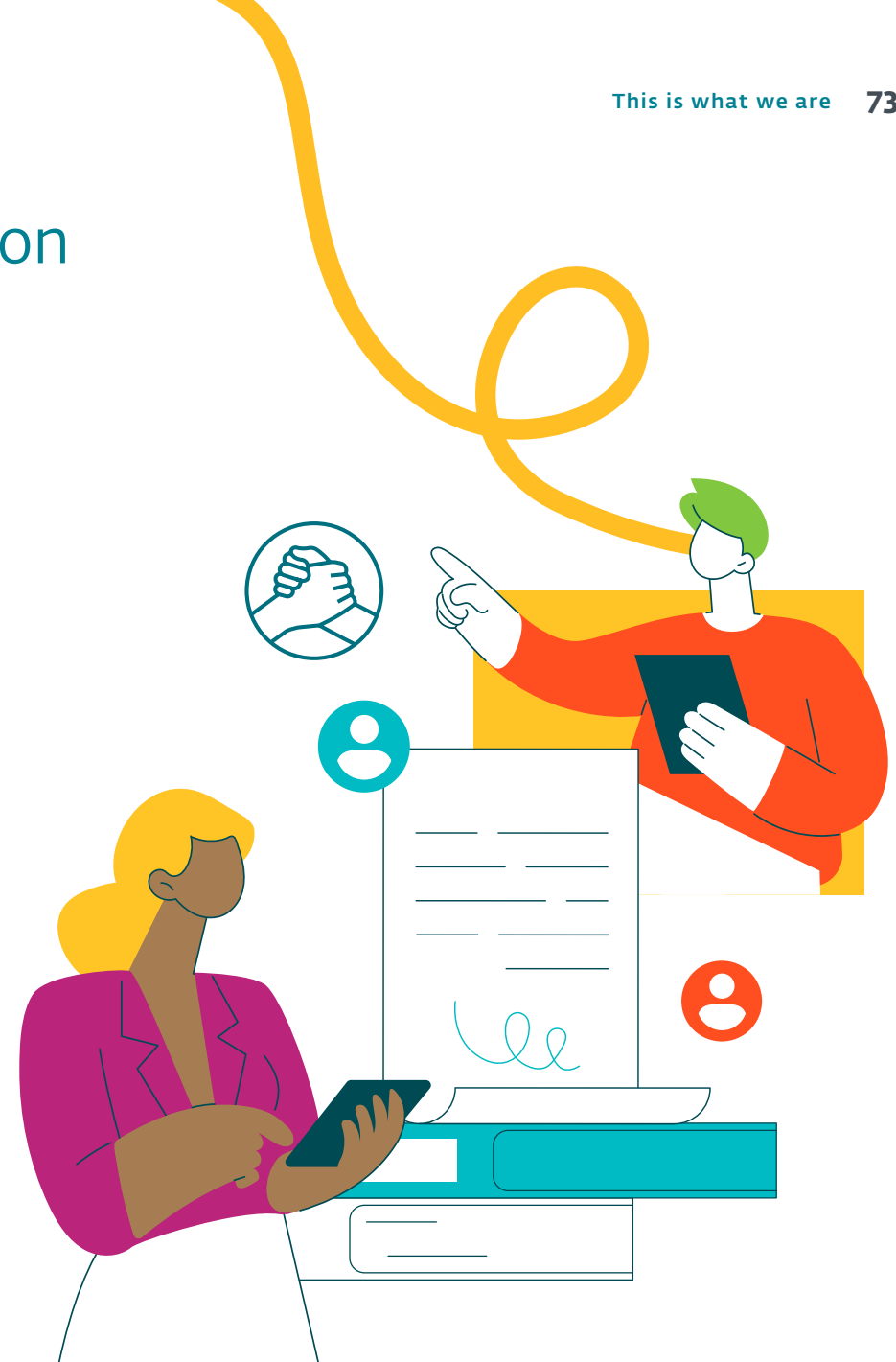
We feature a Code of Ethics and Anti-Corruption, which covers aspects of diversity and anti-corruption; it is written from an inclusive perspective and is available in Spanish, Portuguese, and English.

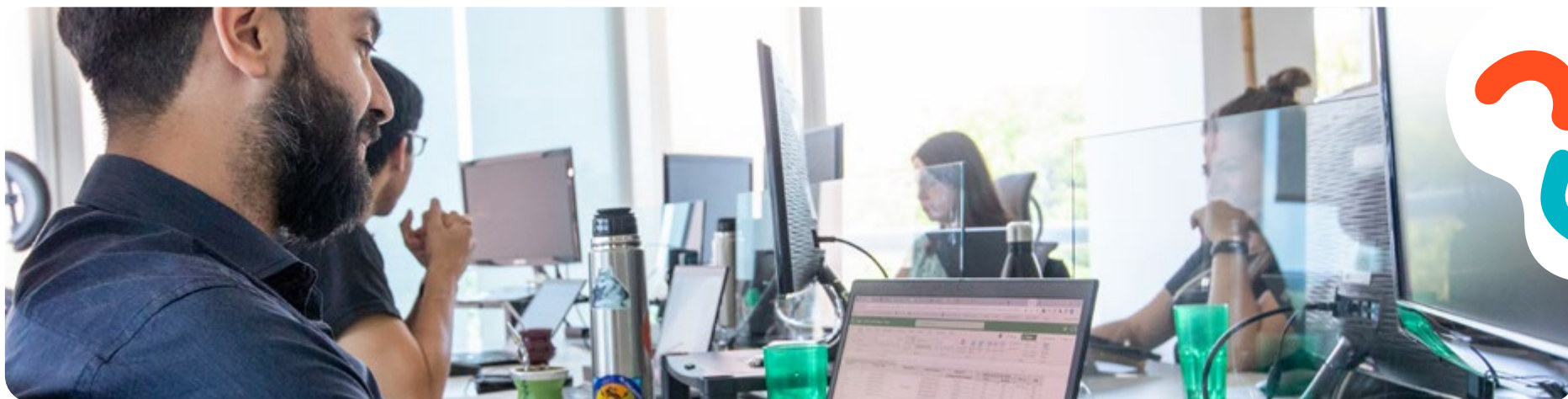
We relaunched the Code together with the Diversity and Non-Discrimination Policy. The purpose of this document is to formalize aspects related to the daily actions of each member of ESET Latin America, as well as the expectations we have for our business partners, so that we act under the same principles and values, thus ensuring the good conduction of activities.

The Code of Ethics and Anti-Corruption contains principles and standards related to the responsibilities and individual tasks of the Management.



You can view the contents by entering the following link: [Get to know our Code of Ethics](#)





In relation to Human Rights, our Exclusive Distribution Companies in Latin America adhere to our Code of Ethics and Anti-corruption, and therefore, to its guidelines on the matter. Also, regarding socialization on Human Rights issues, when people enter the Company, they are instructed in this Code, as well as in the Policy, and sign their adherence after reading it.

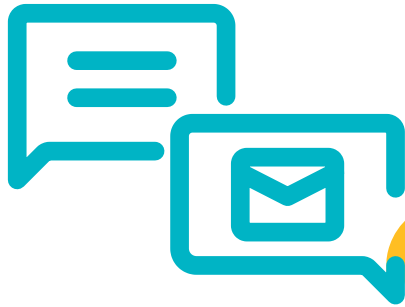
Since 2016, we have been working on issues related to Human Rights and companies with our staff. Likewise, mandatory training, workshops, and internal campaigns are carried out.

On the other hand, the Code of Ethics and Anti-corruption includes a form to report any corruption situation. Closings are carried out every month, in which figures, documents, account balances, etc. are reviewed.

Annual audits are conducted to generate the financial statements and to report to the Head Office. In this audit, executed by an External Auditing Firm, many review processes are carried out, which include cash counts, account balances, review of payments to our supplier companies, salaries, assets, provisions, contingencies, invoices, receipts, and other actions. Finally, there are Information Security Policies to promote its responsible management.



During the period, no cases of corruption or legal proceedings for causes related to unfair competition, monopolistic practices, and against free competition were recorded.



Complaint mechanism for breaches of the code

Our stakeholders have the complaint form for breaches of the Code of Ethics and Anti-corruption at their disposal. By this means, additionally, any type of inquiry or complaint regarding social, Humans Rights, environmental, and economic issues is channeled.

- Anyone can file a complaint, whether they work for ESET Latin America or not.
- Complaints must be reported to the Ethics and Diversity Commission.
- Complaints are not anonymous, but they are confidential.



Complaint form available on our website:
[Our complaint form](#)

The Commission carries out an exhaustive monitoring of all the complaints received, with the aim of resolving them in the shortest possible time.

Its responsibilities are:

- Resolving the inquiries and advising all stakeholders in the event of possible doubts regarding the Code of Ethics and Anti-Corruption.
- Corroborating the complaints filed through verification and investigation.
- Elaborating the action plans to solve the complaints filed.
- Maintaining an updated record of the process.
- Keeping the claimants informed of the status and resolution of the queries or complaints filed, when required.
- Preparing a final review report of the complaint and proposing actions to improve the process.
- Maintaining the confidentiality of the claimant at all times.
- Carrying out its functions under the principles of independence, rigor, and equanimity.

The procedures to avoid and manage conflicts of interest are detailed in a specific section of the Code of Ethics and Anti-Corruption.

Response mechanism, complaint resolution, and regulatory compliance

■ GRI 3-3, 2-27, 416-2, 417-2, 417-3, 418-1, 419-1

Depending on the type of complaint, the Ethics and Diversity Commission analyzes the case and conducts the pertinent investigations and assessments. Any person or entity is expected to collaborate with the investigation, its analysis, and resolution.

Those who fail to comply with these principles will be subject to the sanction regime in force.

We are bound by current legislation. In addition, we adhere to internal rules and regulations, such as the Code of Ethics and Anti-Corruption, the Diversity and Non-Discrimination Policy, the Environmental Policy, the IT and Information Security Policy.

During the reporting period, there were no significant fines or non-monetary sanctions for non-compliance with the legislation and regulations in general, nor environmental, nor in relation to the supply and use of services. There were also no cases of non-compliance with the regulations and voluntary codes concerning marketing, advertising, and promotional communications,

information and labeling of products and services, or regarding the safety impacts of our products.

No complaints were filed about labor practices, Human Rights, environmental impacts, social impacts on the community, nor regarding violations of privacy and client data leakage.

We work together with Marketplaces, to conduct online sales, with the aim of reinforcing the prohibition or cancellation of unauthorized third-party publications about our solutions.



This is what we do



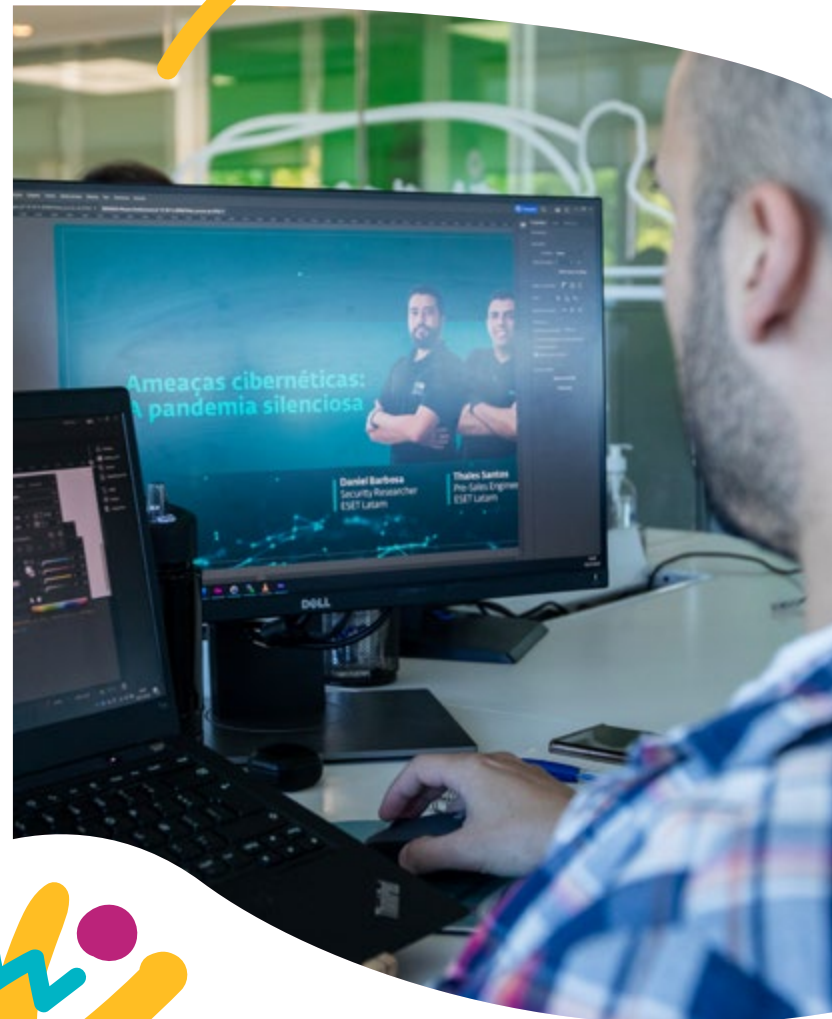
ESET Latin America business model

GRI 3-3, 2-6

MATERIAL TOPIC 1, 3, 7, 10, 14, 15

Our marketing model is strongly oriented to the sales channel; it is not a direct sales business model, but rather it is channeled through Exclusive Distributors in some countries, and (non-exclusive) Authorized Partners and wholesalers in others.

In addition, we feature a regional online store, which we manage from our offices in Buenos Aires. It works for countries where we do not have an Exclusive Distributor. In turn, some territories decided to use the regional store to enjoy the benefits of outsourcing its management, usability, dissemination, and promotions. Other countries decided to manage their e-commerce channel independently.



The online store features local payment methods for the entire region, which allow to manage prices and promotions with greater independence and speed, among other advantages.

In this way, we develop a policy of transparency and respect towards our business partners, with whom we establish a healthy and mutually beneficial relationship.

We have a 30-day return guarantee for purchases made in the store: [Our return policy](#)

We optimized the license renewal process, the fidelity plans, and the improvement of the quality of service/support, with the aim of generating a better experience for our clients and increasing the retention rate. Moreover, we expanded our presence in the main marketplaces in the region to diversify online sales channels and increase brand positioning.



Our value chain



Supplier companies

They provide professional consulting, press, office rental, telephone, electricity, and water services. In addition, they provide inputs that support our activities.



Head office

It develops the security solutions and the definition of the business strategy at a global level.



ESET Latin America

We develop the market in the region, providing support to our distribution chain.



Exclusive distribution companies

They represent us and develop the market in each of the countries of the region.



Sales channels, partners, and wholesalers

They are our commercial partners present in different countries of the region.



Clients and users

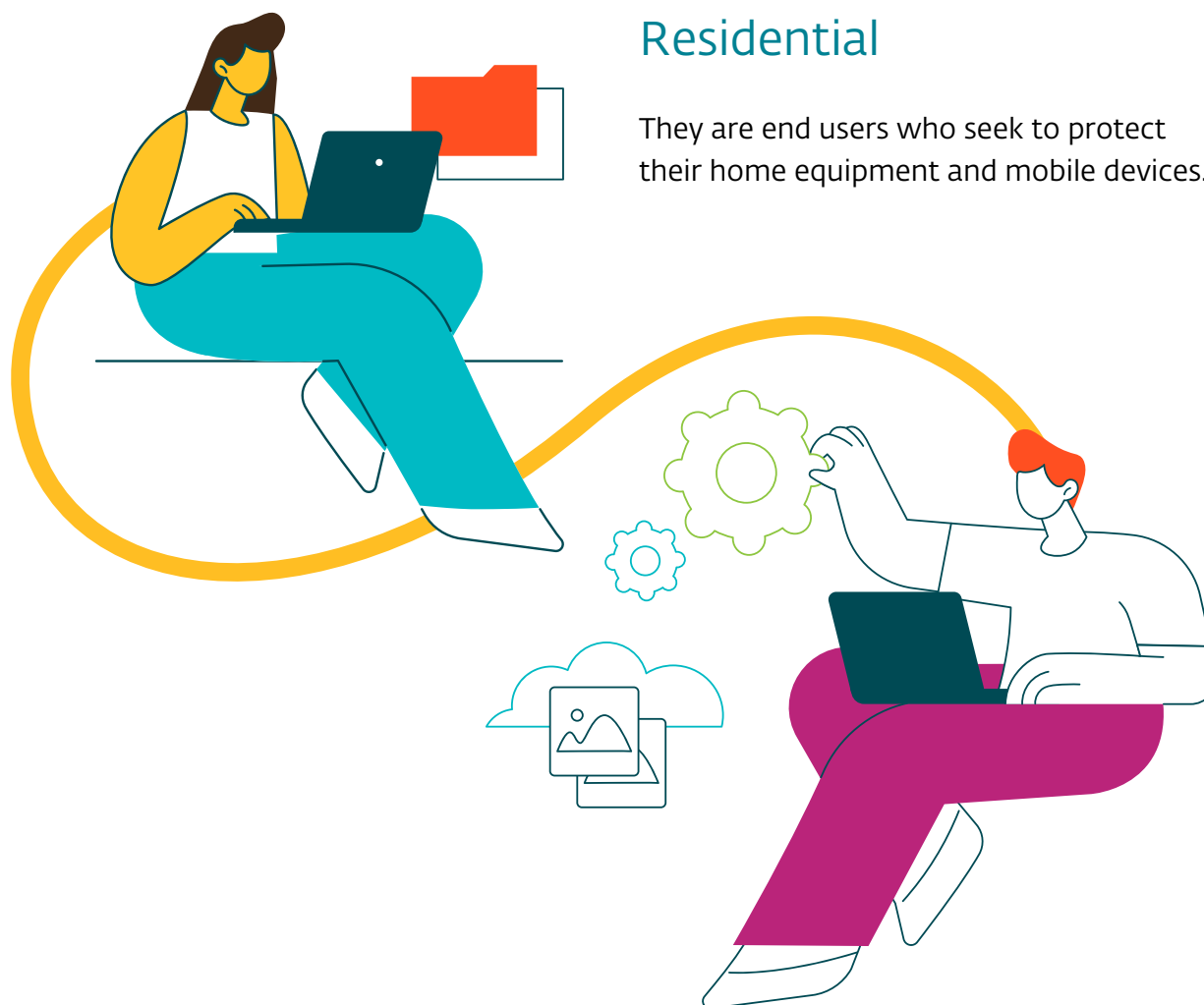
They access our security solutions, services, and training, and enjoy technology safely.

Types of clients



Residential

They are end users who seek to protect their home equipment and mobile devices.



Corporate

They include small and medium-sized enterprises, large corporations, government entities, and organizations interested in protecting their corporate network; they seek training or hiring comprehensive information security services.



This is how we protect your information

- ✓ Millions of companies and people trust our solutions and our services.
- ✓ Our solutions are easy to use.
- ✓ Client satisfaction is a commitment of our Quality Policy.
- ✓ We have a multi-award-winning technology.
- ✓ More than 30 years of experience in research and development.
- ✓ We extend sustainability management to the entire value chain.
- ✓ We encourage business partners to align with our responsible practices. prácticas responsables.



This is how we protect users and clients

| GRI 416-1

Protection for desktop PCs and laptops

ESET NOD32 ANTIVIRUS



ESET SMART SECURITY PREMIUM



ESET INTERNET SECURITY



ESET CYBER SECURITY



Protection for smartphones and tablets

ESET CYBER SECURITY PRO



Protection for children

ESET PARENTAL CONTROL FOR ANDROID



Protection for smartphones and tablets

ESET MOBILE SECURITY FOR ANDROID



Family protection

ESET SMART TV SECURITY



This is how we protect companies

ESET PROTECT CLOUD



Protection for Endpoints

ESET ENDPOINT ANTIVIRUS



The logo for ESET Endpoint Antivirus Business features the ESET logo, the product name, and a Business shield icon. To the right, there are two horizontal bars: a light blue one with a Risk icon and a green one with a Protection icon. Below these is a QR code.

ESET ENDPOINT SECURITY FOR ANDROID



The logo for ESET Endpoint Security for Android Business features the ESET logo, the product name, and a Business shield icon. To the right, there are two horizontal bars: a light blue one with a Risk icon and a green one with a Protection icon. Below these is a QR code.

ESET ENDPOINT SECURITY



The logo for ESET Endpoint Security Business features the ESET logo, the product name, and a Business shield icon. To the right, there are two horizontal bars: a light blue one with a Risk icon and a green one with a Protection icon. Below these is a QR code.

ESET LIVEGUARD ADVANCED



The logo for ESET LiveGuard Advanced Business features the ESET logo, the product name, and a Business shield icon. To the right, there are two horizontal bars: a light blue one with a Risk icon and a green one with a Protection icon. Below these is a QR code.



Two-factor authentication

ESET SECURE AUTHENTICATION



Extended detection and response

ESET ENTERPRISE INSPECT

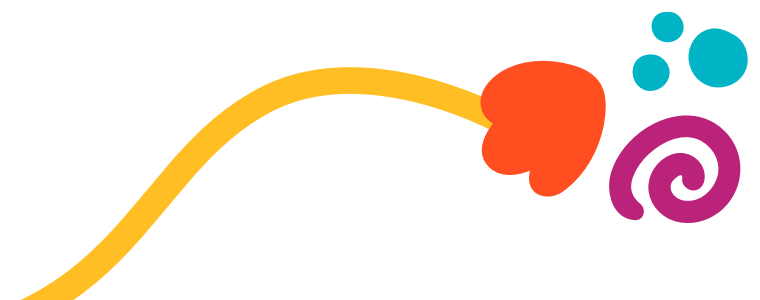


Encryption

ESET ENDPOINT ENCRYPTION



ESET FULL DISK ENCRYPTION



Security training

ESET ACADEMY



Backup and recovery

XOPERO BACKUP AND RESTORE



This is how we protect infrastructure and information services

Protection for virtualized environments

ESET VIRTUALIZATION SECURITY



The product card for ESET Virtualization Security features a teal background with a robot head on the left. It includes the ESET logo, the text 'VIRTUALIZATION SECURITY', and a 'BUSINESS' badge. To the right, there are two buttons: 'Risk' with a crosshair icon and 'Protection' with a shield icon. A QR code is located at the bottom right.

Protection for mail servers

ESET MAIL SECURITY



The product card for ESET Mail Security features a teal background with a robot head on the left. It includes the ESET logo, the text 'MAIL SECURITY', and a 'BUSINESS' badge. To the right, there are two buttons: 'Risk' with a crosshair icon and 'Protection' with a shield icon. A QR code is located at the bottom right.



Protection for file servers

ESET SERVER SECURITY



Protection for Sharepoint servers

ESET SECURITY FOR MICROSOFT SHAREPOINT SERVER



ESET CLOUD OFFICE SECURITY



Network traffic analysis

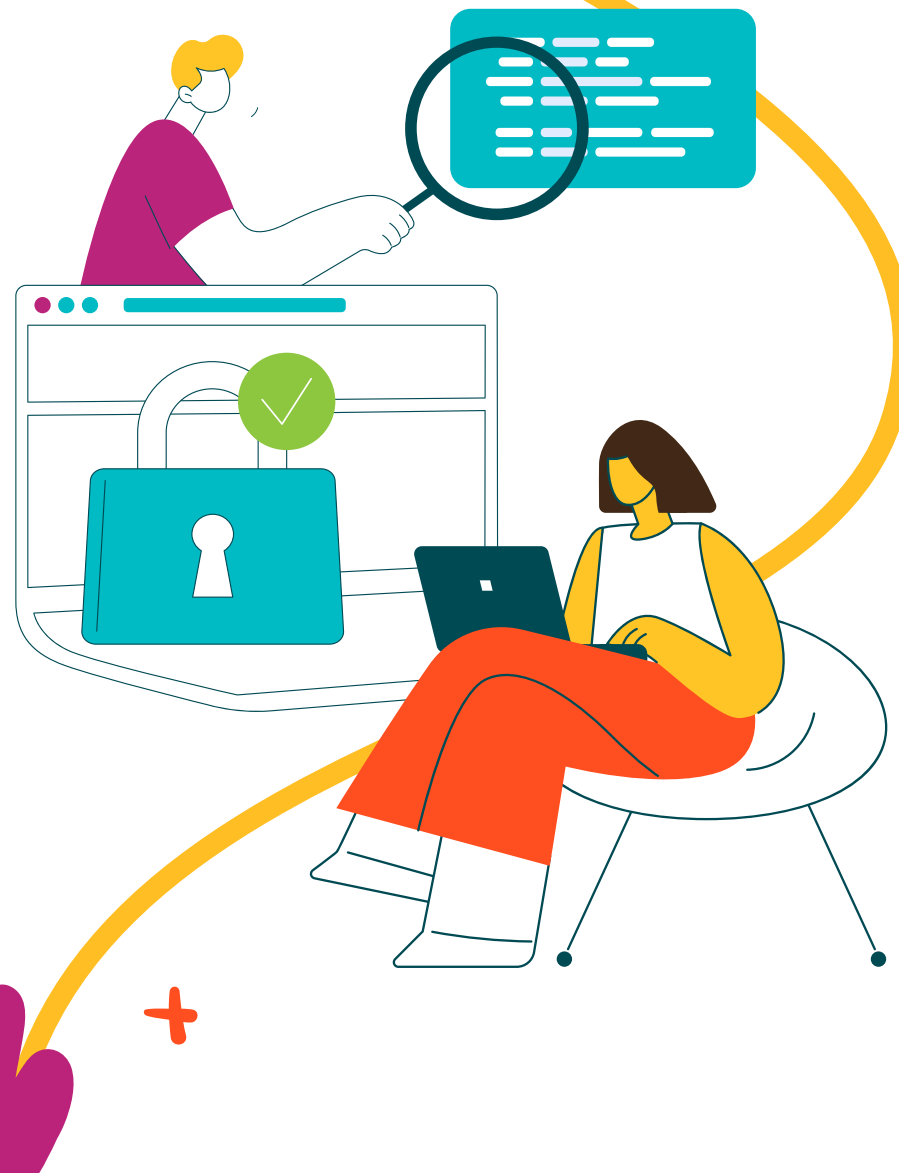
GREYCORTEX



Accompaniment in the vision of security

Data leak prevention (DLP)

SAFETICA



Specialized security services

ESET CyberSOC



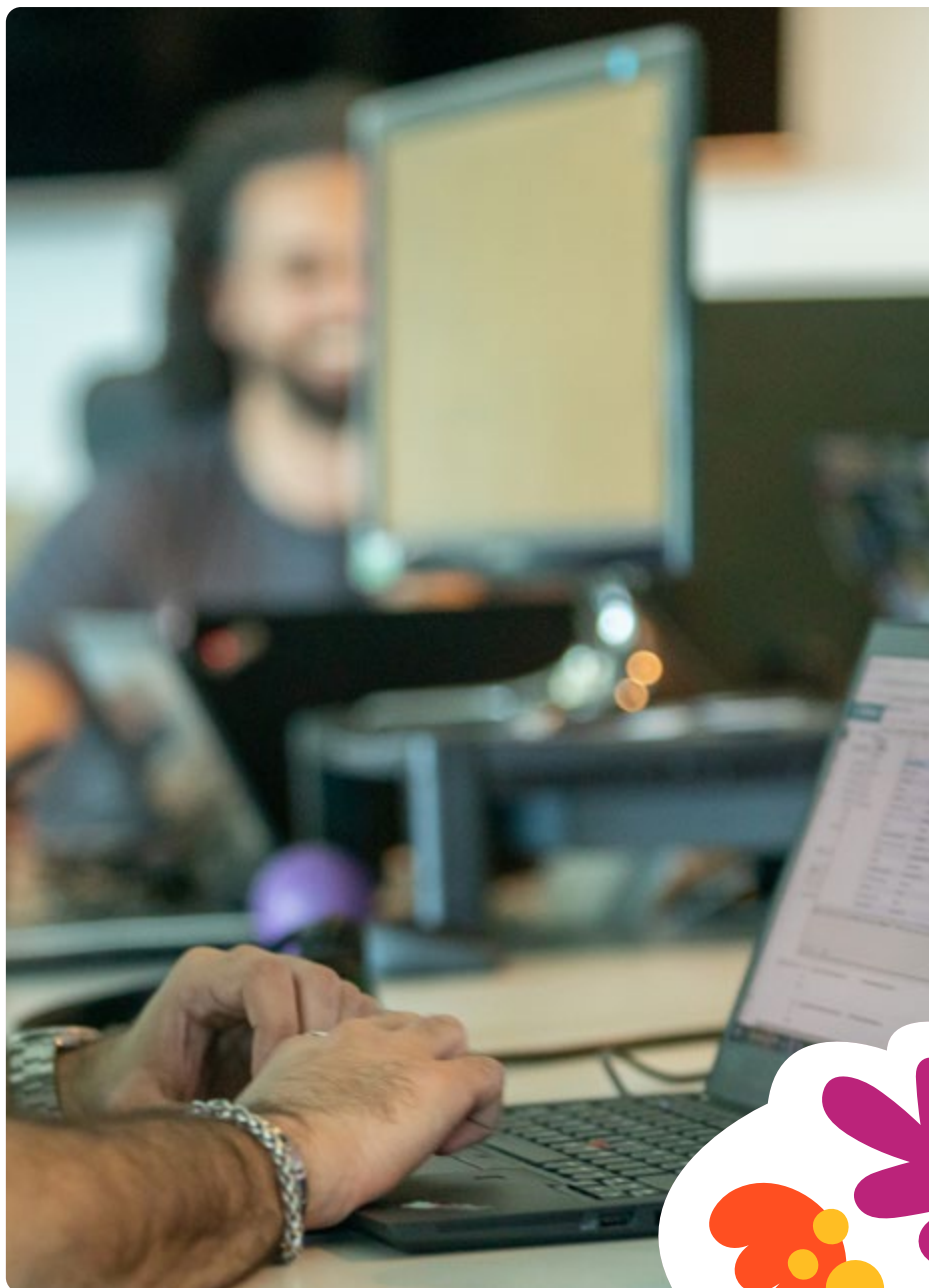
Centralized management

ESET PROTECT



ESET THREAT INTELLIGENCE





Health and safety of our clients


| GRI 416-1

We assessed the health and safety impacts of our products and services in order to make improvements.

