Why we are an agent of CHANGE
An Agent of Change is characterized by being the one who has the courage to take a risk and to open up to new ideas. It is the one who inspires others with the vision of what they can contribute.

At ESET, not only are we the generators of the change we propose, but we also encourage our collaborators to become multiplying agents, so they can be agents of change themselves in their family and social environment.
Letter from the Chief Operating Officer

GRI 102-14

Despite the difficulties the region is facing at the political, social, and economic level, 2018 was a year in which ESET Latin America has had several achievements worth mentioning. Our main objective was to increase the number of large companies among our clients and, in order to achieve this, we launched the #7 versions of our corporate solutions, among which ESET Threat Dynamic Defense, ESET Cloud Administrator, and ESET Security Management Center stand out, in addition to the inclusion of the Ransomware Shield module within our detection engine, aimed at providing the best protection for companies against this dangerous malicious code.

Likewise, 2018 brought us another great news and that is a milestone for our company: the Gartner market reports state that ESET is the leading security company for the business segment. This achievement not only confirms the direction we have been following, but it is also a recognition of all the work that is done from the 3 offices in the region to provide the best service to our clients and our community.

At ESET Latin America, we believe that the basis of this achievement, and of our mission, could not be possible without managing our business sustainably. Compliance with internationally acknowledged Standards is undoubtedly the basis for achieving a successful and long-term stable sustainable management. In this sense, our priorities in the short and medium terms are based on the development and deepening of our four strategic management pillars.

With regard to the development of the community, we intend to delve into the educational activities in Mexico and Brazil; in turn, we will focus on generating actions and practices that support diversity and inclusion throughout the region. To continue betting on the growth of our collaborators, we intend to work on the development of a comprehensive and equitable management plan in all ESET Latin America offices. Regarding the care of our environment, the administration of natural resources, the awareness on their proper use, and the implementation of exemplary practices in this aspect are an important part of our management as a whole and that is why we continue betting on the development of actions, projects, and programs that respond to this. Finally, we are working in the evolution of our value chain in all of these aforementioned aspects, with the objective of implementing incentives for strategic suppliers and the training and alignment of Partners in all of Latin America.

Although this year we have achieved sales for more than 37 million dollars, we experienced significant growth in key countries such as Mexico, and our online sales grew by 3%. Moreover, we continued to bet on the quality and improvement of our products and services, and for this reason I would like to emphasize that we have carried out the recertification of the Technical and Commercial Support ISO9001 Standards for the entire region, that determine the necessary requirements to establish a Quality Management and Continuous Improvement System. This not only proves the commitment with the quality of our processes and services, but also with the sustainable way in which we want to manage our business.

As you will see, 2018 has been a great year for our company and our ongoing efforts in the region for the past 14 years was reflected on many levels. I am proud to share with you how far we have come during 2018.

Federico Pérez Acquisto

Lic. Federico Pérez Acquisto
General Manager of ESET Latin America
Welcome to our Seventh Sustainability Report

GRI 102-14

It is with great joy that we begin this report by telling you that during 2018 we were awarded as Argentina’s best sustainability report of 2017 by the Social Ecumenical Forum. Without a doubt, it is a great achievement for us and it fills us with pride to receive an acknowledgment of this kind that praise our efforts.

For the second consecutive year, we carried out the report under the international guidelines of the Global Reporting Initiative (GRI Standards – comprehensive compliance option), following the 10 principles of the United Nations Global Compact and highlighting our commitment to the Sustainable Development Goals proposed by the UN. All of this makes us very happy because, in addition to conveying what we are and everything we do, we continue to be the only company in the industry that assumes this commitment at the regional level.

At ESET Latin America we are convinced that acting as an Agent of Change is the best way to carry out a triple impact management that takes into account the balance between the economic, social, and environmental aspects, and to generate multiplying agents that enhance the impact of a sustainable management. It is in this line that we have worked during 2018, to ensure that both our collaborators and the organizations with which we articulate, become those multiplying agents.

Along with this, we also aimed to deepen and work more actively on issues related to inclusion and diversity. For this, we began a more thorough work of internal awareness among our collaborators, we continued with our participation in the Bureau of Human Rights and Business of the Argentina Global Compact Network and we joined the Bureau of Business and Diversity led by the INADI (National Institute against Discrimination, Xenophobia, and Racism).

In case you have any suggestions, contributions and opinions regarding this document, do not hesitate to contact us at: sustentabilidad@eset-la.com

We are very pleased with everything we have accomplished and it is a pleasure for us to share it with you.

Carolina Kaplan

Lic. Carolina Kaplan
Sustainability Manager
WHERE IS OUR MANAGEMENT HEADING?

We manage our business sustainably.
Which are the pillars of our management?

ESET Latin America relies on four strategic pillars to manage its business sustainably:

- **Community Development and Education**
- **Collaborators Talent Management and Well-being**
- **Environmental Care**
- **Value Chain Enrichment**
Likewise, these pillars include law compliance policies, anti-corruption, and corporate ethics. In this aspect, our strategy is laid out in the short, medium, and long term, based on those four principles.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>To implement educa-tional and aware-ness-raising activities in Latin America, with greater focus on Mexico and Brazil, as well as to strengthen those that we are already conducting. To generate actions and practices that bet on diversity and inclusion in Argentina, Mexico and Brazil.</td>
<td>Over the next few years, we will deepen the educational activities on IT security in Latin America, with greater focus on Mexico and Brazil. In addition, we will generate projects, actions, and practices, both internal and external, that bet on diversity and inclusion.</td>
<td>To have a comprehensive educational management in IT security throughout Latin America, and a regional project in coordination with other organizations with regards to diversity and inclusion.</td>
</tr>
<tr>
<td>Environmental Dimension</td>
<td>• To execute our office efficiency plan, in order to consume the least amount of energy, and reduce the impact that our activity has on the environment. • To implement technologies to achieve this objective and raise awareness among collaborators on this aspect, so that they can also act as agents of change in their personal contexts. • To conduct best practices that improve and contribute to the care of the environment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collaborators</td>
<td>To implement benefit programs, training, and talent management in our offices in Argentina, Mexico and Brazil.</td>
<td>To have a comprehensive and equitable Human Resources management plan in all ESET Latin America offices.</td>
<td></td>
</tr>
<tr>
<td>Value Chain</td>
<td>Formal adherence of our suppliers to the concepts of sustainability, with which we manage our business in Latin America.</td>
<td>Incentives for the strategic suppliers of ESET in Latin America.</td>
<td>Comprehensive supplier management system.</td>
</tr>
<tr>
<td></td>
<td>Alignment of distributors throughout Latin America with sustainability management.</td>
<td>Training and alignment of Partners throughout Latin America.</td>
<td>Coordinated management of the distribution chain in Latin America.</td>
</tr>
</tbody>
</table>
Investment in our strategic pillars

\[ \text{GRI 103-2 • 103-3} \]

**MONEY INVESTED PER STRATEGIC PILLAR**

(Values expressed in US dollars)

<table>
<thead>
<tr>
<th>Strategic Pillar</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Strategic Pillar</td>
<td>92,670</td>
<td>197,838</td>
</tr>
<tr>
<td>Environmental Dimension Strategic Pillar</td>
<td>18,269</td>
<td>26,174</td>
</tr>
<tr>
<td>Collaborators Strategic Pillar</td>
<td>204,009</td>
<td>358,777</td>
</tr>
<tr>
<td>Value Chain Strategic Pillar</td>
<td>539,870</td>
<td>725,016</td>
</tr>
</tbody>
</table>

The decrease in investment observed in each pillar with respect to 2017 is primarily due to the fact that the amounts are expressed in US dollars. This means that, on account of the devaluation suffered in the region, although the figures dropped in US dollars, in local currencies no such effect occurred, but on the contrary, the sum destined to these strategic pillars was further increased.