100% of our products and services meet the following conditions that respond to the identified threats or risks.



Protection of individuals and families

PROTECTION FOR DESKTOP PCS AND LAPTOPS			
 Type of risk or threat it mitigates and/or avoids Malware ⁶ . Phishing ⁷ . Ransomware ⁸ .			
Security solution	Responding feature/condition	Security solution	Responding feature/condition
ESET NOD32 ANTIVIRUS	<ul style="list-style-type: none"> ➤ Network security ➤ Device security 	ESET CYBER SECURITY	<ul style="list-style-type: none"> ➤ Network security ➤ Device security
ESET INTERNET SECURITY	<ul style="list-style-type: none"> ➤ Network security ➤ Device security ➤ Online banking and payment security 	ESET CYBER SECURITY PRO	<ul style="list-style-type: none"> ➤ Network security ➤ Device security ➤ Online banking and payment security
ESET SMART SECURITY PREMIUM	<ul style="list-style-type: none"> ➤ Network security ➤ Device security ➤ Online banking and payment security ➤ Document security 		


6. Malware: any type of software that performs harmful actions on a computer system, intentionally and without the user's knowledge.

7. Phishing: computer fraud that seeks to deceive a victim by gaining their trust, posing as a trusted person, company, or service, to manipulate them and, thus, acquire sensitive and confidential information.

8. Ransomware: malicious software that encrypts and restricts access to certain parts or files of the infected operating system and demands a ransom in exchange for removing this restriction.



PROTECTION FOR SMARTPHONES AND TABLETS PROTECTION FOR CHILDREN

 Type of risk or threat it mitigates and/or avoids
Identity theft. Access to inappropriate content.

 Security solution

Responding feature/condition


ESET MOBILE
SECURITY PARA
ANDROID

➤ Access security

ESET PARENTAL
CONTROL FOR
ANDROID

➤ Access security

FAMILY PROTECTION

 Type of risk or threat it mitigates and/or avoids
Malware.

 Security solution

Responding feature/condition

ESET SMART TV
SECURITY


➤ Device security





Protection for companies

NEW COMMERCIAL BUNDLES


 **Type of risk or threat it mitigates and/or avoids**
Malware. Phishing. Ransomware.

 Security solution	Responding feature/condition
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ESET PROTECT CLOUD

- Cloud solutions
- Network security
- Device security
- Global audit
- Real-time monitoring
- Server security
- Office 365 security

TWO-FACTOR AUTHENTICATION


 **Type of risk or threat it mitigates and/or avoids**
Identity theft. Unauthorized access.

 Security solution	Responding feature/condition
--	-------------------------------------

ESET SECURE AUTHENTICATION

- Two-factor authentication

PROTECTION FOR ENDPOINTS

 **Type of risk or threat it mitigates and/or avoids**
Malware. Phishing. Ransomware.

 Security solution	Responding feature/condition
--	-------------------------------------

ESET ENDPOINT ANTIVIRUS

- Network security
- Device security

ESET ENDPOINT SECURITY

- Network security
- Device security

ESET ENDPOINT SECURITY FOR ANDROID


- Network security
- Mobile device security

ESET LIVEGUARD ADVANCED

- Network security
- Device security




ENCRYPTION

 **Type of risk or threat it mitigates and/or avoids**
Access to sensitive documentation.


 Security solution	Responding feature/condition
ESET ENDPOINT ENCRYPTION	➤ Document security and disk, file, and email encryption
ESET FULL DISK ENCRYPTION	➤ Document security and disk encryption

SECURITY TRAINING

 **Type of risk or threat it mitigates and/or avoids**
Unawareness. Lack of information.


 Security solution	Responding feature/condition
ESET ACADEMY	➤ Training

EXTENDED DETECTION AND RESPONSE

 **Type of risk or threat it mitigates and/or avoids**
Malware. Phishing. Ransomware.

 Security solution	Responding feature/condition
ESET INSPECT	➤ Network security ➤ Device security ➤ Global audit ➤ Real-time monitoring


BACKUP AND RECOVERY

 **Type of risk or threat it mitigates and/or avoids**
Loss of sensitive information.

 Security solution	Responding feature/condition
XOPERO BACKUP AND RESTORE	➤ Saving or backup of information ➤ Document security ➤ Recovery of saved information


Protection of infrastructure and information services

PROTECTION FOR VIRTUALIZED ENVIRONMENTS

 Type of risk or threat it mitigates and/or avoids
Malware. Phishing. Ransomware.


 Security solution	Responding feature/condition
ESET VIRTUALIZATION SECURITY	<ul style="list-style-type: none"> ➤ Network security ➤ Virtual machine security

PROTECTION FOR FILE SERVERS

 Type of risk or threat it mitigates and/or avoids
Malware. Phishing. Ransomware.

 Security solution	Responding feature/condition
ESET SERVER SECURITY	<ul style="list-style-type: none"> ➤ Network security ➤ File server security

PROTECTION FOR MAIL SERVERS


 Type of risk or threat it mitigates and/or avoids
Malware. Phishing. Ransomware.

 Security solution	Responding feature/condition
ESET MAIL SECURITY	<ul style="list-style-type: none"> ➤ Network security ➤ Mail server security






PROTECTION FOR OFFICE 365

 **Type of risk or threat it mitigates and/or avoids**
Malware. Phishing. Ransomware.



 Security solution	Responding feature/condition
ESET CLOUD OFFICE SECURITY	<ul style="list-style-type: none"> ➤ Network security ➤ Office 365 security (teams, one drive, sharepoint, exchange)

PROTECTION FOR SHAREPOINT SERVERS


 **Type of risk or threat it mitigates and/or avoids**
Malware. Phishing. Ransomware.

 Security solution	Responding feature/condition
ESET SECURITY FOR MICROSOFT SHAREPOINT SERVER	<ul style="list-style-type: none"> ➤ Network security ➤ Microsoft Sharepoint server security

Accompaniment in the vision of security

SPECIALIZED SECURITY SERVICES	
 Type of risk or threat it mitigates and/or avoids Vulnerabilities. Malware. Ransomware.	
Security solution	Responding feature/condition
ESET CYBERSOC	<ul style="list-style-type: none"> ➤ Specialized services ➤ Network security ➤ Access security ➤ Document security ➤ Audits
 Type of risk or threat it mitigates and/or avoids Malware. Targeted attacks. Botnet activity. Phishing campaigns.	
Security solution	Responding feature/condition
ESET THREAT INTELLIGENCE	<ul style="list-style-type: none"> ➤ Threat intelligence ➤ Malware statistics ➤ Custom reports

DATA LEAK PREVENTION (DLP)	
 Type of risk or threat it mitigates and/or avoids Data leakage.	
Security solution	Responding feature/condition
SAFETICA	<ul style="list-style-type: none"> ➤ Document security

CENTRALIZED MANAGEMENT	
 Type of risk or threat it mitigates and/or avoids Vulnerabilities. Malware. Ransomware.	
Security solution	Responding feature/condition
ESET PROTECT	<ul style="list-style-type: none"> ➤ Network security ➤ Device security ➤ Global audit ➤ Real-time monitoring



Acknowledgements

We were recognized for the increasing quality and performance of our security solutions, for the satisfaction of clients, collaborators, and business partners, for the Company's leadership in the field of endpoint solutions, and for our sustainability management.





For the fourth consecutive year, we confirmed our position with remarkable growth and the drive of supplier companies. We received the “Champion” title in the 2022 Cybersecurity Leadership Matrix, thanks to the feedback from our business partners.

|  [Website](#)



For the third time in a row, we were named “Top Player” in Radicati’s 2022 Advanced Persistent Threat (APT) Protection Market Quadrant. This means that, within the quadrant, we were positioned as current market leaders, with products that offer breadth and depth of functionality and have a solid vision for the future.

|  [Website](#)



We were included in the Now Tech report: Detection and Response for Endpoints, Q4 2021, within a list of 28 EDR provider companies in the “Agent analytics” segment. Forrester describes us as “a solution that allows to improve protection capabilities for endpoints and provides offline security.”

|  [Website](#)





We were recognized as an “Overall Leader” in KuppingerCole’s 2022 Leadership Compass report, which describes and rates endpoint protection, and detection and response offerings. In turn, we achieved the highest rating across all of the report’s criteria and were named Product Leader, Market Leader, Market Champion, and Technology Leader.

 [Website](#)



We obtained the Leader status in the G2 Summer Report, while ESET PROTECT Advanced was highly rated by users and achieved strong satisfaction and market presence scores in their Grid® Reports. Additionally, ESET was highlighted as a leader in the reports for Antivirus software, Endpoint management software, Endpoint protection suites and Mobile data security software. Furthermore, in the mid-market (small and medium enterprises) reports, we were recognized as Leaders in the categories of Endpoint protection suites, Mid-market antivirus software, and Mid-market endpoint management software.

 [Website](#)

Ranking de Empresas Comprometidas con las Juventudes



We participated in the 2022 Ranking of Companies Committed to Youth, promoted by the International Youth Organization for Ibero-America (OIJ) and the International Organization of Human Capital Directors (DCH). This Ibero-American ranking seeks to create a space to present actions and solutions that encourage youth in their transition to the working life and in the construction of their own autonomy.

We were recognized for our commitment with the initiatives implemented together with *Empujar*, Ashoka, and Argentina Cibersegura.

 [Website](#)



For the third consecutive year, we received the PAMOIC Award. We obtained the GOLD distinction in the category of Best Inclusion and Diversity Strategy for the initiative *Potenciando Voces, deconstruir para construir* (Empowering Voices, deconstruct to reconstruct), and the SILVER distinction in the category of Best Contribution in Social Responsibility for our two initiatives that promote research and positioning concerning cybersecurity issues in the academic and scientific world: the [University Award](#) and the [ESET Award for IT Security Journalism](#).

|  [Website](#)



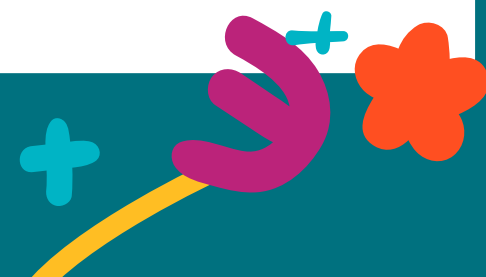
The Swedish organization Hallbars promotes the development and reading of Sustainability Reports. In the 2022 edition of the Hallbars Sustainability Reports Awards, our 2021 Report was recognized because *"its format, design, style, and writing are of such importance that they increase the impact of the content and give value to the effort of the authors."* This year, more than 1,500 applications from 94 countries competed and only 294 were selected for "the Best in the World" from 51 countries.

|  [Website](#)



For the fifth consecutive year, we participated and were recognized by this ranking. Our implemented practices, actions, and measures placed us in the 22nd position in the "Under 200 employees" category, which represents a better performance compared to 2021, since we moved up 11 places.

|  [Website](#)



Client and channel service

| GRI 3-3

Client service modality at ESET

Our service remains differentiated between technical and commercial support.

We feature a service channel for users of the residential product line, and another for corporate solutions. This allows us to hold teams with different skills and abilities to adapt to the needs of each client's inquiries.

The Regional Residential Support Center, exclusive for Latin America, is responsible for providing support to our users of residential products; it features telephone assistance in Spanish and a local line for Argentina, Chile, and Mexico, along with attention via support form and email, and via online chat for the rest of the countries in the Spanish-speaking region. We have also incorporated service in Portuguese for residential clients in Brazil.

The support to our corporate sector remains in charge of the Distribution Channel, where Exclusive Distributors and authorized



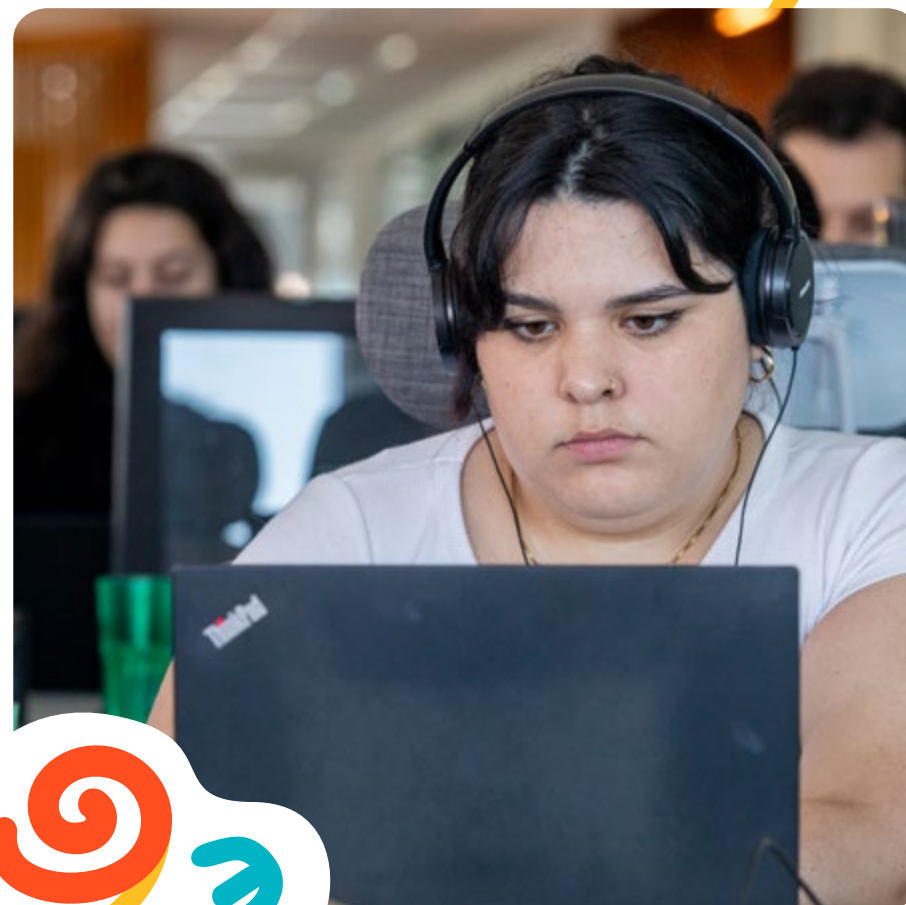
Partners provide top-level technical and commercial assistance; thus guaranteeing that each client in the region has local and direct support. For inquiries whose complexity or urgency warrant a more complex analysis, the Distribution Channel has exclusive communication lines with the technical support engineering team of our regional headquarters, who analyze each case and provide an effective and timely response. Likewise, remote support sessions can be established.

In the same way as for the residential sector, corporate clients in Argentina, Chile, and Mexico have exclusive local telephone lines, while the rest of the region can contact us directly through our support form, available on the web.

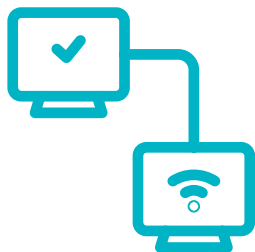
As for commercial assistance, the Distribution Channel has exclusive contact with the commercial support team, which provides answers to doubts or problems any channel in our distribution line might pose.

The attention of the entire support area is certified under the ISO 9001 quality standard, which guarantees that its requirements in relation to a Quality Management System are met; within this framework, we have documented and controlled support processes for client service operations.

Our Quality Policy ensures the effectiveness and improvement of the processes and the achievement of the expected results, and it directs our efforts towards meeting the requirements and expectations of all stakeholders.



Focal points developed



Hybrid work model

We consolidated this model that combines 20% on-site work with 80% home office. This flexibility is highly valued by the teams, as it fosters the balance between personal and professional life and favors the good health and comprehensive well-being of our people.



Training for the technical support team

We focused on the initial training of the new members of the Technical Support team. Together with the Head Office, we lined up a set of standard training courses that standardize knowledge globally.



Quality audits

We maintained internal and external audits, which allowed us to ensure the continuity of our ISO 9001 Quality Management and Continuous Improvement System certification. We implemented a new internal portal to centralize documentation.



Technical and commercial service

We continued the activities that generate value, both for users and for our sales channel; this implied virtual classes, webinars, and personalized attention to strategic clients.

Client service results



Corporate Sector

2,739 inquiries with
an average lifetime of 7
business days



89% people satisfied
with the response time



88% considered their
inquiry was resolved
satisfactorily



93% stated they
received cordial
treatment



Commercial Sector

5,567 inquiries resolved in
17:55 business hours



88% people satisfied
with the response time



90% considered their
inquiry was resolved
satisfactorily



92% stated they
received cordial
treatment



Regional Residential Support Center

20,501 client inquiries
resolved in 4:11 business hours



80% people very
satisfied with the
response time



75% considered their
inquiry was resolved
satisfactorily

Quality management and continuous improvement

| GRI 417-1

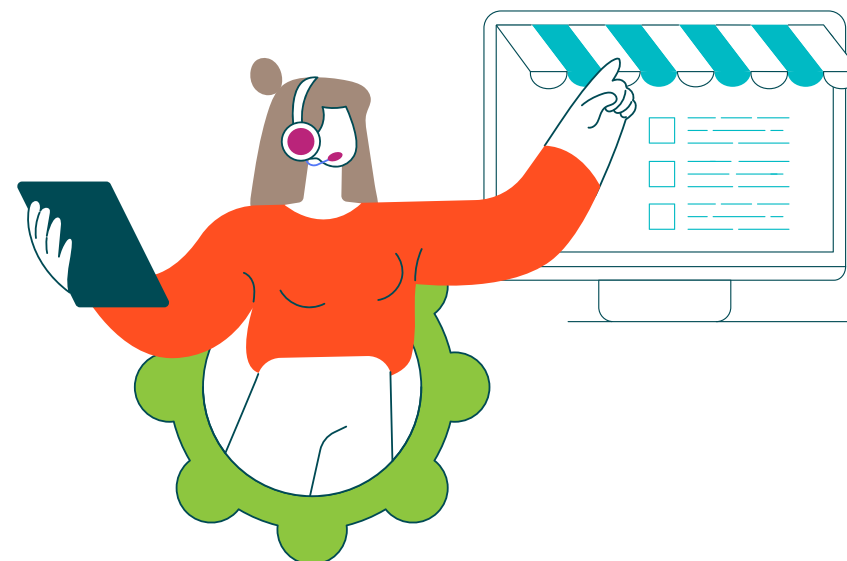
Product end of life policy

This policy defines the support provided in the different stages of the life cycle of our products; it indicates, for example, which stage is supported, if it is updated, until when it would be supported and by which product or version it would be replaced, among others.

This year, we updated the *landing page*⁹, exclusive for our Policy, with the latest news on our solutions, and we incorporated clarifications on any questions our users may have.



Meet the new exclusive landing for our
[End of Life Policy](#)



We also carried out multiple webinars, training, communication and dissemination materials, and client awareness campaigns on the importance of keeping security solutions up to date, to provide them with the highest levels of protection against new threats and emerging malicious codes.



[End of Life Home](#) | [End of Life Business](#)

⁹. Landing page within a website, developed to turn those who visit it into sales prospects by means of a specific offer or, also, to provide relevant information for end users.

Responsibilities and performance assessment

Both the Technical and Commercial Support services are managed with a ticketing system, in which every inquiry is registered with an identification number (useful for any type of claim). The system automatically calculates the maximum expected response times, depending on the type of client and the problem.

Monthly, SLA (*Service Level Agreement*)¹⁰ statistics and satisfaction surveys are carried out to guarantee the results. In case deviations or non-conforming results are detected, a thorough evaluation of the root cause is conducted, and corrective actions are proposed, with a monitoring of their effectiveness (as required by the ISO 9001 Standard).



10. SLA refers to the service level agreement, which is the maximum amount of time in which we commit to have the inquiry resolved. The acronym SLA is commonly used in these systems.

Objectives and goals achieved

Technical support

91.4%

Compliance for high priority ticket response times

93.7%

Compliance for standard priority tickets

98.8%

Compliance with ticket response times from the Regional Support Center



Satisfaction (*)

3.85 in time
4.1 in cordiality
3.86 in effectiveness

Commercial support

77%

Compliance with urgent priority ticket response times

90%

Compliance with important priority ticket response times

87%

Compliance with regular priority ticket response times



Satisfaction (*)

4.39 in time
4.6 in cordiality
4.48 in effectiveness

(*) Out of a maximum of 5.

Actions implemented

We deepened the internal audit exercise by implementing a new comprehensive audit approach, which allowed us to determine the compliance in the management of the processes covered by the ISO 9001 Standard.

We carried out the second maintenance of the ISO 9001 certification with the TÜV Rheinland certifying body. This process consisted of an external review of our Quality Management System (QMS) to determine compliance with the standard and the applicable legal and regulatory requirements.



In addition, we identified opportunities for improvement on the structure and approach of our QMS. As a result of this, we initiated a medium-term plan, which will be implemented between 2022 and 2023.

We developed

- A dynamic and collaborative management system in SharePoint, to record and process the detected findings.
- A framework for the organization and document control of the QMS, to maintain document traceability. This process is complemented by a collaborative site on SharePoint.
- A new induction, which compiles quality concepts and characteristics of our QMS, and incorporates a collaborative and participatory approach to meet the requirements of the standard.
- Training on quality and processes, including topics on forms of measurement (indicators, KPIs, metrics), the use of project managers (Jira Software), the content and use of the Q&P site, and internal audit practices.



Collaborators

ODS



Overview

GRI 3-3

MATERIAL TOPIC 2, 4, 5, 8, 9

We seek the best professionals for each position, without discrimination and with equal opportunities.



We carry out a series of actions, initiatives, and processes that aim to respect and promote Human Rights:



- Diversity and Non-Discrimination Policy
- Code of Ethics and Anti-Corruption with a Human Rights perspective
- Inclusive job searches
- We participate in the Company's global initiatives: Diversity Week and Diversity Awareness Month
- We carry out workshops and debate, reflection, and training activities on inclusion and diversity
- Benefits and leave policies with a diversity perspective
- Use of inclusive language in the drafting of communications and policies
- Inclusive and Accessible Communication workshop for all the areas and countries of the Company
- We participated in Entrelatam
- Global diagnosis on diversity
- Strategic alliance with the NGO Media Chicas
- We adhered to the women's empowerment principles of UN Women
- We adhered to the Program for Companies Committed to Human Rights of the City of Buenos Aires
- We adhered to the BA Convive Program



We respect the Universal Declaration of Human Rights. We commit ourselves not to violate, mitigate and remedy the Human Rights related to our material topics, with a due diligence approach; it is a process that we put into practice through the management of the three Sustainability Committees. To this end, we take into consideration the Guiding Principles on Business and Human Rights, the Women's Empowerment Principles (WEPs), and the United Nations Global Compact, through which we promote the protection and promotion of the 10 principles on Human Rights, Labor Rights, the Environment, and Anti-Corruption.

We ratify this commitment in our Code of Ethics and Anti-corruption, and in the different corporate policies, through which we promote its compliance throughout the entire value chain (supplier companies, collaborators, distributors, and partners).

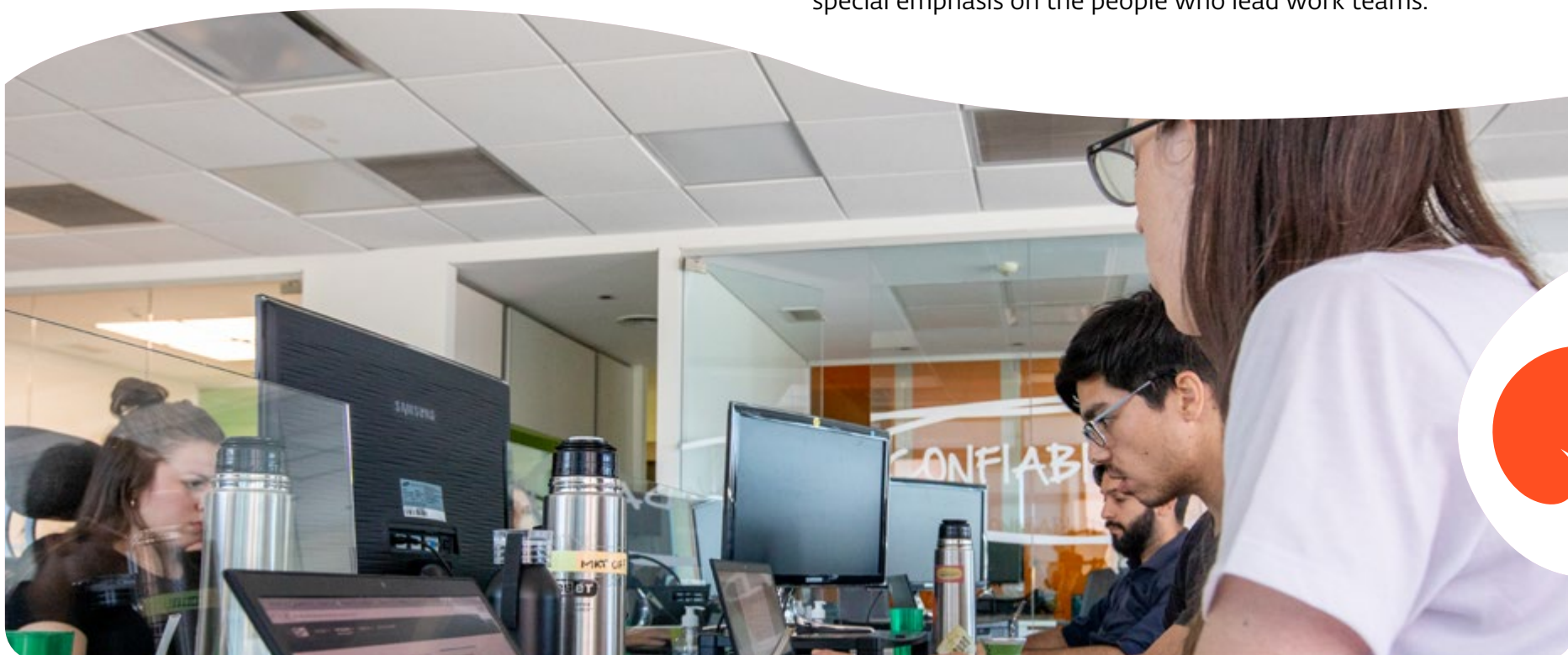
We condemn any act that violates or is complicit in the violation of these rights. Every person who works in our Company will enjoy basic Human Rights. They shall not suffer, under any circumstances, conditions of subjection, restrictions, or violations of their freedoms and rights as workers. No collaborator shall be discriminated against based on their race, sex, gender, sexual orientation, marital status, pregnancy, parental status, religion, political opinion, nationality, social status, physical condition, disability, age, or union affiliation.