**2030 Agenda: Sustainable Development Goals**

During 2018, using the SDG Compass tool, we conducted an analysis of the SDGs and their objectives, with a focus on management; that is, as a guide to define our action plans aligned with the 2030 Agenda proposed by the United Nations. To engage in the “appropriation and integration” of the SDGs into our sustainable management practices, we used the following criteria:

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

As a result of this work, during 2018, and after having identified the SDGs that we consider to be priorities, and their corresponding objectives, we worked internally to ensure that all collaborators in leadership positions within the Company internalize the goals and objectives into their respective areas and tasks.
Acknowledging the alignment or the degree of relationship of our sustainability strategy is only the first step in the process of managing our business according to the Sustainable Development Goals (SDGs). The work accomplished during 2018 was the beginning of the integration phase of the SDGs into the internal management.

You can also find the indicators of the GRI Standards, the principles of the Global Compact, and the SDGs worked upon in the Contents Index at the end of the Report, which indicates the page number corresponding to each of the topics that the GRI defines in its standards and that we incorporate into our management, as well as the SDGs covered in that topic.
RESPONSIBLE PRACTICES

Priority SDGs

4
 ✔ Argentina Cibersegura, Mexico Ciberseguro and Digiparents.
 ✔ Antivirus Tour, Academic Award, and ESET Academy.
 ✔ ESET Security Day and ESET Academy.
 ✔ Annual Training Plan.

5
 ✔ Code of Ethics.
 ✔ Complaint Mechanisms.
 ✔ Argentina Cibersegura, Mexico Ciberseguro and Digiparents.
 ✔ Antivirus Tour, Academic Award, and ESET Academy.
 ✔ ESET Security Day and ESET Academy.
 ✔ ESET Partner Program, ESET Partner Awards, ESET Training Program.
 ✔ Programs aimed at the community and the care of the environment.
 ✔ Development of the collaborators of our Latin American distributors.

8
 ✔ Customer Service Model.
 ✔ Cooperation with civil society organizations.
 ✔ Corporate Volunteering.
 ✔ Workplace Welfare Programs.
 ✔ Annual Training Plan.
 ✔ Health and Safety.
 ✔ ESET Partner Program, ESET Partner Awards, ESET Training Program.
 ✔ Development of local distributors in Latin America.
 ✔ Programs aimed at the community and the care of the environment.
 ✔ Development of the collaborators of our Latin American distributors.
 ✔ Responsible purchasing.
 ✔ Training providers on social and environmental subjects.

9
 ✔ ESET Partner Program, ESET Partner Awards, ESET Training Program.
 ✔ Development of local distributors in Latin America.
 ✔ Responsible purchasing.
Code of Ethics.  
Workplace Welfare Programs.  
Development of local distributors in Latin America.  

Sustainability Report according to GRI Standards.  
Energy Efficiency Program.  
Environmental awareness programs.  
Carpooling.  
Green Guardians.  
Reduction and reuse of plastic packaging and bags; waste sorting.  
Programs aimed at the community and the care of the environment.  
Development of the collaborators of our Latin American distributors.  
Responsible purchasing.  
Training providers on social and environmental subjects.  

Participation in business and civil society associations.  
Sustainability Report according to GRI Standards.  
Dialogue with Stakeholders.  
Customer Service Model.  
Argentina Cibersegura, Mexico Ciberseguro and Digiparents.  
Open dialogue and internal communication.  
Responsible Purchasing.  

Code of Ethics.  
Complaint Mechanisms.  
Participation in business and civil society associations.  
Dialogue with Stakeholders.  
Customer Service Model.  
Meetings with Board, Managers, and Mid-level Managers.  
Argentina Cibersegura, Mexico Ciberseguro and Digiparents.  
Open dialogue and internal communication.
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Community
“Many things have changed, but our aspirations, philosophy and core values remain the same, to help protect the digital world and make everyone really be able to enjoy a safer technology”.

Richard Marko, 
CEO of ESET Global
ESET in the world

Founded in 1992, ESET is a Global Security Solutions Company that provides cutting edge protection against cyber-threats. The company is headquartered in Bratislava (Slovakia) and has regional distribution centers in San Diego (USA), Buenos Aires (Argentina), and Singapore.

Malware Research and Development Centers
Bratislava (Slovakia), San Diego (USA), Buenos Aires (Argentina), Singapore, Jablonec and Prague (Czech Republic), Košice (Slovakia), Krakow (Poland), Montreal (Canada). And a vast network of Partners that covers more than 180 countries.

ESET Headquarters
Bratislava (Slovakia).

Regional Distribution Centers
San Diego (USA), for North America; Buenos Aires (Argentina), for Latin America; and Singapore, for Asia-Pacific; with additional sales, marketing, and technical support offices in São Paulo (Brazil), Mexico City (Mexico), Jena and Munich (Germany), Prague (Czech Republic), Sydney (Australia), Bournemouth (UK) and Tokyo (Japan).
Currently ESET Latin America has...

**ESET EMEA**
Slovakia, Germany, UK, Czech Republic
- 4 Research and Development Centers

**ESET APAC**
Singapore, Australia, Japan
- 1 Research and Development Centers

- **18 COUNTRIES IN THE REGION**
- **7 EXCLUSIVE DISTRIBUTORS**
- **7,000 SALES CHANNELS**
ESET in Latin America

Where we are

Since 2004, ESET Latinoamérica S.R.L. operates for the Latin American region in Buenos Aires, Argentina, where it has a team of professionals trained to respond to market demands in a concise and timely manner, and a Research Laboratory focused on the proactive discovery of diverse cyber-threats. The Buenos Aires regional office is responsible for developing the Latin American market in conjunction with its sales channels.

Currently, ESET has regional coordination offices in Buenos Aires (Argentina), in addition to operational offices in São Paulo (Brazil) and Mexico City (Mexico), and commercial presence through Exclusive Distributors and Partners in Guatemala, Honduras, El Salvador, the Dominican Republic, Nicaragua, Costa Rica, Venezuela, Panama, Colombia, Ecuador, Peru, Bolivia, Paraguay, Chile and Uruguay.