Furthermore, we are committed to maintaining a workplace free from harassment (verbal, physical, or psychological) and free from child labor.

In the Reporting period, one complaint was recorded within the framework of our Diversity and Non-Discrimination Policy. The case was conducted with the support of the *Encontrarse en la Diversidad* (Meeting in Diversity) Foundation, and the Inclusion and Diversity Committee worked to give a satisfactory response to the complaint. Work will continue on this case during 2023, with mandatory training on microdiscrimination for all staff, reaching our 3 offices (Buenos Aires, São Paulo, and Mexico); we will place special emphasis on the people who lead work teams.



Employment management

Our collaborators come from the local labor market and their remuneration levels exceed, in all operations, the initial minimum wages of the countries in which we operate.

We conducted job searches with the *Inclúyeme* (Include me) Portal, *Contrata Trans* (Hire Trans), and *Empujar* (Push), who work to generate opportunities for social and labor insertion; together with the Inclusion and Diversity Committee, we seek to reflect our culture of inclusion and respect for diversity, equal treatment, and equal opportunities in the description of our job searches.

Moreover, we participated in mock interviews for young people together with *Empujar*, to train and provide tools to obtain the first job.





Labor inclusion and disability

■ GRI 2-23, 2-29, 3-3

We conducted different awareness talks and workshops on inclusive and accessible communication for all areas.



Global diversity survey

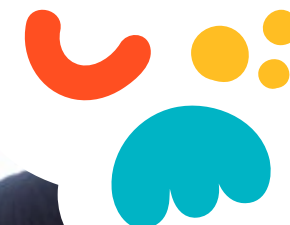
From the Head Office, together with the 2Muse Consulting Agency, a survey was conducted with participation from all the people from all our offices around the world, to probe the perception of diversity and inclusion within the Company. During 2023, the results will be analyzed at a global and regional level, and the resulting action plan will be implemented.

Benefits

| GRI 401-2, 403-6, 403-7



Our Benefits Policy promotes the balance between work life and personal life, healthy habits and the professional development of each person.



Balance between work life and personal life



Flex time

In Argentina, we have a flexible hours policy.



Home office - Optional attendance

Home office three times a week to promote the care for the environment and people's comfort in the Brazil and Mexico offices.

In the Argentina office, attendance is optional.



Flex Fridays

Possibility of finishing the workday 3 hours early every other Friday in the three offices in Latin America. Available for 6 months a year.

100% of the staff use this benefit.



4-month paid leave for birthing persons

Birthing persons can enjoy one more month of paid leave, after the end of the period covered by current legislation in Argentina and Mexico. In Brazil, this month is granted in a compulsory way by law.

This benefit was used by 3 people from the Argentina office and 1 in Mexico.



Softlanding for birthing persons

This optional benefit proposes a gradual return after the pregnancy leave, with a limit of weekly working hours, and the salary of a full-time schedule is maintained.

This benefit was used by 4 people from the Argentina office and 1 in Mexico.





Lactation room

In the Buenos Aires office, we have a lactation room to be used during the breastfeeding period.



Extended leaves for non-birthing parents

We extended this leave from 15 days to one month. Non-birthing parents will have 1 month of leave from the birth of the baby.

1 person used it in the Mexico office.



Extended adoption leave

We incorporated the possibility of adding 6 months of unpaid leave to the existing adoption leave established by Law.





Leave due to family member sick with COVID-19

In the case of having a family member affected by COVID-19, we offer flexibility in the working day for the duration of the illness.



Children's birthday

Those who have children under the age of 18 have the day off on their birthdays.
23 parents enjoyed this benefit.



Birthday day off

In our three offices, we offer the possibility of taking the day off during the week of their birthday or the next.
98% of the staff enjoyed this benefit.



Flex time during school adaptation

For parents from the offices in Argentina and Mexico, we offer flexible hours during school adaptation at the beginning of the school year.



Give More

We offer, to all of those who have participated in at least two volunteering activities organized by the Company, a free business day to allocate to their chosen social causes.



ESET Hours

We offer the possibility of taking half a day off per quarter to carry out personal procedures.
25 people enjoyed this benefit.



ESET in the world

All staff in the region can work for a week in an ESET office when they travel on vacation or for personal business.



Health and healthy life



Vaccination campaign

All staff in Argentina received the annual flu vaccine. Its application is free and is done during working hours.



Active breaks

We provided active breaks in the 3 ESET offices through a web platform, which offered mobility, relaxation, and stretching exercises of low difficulty. As of August, they were replaced by face-to-face sessions in the Argentina office.



Relaxation room **new**

We inaugurated the Relaxation Room in the Argentina office, to offer a space for relaxation and tranquility, equipped with yoga and massage elements.





Healthy nutrition

We make fresh fruit and healthy snacks available in the common areas of the 3 offices. We also offer healthy snacks at team meetings and internal events.



Functional training

In our Buenos Aires offices, we contribute with the payment of 50% of the monthly training fee. 8 people made use of it.



Menstrual rest disconnection

All the women of the Company have the possibility of resting (if necessary) during the menstruation period.



EAP Assistance Program

Psychological, nutritional, financial, and legal assistance program, which all collaborators from Argentina, Brazil, and Mexico and their cohabitants could access, free of charge, during the pandemic. Due to lack of use, it was discontinued in August 2022.



Enjoy Your Choice

Program aimed at middle managers in Argentina, which allows to select a menu of preferred benefits and change them according to their needs. 33 people accessed this program.

Personal development



Graduation award

In all 3 offices, effective staff receive financial recognition upon graduation. It applies to tertiary and/or university level degrees, issued by national or international, public or private educational establishments.

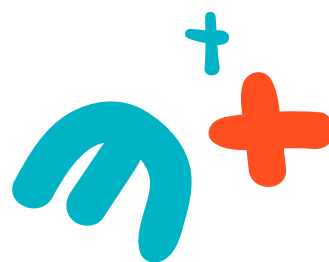
There was a graduation award in the Brazil office.



ESET licenses

We delivered, free of charge, an ESET Internet Security Pack to all Company staff at the regional level.

89 packs were delivered.



Other benefits

Integration events



Regional

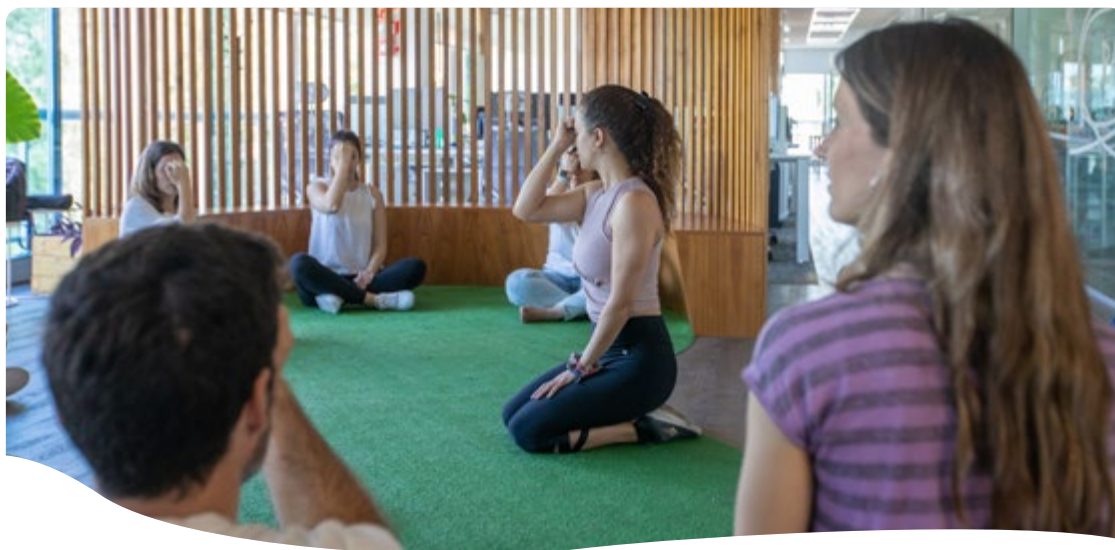
- We launched the World Cup Betting Game initiative at the regional level, with voluntary participation; it was played by areas, and the 3 teams that obtained the highest scores received prizes.
- We held the End-of-the-Year Party. Each office shared a meeting or dinner, with raffles, entertainment, and gifts.



Argentina

- We celebrated the 18th anniversary of ESET Latin America.
- We organized quarterly lunches to share relaxed moments with teammates.
- We celebrated Children's Day with the family, in the office, with entertainment, games, and taking a tour of the parents' workplace.
- We celebrated Spring Day.
- We implemented the "Back to the office" Plan, with a schedule of monthly activities (coffee tasting, active breaks, football matches on the big screen, afternoon snacks, and lunches), to revalidate the purpose of resuming on-site attendance and promoting relationships.





Mexico

- We celebrated the 18th anniversary of ESET Latin America.
- We celebrated the birthdays of the team members.
- We had lunch in the office to share the results of the last quarter and the objectives of the next one (Quarter Business Review).



Brazil

- We celebrated Children's Day with a shared game among collaborators.
- We celebrated the birthdays of the team members.





Parking

In the 3 offices, parking spaces are assigned, free of charge, according to the category and seniority of the staff.



Gifts on special dates

We treated our collaborators on their birthday month and on important dates. We also delivered Christmas boxes in the 3 offices.



Anniversary gift

As of the fifth anniversary, we recognize collaborators with a gift voucher in the 3 countries, and free business days in the case of Argentina and Mexico.

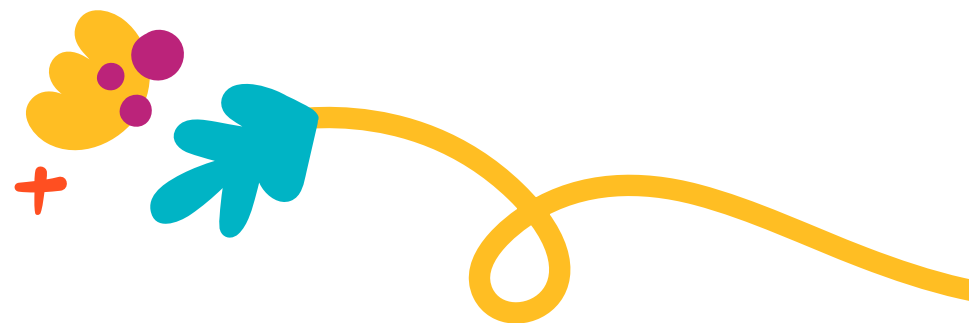
7 people from the team accessed this benefit.



Service reimbursement

Monthly reimbursement of internet and electricity service expenses in the 3 offices.

100% of the staff accessed this benefit.



School kit for parents

Support for collaborators with school-age children through a voucher to be used in bookstores or shops. 22 people accessed this benefit in the Argentina office, and 3 in Mexico.

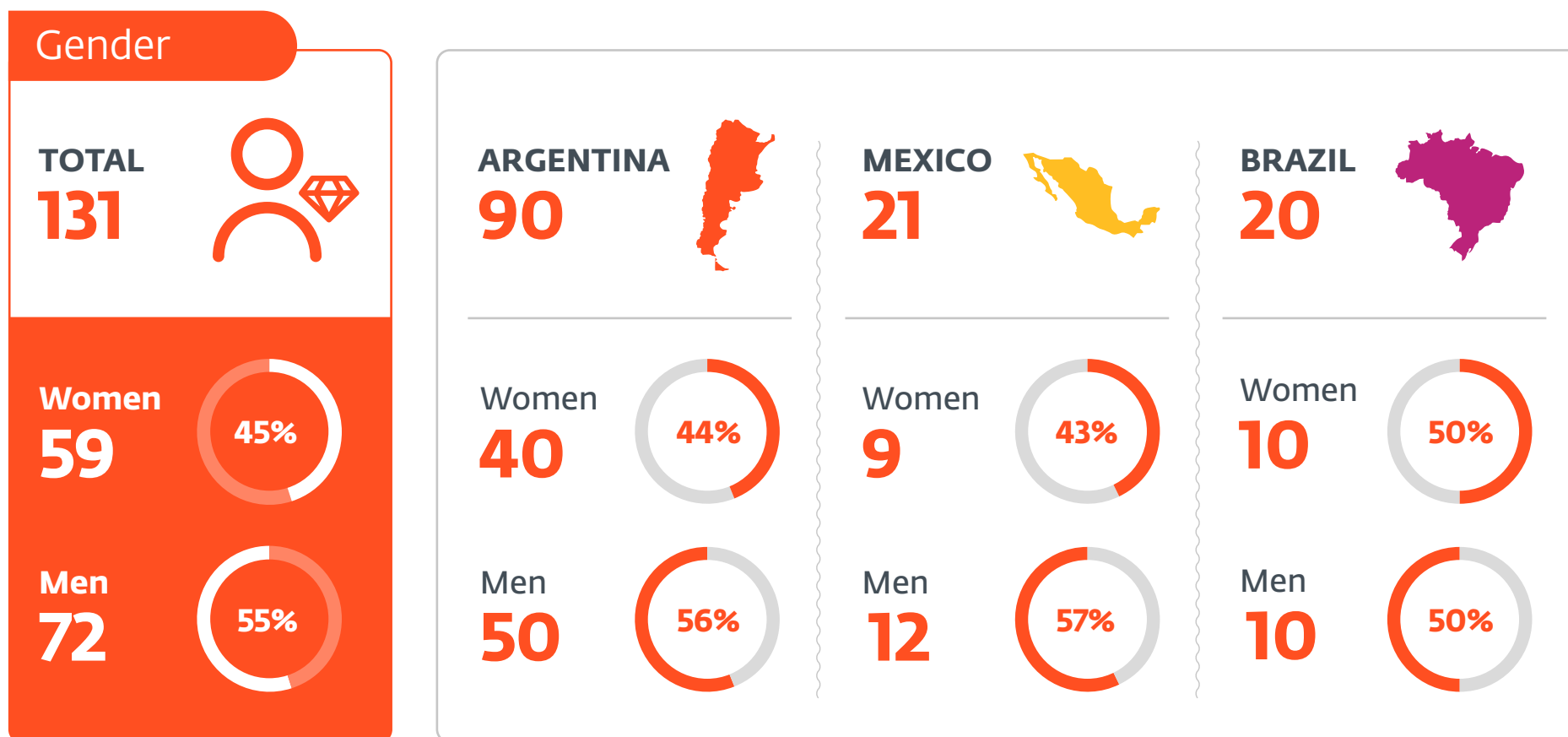


Early refund of tax withholdings

In the Argentine office, people affected by the Income Tax can receive the corresponding refunds (in advance) according to their withholdings.

Breakdown of collaborators

GRI 2-7, 2-8, 405-1



[See comparative information in Annex 5](#)

Age

UP TO 25 YEARS



BETWEEN 26 AND 30 YEARS



OVER 31 YEARS



By nationality



ARGENTINE

Women **38**

Men **41**



VENEZUELAN

Women **2**

Men **5**



BRAZILIAN

Women **10**

Men **10**



MEXICAN

Women **9**

Men **12**



COLOMBIAN

Women **0**

Men **2**

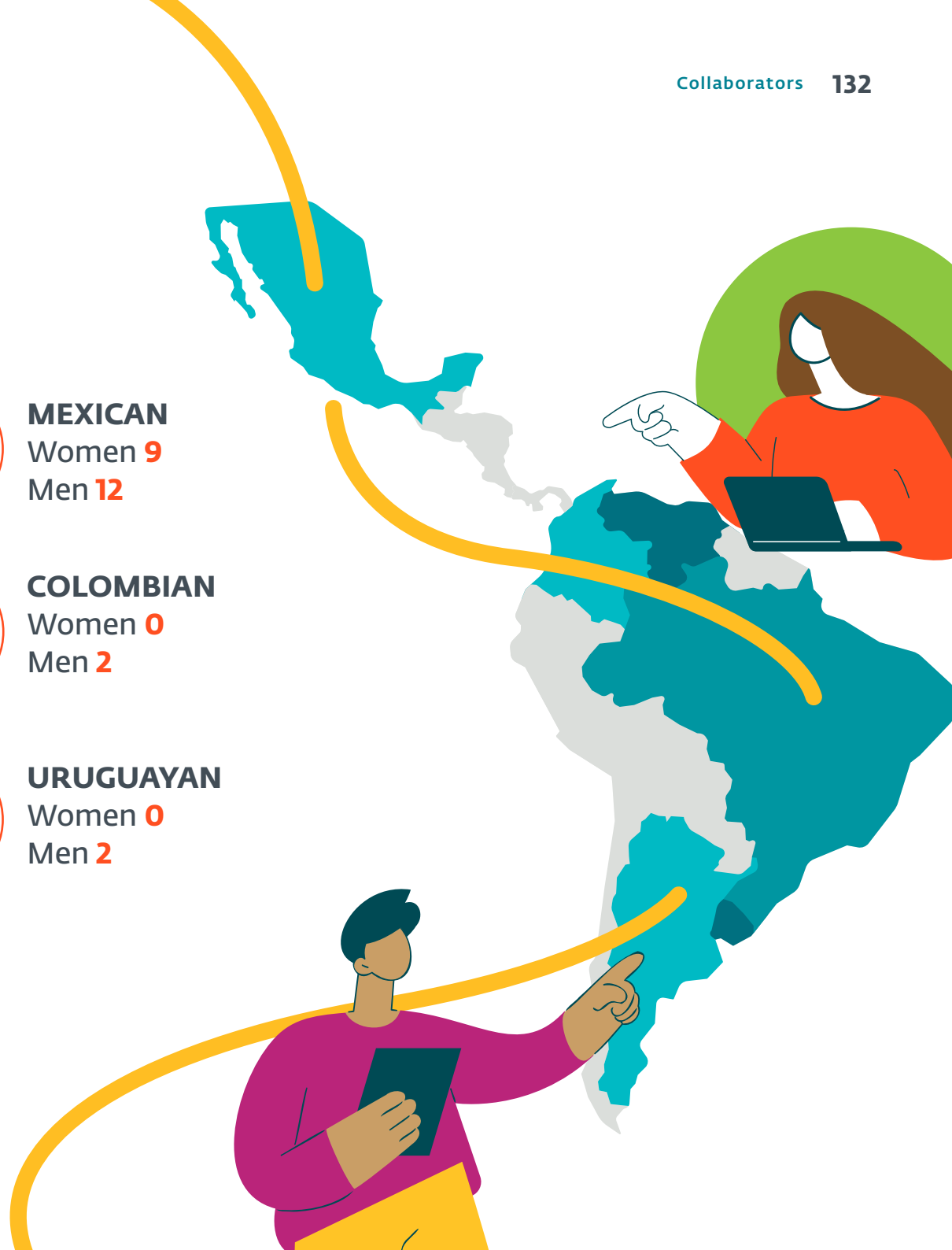


URUGUAYAN

Women **0**

Men **2**

 See comparative information in **Annex 5**



By category		ARGENTINA 		MEXICO 		BRAZIL 	
ANALYST		Women	Men	Women	Men	Women	Men
50		34	37	8	11	8	9
MANAGER		Women	Men	Women	Men	Women	Men
8		5	8	1	0	2	0
DIRECTOR		Women	Men	Women	Men	Women	Men
1		1	5	0	1	0	1

By type of contract^(*)

OPEN-ENDED

Women Men
56 67

FIXED TERM

Women Men
0 1

ARGENTINA



Women Men
39 47

MEXICO



Women Men
9 11

BRAZIL



Women Men
8 9

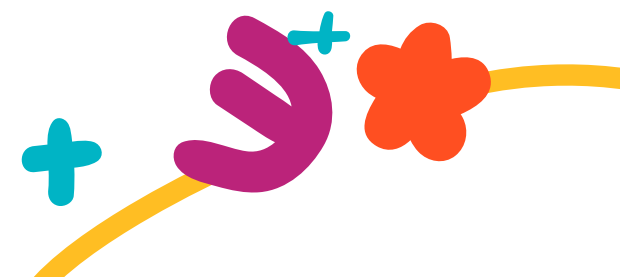
Women Men
0 0

Women Men
0 1

Women Men
0 0

[See comparative information in Annex 5](#)

(*) There are no subcontracted personnel.



By type of contract

INTERNS

Women Men
2 4

PART TIME

(half shift)

Women Men
1 0

ARGENTINA



Women Men
0 3

MEXICO



Women Men
0 0

BRAZIL



Women Men
2 1

Women Men
1 0

Women Men
0 0

Women Men
0 0

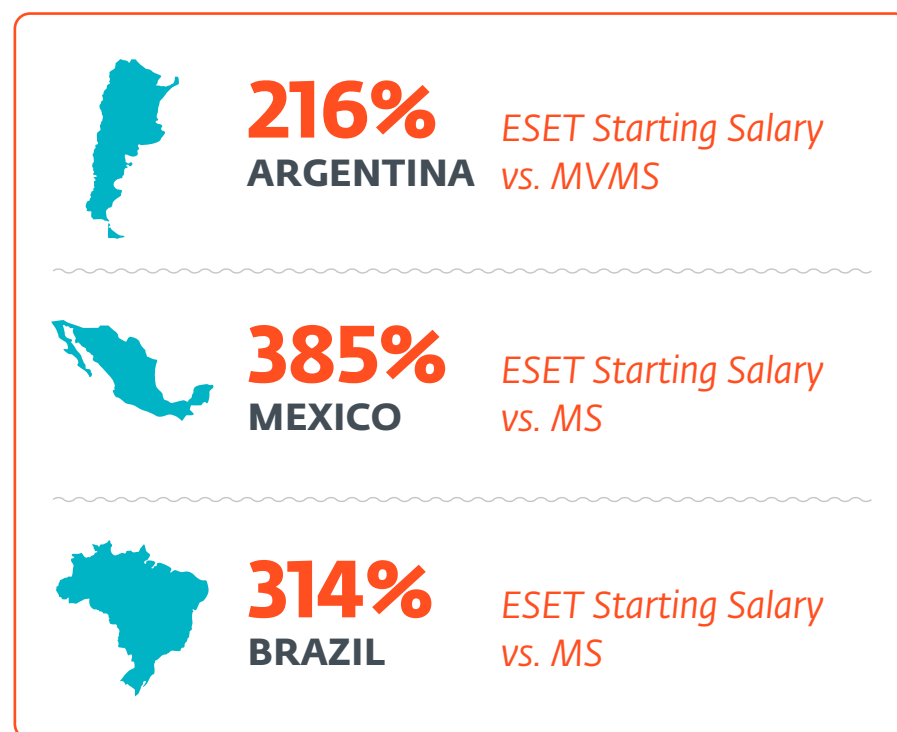
 See comparative information in **Annex 5**



Ratio between ESET Latin America starting salary and the local minimum wage

■ GRI 3-3, 202-1, 405-2

The following ratio shows the difference between ESET's starting salary and the minimum wage of each country; it applies to all staff, regardless of gender.



➤ In order to maintain the external competitiveness of salaries, in addition to considering local inflation, we use information from private salary surveys.



➤ To contemplate starting salaries, the legal minimum wage established by each country and type of position is considered.



➤ In Argentina we carry out salary reviews three times a year.
➤ In Mexico and Brazil, an annual inflationary adjustment was made.

 See comparative information in **Annex 6**

Uprooting payment

Collaborators who spend days away from home are granted financial compensation and the possibility of having an additional home office day when the trip exceeds 5 days (in Argentina). In the case of Mexico and Brazil, those people who are compelled to work beyond business hours due to travel are compensated with days off.

Transportation and meal vouchers

According to Brazilian labor law, a 20% discount must be granted on the total amount of the meal voucher. We calculate the benefit based on days worked per month, generally 20 days. 100% of the Brazilian staff used the meal vouchers.

Currently, we pay the transport voucher for those who use the bus and metro transport, in proportion to the days we attend the office, which is generally 8 days a month; according to legislation, we can deduct 6% from their salary.

Percentage of personnel covered by collective agreements

■ GRI 2-30

In 2022, the percentage of personnel covered by CLA remained the same as in the previous year; that is, in the case of Argentina, it remained at 5.56% and, in the case of Mexico and Brazil, there are no people covered by Agreements.



Employee hiring and turnover

GRI 401-1

Hiring (*)

Region



ARGENTINA
26



BRAZIL
7



MEXICO
12

Age group



11
UNDER 25
YEARS

8
25 TO 30
YEARS

26
OVER 30
YEARS

Gender



22
women



23
men

[See comparative information in Annex 7](#)

(*) Hires and turnover as of 31/12/2022 according to headcount (each direct full-time collaborator of ESET Latin America, excluding outsourced personnel and part-time educational internships).

Turnover(*)

Region



ARGENTINA
26.4%



BRAZIL
67.6%



MEXICO
25.6%

Age group



90%
UNDER 25
YEARS

37.7%
25 TO 30
YEARS

24.1%
OVER 30
YEARS

Gender



36.8%
women



27.8%
men

[See comparative information in Annex 7](#)

(*) Hires and turnover as of 31/12/2022 according to headcount (each direct full-time collaborator of ESET Latin America, excluding outsourced personnel and part-time educational internships).

Open dialogue

| GRI 2-16

Our Open Door Policy provides the possibility for everyone to communicate, without intermediaries, with any member of the Management team. In this way, we convey opinions to any member of the Organization.



Our main communication channels are:



Global Intranet

The tool seeks to centralize all the local and global information that collaborators need to know about the Company. Also, it allows us to connect, inform ourselves, and interact with colleagues from all over the world.



Mailing lists

They serve to differentiate informal communications from formal ones, and to establish a centralization mechanism and an agenda for internal communications.



Yammer

Through this internal social network, all the people can interact through membership groups. It keeps our culture alive and generates greater contact between people.



All Leaders Meeting

On a quarterly basis, we meet to review all the results achieved during that time and to generate actions that could include the participation of more than one area, in addition to sharing the experiences and developments of each one. In this way, we promote internal communication, we generate synergy between the different areas, and we provide transparency in the information.



Review Meeting

Twice a year, our Head Office organizes a conference for all the collaborators around the world, through which the leaders show the results achieved and the planning for the coming months.



Presentation of monthly results

In Latin America, the Chief Operating Officer (COO) presents the monthly results, both at the local and global levels, to the 3 offices in the region.



1:1 Meetings with HR

New listening spaces were created to promote closeness with our people. From the HR area, 1-on-1 meetings are offered to people interested in solving a need.



Lunches with the President

When new people enter, we organize group lunches with the President. The goal is to create a space for dialogue in which they can learn more about the culture of ESET Latin America and its way of working.



Suggestion box

We feature a suggestion box, which allows the submission of concerns or proposals.



The person who wishes to send their comment can write to the following email address: sugerencias@eset-la.com

Once the suggestion is received, we have a maximum of 30 days to prepare a response. The mailbox does not disable the possibility of making inquiries through other more direct and daily means.



Sustainability Committees

From the Directorate of Finance, Human Resources, and Sustainability, 3 Committees are coordinated. As part of their strategic role, they are responsible for identifying relevant topics to communicate to the Directors.



Think & Talk, sustaining ideas

■ GRI 2-23, 3-3, 404-1

It is a cycle of talks and activities for the entire staff to address relevant issues regarding sustainable development.