*ESET Latinoamérica* is a limited liability company. It was registered in the General Inspection of Justice of the Republic of Argentina under number 10,418, of Book 132 of the LLC volume.
Mission

To work with ethics and passion, building a safer technological environment for everyone to enjoy. We intend to achieve this in a socially responsible manner, through education and commitment to the research and development of technological solutions.

Vision

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

Values

Values shape the culture of our Company, guiding the way in which we behave and make decisions:

**Courage**

We do not take the easy way. We are always overcoming limits and are determined to make a difference.

**Integrity**

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

**Reliability**

People need to know that they can count on us. We work hard to make our promises come true, 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, therefore, we actively engage with the community, the collaborators, the environment, and the value chain.

**Teamwork**

We are convinced that, teaming up, each person can achieve their maximum potential, enjoying the process and thus achieving the best results.

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Our commitment

To provide customer service of excellence, responding to the needs they may present.

To respond to all types of generated cyber-threats, updating the level of the products and creating security alerts that protect the users.

To produce a triple impact result: economical, environmental, and social, guaranteeing the development and well-being of all our stakeholders.
Values Month
Since four years ago, promoted by the Human Resources area, October was installed in ESET Latin America as “Values Month”, with the purpose of having the collaborators carry out different activities related to institutional values.

In this framework, and reinforcing our commitment to the United Nations Global Compact, we conducted an internal campaign in our three offices and we related the values of the Company with Human Rights. We invited the collaborators to participate in a contest in which they had to represent these topics through their own visual and digital creations.

We believe that it is essential for all of us who make up the ESET team to understand how Human Rights are manifested and run across the business sector, as well as what is the connection between them and our daily work routine.

At ESET, we are committed to respect these rights beyond their legal compliance and to address these issues in the labor framework, since we understand that the respect for Human Rights should not be a passive responsibility. Furthermore, we believe that this requires having established policies and procedures that help identify, prevent, mitigate, and remedy the effects that may result from their violation.
ESET Latin America in figures

**14 years of presence**

**3 offices** in Latin America

**18 countries** presence in the region

**+7,000 sales channels**

**+USD 37M** in sales during 2018

**Number of employees**
- 2018: 107
- 2017: 108
- 2016: 98

**Number of operations**
- 2018: 1,711
- 2017: 1,352
- 2016: 1,676

**Net sales** (in US dollars)
- 2018: 37,526,298
- 2017: 38,087,809
- 2016: 34,338,547
Economic performance of the Company
GRI 103-2 • 103-3 • 201-1 • 201-2 • 201-4
MATERIAL TOPIC

Our Company could not have a sustainable management if it did not obtain profit from its activity. For this reason, it is indispensable to ensure we obtain good levels of economic growth that guarantee us the correct retribution for the economic and social actors with whom we interact. Hereunder, we present the economic indicators corresponding to the results of our activities in Latin America during 2018. Thus, we show the creation of value for the Company and for society, as well as the capital flow between our main stakeholders.

No consequences of climate change were recorded on the organization’s activities in the reporting period. No financial aid granted by government agencies has been received in the reporting period.
**Direct Economic Value Generated and Distributed**  
(expressed in US dollars)

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Economic Value Generated</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ESET sales in Latin America</td>
<td>Clients</td>
<td>37,526,298</td>
<td>38,087,809</td>
</tr>
<tr>
<td>Income from financial investments</td>
<td></td>
<td>45,297</td>
<td>38,413</td>
</tr>
<tr>
<td>Income from asset sales</td>
<td></td>
<td></td>
<td>8,669</td>
</tr>
<tr>
<td><strong>Total Economic value Generated - A</strong></td>
<td>37,571,595</td>
<td>38,126,242</td>
<td>34,404,439</td>
</tr>
<tr>
<td><strong>Economic Value Distributed</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating costs and Supplier payments</td>
<td>Suppliers</td>
<td>2,398,732</td>
<td>3,143,812</td>
</tr>
<tr>
<td>Salaries and social benefits for collaborators</td>
<td>Employees</td>
<td>3,252,423</td>
<td>3,973,956</td>
</tr>
<tr>
<td>Payments to capital providers</td>
<td>Shareholders and Banks</td>
<td>0</td>
<td>78,954</td>
</tr>
<tr>
<td>Payments to the government</td>
<td>Government</td>
<td>1,860,804</td>
<td>2,069,996</td>
</tr>
<tr>
<td>Investments in the community</td>
<td>Community</td>
<td>92,667</td>
<td>200,391</td>
</tr>
<tr>
<td><strong>Total Economic Value Distributed - B</strong></td>
<td>7,604,628</td>
<td>9,388,155</td>
<td>8,771,682</td>
</tr>
<tr>
<td><strong>Total Economic Value Retained (A-B)</strong></td>
<td>29,966,967</td>
<td>28,738,087</td>
<td>25,654,311</td>
</tr>
</tbody>
</table>
Business model of ESET Latin America
GRI 102-9

Our marketing model is strongly oriented towards the sales channel; it is not a direct sales business model, but it is rather conducted through Exclusive Distributors, in some countries, and (nonexclusive) Authorized Partners in others.

In addition, we feature a regional online store, which we manage from our Buenos Aires offices. It works for countries where we do not have an Exclusive Distributor, such as Argentina, Bolivia, Chile, Mexico, Paraguay and the Dominican Republic. In turn, in some countries such as Colombia, Venezuela and Peru, the distributor has decided to use the regional store to enjoy the advantages of outsourcing its management, usability, diffusion and promotions, among others. In these cases, a margin is received for the sales made from their countries. Other countries, including Ecuador, Panama, Brazil and most of Central America, decided to manage their e-commerce channel independently.

The online store features local payment methods for the entire region, which allows to manage prices and promotions with greater independence and speed, among other advantages. In this way, at ESET Latin America we have and develop a policy of transparency and respect towards our business partners, with whom we establish a healthy and mutually beneficial relationship in the short, medium and long term.

During 2019 we will be incorporating the management of the Panama and Ecuador stores. We will work in the optimization of the loading and usability times of all the store screens, as well as in the implementation of a loyalty plan to improve the shopping experience of all the online store customers.

Description of our value chain

Suppliers
They are responsible for providing telephony, electricity and water services. In addition, they provide inputs that support our activities.

Headquarters
They are responsible for the development of security solutions and the definition of the global business strategy.

ESET Latin America
Nos encargamos del desarrollo
We are in charge of developing the market in our region, providing support to our distribution chain.

Exclusive Distributors
They are those who represent us and are responsible for developing the market in each of the countries of the region.