From the Inclusion and Diversity Committee, the following activities were carried out:



Masculinity(ies): on International Women's Day, we assembled this talk, mandatory for team leaders and voluntary for the rest of the Company. Likewise, together with BA Convive, we reflected on coexistence practices, by describing masculinity as one of the most important issues in our society.

32 people from the 3 offices participated.



Diversity and Social Equity: the Brazilian team participated in this activity, where the social movements that solidify Human Rights were analyzed, in Portuguese, facilitated by *Contrata Trans*.

10 people participated.



Inclusive Communication Workshop: we worked on language, culture and subjectivity, androcentrism, language myths, visual communication, sexist and non-sexist and inclusive language, and the relationship with rights.

10 people participated.



Diversity: we concluded the BA Convive Program with a workshop on diversity, with mandatory participation for team leaders and voluntary for the rest of the people. Work was done on diversity, prejudice and stereotypes, discrimination, construction of otherness, meritocracy, intersectionality, and the regulatory framework.

30 people participated.



Religious diversity: the teams from Brazil and Mexico conducted this activity, which analyzed the differences between respect and tolerance, together with Human Rights and religious diversity, and religion in the workplace, among other subjects.

In each country, it was adapted according to their conjunctural problems.

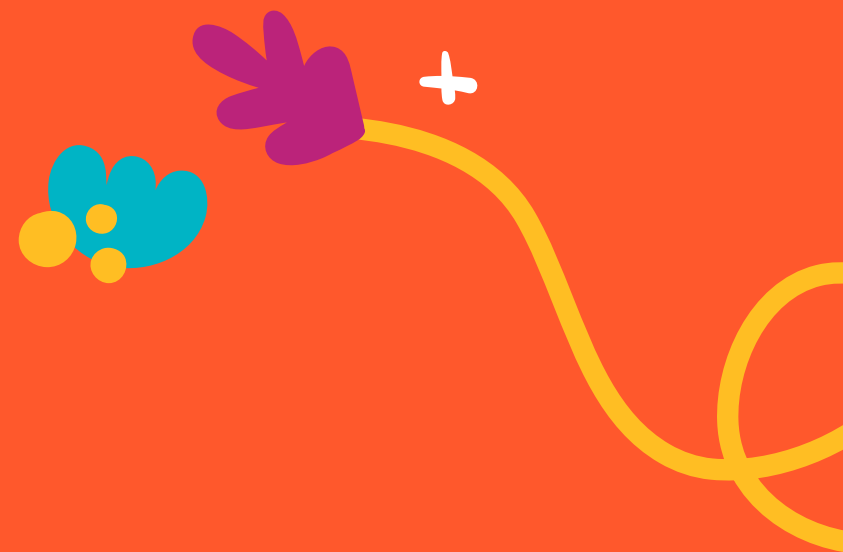


From the Community Relations Committee:

- ✓ Together with [Argentina Cibersegura](#), we held a talk on what happens when images, conversations, videos, data, etc. are divulged without our consent.

From the Environmental Affairs Committee, we organized the following activities:

- ✓ Together with the organization [Botella de Amor](#), we talked about conscious habits and how to treat plastics in order to recycle them.
- ✓ Together with the [Plantarse](#) organization, we talked about habits, urban waste, and compost, to reinforce concepts and innovate on composting processes.



A total of
15.5 hours
of training



On average,
20 people
participated in each
activity



Talent management

| GRI 3-3, 2-17, 404-1, 404-3

We have an Annual Training Plan according to the needs identified in each position and for each person. We implemented Learning Points, a program to access free-choice training, according to each person's particular interests, in line with the development plan pursued, linked or not to the current position.

We continued to implement performance assessments and competency-based management, which promote the development of all people.

Annual training plan

Our Training Policy gives us the framework to define the annual plan for each collaborator according to the needs of their area. To complement this, among colleagues of each team, training is carried out on particular topics of their concern. This initiative collaborates with the proper development of their work.

The main training topics were:

- ✓ Diversity and Inclusion
- ✓ Media Training
- ✓ Job Interview
- ✓ Safety and Hygiene

2,335 hours of training

This year we implemented some face-to-face training to offer learning spaces and contexts similar to those we had before the pandemic. However, many remain in virtual format, since it allows to make better use of time and broaden the options of course topics and offering institutions. The slight increase in training hours, compared to 2021, responds to this hybrid modality and the incorporation of the Learning Points Program.



We fulfilled a total of
147 hours
of training related to Human
Rights issues

with the participation of **75% of the staff**

♀ **57%**
women

♂ **43%**
men





HOURS INVESTED
2,374

COLLABORATORS
131

AVERAGE TRAINING
PER PERSON
18 hours



54
TRAINED
WOMEN

1,367

Total training
hours for women

25

Average training
per person



48
TRAINED
MEN

1,007

Total training
hours for men

21

Average training
per person

8

DIRECTORS

60

Total hours
of training

7

Average training
per person

15

MANAGERS

220

Total hours
of training

14

Average training
per person

108

ANALYSTS

2,095

Total hours
of training

19

Average training
per person

Learning Points

These are points that are awarded to each person in the Company, with which they choose training to be carried out throughout the year, linked to their professional development interests. Such training may or may not be related to their job position. This provided the possibility for people to develop areas of interest and for their leaders to get to know the fields in which they could continue to develop in the future.



We received
31 applications
for training

This program was carried out only in Argentina and yielded very good results, generating attraction and interest in its continuation and implementation in the rest of the countries next year.



Induction plan

| GRI 205-2, 404-3

We offer an induction plan according to the position to be filled. We have 15 inductions available:

- | | |
|-------------------|--|
| ✓ Corporate | ✓ Administration |
| ✓ Product | ✓ Legal |
| ✓ IT Security | ✓ Safety and hygiene |
| ✓ Security Policy | ✓ Sales |
| ✓ EPP | ✓ Brand use |
| ✓ Sustainability | ✓ Partner Program and Training Program |
| ✓ IT | ✓ Quality Management System |
| ✓ HR | |



85%

of the people who entered, completed the inductions required for their position



Language lessons

Classes are held during business hours, with 100% of the cost covered, depending on the requirements of the position and the tasks to be performed.

English lessons

65 people (34 women and 31 men) accessed this benefit.



837 hours
of training were
given

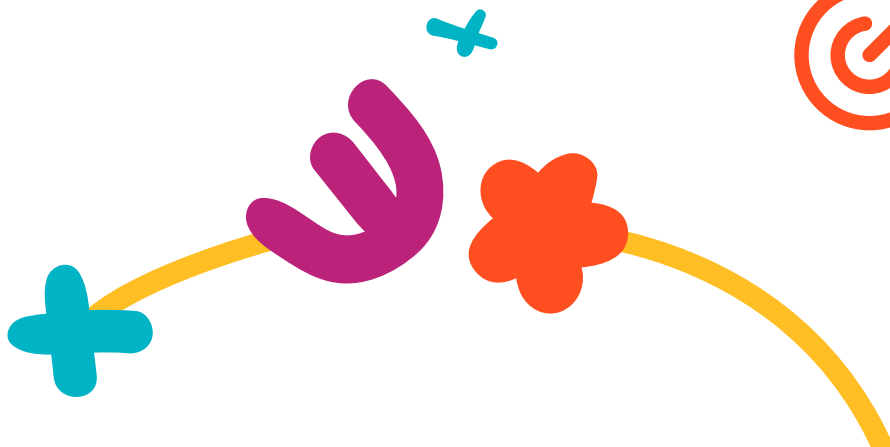
Performance assessment by competencies and objectives

The competency management system is based on two interrelated axes: the first is to procure that each collaborator aligns with the business strategy, and the second is to develop their capabilities.

The assessment by competencies is semi-annual and a management tool is used to conduct it (Workday). The self-assessment and the feedback from internal colleagues are carried out anonymously and include the possibility of giving, or not, consent to it and the objectives set.



92%
of the staff from the 3
countries received their
performance assessment



Occupational health and safety

■ GRI 3-3, 201-3, 401-2, 403-1, 403-3, 403-4, 403-5, 403-7

We comply with the legal requirements in matters of Occupational Health and Safety, and we ensure hygiene and order conditions that propitiate a comfortable and healthy environment.

These issues are routinely addressed in the Management Meetings, without having a formal management system or specific committee.

Each entrant receives the Safety and Hygiene induction, in charge of our external specialist. In this talk, the concepts of “accident” and “risk” (electrical hazards, dangers when handling boxes or heavy items, among others), good safety practices, and ergonomic measures are explained. Also, information is provided on how to act in the event of an occupational accident, both when we are going to or leaving work.

This induction is complemented with other instances, in the face of needs arising from the detection of failures or changes in the context, such as the COVID-19 pandemic.



All the work spaces, elements, and furniture in the office were reviewed to respond to aspects of health, safety, and the well-being of the people. Product of hybrid work, we delivered elements that allow to adapt the home space to work needs (lumbar support, mousepad, keyboard, notebook support, among others).

Those people who wish to notify risks or situations of occupational hazard should contact the HR area, responsible for its management, which is in contact with the external specialist.

Likewise, the work teams have a reference person, to whom they can turn in the event of some type of risky situation; this person will work together with the team to mitigate the identified risk.

Although we do not feature a formal policy regarding how to act, the area to which to resort to in these situations is expressly identified.

In the event that the staff wishes to leave because they consider that they are facing a situation that could cause injuries, ailments, or illnesses, we abide by the provisions of current legislation on the matter in each country where we operate (ordinary and extraordinary leaves). If any situation falls outside the legal scope, it is dealt with individually with the direct superior and/or the HR area, as established in our open door policy.

The direct superior and the HR area will guide the steps to be followed according to each particular situation.

The consultation and participation of stakeholders in relation to occupational health issues are developed between the HR and Sustainability areas, channeling the different perspectives and expectations expressed in the Sustainability Committees. We also receive sporadic visits from our external specialist, to verify the operation in general, receive suggestions for improvements or aspects to take into account and/or modify what is necessary. At this stage, doubts or inquiries regarding what the law establishes are also addressed.



Safety issues at work are defined between the external consulting service and the HR Area.

In Argentina, the staff is covered by the Labor Risk Insurance Company (ART) *Experta*. Also, all health and safety issues are

contained in the Commercial Collective Bargaining Agreement, which applies to 5.56% of the staff.

We provide the private health coverage OSDE 410 for the Management team and Galeno Plata 330 or Oro 400 for the rest of the teams and their primary family group, without having to pay any difference. In Mexico and Brazil, a medical insurance is granted for major expenses.

Every year, we take the following preventive measures:

- Evacuation training for the leadership team
- Physicochemical analysis of the water
- Grounding measurement
- Evacuation drill
- Lighting report
- Recharging of fire extinguishers
- Inspection, as appropriate, of hydrant hoses

Moreover, several times a year we conduct:

- Training on the Law on Occupational Risks and Safety in Offices for new entrants
- Fumigations
- Bacteriological analysis of the water

Absenteeism and leave rates

| GRI 401-3, 403-9, 403-10

During the reporting period, the number of hours worked was 268,617.

575
TOTAL DAYS OF
ABSENTEEISM



276
Birthing persons
leave

120
Birthing persons
extended leave



47
Unpaid
leaves



96
Sick leaves



14
Absences
with notice



22
Study days

[See comparative information in Annex 9](#)



TOTAL DAYS OF
ABSENTEEISM**482**
Women**93**
Men**20**
Under 25**62**
Between
25 and 30**493**
Over 30**ARGENTINA**
385**BRAZIL**
182**MEXICO**
8[See comparative information in Annex 9](#)

There were no business days lost due to absenteeism (ART) caused by occupational illnesses, nor were there any work-related fatalities. There were also no reports of injuries due to work accidents or occupational illnesses.



Sick leaves

51

Women

45

Men

Under 25 6

Between 25 and 30 17

Over 30 73

ARGENTINA 88

MEXICO 0

BRAZIL 8



Study days

7

Women

15

Men

Under 25 12

Between 25 and 30 4

Over 30 6

ARGENTINA 22

MEXICO 0

BRAZIL 0

Absences
with notice

7

Women

7

Men

Under 25 0

Between 25 and 30 3

Over 30 11

ARGENTINA 14

MEXICO 0

BRAZIL 0

See comparative information in **Annex 9**



Birthing persons leave

276
Women

0
Men

Under 25 **0**

Between 25 and 30 **0**

Over 30 **276**

ARGENTINA 124

MEXICO 152

BRAZIL 0



Birthing persons extended leave

120
Women

0
Men

Under 25 **0**

Between 25 and 30 **0**

Over 30 **120**

ARGENTINA 90

MEXICO 30

BRAZIL 0



Unpaid leaves

21
Women

26
Men

Under 25 **2**

Between 25 and 30 **38**

Over 30 **7**

ARGENTINA 47

MEXICO 0

BRAZIL 0

Personal well-being

| GRI 3-3

Climate survey

We conduct a biannual climate survey. The last one was held in February 2022.

The variables assessed are: work environment; work satisfaction; personal fulfillment; tasks, processes, and tools; compensation and benefits; direct superior; corporate management; work team; information exchange and communication; employer (the company in general); and some open-ended questions.

The most outstanding results were:

- 73% of the staff feel satisfied working at ESET in Argentina, 72% in Brazil, and 74% in Mexico.
- 91% of the staff feel satisfied with the work flexibility to solve personal situations in the Argentina office, and 93% in Brazil and Mexico.
- 93% of the staff feel satisfied with the climate in their work team in Argentina, 100% in Brazil, and 95% in Mexico.
- 90% of the staff are satisfied with the open work environment

and with the acceptance of individual differences in the Argentina office, 92% in Brazil, and 80% in Mexico.

- 92% of the staff feel satisfied with the time available for family/ personal life in the Argentina office, and 100% in Brazil and Mexico.
- 97% of the staff feel satisfied with the work carried out by the Sustainability Committees in the 3 offices in Latin America.
- 80% of the staff consider their goals and tasks to be realistic in the 3 ESET offices in Latin America.

Office remodeling

The return to the office was implemented with a new hybrid work scheme in all offices. The Buenos Aires office was remodeled, so that everyone can work comfortably with the new redistribution of workstations.

With the aim of making the face-to-face experience pleasant, a video game console, a snack machine (each collaborator was given a fixed monthly amount), a refrigerator with free drinks, and a relaxation room were installed; in addition, the lactation room was moved, all the desk chairs were replaced with more ergonomic ones, individual cabinets were placed, and plants were installed throughout the office.



Community

ODS



Our communities

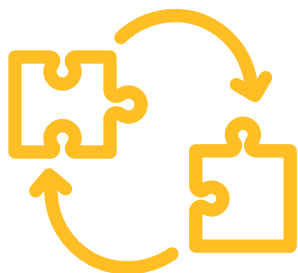
GRI 3-3, 2-25, 413-1, 413-2

MATERIAL TOPIC 1, 2, 4, 5, 14, 15

To define our action plans in the community, the following approaches allow us to identify which are the impacts, real or potential, related to the protected use of the progress that technology entails:

- ✓ Dialogue with stakeholders and feedback on the usual operation
- ✓ Management of the Sustainability Committees
- ✓ Research Laboratory





Dialogue with stakeholders and feedback on the usual operation:

The innovations, updates, technological threats, etc. that emerge during the usual operation, set the agenda for education, information, and awareness on the protected use of the progress that technology entails. Moreover, we identify needs in the implementation of the projects that we carry out with civil organizations (NGO Argentina Cibersegura, Digipadres, Antivirus Tour, among others); based on these, the projects of the Community Pillar are developed.



Management of the Sustainability Committees:

We address the issues that arise from the needs identified by the Sustainability Committees, through alliances and collaboration agreements with expert civil society organizations (*Encontrarse en la Diversidad*, Pléroma Foundation, *Media Chicas*, among others). In other cases, it implies the adherence and/or alignment to management models such as, for example, the UN Women WEPs, and the Program for Companies Committed to Human Rights of the City of Buenos Aires.



Research Laboratory:

In addition, we count with the permanent work carried out by our Research Laboratory, focused on the proactive discovery of IT threats.



The different initiatives, developed below, allow us to eliminate and/or mitigate the negative impacts and enhance the positive impacts identified:

Education on IT Security

MATERIAL TOPIC 3, 7

We develop various actions that seek to provide guidance and advice on information security, so that users know how to protect themselves when using IT tools and how to access technological progress in a protected way.

We deepen the impacts on education, promoting the democratization of quality knowledge.



Security specialists tour various countries and visit different universities to provide up-to-date information to students of careers related, mainly, with technology and information systems.

Within the usual activities, we highlight the participation in these events in particular:



[Ekoparty BlueSpace](#)

Defensive security space in one of the most important security conferences in Latin America.



[Nerdearla](#)

International level conference, focused on science and technology content.



[H4ck3d](#)

Security event, organized by the University of Palermo in Argentina.



[HackemCON](#)

International Cybersecurity conference, organized by Hackem Cybersecurity Research Group in Ecuador.



[ADA Challenge](#)

Security event, promoted by the OpenHack community in Chile, to promote female participation in security events.

These activities were open to the general public, and, through them, we were able to convey the importance of information security in recent years.



+5,000
attendees



112
security events and
universities



15
Latin American
countries



Since 2004, we have
reached more than
95,000
students





We created WeLiveSecurity, a news portal on information security, in which specialists write their opinions and analyses, publish alerts, tutorials, and videos, among other contents.

The site is open and free, and seeks to satisfy the general public. It is an international proposal with research teams in Slovakia, the United States, Spain, Canada, Germany, Argentina, and Mexico, working around the world to spread the latest security news and cutting-edge research. Currently, the news portal is available in English, Spanish, Portuguese, French, and German.



Number of sessions
WeLiveSecurity
in Spanish:
2,403,038

Number of sessions
WeLiveSecurity
in Portuguese:
521,604





It is a cycle of free on-site events. For each cycle, exclusive educational contents are developed, and the main trends related to IT security are presented. It aims to train and strengthen the ties between ESET Latin America, its Exclusive Distributors, its Partners, its users, its main clients, and the wider community throughout Latin America.

On-site editions had reduced quotas and the streaming transmission allowed all people to access the agenda of this important event.

In each meeting, we share high-value content and simultaneously profile the attendees through strategically thought-out calls.

With a reduced agenda format, the main focus was the new Zero Trust reality, where the main challenges of said context were exposed through different presentations by the ESET team of speakers and, in some cases, by local distribution companies.



12
events held



+5,000
attendees

 [Eset Security Days](#)

ACADEMIA ESET

CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA

We make available the largest IT security e-learning platform in Latin America. In this way, interested people can access free or paid courses on our portal.

We added new courses to the existing offer, among them: "OSINT: Open Source Intelligence," dedicated to one of the most widely used forms of research on the web, which is applied by private investigators, journalists, and cybersecurity specialists; and "Android Application Pentesting," designed to assess the security of Android applications, and identify and exploit vulnerabilities.

Also, together with the Polis XXI Civil Association, 11 students were granted scholarships with paid courses available on the ESET Academy, so that they could continue strengthening their training in IT security.

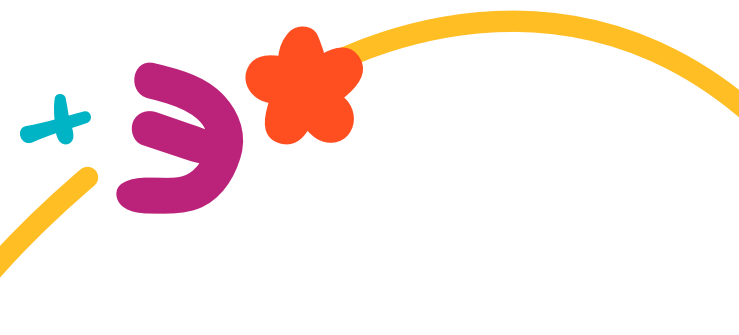


+ 5,000
people registered



135,977
active users

 [ESET Academy](#)





This initiative aims to distinguish the work of Technology Journalism.

To select and grade the works presented, the following are taken into consideration: the socially relevant approach of the chosen subject in terms of IT security and its interest for the community, the originality of the research, the in-depth treatment of the information, the narrative quality, and the correct use of technical terminology.



184
works received

 [ESET Award for IT Security Journalism](#)



Winners

- **Main winner:** Matías Castro - Argentina - ["Argentina bajo ataque"](#) ([Argentina under attack](#))
- **Winner of the Graphic category:** Santiago Cruz – Colombia - ["Los peligros de exhibir la vida privada en redes"](#) ([The dangers of displaying private life on networks](#))
- **Winner of the Digital category:** Débora Slotnisky - Argentina - ["No todo lo que reluce es una criptomoneda: creyó que se hacía rico y lo estafaron por miles de dólares"](#) ([Not everything that glitters is a cryptocurrency: he thought he was getting rich and was scammed for thousands of dollars](#))
- **Winner of the Multimedia category:** Sebastián Davidovsky – Argentina - ["Todos somos vulnerables"](#) ([We are all vulnerable](#))



Special distinctions by region

- **Winner Brazil region:** Emerson Jose Alecrim da Silva - Brasil - [*"Nos bastidores: as configurações feitas em @gov.br para barrar emails falsos"*](#) (Behind the scenes: the configurations made at @gov.br to stop fake emails)
- **Winner Rio de la Plata region:** Desirée Jaimovich - Argentina - [*"No fui yo, fue mi avatar": fraudes y acoso en el metaverso*](#) ("It wasn't me, it was my avatar:" fraud and harassment in the metaverse)
- **Winner Central American region:** Christian Montero Ulate - Costa Rica - [*"Estafas en la red"*](#) (Online scams)
- **Winner Andes region:** Oscar Leonardo Ancajima Parma - Peru - [*"Ciberataques en medio de conflictos armados: cuando la guerra se vuelve digital"*](#) (Cyberattacks in the midst of armed conflicts: when war becomes digital)
- **Winner South American Caribbean region:** Mayreth Casanova - Venezuela - [*"Cabimas, el epicentro de bandas de ciberdelincuentes que operan en Venezuela"*](#) (Cabimas, the epicenter of cybercriminal gangs operating in Venezuela)
- **Winner Mexico region:** Mario Mendoza Roja - Mexico - [*"Montadeudas se apoderan de tu vida en solo 15 segundos; así operan"*](#) (Debt riders take over your life in just 15 seconds: this is how they operate)





**Argentina
Cibersegura®**

The Organization holds virtual and face-to-face talks in educational, sports, and government institutions, as well as in companies, with the aim of raising awareness about a safer digital world.

More than 460 talks, projects, and actions were carried out in schools, companies, and institutions of different kinds, and it was possible to double the number of actions from 2021.

They continued to disseminate the “#NoalGrooming” (NoToGrooming) and “#MiRedSegura” (MySafeNetwork) campaigns, together with different strategic allies that strengthened the message to reach new adolescent audiences.

They also held the annual educational event *#PensandoLaEducaciónDigital* (ThinkingAboutDigitalEducation), in which education professionals were provided with tools to teach about digital citizenship in the classroom. It sought to strengthen the messages of algorithms, applications, the importance of legal knowledge in the problems of the digital world, and the protection of personal data.



EUR 18,694
Monetary donation



96 hours
of pro bono work,
equivalent to EUR 1,402



[Argentina Cibersegura](#)





Through this initiative, we make valuable educational content available (to parents, educators, and adults in general) so that they learn to care for minors while they use the web, and to create a healthy and safe space for them.

We participated in the event “TED Entramar: Teachers for teachers” with a video talk, where we addressed the following topics: what do children see on the Internet? And why shouldn’t children’s photos be posted on the Internet?

We also raffled 10 EIS licenses for 1 year and gave the TED team 25 EIS licenses for 6 months.

- We launched Hey Pug!, animated educational videos to help spot and tackle the top challenges on the internet. We aired two episodes: (not so obvious) signs of cyberbullying, and how to recognize a scam on the Internet?
- We developed a webinar to reflect on digital violence on the Internet.

- We celebrated new alliances with Edvolution and CUDI, both from Mexico, and we started the management of a new alliance with WorldVision from Ecuador.



1,623,647
sessions in Latin America



2,027
users registered on the platform

|  [Digipadres \(Digiparents\)](#)



Portuguese version of *Digipadres*, which reached 639,844 sessions (92.5% growth compared to last year).



2 new alliances



Entremeio



Atrium Company



Awareness talks

We were present at the Institutional Marketing class of the Foundation for Higher Studies; we were part of a panel of speakers in the Business Sustainability Management Course of the Argentine-German Chamber of Industry and Commerce, and in the new edition of the Program for Companies Committed to Human Rights of the City of Buenos Aires, held at the Ecopark. Furthermore, we presented our experience as a reporting institution in the launch of the 2021 GRI Standards, which took place at the Professional Council of Economic Sciences.

We held a virtual Digital Security workshop with a regional scope, together with the Gabriel García Márquez Foundation, with the participation of more than 150 journalists, editors, content producers, columnists, university students, and the wider community. The talk was given by specialists from our Research Laboratory.



Conexión Segura (Secure Connection) Podcast

Our podcast was born so that more people could obtain quality information from the cybersecurity professionals who work at ESET.

During 2022, we covered various topics related to cybersecurity: news, advice, research, trends, interviews with professionals in the field, and useful information, so that our audience stays up to date with everything that happens in the region.

For International Women's Day, we aired the episode [8M: What is the current situation of women in the cybersecurity industry?](#) In it, our female information security specialists told us about their training and work experience in a field where the gender gap is still very important.

Conexao Segura Podcast

We launched this bimonthly podcast in Portuguese, to inform and update on the most relevant topics in the field of information security.

There, the main issues that affect all of Latin America are described, but with a focus on what is happening in Brazil.





"Heroes of Progress" Global Campaign

We launched Heroes of Progress, a global, innovative initiative that seeks visionaries to promote positive change in digital progress.



Its mission is to give visibility to these heroes and heroines, so that they can be a source of inspiration for other people.

An expert jury panel, headed by ESET's Global Commercial Director, Ignacio Sbampato, reviewed more than 50 shortlisted applications, of which 9 agents of change from around the world were identified. From the Latin American region, Argentine Gino Tubaro was selected for his innovative work in creating 3D-printed prostheses; they are distributed to over 40 countries and schools, free of charge, through his organization [Atomic Lab](https://atomiclab.com).

Corporate volunteering

We carry out volunteering activities, in coordination with different civil society organizations, which respond to the needs of our environment and the concerns raised by our teams.

We developed different proposals with the NGO Argentina Cibersegura, the San Fernando Social Diner, and the *Empujar* project.



This year, we resumed face-to-face activities in Argentina and Brazil, and continued with the virtual initiatives for the rest of the region.

We also donated furniture to the Municipality of Vicente López and the Apleno Foundation, and contributed to the EMA (Multiple Sclerosis Argentina) fundraising event by donating licenses for raffles.



We had
67%
participation



Conectate, entra en acción
(Connect, take action)

5 activities
4 organizations



Empujar (Push)
832 youth



Jump
2,727 participants



[Video summary](#)
[Empujar 2022](#)

Conectate - Entra en Acción (Connect – Take Action)


It is a direct-action volunteering program. We offer our people and business partners several actions each year, in coordination with a civil society organization.

Children's Day and Christmas

Together with [Hacer para Ser \(HPS\)](#), (HPS, for its acronym in Spanish) (Do to Be), with a team of 16 volunteers, we organized the celebration of Children's Day on the street of the San Fernando Social Diner, in Buenos Aires, Argentina.

We developed different game proposals, prepared with recycled materials, and we closed with an educational show by [Circo Reciclado](#), in which 40 children participated.

For Christmas, we invited all the staff from Argentina, and their families, to assemble boxes for the Social Diner families. Some people organized with their work teams, others with their friends and families, to be able to send them 31 Christmas boxes.

|  [We leave you the review from Christian, collaborator of ESET Latin America.](#)



Christmas celebration in Brazil

The ESET Brazil team also participated in an activity at the Abecal (Path of Light) institution, which shelters 17 children and young people, between 0 and 18 years, who have suffered some type of psychological, physical, or sexual abuse.

Each collaborator prepared a Christmas present according to the interest and age of the person assigned, and then the entire team delivered the gifts and had an afternoon snack with the people being treated.




18
participants
in the volunteering event



Native species planting day

Together with Eco House, we planted native species in the Costanera Sur Ecological Reserve in Buenos Aires. 32 trees of 14 native species were planted and 18 people participated.

 [We leave you the review from Belén, collaborator of ESET Latin America.](#)



Encontrarse en la Diversidad (Meeting in Diversity) Annual Day

We participated in the 16th edition of one of the largest events on diversity and the fight against all forms of discrimination in Latin America, developed by the *Encontrarse en la Diversidad* Foundation, in Argentina.

More than 2,000 young people from various educational institutions and 14 ESET volunteers attended, in the Space for Memory and Human Rights (former ESMA).

 [Diversity is our meeting place](#)



Social and labor inclusion

We act with different civil society organizations to generate joint projects and/or to support existing projects that promote the social and labor inclusion of people.



We joined the [Empujar Project](#) of the Pléroma Foundation, to support young people in vulnerable conditions through an educational program that trains them in skills and abilities for employment.

Together with our exclusive distributors, we participated in the different virtual activities that were developed, among them, interviews that push, technical skills classes, and mock job interviews, individual and in groups.



832
accompanied youths



15
participating
volunteers



23.5
hours of volunteer
work given



MEDIA CHICAS

Media Chicas proposes to reduce the digital gender gap through the inclusion of women in science and technology. Through this alliance, we joined the Jump initiative, a virtual conference on technology with gender inclusion in Latin America.



2,700
attendees



73%
of the public
identified as
women



17
speakers



10
hours of live
streaming

Environmental dimension

ODS



Environmental management

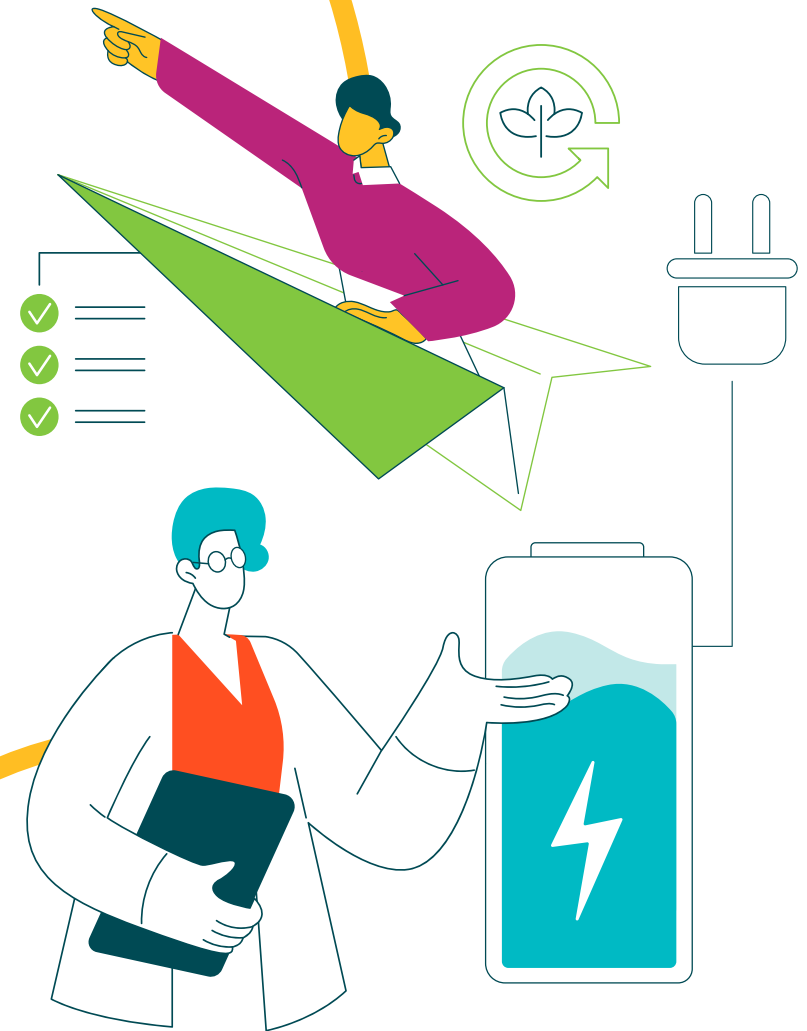
GRI 3-3

MATERIAL TOPIC 12, 13

This year we began the process of measuring the carbon footprint at a global and regional level.



We feature an [Environmental Policy](#)



Awareness actions

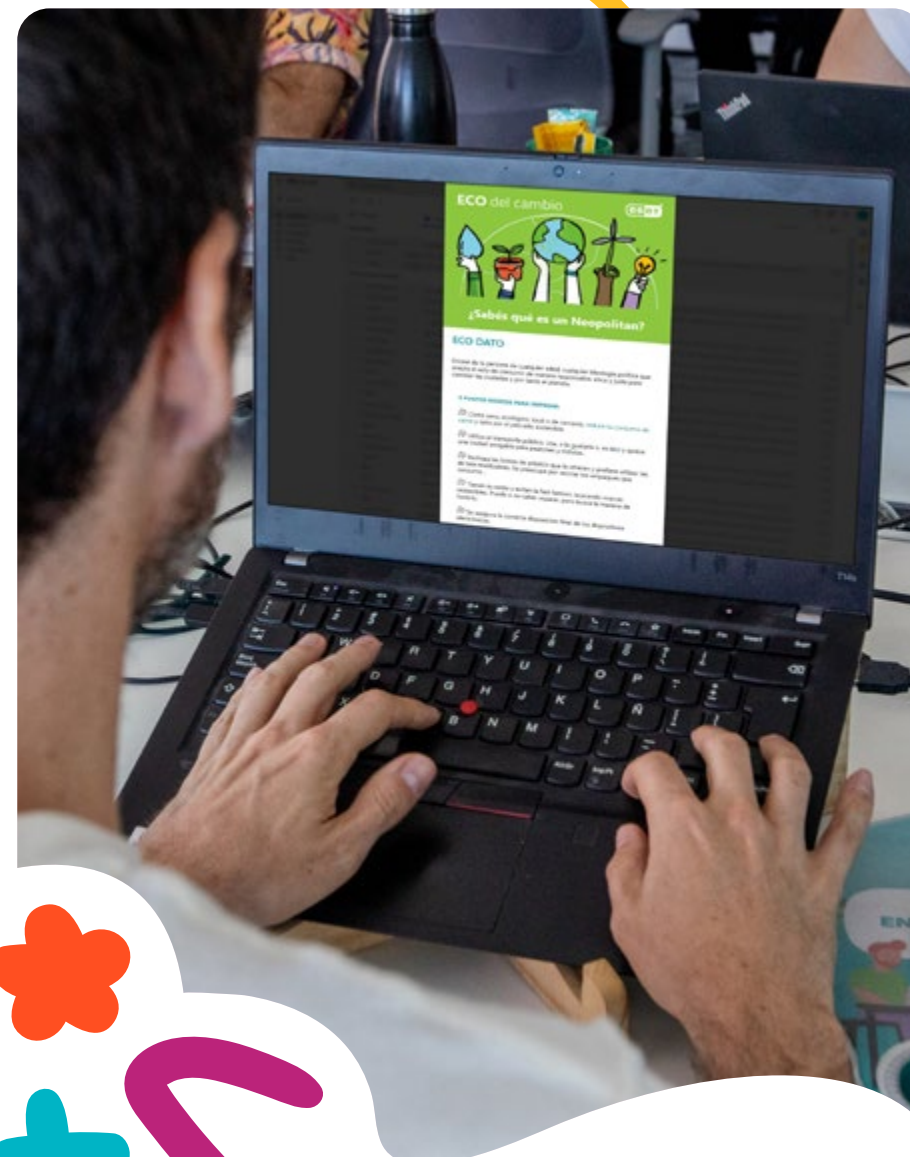
Municipality of Vicente López

For more than 9 years, we have accompanied the “Green Days” of differentiated waste collection of the Municipality of Vicente López.

 [Municipality of Vicente López](#)

“Eco Cambio” (Eco Change) Campaign


From the Environmental Affairs Committee, through a monthly newsletter, we continue with our internal *Eco Cambio* campaign, with ideas for responsible consumption, suggestions for environmentally friendly entertainment, and audiovisual content.




Energy consumption

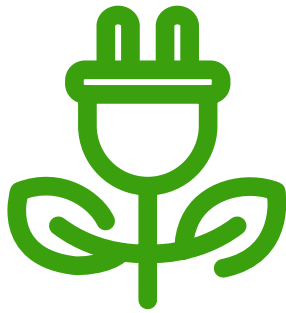
GRI 302-1, 302-4

We only use electricity from non-renewable sources.

Energy consumption in kW/h Argentina 	January	7,917
	February	2,947
	March	4,480
	April	3,140
	May	2,919
	June	5,315
	July	5,356
	August	4,791
	September	3,494
	October	2,682
	November	2,453
	December	6,555

Energy consumption in kW/h Brazil 	January	312
	February	279
	March	253
	April	505
	May	422
	June	462
	July	479
	August	454
	September	473
	October	358
	November	451
	December	467

 See comparative information in **Annex 10**



52,049 kW/h

Total consumption Argentina

We increased energy consumption by 20% in the offices in Argentina, and by 42% in those in Brazil. This increment is due, almost entirely, to the return of on-site work.

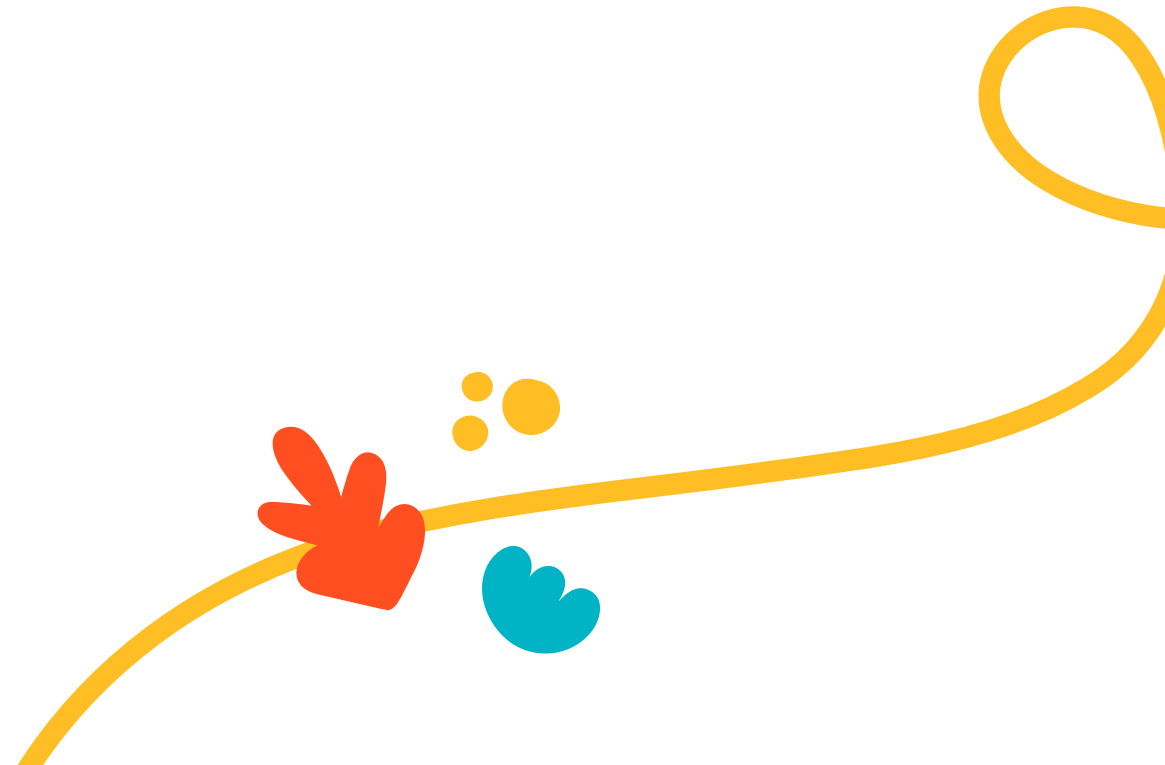
Additionally, energy consumption in the Argentina office is higher than that of the Brazil office due to the number of people who work there and their size.

Measuring consumption in the offices in Mexico is difficult, since they are rented in a shared building, and we do not have access to this information.



4,915 kW/h

Total consumption Brazil



Process improvements to reduce our environmental impact

| GRI 302-5, 306-1, 306-2

In order to take care of resources, reduce our carbon footprint, and generate practices in which we can be agents of change, we implemented the following actions in the offices:



Office remodeling

The remodeling of the Buenos Aires offices, due to the return to on-site work, involved the change of all the luminaires to LED; furthermore, we increased and distributed more plants in all sectors and donated the remaining furniture to extend its useful life.



Monthly maintenance of air conditioners

Temperature control and preventive maintenance, to avoid inefficient energy consumption.



Server virtualization

Optimization of energy resources in servers. We changed the old servers to reduce energy consumption.



Logistics and digital packing

Delivery logistics is 100% digital. We maintain the policy of not generating packaging as a traditional marketing tool unless strictly necessary.

Waste management and reduction

| GRI 306-3

The main materials we consume comprise office, stationery, and computer supplies, and merchandising for internal and external events.

Our company adheres to the municipal differentiated collection system, which is implemented through a schedule of bulk waste collection, nightly waste collection, sweeping, and “Green Days” (days for recyclables collection).

Our products are digital, so there is no direct connection between the activities and waste generation.

At the moment, we do not have waste metrics, but we are working to be able to conduct the corresponding measurements by next year. We focus on raising awareness on the importance of source separation and the reduction of single-use materials.





Waste sorting program

Most of the waste is generated in the offices and in the staff canteen (paper, cans, glass, and plastic), and it is managed through the Waste Sorting Program.



Reduction of single-use plastics

With the aim of reducing the amount of plastic containers and bags, we added a bag, a container, and a reusable straw into our welcome kits. We also collect plastic bags in our 3 offices, so that they can be reused thus delaying their final disposal, and we removed disposable cups from our coffee machines, avoiding the annual consumption of 10,162 units.



Double-sided printing

We have a printer configuration manual, to reduce and optimize paper consumption.





Reduction of sweetener sachets

In Argentina, sweetener sachets cannot be recycled. For this reason, we offer light sugar¹¹ in bulk and liquid sweetener as an alternative, reducing approximately 50% of the waste that was generated.



Installation of hand-dryers

We installed 4 electric hand dryers to reduce the consumption of paper towels in the bathrooms. This avoids 55% of the consumption of paper towels.



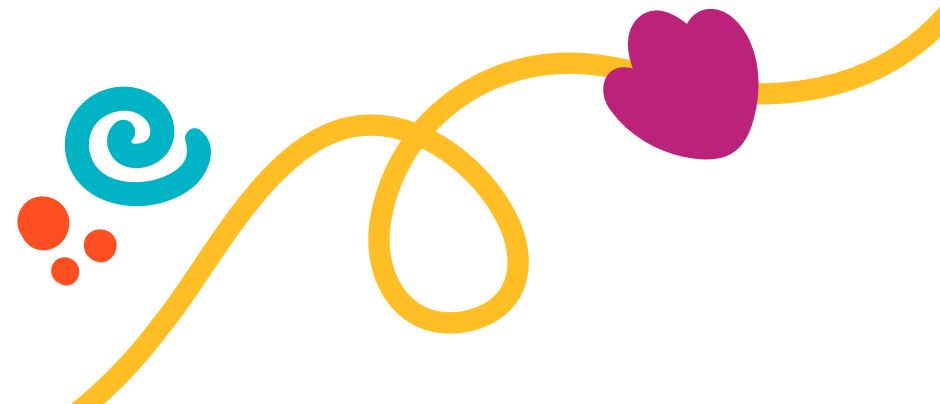
Digitization of personal business cards

With the return to face-to-face corporate events, in meetings with clients, supplier companies, and sales channels, the design and brand management area, together with Human Resources and Sustainability, implemented a new digital format for personal business cards.

All the people at ESET have a ".jpg" image on their devices, with their information and a "personalized QR code" which allows them an easy and immediate exchange with other people.

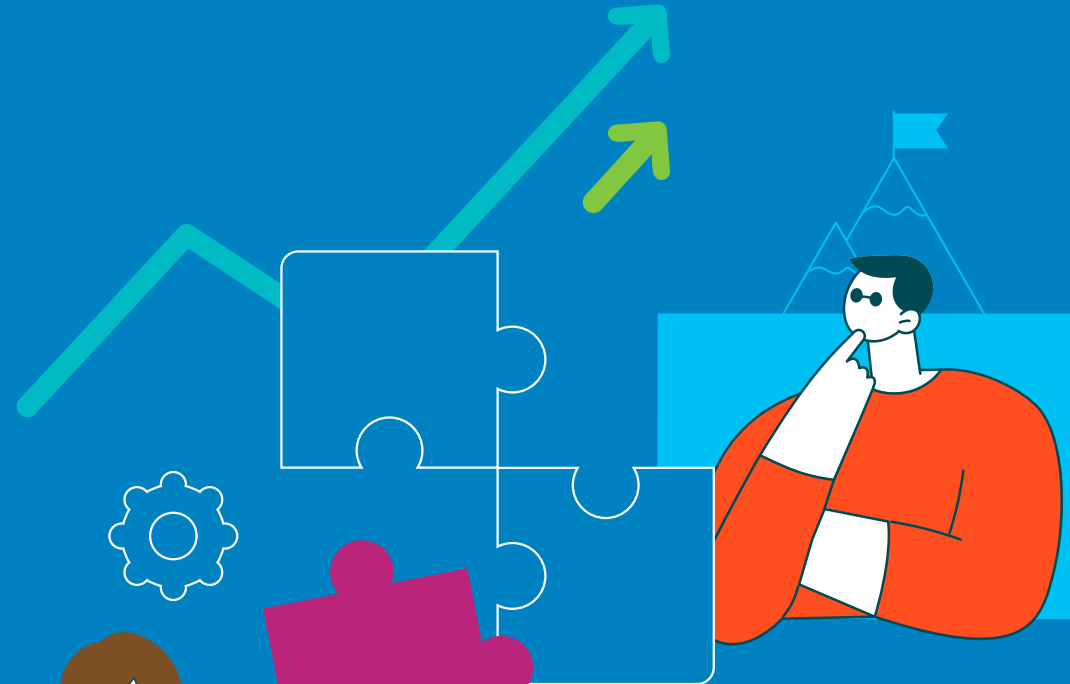
This initiative replaced printing on paper. 6,200 personal cards were no longer printed.

¹¹. Light sugar tastes like regular sugar but has half the calories; it contains more than 99% refined sugar combined with aspartame and acesulfame K. In this way, it doubles the sweetening power of sugar.



Value chain

ODS



Exclusive distributors

GRI 2-6, 413-1

MATERIAL TOPIC 1, 4, 5, 6, 7, 8, 11

Collaborators by distributor

The following total values and percentages are expressed as whole numbers; therefore, the totals may not be exact.





ESET Venezuela



Women
23%



Men
77%

Under 30 years
Women **8%**
Men **31%**

Between 45 and 60 years
Women **8%**
Men **15%**

Between 31 and 45 years
Women **8%**
Men **23%**

More than 60 years
Women **0%**
Men **8%**



ESET Peru



Women
47%



Men
53%

Under 30 years
Women **7%**
Men **5%**

Between 45 and 60 years
Women **14%**
Men **16%**

Between 31 and 45 years
Women **21%**
Men **30%**

More than 60 years
Women **2%**
Men **2%**



See comparative information in **Anexo 11**





ESET Central America

♀ **Women**
55%

♂ **Men**
43%

Under 30 years
Women 24%
Men 9%

Between 45 and 60 years
Women 5%
Men 5%

Between 31 and 45 years
Women 24%
Men 27%

More than 60 years
Women 2%
Men 2%



ESET Colombia

♀ **Women**
52%

♂ **Men**
49%

Under 30 years
Women 15%
Men 11%

Between 45 and 60 years
Women 7%
Men 4%

Between 31 and 45 years
Women 26%
Men 30%

More than 60 years
Women 4%
Men 4%



ESET Ecuador



Women
50%



Men
50%

Under 30 years
Women **23,3%**
Men **20%**

Between 45 and 60 years
Women **0%**
Men **3,33%**

Between 31 and 45 years
Women **26,6%**
Men **26,6%**

More than 60 years
Women **3,3%**
Men **0%**



ESET Panama



Women
36%



Men
63%

Under 30 years
Women **18%**
Men **18%**

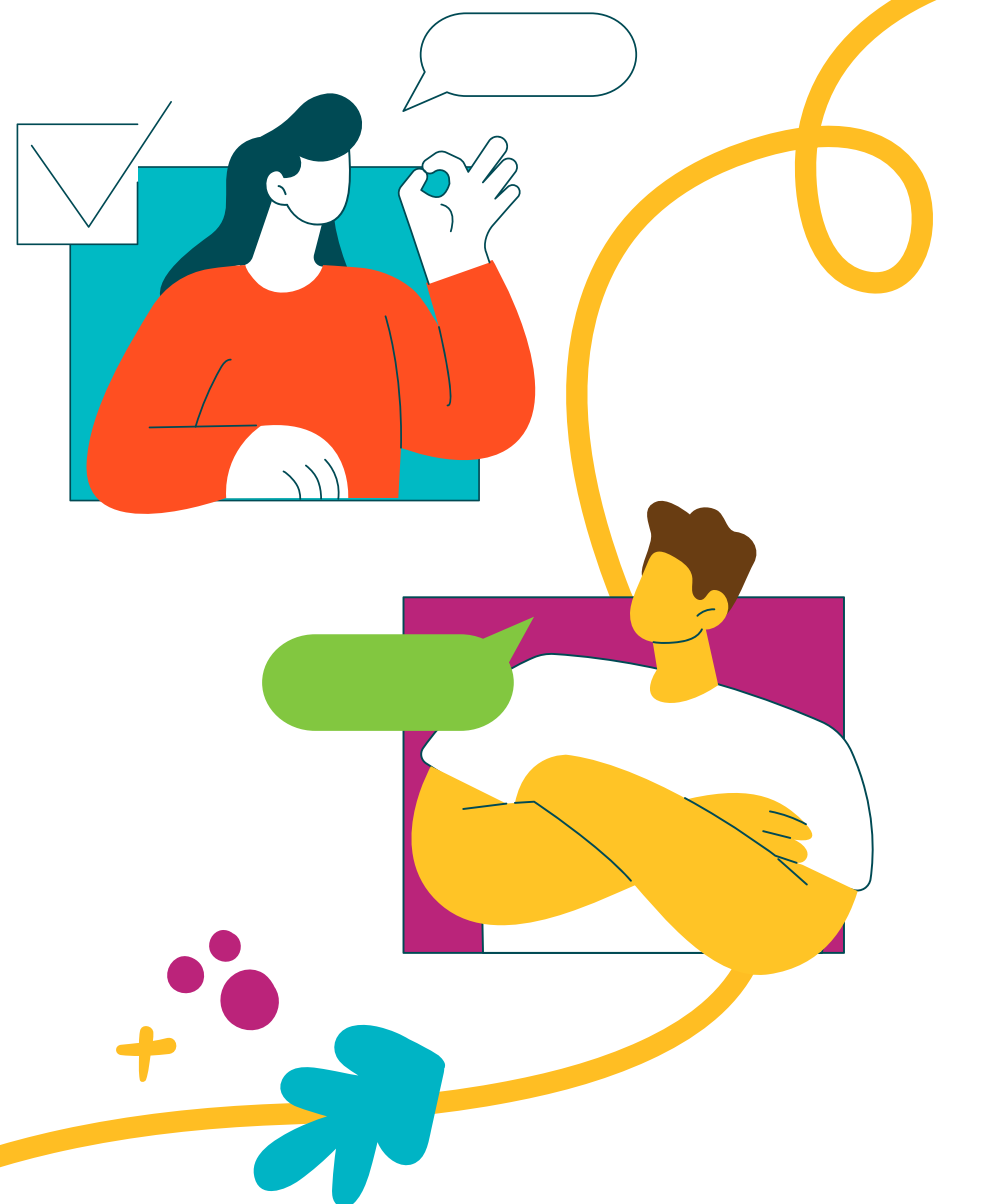
Between 45 and 60 years
Women **0%**
Men **0%**

Between 31 and 45 years
Women **18%**
Men **36%**

More than 60 years
Women **0%**
Men **9%**



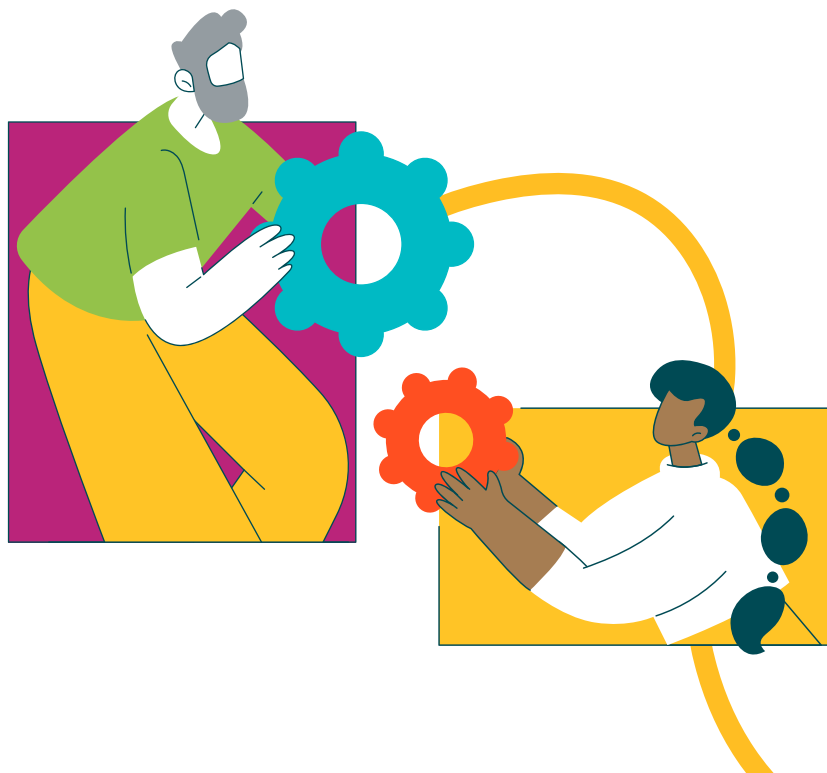
See comparative information in **Anexo 11**

**ESET Uruguay****Women
34%****Men
67%***Under 30 years***Women 0%****Men 0%***Between 45 and 60 years***Women 17%****Men 17%***Between 31 and 45 years***Women 0%****Men 33%***More than 60 years***Women 17%****Men 17%**See comparative information in **Anexo 11**

Actions implemented in each pillar of sustainability management

During this year, the people who work in the Exclusive Distributors carried out a mixed scheme between on-site and remote work, prioritizing people's health.

Also, 60% participated in the *Empujar* Project volunteering initiative (described in the Community Chapter).



ESET Venezuela
Represented by Logintel



Community
Investment USD 1,235

Implemented actions

- They provided support to the [Association of Young Entrepreneurs of the Simón Bolívar University \(AJE-USB\)](#), student group, as speakers at the [Smart Caracas Initiative \(SCI\)](#).
- They carried out 128 hours of teaching and outreach activities at the Simón Bolívar University and at the [Monteávil University](#).
- They worked on the planning and design of the Community Service project, together with university students, to promote that access to technology is as safe as it is enjoyable. The project features awareness talks for high school students and the recording of informative capsules to reach other regions in the country.



Collaborators

Investment USD 7,126

Implemented actions

- They continued with the Health and Life Insurance Plan, with broad coverage for collaborators.
- They celebrated the birthdays of each month.
- They held a Christmas dinner with the entire team and gifts were handed out.