During 2018 a total of 3,771,382 sessions and 2,213,857 users were registered in the online store.
Our solutions adapt to any type of environment (whether corporate or domestic), so we work with all kinds of sectors. We have two types of clients:

**Domestic clients**
They are the end users that seek to protect the equipment at their homes.

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

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**Sales Channels - Partners**
They are business partners of ESET Latin America in the different countries of the region.

**Customers**
They are those who access our solutions, services and security training, and enjoy technology safely.

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**Who choose us**

_GRI 102-6_

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**This is how we protect your information**

- Millions of companies and people trust our solutions and services.
- Our products are user-friendly.
- We have local support in your language.
- We have a multi-award-winning technology.
- More than 30 years in research and development.
This is how we protect our clients

Protection for desktop PCs and laptops

**ESET NOD32 ANTIVIRUS**
The multi-award-winning solution that offers solid protection against any type of cyber-threat. Thanks to Advanced Heuristic technology, a very high level of proactive detection and minimum system footprint are guaranteed, thus not affecting the equipment’s performance.

**Features:** antivirus and anti-phishing, advanced removable device control, clean and secure email, game mode, unified reports.

**ESET INTERNET SECURITY**
The Internet Security solution offers effective protection for all frequent users of the Internet. It has a high performance in detection, speed and usability, all distinctive features of our technology.

**Features:** Parental control, anti-theft protection, personal firewall, home network protection, webcam protection, advanced removable device control, clean and secure email, game mode, unified reports.

**ESET SMART SECURITY PREMIUM**
It is ESET’s most complete solution, which adds to the proactive protection and detection of ESET NOD32 Antivirus, the Antispam and Personal Firewall functionalities. The Premium version of ESET Smart Security provides total protection without affecting the operation of the equipment due to its low resource consumption, and it incorporates the management of user passwords and information encryption.

**Features:** password manager, data encryption, personal firewall, parental control, antispam, anti-phishing, protection against botnets and vulnerabilities, and advanced removable device control, anti-theft protection, unified reports.
**ESET CYBER SECURITY**

ESET Cyber Security for Mac protects the equipment, and all the information stored in it, from direct attacks on the operating system, avoiding the possibility of acting as a malware carrier and infecting other equipment from one platform to another (for example, when using shared networks).

**Features:** antivirus, antispyware, anti-phishing, removable device control, e-mail and Internet scanning, unified reports.

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**ESET CYBER SECURITY PRO**

As well as ESET Cyber Security, it protects the equipment and all the information stored in it, but in turn it adds yet another security layer to each Mac, and it protects users against all types of threats, both those that were designed for Mac as well as those specific to Windows platforms. In addition, it allows to protect children from inappropriate content that they could access.

**Features:** antivirus, antispyware, cloud-based scanning, anti-phishing, personal firewall, parental control, social network control, removable device control, unified reports, minimal system footprint, and presentation mode.

---

**Protection for smartphones and tablets**

**ESET MOBILE SECURITY FOR ANDROID**

It provides proactive and comprehensive protection for Smartphones and Pocket PCs against both known and unknown threats. Its minimal processor usage, low memory requirements, and compact updates minimize the use of bandwidth, and thus it does not affect the normal operation of the equipment.

**Features:** antivirus, antispyware, anti-phishing, anti-theft, real-time scanning, remote lock, remote alarm, GPS tracking, support for tablets, unified reports.
Protection for children

**ESET PARENTAL CONTROL FOR ANDROID**

It is an application that allows adults to help children in their online navigation, manage the mobile applications and websites they can use, and also manage the time of use of the equipment, thus deciding together what is best for them. It also allows users to see where the children are and send messages directly to their devices screen.

**Features:** applications control, web control, locator, time limit for fun and games, parental message, unified reports.

Family Protection

**ESET MULTI-DEVICE SECURITY**

It is a solution designed to protect all the family’s equipment. It is a package that includes between 6 and 10 security solutions, to protect devices with Windows, Mac, Android and Linux operating systems.

**Features:** It includes the following solutions, according to the device and operating system: ESET Internet Security, ESET NOD32 Antivirus, ESET Cyber Security Pro, ESET Cyber Security, ESET NOD32 Antivirus for Linux Desktop, ESET Mobile Security for Android.

**ESET SMART TV SECURITY**

ESET Smart TV Security is our solution dedicated to protect smart TVs that work with Android OS operating system and it can be downloaded from Google Play directly to the device.

**Features:** protection against all types of malicious code, protection against ransomware and anti-phishing, among other functionalities.
This is how we protect companies

**Protection for Endpoints**

**ESET ENDPOINT ANTIVIRUS**

Designed for the protection of the user in the current Dynamic Corporate Network, ESET Endpoint Antivirus, along with ESET Security Management Center, allows the user to concentrate on the operation of the company and forget about the antivirus. Based on the proven technology of ESET NOD32®, ESET Endpoint Antivirus provides a proactive defense against malware, balancing fast scanning with accurate detection. Its discrete system footprint gives your equipment the protection they require, without unnecessary interruptions for the end user.

**Features:** antivirus and antispyware, device control.

**ESET ENDPOINT SECURITY**

ESET Endpoint Security, along with ESET Security Management Center, offers comprehensive antimalware protection for companies. Furthermore, it offers peace of mind to the executives of the company by having total protection and control over the work stations. Based on the proven technology of ESET NOD32®, ESET Endpoint Security provides a fast, light and proactive antimalware defense. When combined with the administration features of the web console, it is possible to remove all uncertainty regarding the defense of all the company’s equipment.

**Features:** personal firewall, antispam, and web access control.

**ESET ENDPOINT SECURITY FOR ANDROID**

It is a solution designed for mobile protection and is intended for corporate devices that use the Google operating system. It offers protection (in real time) against all types of threats, either proactively or through an on-demand analysis, blocking any threat that attempts to access the system.

**Features:** antispam, real-time protection, security audit, on-access scanning and on-demand scanning.
**ESET DYNAMIC THREAT DEFENSE**

It is a tool that uses sandboxing technology and is cloud-based, thus running the files in a secure environment, with the aim of detecting unknown 0-day threats through behavior. It can scan files in a fast and efficient manner guaranteeing the company’s safety. All the analyzed samples are visible in the ESET Security Management Center administration console.

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**Two-Factor Authentication**

**ESET SECURE AUTHENTICATION**

It is a solution designed to perform a two-factor authentication, which allows efficient and secure access, from which the remote access to the corporate network and confidential data are protected. Once the application is installed on the mobile device, it generates one-time passwords each time a user enters VPN services under the RADIUS authentication protocol, for the access to Outlook Web Access and for any web system, through the API features available in the product. ESET Secure Authentication provides yet another layer of protection to the corporate network of any type of company.

**Features:** protection for VPN connections, remote desktop connections, operating system login and Microsoft applications: Exchange, SharePoint, Dynamics.

---

**Encryption**

**ESET ENDPOINT ENCRYPTION**

It is ESET’s encryption tool, and it guarantees the security of the information, which is one of the most important resources of a company, thus, its proper handling can point directly to the trust and prestige of the business.