Environmental dimension

Investment USD 750

Implemented actions

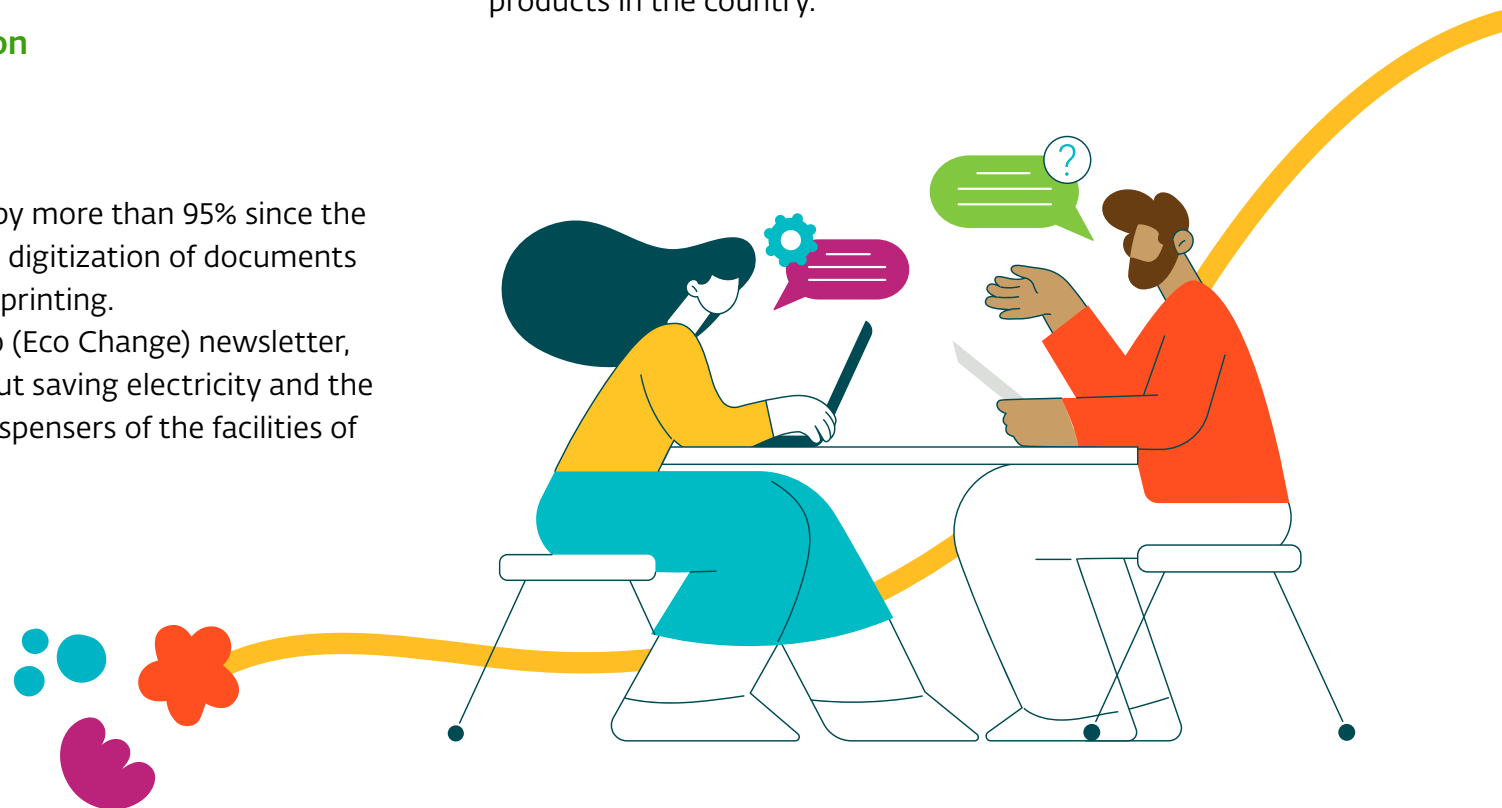
- They reduced paper consumption by more than 95% since the COVID-19 pandemic, thanks to the digitization of documents and the use of recycling sheets for printing.
- They disseminated the Eco Cambio (Eco Change) newsletter, and placed awareness posters about saving electricity and the benefits of drinking water in the dispensers of the facilities of the [Sartenejas Technology Park](#).



Value chain

Implemented actions

- They carried out an integration activity in the Sartenejas Technology Park with commercial allies.
- They held meetings with the main sales channels, to give and receive feedback regarding the performance and service quality as second level support. They also defined strategies for identifying new clients, and marketing strategies for ESET products in the country.





ESET Peru

Represented by Sistec



Community

Investment USD 500

Implemented actions

- They signed an agreement with [Aldeas Infantiles SOS](#). SOS Children's Villages to be part of the campaign "ConectadaSOS. Navegar segur@s es más divertido" (ConnectedSOS, Browsing safely is more fun).
- They sent 15 boxes to blogger parents to promote it, with key messages and the campaign hashtags.
- They delivered 10 kits (each containing: 1 ESET NOD32 Antivirus for Gamers license; merchandising; 1 notebook, 1 box with 5 highlighters, 1 lanyard, 1 alcohol holder, and 1 pencil case) to the winners of the dancing contest of the "ConectadaSOS. Navegar segur@s es más divertido" campaign.
- They developed: two contents for social media on Cyberbullying and Grooming.
- A virtual talk aimed at SOS caregivers nationwide, to raise awareness of the dangers that exist on the Internet and parental control.
- More than 60 caregivers participated.
- Training on the use of parental control and the Internet for more than 40 SOS moms from the SOS Children's Villages Peru programs in Pachacamac and Callao.
- Give your clothes a second life and donate them! Campaign: Work teams and business partners gathered and brought coats to the Centro Poblado Homes. They collected 80 kg of coats.
- They gave 2 talks within the framework of the Digipadres initiative: "IT risks in adolescents" at the San Ignacio de Recalde School, and "Use of ICTs in education: How to keep children in a safe digital environment?" at Techno Business Corporation. 140 and 200 people participated, respectively.



Collaborators

Investment USD 3,000

Implemented actions

- They delivered ESET Internet Security 3PC licenses and celebrated birthdays by sending breakfasts to each person.
- They participated in the Program of the Ministry of Culture, "Cultural Diversity and Elimination of Ethnic Discrimination."
- They completed three training sessions: Knowledge, recognition, and appreciation of cultural diversity, Ethnic-racial discrimination and racism, and Initiatives and support tools for the prevention and reporting of ethnic-racial discrimination.
- They carried out an integration activity, in which Creole Song Day and Halloween were celebrated.
- They delivered Christmas gifts to the children of the people who work in the Company.
- They took active breaks during the workday, with different techniques and exercises that help reduce fatigue, reduce musculoskeletal disorders, and prevent stress.



Environmental dimension

Investment USD 300

Implemented actions

- They made 3 infographics on environmental dates.
- They carried out a campaign together with the [A caminar](#) (Let's walk) Association, which involved collecting cardboard, paper, etc. (145 kg collected).
- They held a Halloween costume contest with recycled materials, to encourage the reuse of materials (100% participation).
- They disseminated the *Eco Cambio* (Eco Change) newsletter among collaborators and business partners.



Value chain Investment

USD 19,000

Implemented actions

- They sent infographics and communications on environmental care to business partners.
- They involved the Partners in the "Together we can keep warm" campaign, with the Pro- *Ayuda A Caminar* Association.
- They organized the "The ESET Awards 2022" ceremony, which seeks to recognize the management and work of Partners at a commercial level.





ESET Guatemala, ESET El Salvador, ESET Nicaragua, ESET Honduras, ESET Costa Rica

Represented by SIAT



Community

Investment USD 4,460

Implemented actions

- They held awareness talks on the safe use of technology.
- They monthly distributed, both internally and externally, the contents of *Digipadres* (Digiparents).
- They worked with the Suntule Community in the Azacualpa mountain, Honduras: they offered the first basic computer course, which attracted young people from nearby communities; they created a computer lab and taught basic courses in Excel, PowerPoint, Word, CV preparation, and Information Security.





Collaborators

Investment USD 23,253

Implemented actions

- They promoted the inclusion of women in technical positions, with “selective exclusion.”
- They redrafted job search ads and postings.
- They held internal talks on the labor inclusion of women.
- They continued with the implementation of the Benefits Policy, adjusted to the realities of all countries: study grants, training, longer paternity leave than that governed by law, weekly gym classes, celebrations and festivities, among others.



Environmental dimension

Investment USD 400

Implemented actions

- They held a contest with an ecological approach; videos were shared with information on different ecological topics: “Earth Day” and “World Recycling Day.”
- In the offices in Guatemala and Costa Rica, they implemented a waste sorting system.

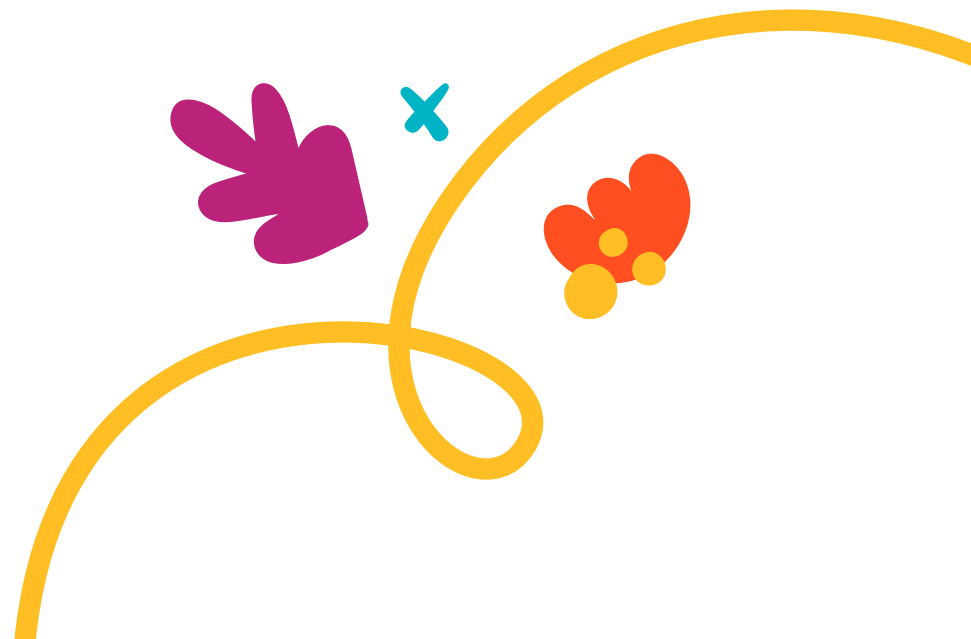


Value chain

Investment USD 558

Implemented actions

- They trained and provided tools on products and services to business partners, and they also spread awareness about the progress of technology in a protected way.
- They shared the [ESET LATAM Conexión Segura](#) (Secure Connection) podcast among Partners for International Women’s Day.





ESET Colombia

Represented by Frontech Ltda.



Community

Investment USD 600

Implemented actions

- They gave a talk on Sexting, Cyberbullying, Grooming, and Privacy, aimed at parents and caregivers of the [Rehabilitando Corazones](#) (Rehabilitating Hearts) Foundation in Bogota, whose objective is to guide children and youth from families of urban recyclers.
- They participated in a talk given by Ethical Hacking on the experience of women in technology areas and sectors.
- They gave a talk to the Hacking Girls organization on stress management.
- They carried out a Christmas action sending snacks to children from the *Rehabilitando Corazones* Foundation.



Collaborators

Investment USD 3,000

Implemented actions

- They organized office attendance in turns, always considering the capacity and taking biosecurity measures. With this objective, they created integration activities that motivated people to attend the office.
- The Labor Coexistence Committee and the Health and Safety at Work Committee were reactivated.
- They carried out workshops and training on coexistence and workplace harassment, protection and care of information, and stress management.
- They continued with the internal monthly newsletter, in which all kinds of relevant information about the Company was shared.
- They granted free licenses, so that everyone could protect their personal equipment and that of their families, and they also offered birthday days off and held a Christmas event.





Environmental dimension

Investment USD 100

Implemented actions

- The *Hojas Verdes* (Green Leaves) Corporation carried out the maintenance and care of the trees planted by Frontech¹², in the business forest located in the La Poma ecological park (natural reserve). Currently, it has 200 trees.
- Within the monthly newsletter, aimed at partners, distributors, and collaborators, they shared the contents of the ECO CAMBIO (ECO CHANGE) awareness campaign, carried out by ESET LATAM.
- They joined the *Tapas para Sanar* (Caps to Heal) campaign, collecting 20 kg of plastic bottle caps. The proceeds were destined to the treatment of low-income children with cancer.
- They joined the Colombian chapter of *Botella de Amor*. They collected 10 bottles, with the aim of generating resources to build affordable housing.



Value chain

Investment USD 2,000

Implemented actions

- They trained business partners on products and specific topics.
- They sent a biweekly newsletter to Partners in the corporate and resale sector, with the aim of promoting brand positioning, and reporting on events, sustainability issues, and news.



¹². Given the age of the establishment, which is 9 years, for the 200 trees planted in the business forest, the average CO₂ capture is 2,200 t/ha/year.



ESET Ecuador

Represented by BSmart



Community

Investment USD 4,000

Implemented actions

- They carried out a training program focused on two Sustainable Development Goals: "Quality Education and Gender Equality."
- They signed a strategic agreement with [WorldVision \(WV\)](#) (NGO for humanitarian aid); they agreed to the certification of WV teachers and technical professionals in the *Digipadres* (Digiparents) program, to strengthen knowledge in the responsible use of the Internet and social networks, with workshops focused on cyberbullying and cyberharassment.
- They supported the Felfa community in raising funds to contribute to the construction of a bridge that facilitates access. This bridge will benefit 150 families.
- They donated uniforms to Unión Sports Club and 120 licenses to the [Reina de Quito](#) (Queen of Quito) Foundation.



Collaborators

Investment USD 11,492

Implemented actions

- They worked in a hybrid manner, 3 days of remote work and 2 days of on-site work.
- They organized a race on Environment Day. There was a 3-month training plan.
- They conducted a nutrition campaign with the entire work team.
- They applied the evaluation of psychosocial risks, in order to determine various aspects that might be affecting the collaborators, among them, workplace harassment. They held a talk on awareness and good practices for the team.
- They trained the leaders team in an effective feedback workshop, in order for them to provide constructive criticism to their teams in performance assessments.
- They carried out a job evaluation seeking internal equity and establishing an appropriate salary structure for all positions in the Organization.
- They continued with the Internal Benefits Policy and with gifts on commemorative dates.





Environmental dimension

Investment USD 2,000

Implemented actions

- They gave a plant to each person.
- They carried out 3 internal awareness campaigns.
- They maintained the certification of the Ministry of Environment and Water¹³.
- They spoke with recycling environmental managers, who are dedicated to this activity and generate sources of employment.
- They joined the 5K race on Environment Day.

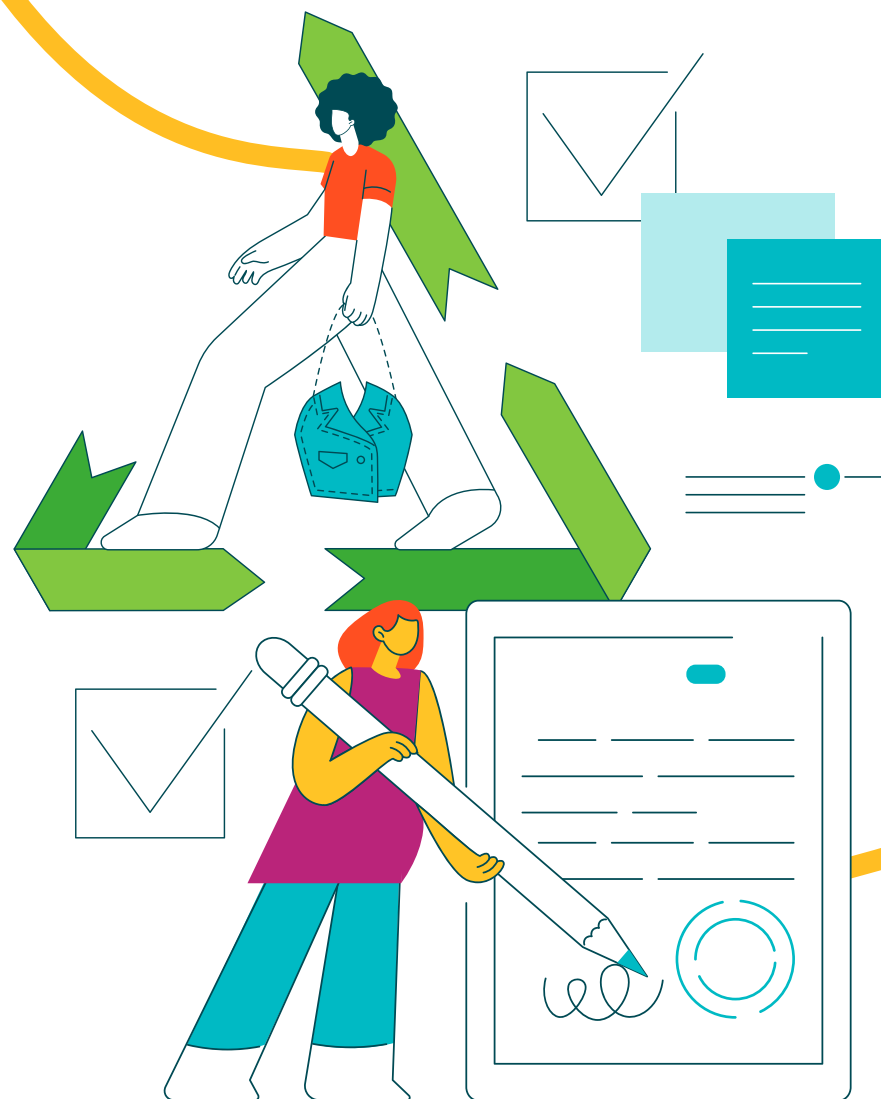


Value chain

Investment USD 56,848

Implemented actions

- They invited business partners to get involved in the activities of the "Dejando Huellas" (Leaving Footprints) project.
- They held the ESET Partner Awards 2022 ceremony. During the dinner, they handed out awards for annual performance to business partners.
- They continued with technical and commercial training for partners and wholesalers, to strengthen their knowledge and achieve better performance in end client service and their loyalty.



¹³. This certification shows that the Company has a low environmental impact and is environmentally friendly.



ESET Panama

Represented by Microtechnology



Community

Investment USD 375

Implemented actions

- They donated money to the NGO [Casa Esperanza](#), whose mission is to offer development opportunities to children and adolescents living in poverty, especially those identified as child laborers, and to the [Sagrado Corazón de Jesús](#) (Sacred Heart of Jesus Church), the office parish in the city of David.
- They provided financial support for the Christmas activity for 30 children in the community of Santo Domingo.



Collaborators

Investment USD 2,046

Implemented actions

- They held monthly celebrations for the birthdays of those who make up the team and quarter-end lunches to strengthen ties.
- They conducted training in Sales, cardinal HR communications, and Certified ISC Training in Cybersecurity.
- The initial phase of the home office days was carried out and it was possible to work remotely one day a week.



Value chain

Investment USD 100

Implemented actions

- Within the framework of the Partner Network Connection Plus, 100 bags of food were taken to remote areas between the provinces of Coclé and Colón.





ESET Uruguay
Represented by Videosoft



Community
Investment USD 500

Implemented actions

- They supported the departmental knowledge competition in Maldonado. It is aimed at high school students from the entire department. The initiative seeks for young people to learn and appropriate the history of the Department of Maldonado. 16 institutions and more than 100 students participated.



Collaborators
Investment USD 605

Implemented actions

- They continued with healthy eating and integration meetings.



Environmental dimension

Implemented actions

- They carried out a battery collection campaign.



Value chain
Investment USD 450

Implemented actions

- To extend the sustainability actions to their business partners, together with the 2021 Sustainability Report, they sent them a cell phone holder, made of recycled wood.

Aligning our work

Digipadres (Digiparents) Certification

Through this certification, we offer tools, align concepts, and guarantee that each Distributor's awareness talks are delivered correctly. Only certified personnel from each Exclusive Distributor can do it.



65
people in the certification
platform



24
certified people



It is a Program for business partners in the region, aimed at business development. It has 4 pillars:



Categorization

We organize and position Partners into categories, according to their sales capacity, available resources, and certified personnel.



Training

Through the ESET Training Program, we seek to train the channel by means of technical and commercial certification courses and careers on the products.



Benefits and incentives

We motivate and reward Partners for their commitment and effort. Within this pillar is the ESET Sell & Win Program for vendors, which allows them to redeem prizes for the sales achieved.



Acknowledgements

We value and reward the quarterly sales performance of Partners through the ESET Rewards Latam initiative. Likewise, we highlight the performance, growth, and the implementation of sustainability actions at the ESET Partner Awards ceremony.



ESET Rewards Latam 2022: It is a regional program, exclusive for Partners in the Bronze, Silver, Gold, and Platinum categories, which rewards the effort demonstrated in sales results.



ESET Partner Awards 2022: It is an annual initiative of the ESET Partner Program, which rewards Latin American Partners, Wholesalers, and Distributors who align with the brand's philosophy, in terms of their way of conducting business and facing the different challenges of the current market.



To check the results of each category, please consult: [ESET Partner Awards](#)



This training and certification Program for business partners provides the necessary knowledge and tools to offer an excellent client service.

2,500
students from
across the region
participated



1,697 participants with
memberships

803 participants with
free memberships

579
people achieved
all their
certifications

107
Companies
obtained the
ESET Partner
Certified status

613
people
attended the
virtual classes



28 virtual classes taught
in Spanish

24 virtual classes taught
in Portuguese



It is the annual event for the sales channel. After 2 years, we returned to the face-to-face format, in Mendoza, Argentina, and had a virtual live streaming.

Presentations and 1-on-1 meetings were held with the different areas of ESET. As a closing, the gala dinner was held, with awards to the most outstanding channels of the year.

During the 3 days of presentations, speakers from ESET shared both the objectives achieved during the year and the challenges to be met, tools available for business development, new releases, product news, etc.



75
on-site attendees



197
virtual attendees



46
people representing
the different
commercial channels





It is a cycle of events aimed at sales channels from different countries of Latin America, to strengthen ties and offer updated content and industry trends. Likewise, it allows to discuss existing needs and collaborate with the growth of the business.

These spaces also make it possible to recruit new business partners, strengthen ties with smaller Partners, reinforce institutional updates, and communicate product launches.



47
ESET Partner Days
(face-to-face, virtual, and hybrid)



665
attendees



We resumed this global event in a hybrid format. It was held in Malta and, for the first time, was attended by clients and reseller companies. There were 30 presentations, given by 27 internal and 6 external speakers.

Virtually, 339 business partners, 172 clients, 10 analysts, 100 journalists, 560 collaborators from the Head Office, 291 people from the Company's regional and local offices, and 242 reseller companies participated.

47 partners, 17 clients, 68 people from ESET Slovakia, and 39 from offices around the world, as well as 18 reseller companies, participated in person.



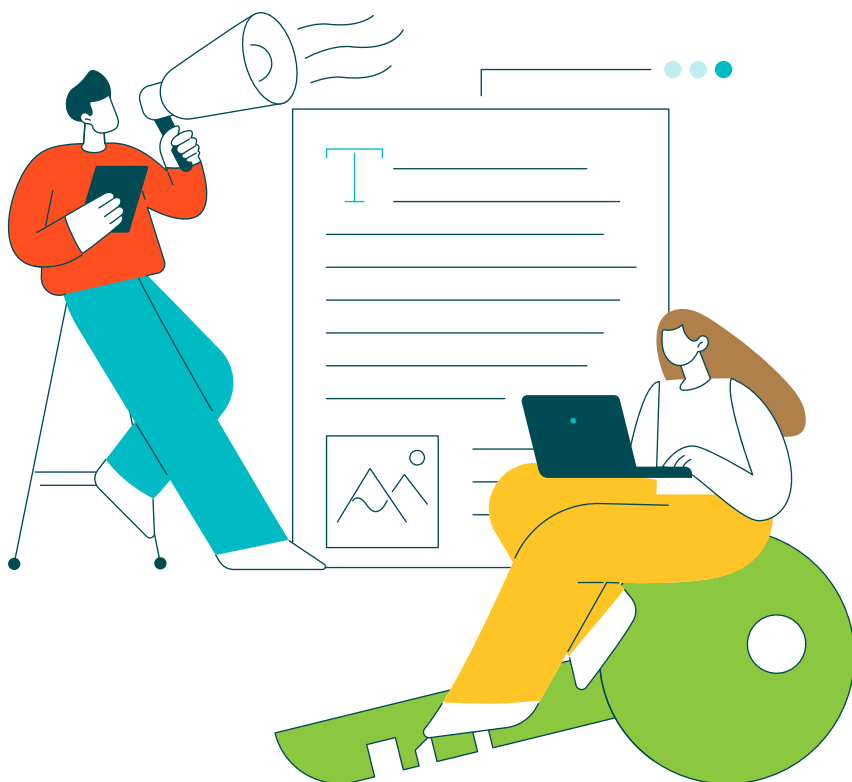
1,714
virtual attendees



189
on-site attendees

eSET PARTNER CONNECTION

It is a monthly digital newsletter for the distribution chain. Corporate news, launches, and training opportunities are communicated, among other topics.



Programa de Negocios Competitivos 2022

GRI
Latin America

AG
SUSTENTABLE

70% of our Distributors participated in the [Competitive Business Program, facilitated by the GRI and AG Sustentable](#), through which they developed their first GRI Referenced sustainability reports.

- ESET Sustainability Report for Central America
[View Report](#)
- ESET Sustainability Report for Ecuador
[View Report](#)
- ESET Sustainability Report for Peru
[View Report](#)
- ESET Sustainability Report for Venezuela
[View Report](#)



Supplier companies

■ GRI 2-6, 3-3, 204-1

In 2022, the investment from Argentina was € 2,030,000, which represents 61% of the total investment; that of Mexico was € 661,321, representing 20% of the total investment; and that of Brazil was € 624,472, which represents 19% of the total investment.

The figures from 2021 and 2020 have been restated considering the 2022 US dollar-euro exchange rate, to ensure comparability between the different periods, and the homogenization with our financial report to the Head Office.

Operating costs and payments at ESET Latin America offices

Country	Investment	Percentage of expenditure by country
Argentina	€ 1,732,504	56%
Mexico	€ 733,018	24%
Brazil	€ 644,936	21%

TOTAL

€ 3,110,458

100%

This information considers only the VAT on purchases, not the accounting allocation.

[See comparative information in Annex 12](#)

Classification by size

Classification of supplier companies by size in 2022

Supplier Company	Investment			Number of suppliers			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Natural	€ 102,358	€ 32,946	€ 43,203	123	26	54	57%	19%	24%
Legal	€ 1,630,146	€ 611,990	€ 689,815	238	71	164	56%	21%	23%
Total	€ 1,732,504	€ 644,936	€ 733,018	361	97	218	100%	100%	100%

 See comparative information in **Annex 13**



Classification by type of contractn

Classification of supplier companies by type of contract in 2022

Supplier Company	Investment			Number of suppliers			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Services	€ 1,652,809	€ 625,588	€ 718,358	344	94	214	95%	97%	98%
Supplies	€ 79,695	€ 19,348	€ 14,660	17	3	4	5%	3%	2%
Total	€ 1,732,504	€ 644,936	€ 733,018	361	97	218	100%	100%	100%

 See comparative information in **Annex 14**



Classification by place of residence



Sustainable Supplier Companies

We ensure that the purchases and/or contracts made from the Sustainability Area generate positive impacts.

Contracts for the period:



Re Accionar (Re Act) Venture

Recognition plaques.
(Environmental Impact).

[Website](#)



*B Company AG
Sustentable*

Sustainability management
and reporting.
(Triple Impact).

[Website](#)



*B Company Inclúyeme
(Include Me)*

Consulting and management of
inclusive job searches.
(Social Impact).

[Website](#)



**NGO Encontrarse en la
Diversidad (Meeting in
Diversity)**

Diversity management.
(Social Impact).

|  [Website](#)



**Dar Sentido (Give
Meaning) Social
Enterprise**

Products for the welcome kit.
(Social and environmental impact).

|  [Website](#)

MERAKI



Meraki

Products for gifts.
(Environmental Impact).

|  [Website](#)



B Company Biopackaging

Sustainable tableware for
internal event.
(Environmental Impact).



[Website](#)



Nos sobran motivos (We have plenty of reasons)

Catering for internal event.
(Social Impact).



[Website](#)

[CUSTOM]



Custom Objetos (Custom Objects)

Wooden cell phone holders.
(Environmental Impact).



[Website](#)



Buschi

Printing of the sustainability report and other marketing materials.
(Environmental Impact).



[Website](#)



La identidad del Merchandising



ADN Merchandising

ESET recognitions
Partner Awards - Latam Partner Conference
Made of laser - engraved wood.
(Environmental Impact).



[Website](#)



Responsible labor policy

■ GRI 2-23, 3-3, 407-1, 205-2, 408-1, 409-1, 405-2

We adhere to the United Nations Global Compact, committing ourselves to the respect and promotion of fundamental Human Rights, the fight against child labor and forced labor, freedom of association and collective bargaining.

We do not conduct specific risk assessments of the right to freedom of association, collective bargaining, forced or compulsory labor, or child labor, of our operations and/or our supplier companies. In the medium term, we will begin a gradual process of evaluation and management of the Organization's general risks.

These aspects are guaranteed by compliance with current legislation in our operations and in each of the countries in which we operate. Moreover, we carry out monitoring, which allows us to affirm this commitment in the supply chain.

We implement a labor policy and management approach with three axes: analysis (mapping of critical suppliers), incorporation (signing of the Letter of adherence to the fundamental principles for a responsible management), and management of strategic supplier companies, so that they align with the Sustainability Strategy and grow together with the Company..



108
companies signed the
Letter of adherence

The letter includes the following topics:

- Human Rights
- Working conditions
- Freedom of association
- Forced labor
- Child labor
- Non-discrimination in employment and occupation
- Environmental care
- Anti-Corruption
- Responsible and transparent conduct

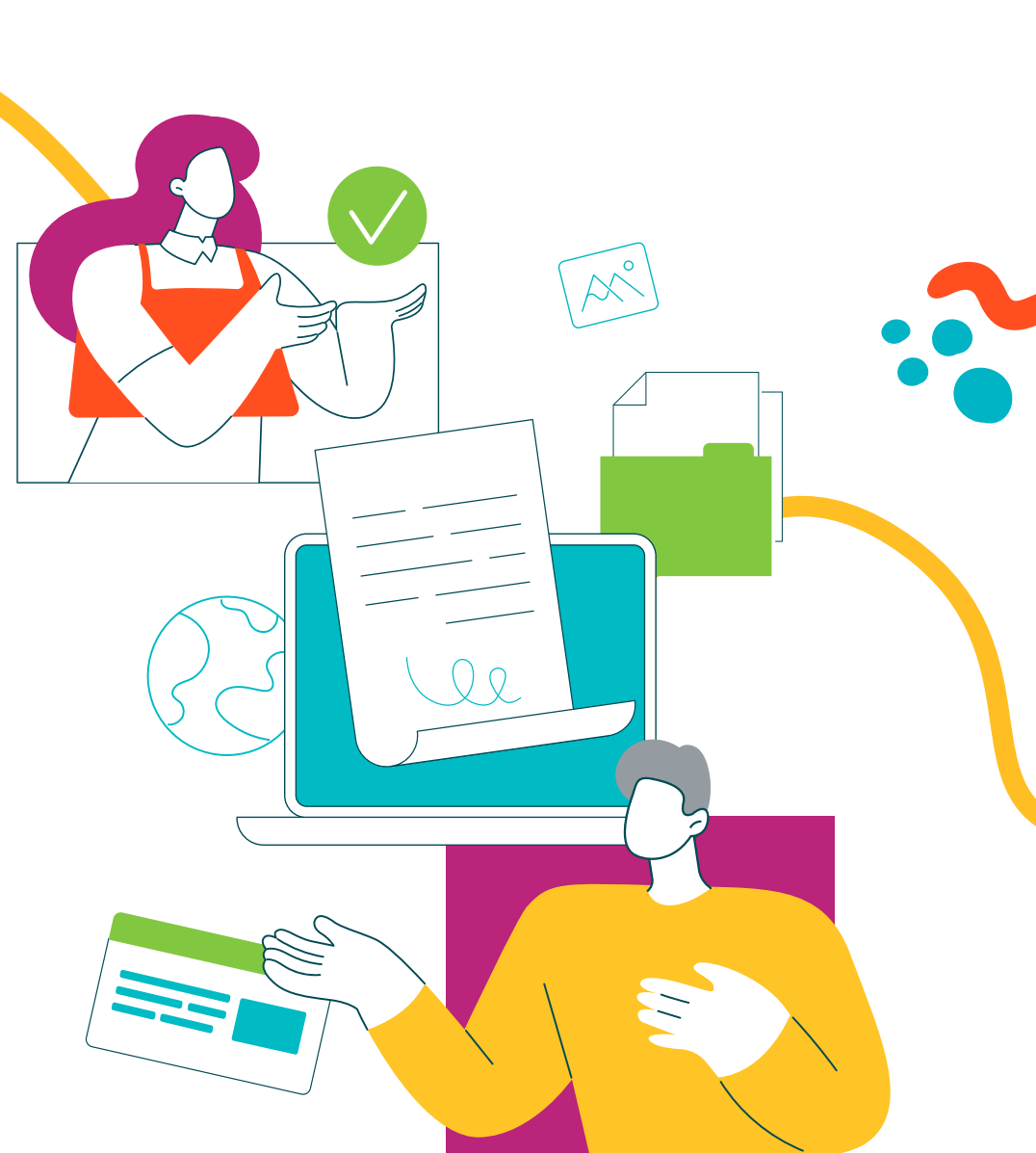




Code of ethics and anti-corruption for the value chain

We updated our Code, framed in the continuous improvement process of our management. Among other issues, which are detailed in the Corporate Governance section of this Report, the perspective of due diligence on the companies that supply us was included.

The Code was communicated to all our Exclusive Distributors, with mandatory adherence. Also, we updated and published it on our website, to make the document publicly available.



Commitment with the 2030 agenda




8.1 Contribution to the SDGs

GRI 2-25, 3-3


MATERIAL TOPIC 5



Linking between relevant practices and prioritized SDGs:



PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 QUALITY EDUCATION	4.4 Annually increase the number of youth and adults who have the necessary skills to access employment, decent work, and entrepreneurship.	Inclusion and Diversity Committee, Community Relations Committee, HR Area, Sustainability Area, Management	<p>➤ More than 55,000 people were directly reached by the following programs:</p> <ul style="list-style-type: none"> • Antivirus Tour: 5,000; • ESET Academy: 5,000; • ESET Security Day: 5,000; • <i>Digipadres</i> (Digiparents): 2027; • <i>Empujar</i> (Push) Project: 832; • Argentina Cibersegura: 35,000; • <i>Media Chicas</i>: 2,727.
	4.7 Ensure that more and more initial and intermediate level students acquire the necessary theoretical and practical knowledge to promote sustainable development in all its dimensions, especially on issues of Human Rights, with a focus on digital security and on matters of diversity and equal rights.	Community Relations Committee, Awareness and Research Area	35,000 children and adolescents took awareness workshops provided by the NGO Argentina Cibersegura.


PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 GENDER EQUALITY	5.5 Promote actions for the full, effective, and equitable participation of all gender identities or all femininities and equal leadership opportunities within our organization.	HR Area, Inclusion and Diversity Committee, Managements.	<ul style="list-style-type: none"> ➤ 9 women occupy a managerial or middle management position; ➤ 3 Sustainability Committees with 24 members, of which 58% identify as women.
	5.b Promote digital inclusion, among other things, by improving the use of information and communication technologies, to promote the empowerment of all the people who identify as women.	Awareness and Research Area, Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee.	<ul style="list-style-type: none"> ➤ 6,000 people who identify as women were impacted by the initiatives developed by the NGO <i>Media Chicas</i>, with which ESET has a strategic alliance; ➤ 2 journalistic articles on gender and cybersecurity, with 145 publications in different media throughout the region.
	5.c Support public, civil, and private sector policies and initiatives that promote gender equality and the empowerment of women and girls at all levels.	Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee, Press Area, Awareness and Research Area, HR Area.	<ul style="list-style-type: none"> ➤ Active involvement and support to the initiatives: BA <i>Convive</i>, Red <i>Entrelatam</i> and the Program of Companies Committed to Human Rights of the City of Buenos Aires, WEPs, Jump, <i>Contrata Trans</i>; ➤ 8 benefits and/or leaves with a gender/co-responsibility perspective.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 DECENT WORK AND ECONOMIC GROWTH	8.2 Encourage and enhance the economic productivity of our value chain through diversification, technological modernization, and innovation, among other things, focusing on SME sectors and companies that align with our commitments with Sustainable Development.	Marketing Area, Operations Area, Sales Area, Training Area, Sustainability Area.	<ul style="list-style-type: none"> ➤ 7 Exclusive Distributors and more than 7,000 Partners throughout the region; ➤ 1,697 participants in the ESET Training Program and 579 people achieved all their certifications; ➤ 272 participants, including Exclusive Distributors, Partners, and Wholesalers, at the ESET LATAM Partner Conference; ➤ 11 sustainable supplier companies and entrepreneurs; ➤ Strategic investment in the distribution chain: EUR 477,940.38.
	8.3 Support public, civil, and private sector policies and initiatives that promote productive activities, the creation of decent employment, entrepreneurship, creativity, and innovation, and encourage the formalization and growth of micro, small, and medium-sized enterprises.	Community Relations Committee, Sustainability Area, Administration and Finance Area (representing all areas that hire supplier companies)	<ul style="list-style-type: none"> ➤ 203 natural supplier companies and 473 with legal status; ➤ 11 sustainable supplier companies/ entrepreneurs; ➤ 832 beneficiaries of the <i>Empujar</i> Program; ➤ Support to the NGO <i>Media Chicas</i>, which has more than 92 projects, a community of 13,000 women entrepreneurs, and 6,000 women trained in 2022.



PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 DECENT WORK AND ECONOMIC GROWTH	8.4 Progressively improve the efficient management of the resources linked to our activity, and seek to decouple economic growth from environmental degradation.	Environmental Affairs Committee, Operations Area, HR Area, Sustainability Area	<ul style="list-style-type: none"> ➤ Strategic investment in the environment: EUR 3,906.81. ➤ Actions implemented/ Programs with Community-Environment: we optimized the use of energy resources in servers; "Eco Cambio" internal awareness campaign. ➤ 11 sustainable supplier companies/entrepreneurs. ➤ 100% change of luminaires for LED lights in the Buenos Aires office. ➤ 20% increase in energy consumption in Argentina and 42% in Brazil (due to the return of on-site work). ➤ 4 recognitions for our sustainability management.
	8.5 Promote full and productive employment and guarantee decent work for all men and women, including youth and people with disabilities, and equal pay for work of equal value.	HR Area, Community Relations Committee, Inclusion and Diversity Committee, Sustainability Area.	<ul style="list-style-type: none"> ➤ 33 benefits in total (balance between work and personal life, health and healthy living, personal development, other benefits), 6 benefits and/or leaves with a gender perspective. ➤ 102 people trained (47% male collaborators 53% female collaborators); 92% of the staff from the 3 countries received their performance assessments; 832 youth participated in the Empujar Project. ➤ Salaries and social benefits: EUR 3,792,285. ➤ Strategic investment in collaborators: EUR 179,293.


PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 <p>DECENT WORK AND ECONOMIC GROWTH</p>	<p>8.8 Respect labor rights and promote a safe and secure work environment for all members of the organization and in the value chain.</p>	<p>Inclusion and Diversity Committee, Sustainability Area, HR Area, Marketing Area, Sales Area</p>	<ul style="list-style-type: none"> ➤ Private health insurance for collaborators and their primary family group, at no extra charge; ➤ 96 sick days (54% women, 46% men); ➤ 32 benefits in total (balance between work and personal life, health and healthy living, personal development, other benefits), 6 benefits and/or leaves with a gender perspective; ➤ strategic investment in collaborators: EUR 179,293; ➤ development of the value chain: 8 initiatives on development, certification/training, communication, and management transfer.
 <p>INDUSTRY, INNOVATION, AND INFRASTRUCTURE</p>	<p>9.c From the Company and ACS, we develop skills and promote motivation and confidence to use digital tools safely, which improve the quality of life of communities in Latin America. To achieve this, we address aspects of USE (to understand the importance, meaning, and usefulness of ICTs) and APPROPRIATION (to have the possibility of acting in the digital space and get the most of it) of digital inclusion.</p>	<p>Community Relations Committee, Awareness and Research Area, Marketing Area, Sustainability Area</p>	<ul style="list-style-type: none"> ➤ More than 55,000 people were directly reached by the following programs: ➤ Antivirus Tour: 5,000; ESET Academy: 5,000; ESET Security Day: 5,000; <i>Digipadres</i>: 2,027; ➤ <i>Empujar</i> Project: 832; Argentina Cibersegura: 35,000; <i>Media Chicas</i>: 2,727. ➤ NGO Argentina Cibersegura: 35,000 children and adolescents took awareness workshops. ➤ 5 recognitions for the quality and performance of our security solutions.


PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 <p>INDUSTRY, INNOVATION, AND INFRASTRUCTURE</p>	<p>9.5 Stimulate scientific research and increase the number of people who work in the field of research on cybersecurity issues.</p>	<p>Awareness and Research Area, Communication Area</p>	<ul style="list-style-type: none"> ➤ 6 people in our own Research Laboratory (3 men and 3 women). ➤ 5 people working in the CyberSoc (Security Operations Center) and 6 in the Awareness and Research Area. ➤ 184 works in the IT Security Journalism Award. ➤ 5,000 people registered in the ESET Academy. ➤ +2,403,038 visits to the WeLiveSecurity Portal in Spanish and +521,604 to the WeLiveSecurity Portal in Portuguese.
 <p>REDUCED INEQUALITIES</p>	<p>10.2 Promote the social and economic inclusion of all people, regardless of their age, gender, disability, race, ethnicity, origin, religion, economic status, or other condition.</p>	<p>HR Area, Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee, Management</p>	<ul style="list-style-type: none"> ➤ 832 participants in the <i>Empujar</i> project; ➤ 2,727 participants in Jump; ➤ 3 NGOs promoting inclusive job searches.
	<p>10.4 Adopt policies, especially regarding salary and social protection, and progressively achieve greater equality.</p>	<p>HR Area, Sustainability Area, Inclusion and Diversity Committee, Management</p>	<ul style="list-style-type: none"> ➤ 8 benefits and/or leaves with a gender perspective. ➤ Ratio between starting salary and local minimum wage: 216% Argentina, 385% Mexico, 314% Brazil.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.2 Promote sustainable management and the efficient use of natural resources.	Environmental Affairs Committee, Operations Area	<ul style="list-style-type: none"> ➤ Strategic investment in the environment: EUR 3,901; we optimized the use of energy resources in servers. ➤ "Eco Cambio" internal awareness campaign. ➤ 11 sustainable supplier companies/entrepreneurs. ➤ Replacement of luminaires with LED lights in the Buenos Aires offices. ➤ 20% increase in energy consumption in the Argentina offices and 42% in those in Brazil (due to the return of on-site work).
	12.5 Substantially reduce waste generation through prevention, reduction, recycling, and reuse policies.	Environmental Affairs Committee, Operations Area	<ul style="list-style-type: none"> ➤ "Eco Cambio" internal awareness campaign; 6 sustainable supplier companies/entrepreneurs. ➤ 100% digital license delivery logistics and policy of not generating packaging as a traditional marketing tool. ➤ Initiative: Reuse of plastic bags, disposable cups, double-sided printing, hand dryers, reduction of sweetener sachets and single-use plastics. ➤ Environmental Policy. ➤ Replacement of luminaires with LED lights in the Buenos Aires offices.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 <p data-bbox="255 616 533 727">RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p data-bbox="600 363 1086 523">12.6 Adopt sustainable practices and incorporate sustainability information into reporting cycles; and encourage other companies to do so.</p>	<p data-bbox="1149 363 1379 395">Sustainability Area</p>	<ul data-bbox="1507 363 2101 1209" style="list-style-type: none"> ➤ Publication of 10 Sustainability Reports in accordance with the GRI Standards, which also respond to the Communication on Progress (COP) requested by the UNGC. ➤ Report on the management of the Distributors included in the ESET Latin America Report. ➤ Implementation of the GRI Competitive Business Program for Exclusive Distributors, making them carry out their Referred Sustainability Report. ➤ Report submitted to the GRI "SDG Mapping Service." ➤ Adoption of the CoP Early Adopter Programme 2021. ➤ Participation in a class of the Institutional Marketing course of the Foundation for Higher Studies. ➤ Participation in the Sustainability Manager course of AHK Argentina.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 <p>RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>12.8 Ensure that people around the world have relevant information and knowledge for sustainable development.</p>	<p>Sustainability Area</p>	<ul style="list-style-type: none"> ➤ Sustainability inductions for entrants, including positions of the governance body. ➤ Participation in a class of the Institutional Marketing course of the Foundation for Higher Studies. ➤ Participation in the Sustainability Manager course of AHK Argentina.
 <p>PEACE, JUSTICE, AND STRONG INSTITUTIONS</p>	<p>16.5 Substantially reduce corruption and bribery in all their forms.</p>	<p>Sustainability Area, Legal Area</p>	<ul style="list-style-type: none"> ➤ Updating of the Code of Ethics and Anti-Corruption with a gender perspective. ➤ 100% of the staff signed their acceptance of the Code of Ethics and Anti-Corruption; ➤ 100% of the exclusive distributors signed their acceptance of the Code of Ethics and Anti-Corruption; ➤ 100% of the exclusive distributors adhered to the letter of commitment to Human Rights.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
 <p>PEACE, JUSTICE, AND STRONG INSTITUTIONS</p>	16.6 Promote effective, responsible, and transparent management at all levels of the organization.	Sustainability Area, Management, Operations Area, HR Area	<ul style="list-style-type: none"> ➤ 4 All Leaders Meetings. ➤ 13 participants in lunches with the COO, 1 on 1 meetings with HR. ➤ +15 integration events (+8 in Argentina, 4 in Mexico, 3 in Brazil). ➤ Product End of Life Policy. ➤ ISO 9001 standard recertification. ➤ SLA (Service Level Agreement) Statistics Technical Support: 91.47% compliance with response times, 93.77% compliance with standard priority tickets, and 98.80% compliance with response times from the Regional Support Center. ➤ SLA (Service Level Agreement) Statistics Commercial Support: 77% compliance with response times for urgent priority tickets, 90% compliance with important priority tickets, and 87% compliance with regular priority tickets.
	16.7 Guarantee the adoption of inclusive, participatory, and representative decisions that respond to needs at all levels.	Sustainability Area, Management, HR Area	<ul style="list-style-type: none"> ➤ 3 Sustainability Committees with 25 members, of which 14 are women; ➤ Open door communication policy.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE TEAM	RESULTS ACHIEVED IN 2022
<div data-bbox="255 395 427 571">  </div> <div data-bbox="255 612 488 686"> <p>PARTNERSHIPS FOR THE GOALS</p> </div>	<p>17.17 Form effective alliances in the public-private spheres, and with civil society, building on mutual experience and promoting synergies that enhance results.</p>	<p>Sustainability Area, Management, HR Area, Community Relations Committee, Inclusion and Diversity Committee.</p>	<ul style="list-style-type: none"> ➤ Participation in public/private/NGO initiatives: Entrelatam, Program of Companies Committed to Human Rights of the City of Buenos Aires, BA <i>Convive</i> Program, Adhesion to the UNGC and WEPs. ➤ 7 journalistic articles on sustainability, with 320 publications in different media throughout the region, of which 2 address gender and cybersecurity issues, and had 145 publications in different media throughout the region. ➤ 9 alliances with NGOs: Argentina Cibersegura, Pléroma Foundation, <i>Media Chicas</i>, <i>Encontrarse en la Diversidad</i>, Eco House, <i>Botella de Amor</i>, Natal Abecal, <i>Contrata Trans</i>, and <i>Plantarse</i>. ➤ <i>Conectate, entra en acción</i> Program: 4 volunteering actions and donation of 138 gifts (60 for Children's Day, 60 for Christmas, and 18 for the youth).

Preparation of the sustainability report



Preparation of the sustainability report

■ GRI 2-2, 2-3, 2-4, 2-5

The ESET Latin America Sustainability Report was developed and coordinated by the Sustainability area and had the collaboration of all the other areas of the Company. The review was in charge of the Directorate of Finance, Human Resources, and Sustainability and the Presidency, and, in addition, it was reviewed by the Corporate Communication Area and the consulting firm AG Sustentable, which advised us on its assembly.

This is our eleventh report, which responds to the commitment to report annually. The previous report corresponded to the 2021 financial year, published in May 2022.

We are using the new GRI 2021 Universal Standards. Besides that, there were no significant changes in the expression of the information with respect to the previous report, nor were there any changes that affect the scope and coverage of the topics addressed. There were also no significant changes in the structure, ownership, or value chain of the Organization.



In this report we communicate the Company's results in the period comprised between January and December 2022. We include information on ethics and governance, the performance achieved in the economic, environmental, and social dimensions throughout the region where we have offices (Argentina, Mexico, and Brazil), as well as the activities carried out by our Exclusive Distributors in the different countries of the region.

We also report on the alignment with and contribution to the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda and we respond to our commitment with the 10 Principles of the United Nations Global Compact.

To prepare it, we took into account the Content and Quality Principles of the GRI Standards. In this edition, we continued to work on the opportunities for improvement undertaken in the previous report, in terms of accessibility and the perspective of inclusion in the writing and design.

The information included, which arises from internal records, is supported by the Company's management systems and approved by its Board. The data provided are comparable with the information contained in the annual reports of the last three periods. This Report does not have external verification; we will evaluate the possibility of doing so in future reports.



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www.eset.com/latam/acerca-de-eset/sostenibilidad/reporte-2022/



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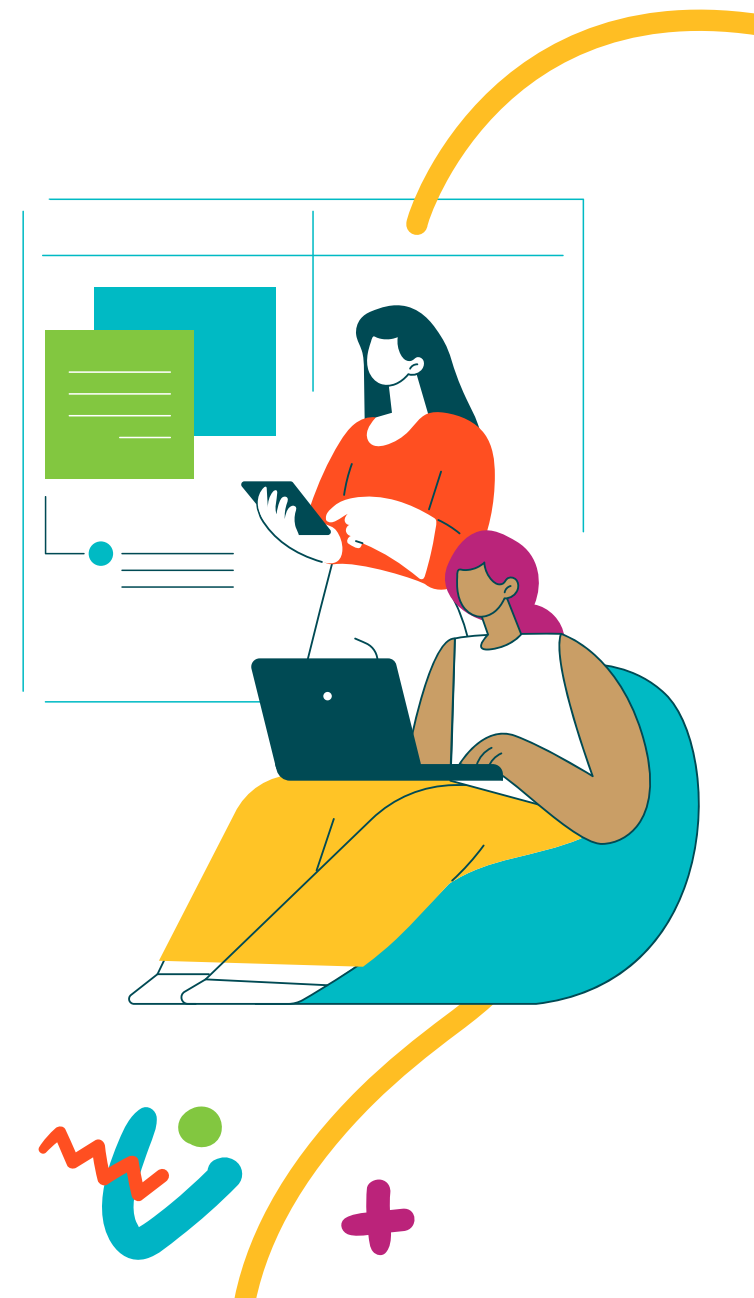
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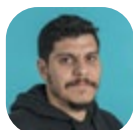




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Annexes



The following total values and percentages are expressed as whole numbers; therefore, the totals may not be exact.