**Features:** encryption – or data ciphering – emerges as an additional security layer, which allows to protect both the information of an organization as well as its communications.
Security training

**ACADEMIA ESET**

Thought out to offer security training under two modalities: in-Company (for companies) or online, through the ESET ACADEMY e-learning platform. These courses are designed to meet the needs of the users and companies of the region, and are provided by ESET Latin America’s security specialists.

**Available courses:** malware analysis, awareness workshop, corporate security management, Information security cost management, incident response, among others.

Backup and recovery

**XOPERO BACKUP AND RESTORE**

**ESET TECHNOLOGY ALLIANCE**

Devised to carry out information backups and recovery, it guarantees the availability of the data by creating backup copies of all your information or only the most critical files. It keeps the backup copies within your organization or stores them in the cloud.
Protection of infrastructure and information services

Protection for Gateway servers

**ESET GATEWAY SECURITY**
ESET’s product for the protection of Gateway servers. It guards the organization’s HTTP and FTP gateways, and provides the highest level of threat detection, without compromising the performance of the equipment nor its security. Built upon the basis of the powerful ThreatSense® technology, ESET Gateway Security offers unprecedented scanning speed and exceptional detection rates.

Protection for virtualized environments

**ESET VIRTUALIZATION SECURITY**
ESET’s product for the security and protection of all VMware virtual environments, which features a multi-award-winning antivirus engine that guarantees protection, speed and is in turn pleasing, since it does not consume resources.
**Features:** antimalware protection at the server level, that deals with each virtual within the same server.

Protection for e-mail servers

**ESET MAIL SECURITY**
Product developed for the protection of e-mail servers, since this is one of the most widely used means to send malicious programs to organizations. ESET Mail Security protects companies against threats for all types of platforms, providing proactive online scanning, faster performance, and minimum resource consumption for servers that handle large volumes of traffic.
**Features:** protection against all malicious code, protection against junk mail.
Protection for file servers

**ESET FILE SECURITY**
Product designed for the protection of file servers, it provides a proactive threat detection in real time. It features the highest scanning speed and highest detection rates, in addition to having the minimum system resource consumption.

Protection for SharePoint servers

**ESET SECURITY PARA MICROSOFT SHAREPOINT SERVER**
Product conceived for the protection of SharePoint servers, which allows them to be kept infection-free and to scan the objects on the databases on a scheduled or on-demand basis. In addition, it prevents threats and unauthorized users from disabling the system security.

**Features:** protection against all types of malicious code, protection of SharePoint databases.

Network traffic analysis

**GREYCORTEX**
**ESET TECHNOLOGY ALLIANCE**
GreyCortex Mendel uses multiple technologies and artificial intelligence to detect malicious behavior or actions within organization networks.
**Features:** threat detection, network traffic analysis.
Accompaniment in the security vision

Data loss prevention (DLP)

**SAFETICA**
**ESET TECHNOLOGY ALLIANCE**
Essential for data loss prevention (Data Loss Prevention), it offers greater control over the use of company information and, in addition, helps to improve employee productivity.

Security assessment services

**ESET INTELLIGENCE LABS**
This business unit is designed to provide diagnosis of the state of information security within organizations. Our services employ innovative processes, which combine the information obtained in our research laboratory with the results obtained in security audits.

**ESET THREAT INTELLIGENCE**
It provides companies with information to learn about the trends and threats that are spreading around the world. Thanks to this information, companies can react and take security measures before an incident occurs. In addition, it is possible to configure rules to check if the company could happen to be the object of a targeted attack; it can monitor IP addresses, domains, or search for keywords. ESET Threat Intelligence uses the information collected and analyzed by our research centers around the world.

**Features:** sample report and analysis, botnet activity report, targeted attacks report.
Centralized Management

**ESET CLOUD ADMINISTRATOR**
The administration console hosted in the cloud, thought out for small and medium-sized companies that operate up to 250 devices and that do not want to worry about infrastructure and maintenance of the servers to host the solution. The access to the solution is via web, through the ESET Business Account (EBA) licensing platform. In ESET Cloud Administrator you can have full visibility of what is happening on the network and manage all the security from one place, create reports, create policies, visualize possible threats and solve them with a click. Moreover, it allows management with devices that have Windows and MacOS operating systems.

**ESET SECURITY MANAGEMENT CENTER**
The On premise administration console, which provides real-time visibility on the state of the Endpoints and allows the generation of complete security reports, in turn, remedies any incident and begins analysis with a single click. Likewise, you can configure all notifications to show only what you want to see, you can control and create policies in a granular way, thus creating them for a specific device or group of devices. With ESET Security Management Center you have all the administration in a single platform. The tool is multi-platform and hence is flexibly installed, since it allows installation in operating systems such as Windows, MacOS, Android, Linux.
At ESET, the highest governance body is represented by the General Manager, who fulfills the executive functions within the organization and those corresponding to the role of Chairman of the society. The management team is his or her direct report and it is in whom the environmental and social aspects related to the business strategy are delegated.

The selection of the General Manager of ESET Latin America is a process carried out by our Headquarters in Slovakia. His or her management team is selected and appointed through an internal and external headhunting process, publishing the requirements for the position in each case. Also, a qualitative and quantitative assessment of the objectives fulfillment is conducted, in charge of the General Managers at our Headquarters.
Functions and characteristics of the highest governance body

- To lead the ESET Latin America management team, setting management objectives and leadership style.

- To define annual business objectives, in conjunction with the managers, for each work area.

- To supervise area objectives, in accordance with the business objectives.

- To supervise the Company’s performance assessment process, so as to unify assessment criteria.

- To accompany the implementation of salary increases according to the results obtained in the performance assessment.

- To define the expenditure budget (operating costs and projects) of ESET Latin America.

- To accompany the outlined Sustainability actions, to ensure a sustainable management of the business.

- To train in issues related to the economic, social, and environmental impact of management, constantly updating and aligning with the Sustainable Development Goals identified as part of the Company’s management.

- To supervise and ensure the annual sustainability report according to the GRI Standards.

- To plan, develop and implement strategies that tend to ensure that financial resources are sufficient and are available to achieve the business objectives.

- To identify business and partnership opportunities with distributors throughout the region.

- To manage the creation, maintenance, and approval of the corporate procedures, policies and practices of the region in charge.

- To act as responsible in the Company Statute and as its legal representative.

- To promote press actions and bolster content generation in mass media, conferences, publications, and the exhibition of Company specialists in these.

In the planning of objectives and job descriptions, the General Manager determines the scope of the responsibilities of each member of the management team regarding economic, environmental and social issues. All
management areas of the organization have, within their job descriptions and performance assessments, objectives related to economic, social and environmental aspects, and they report to the General Manager.

On a weekly basis, the Company’s management team and the General Manager hold a meeting where they develop, approve and update the values, mission statements, strategies, policies and objectives with regard to the economic, environmental and social impacts of the organization. In addition, they identify and manage the impacts, risks, and opportunities of economic, environmental and social nature, and analyze the effectiveness of the risk management processes of the organization in relation to economic, environmental and social issues.

Compensation is determined in accordance with a remuneration policy stipulated on a percentage of the market salaries, and it depends on the position in the hierarchical structure and the complexity. To determine the market salaries for each position, an independent external salary survey is used. The multinational consulting company from which ESET purchases the comparative salary market survey, only provides this service.

Every year, the Sustainability inductions are performed for all of ESET Latin America’s new collaborators, including the positions of the governance body.
For each position, the compensation is determined based on the profile description, the assessment of how the position is valued in the market, and the comparison with the work team, seeking to maintain internal equity.

The General Manager has a monthly salary determined at the time of hiring, subject to periodic increases in line with inflation. In turn, he or she receives performance-based bonuses, determined by the achievement of the Company’s objectives.

Compensation is determined by a Comprehensive Pay System, which follows a pay band and pay scale structure. In turn, general market salary surveys are used, hired from consulting companies specialized in compensation. These mechanisms are independent from the Directorate.

Next, we present the annual total compensation ratio and the annual percentage increase ratio, of the highest paid person in the organization with the mean annual total compensation of the entire workforce.

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<thead>
<tr>
<th>Country</th>
<th>Compensation ratio</th>
<th>Increase ratio</th>
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<tr>
<td>Argentina</td>
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<td>118%</td>
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<tr>
<td>Brazil</td>
<td>550%</td>
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</table>

<table>
<thead>
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<th>Age</th>
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</thead>
<tbody>
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</tr>
<tr>
<td>Manager 2</td>
<td>Female</td>
<td>30 años</td>
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<td>Manager 3</td>
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<td>35 años</td>
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<td>Manager 4</td>
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<td>Manager 7</td>
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<td>40 años</td>
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<tr>
<td>Manager 8</td>
<td>Male</td>
<td>53 años</td>
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</tbody>
</table>
Sustainability Committee
GRI 102-22

We have a Sustainability Committee, which analyzes, plans, carries out, and assesses different actions related to the sustainable aspects of management and to the Social Responsibility actions of the firm, with the purpose of involving the Company’s collaborators in the understanding of this way of managing the business.

The Committee is integrated by six collaborators, who applied voluntarily, and reports directly to the Sustainability Area, in charge of the development and strategy in terms of sustainability. In turn, for relevant decisions, it has direct contact with the General Manager of ESET Latin America.

The Committee is renewed every year and people can participate up to two consecutive years.
**Code of Ethics**

At ESET Latin America, we are known for the integrity and ethics in the conduction of the businesses, partnerships, and agreements we make, which have earned us a good reputation in the region over these years.

Our **Code of Ethics** aims to formalize aspects related to the daily performance of each of us who make up ESET Latin America, in such way that we continue to act under the same principles and values, thus ensuring a good conduction of the Company's activities.

### Main contents

| 1. General background | What we do  
How we work  
Where we are headed |
|-----------------------|------------------|
| 2. Internal Projection | This section describes the behavior expected from ESET Latin America Collaborators in terms of their performance, their relationship with their co-workers, and their use of the Company’s information and assets.  
• Compliance with the Law  
• Respect for Human Rights  
• Information protection  
• Conflicts of interest  
• Protection of tangible and intangible company assets  
• Raising concerns  
• What is expected from an ESET Collaborator  
• What is expected from an ESET Manager |
| 3. External Projection | Based on the identification of the main interest groups, or stakeholders, with which ESET Latin America is related — as in the previous section — a series of objectives and attitudes to be considered in the company’s relationships with each of its stakeholders are treated.  
• ESET Latin America’s stakeholder map  
• ESET Latin America’s commitment towards its stakeholders |
| 4. Compliance and complaint mechanism | We encourage our stakeholders to report on any conduct they consider, in good faith, to be a violation of the law or the Corporate Code of Ethics.  
• How to file a complaint  
• Who will receive the complaint  
• Responsibilities of the ethical managers  
• What is the complaint response and management mechanism |
| 5. Appendix | • Universal Declaration of Human Rights  
• UN Global Compact Principles |
The Code of Ethics contains principles and standards related to the responsibilities and individual tasks of the managers and the collaborators, as well as for and with our customers, sales channels, suppliers and other related parties.

Considering that the success of the entire Company is based on what we decide, do and say, we believe that all of us who make up the Company must share and act on the same line of values and principles, which guarantee us transparency in our business and the protection of our reputation.

In relation to Human Rights, all our distributors in Latin America adhere to our Code of Ethics and, therefore, to its guidelines on the matter. And as for training in Human Rights issues, all collaborators, upon entering the Company, are instructed in the Code of Ethics and sign their adherence after reading it. Since 2016, we have addressed issues related to Human Rights and businesses with all our collaborators. Mandatory trainings, workshops and internal campaigns have been held to approach topics related to these issues.

Regarding anti-corruption issues, the Code of Ethics includes the form to report any corruption situation. Moreover, monthly closes are carried out, in which figures, documents, account balances, etc. are reviewed.

Annual audits are conducted to generate the financial statements and to report to Headquarters. In this audit, executed by an external auditor, many review processes are carried out, including cash flows, account balances, review of payments to suppliers, salaries, assets, invoices, receipts and many other actions. Finally, we have information security policies to promote its responsible management. During the reporting period, we have faced a case of anti-competitive behavior in one of our sales channels and we are in the process of resolving it. Apart from this particular case, no cases of corruption, or legal proceedings for causes related to monopolistic practices and against free competition have been recorded.

www.eset-la.com/compania/codigo-de-etica

Complaint mechanism before code infringements

All the Company’s stakeholders have our complaint form in case of violations of the Code of Ethics at their disposal. By this means, they can also channel any type of inquiry or complaint regarding social, Humans Rights, environmental, and economic issues.

To make it effective, the complaint form available on our website must be filled out: www.eset-la.com/compania/codigo-de-etica-formulario.

The complaint is received by the company’s Sustainability Area, which evaluates it and assigns it to the corresponding ethical manager within the Company, who advises and collaborates in the resolution of the reported issue:

• Complaints on law violation issues: the matter is referred to the Company’s Legal Representative.

• Complaints about breaches or faults in the distribution chain: the matter is referred to the Sales Management and the General Manager of the Company.

• Complaints on financial and accountability issues: they are referred to the Administration and Finance Management.

• Complaints due to breaches of Human Rights and internal faults: they are referred to the Human Resources and Sustainability Management.
• Other topics: they are processed by the Sustainability Area together with the General Manager.

It is important to clarify that the Sustainability Area carries out an exhaustive follow-up of all the complaints received, so that they are answered and resolved in the shortest possible time. The responsibilities of each of the areas and ethical managers (mentioned above) are the following:

• To resolve the inquiries and advise all stakeholders in case of doubts regarding the Code of Ethics.