Annex 1

Investment by strategic pillar

GRI 2-25

Investment	2021	2020
Community	€ 44,637.51	€ 37,776.86
Environmental dimension	€ 4,467.41	€ 2,680.41
Collaborators	€ 205,882.08	€ 302,008.95
Value chain	€ 345,723.75	€ 525,750.75
Total	€ 600,710.75	€ 868,216.98



Annex 2

Definition of material topics

Diversity of publics surveyed

Number of people surveyed: 106

Nationality	
Argentina	47
Mexico	13
Brazil	10
Colombia	8
Venezuela	7
Chile	4
Ecuador	4
Peru	4
Guatemala	2
Panama	2
Bolivia	1
El Salvador	1
Honduras	1
Other (specify)	1
Uruguay	1

Interest group to which they belong	
Shareholders	2
Clients	4
Collaborators	48
Director	10
Distribution Company, Partner, and/or Wholesaler	39
Companies in the sector	1
Society at large	1
Other (specify)	1
Age range	
Under 30 years	21
Between 31 and 45 years	58
Between 46 and 60 years	23
More than 60 years	4

Gender	
Men	66
Women	37
Other	2
Non-binary	1
Ethnicity	
Afro-descendant	2
Mixed race	33
Indigenous	1
None of the above	70



Annex 3

Scale of the organization

GRI 2-6, 2-7

	2021	2020
Staff	118	117
Operations	1,033,775	577,486
Net sales	€ 38,175,567	€ 34,161,581



Annex 4

Economic value generated and distributed

GRI 201-1

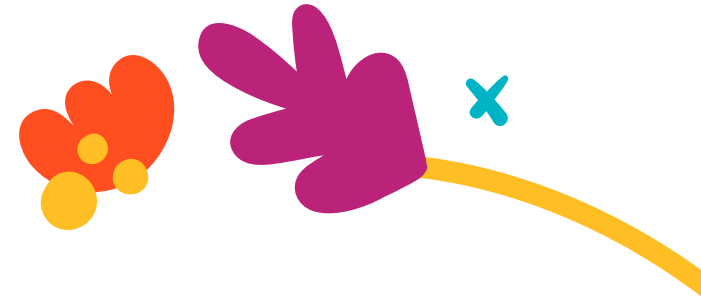
		STAKEHOLDER	2021	2020
ECONOMIC VALUE GENERATED (A)	ESET sales in Latin America	Clients	€ 38,175,567	€ 34,161,581
	Income from financial investments		€ 55,690	€ 9,491
	Income from asset sales		€ 541	€ 248
	Total economic value generated (A)		€ 38,231,798	€ 34,171,320
ECONOMIC VALUE DISTRIBUTED (B)	Channel margin ¹	Partners and Distributors	€ 19,144,761	€ 17,285,740
	Operating costs	Supplier companies	€ 3,032,162	€ 2,611,004
	Salaries and social benefits	Collaborators	€ 3,388,229	€ 2,855,635
	Payments to capital supply companies	Shareholders and banks	€ 0	€ 0
	Payments to the Government	Government	€ 346,679	€ 368,257
	Voluntary donations	Community	€ 43,090	€ 56,488
Total economic value distributed (B)			€ 25,954,921	€ 23,177,124
TOTAL ECONOMIC VALUE RETAINED (A-B)			€ 12,276,876	€ 10,994,196

1. Net income obtained through our sales channels.

Annex 5

Collaborators breakdown

GRI 2-7, 2-8, 405-1



2021								
	TOTAL		ARGENTINA		MEXICO		BRAZIL	
Total	118		86		17		15	
Gender	Women	Men	Women	Men	Women	Men	Women	Men
	56	62	41	45	6	11	9	6
	47.46%	52.54%	47.67%	52.33%	35.29%	64.71%	60.00%	40.00%
Age								
Up to 25 years	8	8	5	5	1	1	2	2
Between 26 and 30 years	12	9	10	7	0	2	2	0
Over 31 years	36	45	26	33	5	8	5	4



2021								
	TOTAL		ARGENTINA		MEXICO		BRAZIL	
By type of contract								
Open-ended	53	59	38	43	6	11	9	5
Fixed term	1	0	1	0	0	0	0	0
Outsourced	0	0	0	0	0	0	0	0
Interns	2	3	2	2	0	0	0	1
By category								
Analysts	48	49	35	34	5	10	8	5
Managers	7	6	5	6	1	0	1	0
Directors	1	7	1	5	0	1	0	1
By nationality								
Argentine	39	39	39	39	0	0	0	0
Venezuelan	2	4	2	4	0	0	0	0
Brazilian	9	6	0	0	0	0	9	6
Mexican	6	11	0	0	6	11	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0

2020								
	TOTAL		ARGENTINA		MEXICO		BRAZIL	
Total	117		86		16		15	
Gender	Women	Men	Women	Men	Women	Men	Women	Men
	56	61	42	44	5	11	9	6
	47.86%	52.14%	48.84%	51.16%	31.25%	68.75%	60.00%	40.00%
Age								
Up to 25 years	6	6	5	3	0	1	1	2
Between 26 and 30 years	13	8	9	8	2	0	2	0
Over 31 years	37	47	28	33	3	10	6	4
By type of contract								
Open-ended	55	60	41	43	5	11	9	6
Fixed term	0	0	0	0	0	0	0	0
Outsourced	0	0	0	0	0	0	0	0
Interns	1	1	1	1	0	0	0	0



2020								
	TOTAL		ARGENTINA		MEXICO		BRAZIL	
By category								
Analysts	37	42	26	27	4	10	7	5
Managers	18	12	15	12	1	0	2	0
Directors	1	7	1	5	0	1	0	1
By nationality								
Argentine	40	37	40	37	0	0	0	0
Venezuelan	2	4	2	4	0	0	0	0
Brazilian	9	6	0	0	0	0	9	6
Mexican	5	11	0	0	5	11	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0
Paraguayan	0	0	0	0	0	0	0	0
Swedish	0	1	0	1	0	0	0	0



Annex 6

Ratio between the starting salary and the local minimum wage

GRI 202-1, 405-2

2021	
Argentina	Ratio ESET Starting Salary vs. MVMS = 211%
Mexico	Ratio ESET Starting Salary vs. MS = 487%
Brazil	Ratio ESET Starting Salary vs. MS = 301%

2020	
Argentina	Ratio ESET Starting Salary vs. MVMS = 234% ² (★)
Mexico	Ratio ESET Starting Salary vs. MS = 625% ^(★)
Brazil	Ratio ESET Starting Salary vs. MS = 214% ^(★)



2. In Argentina, the Minimum Vital and Mobile Salary is defined in Article 116 of Law 20,744 as “the lowest remuneration that a worker without family dependents must receive in cash, in their legal working day, to ensure adequate food, decent housing, education, clothing, healthcare, transportation and recreation, vacations, and social security.”

(★) It is periodically updated by the National Council for Employment, Productivity, and the Minimum Wage.



Annex 7

Employee hiring and turnover

GRI 401-1

HIRING 2021

REGION

Argentina	19
Brazil	4
Mexico	5

AGE GROUP

Under 25 years	9
25 to 30 years	10
Over 30 years	9

GENDER

Women	14
Men	14

HIRING 2020

REGION

Argentina	10
Brazil	5
Mexico	3

AGE GROUP

Under 25 years	7
25 to 30 years	2
Over 30 years	8

GENDER

Women	9
Men	9



TURNOVER 2021

REGION

Argentina	20.2%
Brazil	26.2%
Mexico	24.2%

AGE GROUP

Under 25 years	44.8%
25 to 30 years	42.8%
Over 30 years	13.6%

GENDER

Women	24.3%
Men	21.4%

TURNOVER 2020

REGION

Argentina	16%
Brazil	29%
Mexico	0

AGE GROUP

Under 25 years	48%
25 to 30 years	15%
Over 30 years	11%

GENDER

Women	15%
Men	17%



Annex 8

Training

GRI 2-17, 404-1

	2021	2020
Collaborators	118	116
Training hours invested	2,335	2,968
Average training per person	20	25
Trained men	44	61
Training hours for men	920	1,302
Average training per person	21	21
Trained women	64	55
Training hours for women	1,415	1,666
Average training per person	22	30

	2021	2020
Directors	7	8
Hours Directors	61	102
Average hours Directors	9	13
Managers	15	19
Hours Managers	430	521
Average hours Managers	29	27
Analysts	86	89
Hours Analysts	1,844	2,345
Average hours Analysts	21	26



Annex 9

Absenteeism and leaves

| GRI 401-3, 403-9, 403-10

2021 ABSENTEEISM									
TYPE OF ABSENTEEISM	TOTAL	GENDER		AGE			COUNTRY		
		Women	Men	Under 25	Between 25 and 30	Over 30	Argentina	Mexico	Brazil
Sick leaves	62	28	34	5	13	44	62	0	0
Study days	31	22	9	12	8	11	31	0	0
Absences with notice	76	51	25	8	15	53	76	0	0
Unpaid leaves	14	14	0	0	14	0	14	0	0
Birthing persons leave	345	345	0	0	0	345	345	0	0
Extended birthing persons leave	173	173	0	0	0	173	173	0	0
Total days of absenteeism	701	633	68	25	50	626	701	0	0



2020 ABSENTEEISM									
TYPE OF ABSENTEEISM	TOTAL	GENDER		AGE			COUNTRY		
		Women	Men	Under 25	Between 25 and 30	Over 30	Argentina	Mexico	Brazil
Sick leaves	58	22	36	7	8	43	45	0	13
Study days	36	33	3	11	14	11	36	0	0
Absences with notice	72	43	29	5	11	56	69	0	3
Birthing persons leave	139	139	0	0	0	139	139	0	0
Extended birthing persons leave	199	199	0	0	0	199	199	0	0
Total days of absenteeism	504	436	68	23	33	448	488	0	16



Annex 10

Energy consumption by country

GRI 302-1, 302-4

PERIOD	ARGENTINA		BRAZIL	
	2021 (in kW/h)	2020 (in kW/h)	2021 (in kW/h)	2020 (in kW/h)
January	3,898	8,919	311	482
February	3,174	10,509	322	757
March	3,501	8,780	316	589
April	3,361	7,629	363	410
May	3,027	3,091	302	295
June	2,956	3,458	292	270
July	4,678	3,626	261	286
August	4,140	3,338	252	299
September	3,483	3,034	257	275
October	3,460	3,333	274	287
November	3,385	3,774	251	1,031
December	4,350	3,898	271	399
Total	43,413	63,389	3,472	5,380

Annex 11

Breakdown of collaborators by Exclusive Distributors

The following total values and percentages are expressed as whole numbers; therefore, the totals may not be exact.

	2021			2020		
	Gender	Women	Men	Gender	Women	Men
ESET Venezuela (*)		31%	69%		28.5%	72%
	Age			Age		
	Under 30 years	15%	31%	20 to 30 years	21.4%	28.6
	Between 31 and 45 years	8%	15%	31 to 40 years	0%	14.3%
	Between 45 and 60 years	8%	15%	41 to 50 years	0%	7.2%
	More than 60 years	0%	8%	51 to 60 years	7.1%	21.4%
ESET Peru (*)	Gender	Women	Men	Gender	Women	Men
		44%	56%		44%	56%
	Age			Age		
	Under 30 years	7%	12%	Up to 25 years	2%	2%
	Between 31 and 45 years	16%	21%	26 to 30 años	10%	10%
	Between 45 and 60 years	14%	16%	31 years or more	32%	44%
	More than 60 years	0%	0%			

(*) ESET Venezuela, represented by Logintel.

(*) ESET Peru, represented by Sistec.

	2021			2020		
	Gender	Women	Men	Gender	Women	Men
ESET Central America ^(*)	Age			Age		
	Under 30 years	18%	11%	20 to 30 years	30%	8.75%
	Between 31 and 45 years	29%	37%	31 to 40 years	17.5%	18.75%
	Between 45 and 60 years	5%	5%	41 to 50 years	3.75%	15%
	More than 60 years	3%	3%	51 to 60 years	1.25%	1.25%
				60 to 70 years	1.25%	2.5%
ESET Colombia ^(*)	Gender	Women	Men	Gender	Women	Men
					38%	60%
	Age			Age		
	Under 30 years	10%	21%	Up to 25 years	6%	10%
	Between 31 and 45 years	28%	28%	26 to 30 years	0%	10%
	Between 45 and 60 years	3%	3%	31 years or more	32%	42%
	More than 60 years	3%	3%			

(*) ESET Central America, represented by SIAT.

(*) ESET Colombia, represented by Frontech.



	2021			2020		
	Gender	Women	Men	Gender	Women	Men
ESET Ecuador (*)		36%	64%		44%	56%
	Age			Age		
	Under 30 years	10%	26%	Up to 25 years	2%	2%
	Between 31 and 45 years	80%	69%	26 to 30 years	10%	10%
	Between 45 and 60 years	10%	5%	31 years or more	32%	44%
	More than 60 years	0%	0%			
ESET Panama (*)	Gender	Women	Men	During 2020, this information could not be gathered in a complete and accurate manner, nor could it be compared to 2019, due to various administrative challenges and the significantly different context faced due to the pandemic and remote work in this country.		
	Age					
	Under 30 years	22%	0%			
	Between 31 and 45 years	11%	56%			
	Between 45 and 60 years	0%	0%			
	More than 60 years	0%	11%			

(★) ESET Ecuador, represented by Bsmart.

(★) ESET Panama, represented by Microtechnology.

ESET Uruguay (*)	2021			2020		
	Gender	Women	Men	Gender	Women	Men
	Age			Age		
	Under 30 years	0%	0%	Up to 25 years	0%	0%
	Between 31 and 45 years	0%	33%	26 to 30 years	0%	0%
	Between 45 and 60 years	17%	17%	31 years or more	38%	62%
	More than 60 years	17%	17%			



(*) ESET Uruguay, represented by Videosoft.

Annex 12

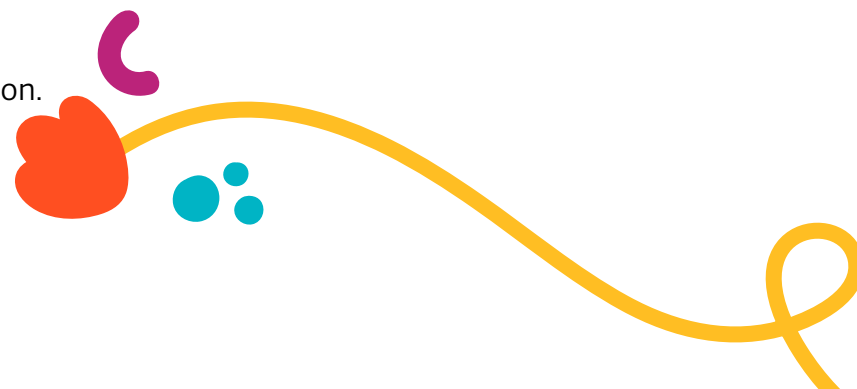
Operating costs and payments to supplier companies

GRI 204-1

2021		
COUNTRY	Investment	Percentage of expenditure by country
Argentina	€ 1,566,532	56%
Mexico	€ 676,423	24%
Brazil	€ 557,669	20%
Total	€ 2,800,624	100%

2020		
COUNTRY	Investment	Percentage of expenditure by country
Argentina	€ 1,277,884	57%
Mexico	€ 445,945	20%
Brazil	€ 511,208	23%
Total	€ 2,235,037	100%

This information considers only the VAT on purchases, not the accounting allocation.



Annex 13

Classification of supplier companies by size

GRI 2-6

2021									
Supplier Company	Investment			Number of suppliers			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Natural	€ 64,937	€ 75,964	€ 23,461	113	29	39	4%	14%	3%
Legal	€ 1,501,594	€ 481,705	€ 652,962	217	58	120	96%	86%	97%
Total (in EUR)	€ 1,566,531	€ 557,669	€ 676,423	330	87	159	100%	100%	100%



2020									
Supplier Company	Investment			Number of suppliers			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Natural	€ 48,139	€ 75,267	€ 30,117	81	21	38	4%	15%	7%
Legal	€ 1,229,745	€ 435,941	€ 415,828	177	72	102	96%	85%	93%
Total (in EUR)	€ 1,277,884	€ 511,208	€ 445,945	258	93	140	100%	100%	100%



Annex 14

Classification of supplier companies by type of contract

GRI 2-6, 204-1

2021									
Supplier Company	Investment			Number of supplier companies			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Services	€ 1,494,471	€ 540,939	€ 662,895	315	84	156	95%	97%	98%
Supplies	€ 72,060	€ 16,730	€ 13,528	15	3	3	5%	3%	2%
Total (in EUR)	€ 1,566,531	€ 557,669	€ 676,423	330	87	159	100%	100%	100%



2020									
Supplier Company	Investment			Number of supplier companies			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Services	€ 1,239,479	€ 485,885	€ 428,224	223	80	121	95%	97%	98%
Supplies	€ 57,599	€ 15,027	€ 8,739	35	13	19	5%	3%	2%
Total (in EUR)	€ 1,297,078	€ 500,912	€ 436,963	258	93	140	100%	100%	100%



Annex 15

Classification of supplier companies by place of residence

GRI 2-6, 204-1

Supplier Companies	2021			2020		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Local Supplier	300	84	154	228	89	136
Foreign Supplier	30	3	5	30	4	4
Total	330	87	159	258	93	140



Annex 16

Other content

GRI 2-7

There are no employees with non-guaranteed hourly contracts or workers who are not employees. There is only one person with a part-time contract, in addition to the people who work under internship contracts (the law establishes 4 hours as the maximum daily hours).

To register and compile employee data, we use the Workday system.

GRI 2-9

Our Management team is made up of 8 people, one woman and the rest men, who belong to the age group of 35 to 60 years. With the exception of one person, the rest have more than 3 years of seniority in the position. They are in charge of specific departments, and four of them actively participate in the sustainability management of a Committee and/or in the NGO Argentina Cibersegura.

The Management team was hired in the countries where we operate.

GRI 2-15

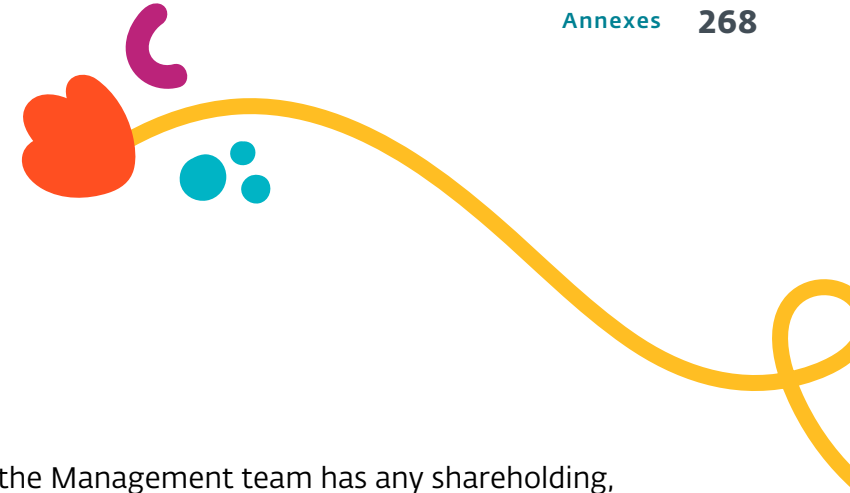
No member of the Management team has any shareholding, participates in the boards of supplier or client companies, shareholders, or other groups related to the Company.

GRI 2-18

In response to performance assessments, the following measures are implemented: career plans, financial bonuses, definition of objectives for the next period, and training plans.

GRI 2-23

Our Values, Our Institutional Policies, and the Principles, Standards, and Responsible Conduct Guidelines to which we adhere, apply to all our activities and business relationships. These are communicated through the Sustainability Report, the institutional website, and periodically reinforced and updated through emails, the Intranet, newsletters, and training.



GRI 2-24

We complement our Sustainability Report, aligned with the GRI and the United Nations Global Compact, with a report on our contribution to the Sustainable Development Goals. All of this constitutes the key mechanisms for integrating our Sustainability Strategy into operational management, and the consequent assignment of responsibilities.

Likewise, our three Sustainability Committees serve as a means to integrate all staff in the adoption of responsible business conduct in all our activities and commercial relationships.

GRI 2-30

We strive so that the staff covered by collective agreements receive equal or equitable conditions, as appropriate, to the conditions received by non-union employees.

GRI 201-2

There were no consequences of climate change on the Organization's activities in the reporting period.

GRI 201-3

Social security benefits are different in each country, whether in Argentina, Brazil, or Mexico. In all three countries we exceed those established by law.

GRI 201-4

No financial aid was received from government entities in the reporting period.

GRI 205-1

Currently, corruption-related risks are not being evaluated, but in the medium term, it is estimated that a process of overall risk assessment of the Organization will be initiated.

GRI 205-2

All people who work at ESET, including the governance body and the exclusive distributors, received our Code of Ethics and Anti-Corruption and adhered to it.



GRI 403-2

We do not have positions whose performance has an incidence or poses a high risk to health.

GRI 403-8

We do not feature a formal management system.

GRI 404-2

We do not provide transition assistance programs to facilitate continued employability and the management of career endings due to retirement or dismissal.

GRI 413-1

100% of our operations are reached by actions with the local community. We establish institutional links with the local government of Vicente López, the City of Buenos Aires, and representatives of civil society organizations, with whom we implement the different social investment initiatives.

Currently, no environmental impact assessments are carried out. In the medium term, we will begin a gradual process of overall risk assessment and management of the Organization, and an environmental impact assessment at the regional and global level.



GRI Content Index



GRI Content Index

ESET Latin America has prepared the report in accordance with the GRI Standards for the period from January 1, 2022, to December 31, 2022. GRI 1: Foundation 2021. Sector-specific GRI Standards do not apply.

For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, consistently with the Standards, and that the references for contents 2-1 to 2-5, 3-1, and 3-2 are aligned with the appropriate sections in the body of the report. For the SDGs mapping appendix, GRI Services reviewed that the GRI disclosures included in the content index are properly mapped against the SDGs.



GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
General content							
GRI 2: General Disclosures 2021	1. The organization and its reporting practices						
	2-1 Organizational details	57					
	2-2 Entities included in the organization's sustainability reporting	238					
	2-3 Reporting period, frequency and contact point	238					

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 2: General Disclosures 2021	2-4 Restatements of information	238					
	2-5 External assurance	238					
	2. Activities and workers						
	2-6 Activities, value chain, and other business relationships	38, 55, 58, 78, 191, 214, 245, 263, 265, 267					
	2-7 Employees	78, 130, 242, 245, 247, 268					8.5 - 10.3
	2-8 Workers who are not employees	130, 247					8.5
	3. Governance						
	2-9 Governance structure and composition	62, 69, 268					5.5 - 16.7
	2-10 Nomination and selection of the highest governance body	62					5.5 - 16.7
	2-11 Chair of the highest governance body	62					16.6

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	35, 45, 66					16.7
	2-13 Delegation of responsibility for managing impacts	62, 66					
	2-14 Role of the highest governance body in sustainability reporting	45, 66					
	2-15 Conflicts of interest	73, 268					16.6
	2-16 Communication of critical concerns	66, 140					
	2-17 Collective knowledge of the highest governance body	62, 69, 73, 145, 254					
	2-18 Evaluation of the performance of the highest governance body	62, 268					
	2-19 Remuneration policies	66					

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	66					
	2-21 Annual total compensation ratio		The entire standard is not reported	Confidentiality restrictions	This standard is not reported due to the context in which our activities are carried out. This information is deemed confidential because it is strategic; as per Company policy, only the HR area has access to this information, exclusively for internal use.		
	4. Strategy, policies, and practices						
	2-22 Statement on sustainable development strategy	6					
	2-23 Policy commitments	11, 27, 73, 119, 142, 222, 268					16.3
	2-24 Embedding policy commitments	11, 69, 268					
	2-25 Processes to remediate negative impacts	20, 160, 225, 243					

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	73					16.3
	2-27 Compliance with laws and regulations	76					
	2-28 Membership associations	27					
	5. Stakeholder engagement						
	2-29 Approach to stakeholder engagement	35, 69, 119					
	2-30 Collective bargaining agreements	137, 268					8.8
Material topic							
GRI 3: Material Topics 2021	3-1 Process to determine material topics	20, 45					
	3-2 List of material topics	48					
IT security							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 76, 78, 105, 225					

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 418: CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	76					16.3 - 16.10
Ethics, compliance and anti-corruption							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 73, 76, 225					
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	269					16.5
	205-2 Communication and training about anti-corruption policies and procedures	73, 149, 222, 269					16.5
	205-3 Confirmed incidents of corruption and actions taken	73					16.5
Occupational health and safety							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 69, 114, 145, 151, 225					
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	151					8.8

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 403: Occupational health and safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	269					8.8
	403-3 Occupational health services	151					8.8
	403-4 Worker participation, consultation, and communication on occupational health and safety	151					8.8 - 16.7
	403-5 Worker training on occupational health and safety	151					8.8
	403-6 Promotion of worker health	120					3.2 - 3.5 - 3.7 - 3.8
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	120, 151					8.8
	403-8 Workers covered by an occupational health and management system	269					8.8
	403-9 Work-related injuries	153, 255					3.6 - 3.9 - 8.8 - 16.1
	403-10 Work-related ill health	153, 255					3.3 - 3.4 - 3.9 - 8.8 - 16.1

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
Responsible marketing							
GRI 3: Material topics 2021	3-3 Management of material topics	20, 76, 78, 105, 182, 225					
GRI 417: MARKETING AND LABELING 2016	417-1 Requirements for product and service information and labeling	39, 109					12.8
	417-2 Incidents of non-compliance concerning product and service information and labeling	76					16.3
	417-3 Incidents of non-compliance concerning marketing communications	76					16.3
Community education							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 69, 160, 225					
GRI 413: LOCAL COMMUNITIES 2016	413-1 Operations with local community engagement, impact assessments, and development programs	160, 191, 269					
	413-2 Operations with significant - actual or potential - negative impacts on local communities	160					1.4 - 2.3

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
Client satisfaction							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 76, 78, 105, 225					
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	416-1 Assessment of the health and safety impacts of product and service categories	83, 93					
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	76					16.3
Commitment to human rights							
GRI 3: Material topics 2021	3-3 Management of material topics	20, 69, 114, 142, 145, 222, 225					
GRI 406: NON-DISCRIMINATION 2016	406-1 Incidents of discrimination and corrective actions taken	114					5.1 - 8.8
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	222					8.8

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 408: CHILD LABOR 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	222					5.2 - 8.7 - 16.2
GRI 409: FORCED OR COMPULSORY LABOR 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	222					5.2 - 8.7
Diversity and equal opportunity							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 69, 114, 142, 145, 225					
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1 Diversity of governance bodies and employees	62, 130, 247					5.1 - 5.5 - 8.5
	405-2 Ratio of basic salary and remuneration of women to men	136, 222, 251					5.1 - 8.5 - 10.3
Waste and recycling							
GRI 3: Material topics 2021	3-3 Management of material topics	20, 69, 182, 225					
GRI 306: WASTE 2020	306-1 Waste generation and significant waste-related impacts	186					3.9 - 6.3 - 6.6 - 11.6 - 12.4 - 12.5

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 306: WASTE 2020	306-2 Management of significant waste-related impacts	186					3.9 - 6.3 - 8.4 - 11.6 - 12.4 - 12.5
	306-3 Waste generated	187					3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1
	306-4 Waste diverted from disposal		Content is not reported	Information not available or incomplete	We currently do not have detailed information on the quantities managed		3.9 - 11.6 - 12.4 - 12.5
	306-5 Waste directed to disposal		Content is not reported	Information not available or incomplete	We currently do not have detailed information on the quantities managed		3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1
Economic performance and market development							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 58, 66, 73, 76, 136, 225					
GRI 201: ECONOMIC PERFORMANCE 2016	201-1 Direct economic value generated and distributed	58, 246					8.1 - 8.2 - 9.1 - 9.4 - 9.5
	201-2 Financial implications and other risks and opportunities due to climate change	269					13.1

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
GRI 201: ECONOMIC PERFORMANCE 2016	201-3 Defined benefit plan obligations and other retirement plans	66, 151, 269					
	201-4 Financial assistance received from government	269					
GRI 202: MARKET PRESENCE 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	136, 251					1.2 - 5.1 - 8.5
	202-2 Proportion of senior management hired from the local community	62					8.5
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	73					16.3
Innovation, and research and development							
GRI 3: Material topics 2021	3-3 Management of material topics	20, 78, 160, 225					
Product accessibility							
GRI 3: Material topics 2021	3-3 Management of material topics	20, 78, 160, 225					

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
Talent management and well-being of collaborators							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 69, 114, 142, 145, 157, 225					
GRI 401: EMPLOYMENT 2016	401-1 New employee hires and employee turnover	138, 252					5.1 - 8.5 - 8.6 - 10.3
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	120, 151					3.2 - 5.4 - 8.5
	401-3 Parental leave	153, 255					5.1 - 5.4 - 8.5
GRI 404: TRAINING AND EDUCATION 2016	404-1 Average hours of training per year per employee	142, 145, 254					4.3 - 4.4 - 4.5 - 5.1 - 8.2 - 8.5 - 10.3
	404-2 Programs for upgrading employee skills and transition assistance programs	269					8.2 - 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	145					5.1 - 8.5 - 10.3

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
Energy							
GRI 3: Material topics 2021	3-3 Management of material topics	20, 69, 182, 225					
GRI 302: ENERGY 2016	302-1 Energy consumption within the organization	184, 257					7.2 - 7.3 - 8.4 - 12.2 - 13.1
	302-2 Energy consumption outside of the organization		The entire standard is not reported	Unavailable or incomplete information	We have the challenge of beginning to measure the energy consumption of our exclusive distributors		7.2 - 7.3 - 8.4 - 12.2 - 13.1
	302-3 Energy intensity		The entire standard is not reported	Unavailable or incomplete information	We are changing the calculation methodology and expect to be able to report this indicator next year		7.3 - 8.4 - 12.2 - 13.1
	302-4 Reduction of energy consumption	184, 257					7.3 - 8.4 - 12.2 - 13.1
	302-5 Reductions in energy requirements of products and services	186					7.3 - 8.4 - 12.2 - 13.1

GRI Standard	Content	Location	Omission			UNGC	2030 Agenda
			Omitted requirements	Reason	Explanation		SDG and Target
Development of the value chain							
GRI 3: Material topics 2021	3-3 Management of material topics	11, 20, 214, 222, 225					
GRI 204: PROCUREMENT PRACTICES 2016	204-1 Proportion of spending on local suppliers	214, 262, 265, 267					8.3



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