• To act on the complaints presented through the verification and investigation of the behavior of the reported collaborators or organizational units.

• To draw up the action plans for the resolution of the filed complaints, and to present them for approval before ESET Latin America’s Sustainability Committee.

• To keep an updated record of the process (consultations, complaints, procedures and communications to stakeholders).

• To keep the claimants informed of the status and solution of the inquiries or complaints filed, if so required.

• To prepare a final review report of the complaint and propose actions to improve the process.
To keep the claimant’s confidentiality at all times.

To perform their duties under the principles of independence, rigor and equanimity.

**Response mechanism, complaint resolution, and regulatory compliance**

GRI 103-2 • 103-3 • 307-1 • 419-1 • 416-2 • 417-3 • 418-1

According to the type of complaint, the area that takes up the issue analyzes the case and conducts the pertinent investigations and assessments. These may involve contact via email or telephone with the complainant, to either obtain further information or to communicate resolutions on the matter. In this regard, it is expected that any person or entity, either the accused or the complainant, collaborates with the investigation, providing the requested information and contributing with evidence that allows ESET Latin America its analysis and solution.

In all cases, the analysis of the veracity of the information and the resolution of the situation will be prioritized, in order to avoid negative situations that go against the compliance with the present Code of Ethics and the values of ESET Latin America.

The compliance with all applicable laws and regulations should never be compromised. ESET Latin America and its collaborators are bound by current legislation. In addition, collaborators must adhere to internal policies and regulations such as the Code of Ethics and the IT and Information Security Policy. Such internal regulations are specific to the Company, and may provide for greater or broader requirements besides the Law. It is the responsibility of each collaborator to seek appropriate advice on the pertinent legal requirements.

During the reporting period, there were no records of significant fines, or non-monetary sanctions for non-compliance with the legislation and regulations in general, nor environmental, nor concerning the supply and use of services. Nor has there been any record of cases of non-compliance with the voluntary codes and regulations concerning marketing, advertising and promotion communications, or regarding the safety impacts of our products. There have been no complaints on labor practices, Human Rights, environmental impacts, social impacts on the community, or claims of violation of privacy and client information loss.

Those who fail to comply with the principles expressed in the Code of Ethics shall be subject to the sanctions regime in force for each particular case.
Developing bonds

**United Nations Global Compact**
Since 2013, ESET Latin America has adhered to the ten principles of the United Nations Global Compact, which are related to the fulfilment of Human Rights, labor rights, the implementation of anti-corruption mechanisms and the care for the environment. During 2017 and 2018 we joined the Bureau of Human Rights and Business of the Argentina Global Compact Network. As part of this group, we participated in workshops and congresses related to these subjects, transmitting all the knowledge acquired to the rest of the collaborators, committing ourselves even more strongly to the respect and fulfilment of Human Rights in the workplace.

[www.pactoglobal.org.ar](http://www.pactoglobal.org.ar)
[www.unglobalcompact.org](http://www.unglobalcompact.org)

**IARSE**
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.

[www.iarse.org](http://www.iarse.org)

**INADI**
During 2018, we participated in the Bureau of Business and Diversity, organized by the INADI. The aim of this group is to share experiences, policies, and practices related to diversity and inclusion, and in turn generate among all the members a work in coordination with governmental organizations such as INADI.

[www.inadi.gob.ar](http://www.inadi.gob.ar)
UTN
We have a mutual collaboration agreement with the National Technological University (UTN), which involves the opening of a joint Malware Research and Analysis Laboratory, as well as the generation of new spaces for improvement and training in the Information Security field, together with its students and graduates. In turn, the signing of this agreement involves the arrival of the traditional Antivirus Tour, a cycle of free seminars organized by ESET Latin America for the 29 UTN regional faculties, and the development of training and courses on malware analysis and information security at each of the institution's headquarters. This year we established an alliance with the UTN's Entropia project in Buenos Aires, through which the Certification in IT Security was launched.

www.utn.edu.ar/es

Municipality of Vicente López
Municipality of Vicente López, locality in which our Buenos Aires offices are located. During 2018, we have conducted different activities together: participation in CSR breakfasts aimed at companies from said city, participation in Expo Empleo 2018, free awareness talks in schools within the municipality, and the conduction of a talk together with the other companies in the building and the Directorate for the Environment and Energy Efficiency.

www.vicentelopez.gov.ar

CABASE
We are members of the Argentine Internet Chamber and, in addition, we have an alliance of mutual collaboration. Through it, we offer the members of the Chamber our security solutions with significant discounts, as well as free educational contents and lectures, and the possibility of learning more about the information security industry.

www.cabase.org.ar
Acknowledgments

GRI 416-1

During 2018, numerous organizations (worldwide) have recognized the quality of our solutions, the satisfaction and security of our clients, and the growth of the Company.

Kuppinger Cole
ESET was awarded the highest distinction in the categories of Innovation, Product, Market and Overall Leader in the “Leadership Compass Enterprise Endpoint Security: Anti-Malware Solutions” Report by Kuppinger Cole.

Canalys
ESET achieved the “Champion” acknowledgment in the “EMEA Canalys Leadership Matrix”, which is based on the feedback from business partners, as well as on the analysis of Canalys specialists.

Radicati
ESET was highlighted as a “Top Player”, in the latest edition of Radicati’s Market Quadrant, which covers the Endpoint Security segment of the market.
G2 Crowd
G2 Crowd, a community of more than 500,000 authenticated users, has named ESET Endpoint Security the "Best Endpoint Protection Solution".

AV-Comparatives
ESET Internet Security was the security product that had the lowest impact on performance during the tests carried out by this independent laboratory.

MRG Effitas
ESET Internet Security has been honored with the MRG Effitas Online Banking Award, for the 2017/18 period, which recognizes the most reliable solutions in the market in the fight against financial threats.
Customer service
GRI103-2 • 103-3 • MATERIAL TOPICS

Customer service modality at ESET

We have a service modality segmented by client type, in order to meet the particular needs of each segment, and we feature a channel dedicated to all users of the domestic product line, and another one specialized in serving the corporate solutions users. This allows us to have differentiated teams to adapt to the needs, concerns, volume, complexity, and expectations of each client.

For the domestic sector, we continue to provide assistance through our Regional Domestic Support Center, exclusive for Latin America, with a call center in Spanish for users in Argentina, Chile and Mexico, and email support and online chat for the rest of the countries of the region. It covers the entire Latin American time slot, therefore we have an extended schedule comprising from 09:00 a.m. to 08:00 p.m. (GMT -3:00, Buenos Aires).

The corporate sector is served by our Distribution Channel, where Exclusive Distributors and authorized Partners are responsible for providing top-level technical and commercial support, so that all ESET clients in the region have local and direct assistance. Likewise, for those inquiries whose complexity or urgency require it, the Distribution Channel has exclusive communication lines with the team of technical support engineers from our regional headquarters, in charge of analyzing each case and providing an effective and timely response. Furthermore, they offer the possibility of establishing remote support sessions, where qualified ESET Latin America technicians, in conjunction with the Channel, can provide direct solutions within the clients’ environments.

In addition, corporate clients in Argentina, Chile and Mexico have exclusive local hotlines for their inquiries, while the rest of the region can contact us directly through our support form available on the web.

Focal points developed in 2018

That quality and client satisfaction are the main focus for ESET Latin America is not a novelty, since it is an integral part of our philosophy, and 2018 was no exception.

During 2018, the Quality Management and Continuous Improvement System was consolidated, ratified by the Maintenance Audit confirming us as an ISO 9001 certified company. This implies that we adopt the best practices and direct our efforts towards meeting the expectations and needs of all our stakeholders.

We continued to develop training activities and provided the timely responses needed by both the distribution channel and the clients and users of our products and solutions, with the aim of making ESET the source of reference regarding safety for each one of them. During the year, educational content was generated in the form of virtual training classes, technical workshops with Partners, technical workshops with clients, visits to clients and quick product guides, so that the distribution channel and each ESET user can take full advantage of our solutions.

The comprehensive approach is a constant in which we always keep in mind the delivery of added value. For this reason, beyond solving specific queries, we seek to provide information with suggestions and recommendations to increase the security level of the users of our solutions and the efficiency of our distribution channel.
Finally, we continue to encourage teamwork, with passion and integrity, so that our information security products and services have a high level of recognition in the market, and so that the solutions we offer are a real contribution to the use of technology in a secure digital world.

**Overall Results of 2018**

**Client Support**

For the corporate sector, we had 2,380 technical support inquiries, and their total lifetime was 4 days. The result obtained, through our satisfaction surveys, determines that 94.5% of the respondents reported being satisfied with the response time received, and 91% considered their inquiry was resolved satisfactorily.

At the commercial support (Channel Service), we received a total of 7,890 inquiries, and their total lifetime was 11 hours. The result obtained, through our satisfaction surveys, determines that 95% of the respondents claimed to be satisfied with the response time received, and 94% considered their inquiry was resolved satisfactorily.

Our Regional Domestic Support Center received and handled a total of 17,860 inquiries from our clients during 2018, with an average incident resolution of 8 hours, 19 minutes and 23 working seconds. The result obtained through our satisfaction surveys determines that 81% of them were absolutely satisfied with the response time provided, and 75% considered their inquiry completely and satisfactorily resolved.

95% Of the commercial support survey respondents were satisfied with the attention they received.
Temas materiales

1  2  3  4  5  6
We commit to all the stakeholders with whom we relate.
Our stakeholders

Our publics of interest, or stakeholders, are those individuals or legal entities with whom we have a double impact relationship. On the one hand, we influence them and, on the other hand, stakeholders also impact with their actions in our daily activity. We identify the internal and external stakeholders, with whom we relate, based on the following criteria:

- Capacity of influence on the Company and vice versa
- Importance for the business management
- Proximity
- Access to the Company’s financing
- Their representation of the Company
Dialogue and participation
GRI 102-43 • 102-44 • 102-21

To better understand the economic, social, and environmental impacts of the relationship with our main stakeholders, we have a series of formal and informal communication channels, which allow us to identify their main interests, concerns, and difficulties. The Company’s Directorate, and all the managements including the general management, are active parties in this constant dialogue, informing and responding to the issues that arise in these aspects. Throughout this report, we render the way in which the Company responds to these aspects.

Clients, Distributors, Partners, suppliers, journalists, and collaborators have been surveyed in order to learn what their main economic, social, and environmental concerns are. The process of consultation with the stakeholders and the interlocutor appointed to it depend on which group we refer to. In the case of our sales channels, we maintain a constant and fluid dialogue through surveys carried out by the Communication Management; and e-mails, telephone calls, and personal meetings in charge of the Sales Management. In the case of our collaborators, it is conducted through different means, e-mails, one-on-one talks, surveys, etc., which are mainly in charge of the Human Resources Management, but each direct supervisor maintains a fluid dialogue with their teams and, if necessary, they convey the information to the corresponding management. With the rest of the stakeholders, the dialogue is maintained through diverse means of communication and is in charge of the different areas of the company, depending on the corresponding stakeholder.
### How we communicate with our stakeholders

<table>
<thead>
<tr>
<th>How we communicate</th>
<th>Society at large</th>
<th>Clients</th>
<th>Headquarter owners</th>
<th>Collaborators</th>
<th>Distributors and Partners</th>
<th>Suppliers</th>
<th>Competition</th>
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<td>✓</td>
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<tr>
<td>Visits to the Office</td>
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<tr>
<td>Team visits from different areas of the company</td>
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<td></td>
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<tr>
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<tr>
<td>Meetings with referents from local institutions</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Company owners
The owners of ESET Latin America are the entities ESET Spol. s.r.o. and ESET LLC. In this aspect, as a regional office for Latin America, we are committed to the creation and maximization of the economic value of the company, always looking for business sustainability and care in the daily management of 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 Corporate Governance.

Clients
GRI 417-1 • 417-2
At ESET Latin America we have different types of clients: domestic users, diverse non-profit organizations, government agencies, small and medium-sized enterprises, and corporations. In the latter case, in addition to accessing ESET’s security solutions and services, companies have the possibility of carrying out the training that is available to them.

Clients are essential to the Company’s growth and development. For this reason, we are committed to provide of quality products and services, adapted to the needs and requirements of both domestic and corporate clients.

In addition, we pursue to:

- Listen carefully and respond efficiently to the concerns raised by the different customers.
- 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 to receive training.
- Act with transparency, clarity and veracity in all communications before, during and after the purchase of the products or the contracting of the service.
- Provide an adequate and personalized after-sales service.
- Establish fair and competitive prices.
- Offer truthful and complete information, with no fine print. In this regard, all the boxes that are for sale in retail stores, and the licenses that are sold through our online store, must disclose the following information: features/benefits of the product, system requirements, the number of licenses the user is acquiring, and the brand’s Copyright. These requirements are transmitted to all Distributors and Partners who manufacture boxes and control their compliance. From this management, in 2018 we have not had any breaches regarding product information and labeling.
Suppliers
Suppliers are an essential part of our value chain. In that sense, they are selected respecting equity conditions, without discrimination and promoting inclusion. In addition, we are committed to:

- **Favor the hiring of suppliers** that comply with Human Rights and are committed to the development of the community and the care for the environment.
- **Promote mutually beneficial** commercial relationships.
- **Comply with** payment obligations.
- **Use the information provided** by them confidentially.

Distribution Chain
Our Distributors and Partners are a fundamental link in the Company’s business, oriented (for the most part) towards their joint work with the company.

With 7 Exclusive Distributors and more than 7,000 Partners throughout the region, we have managed to reach 20 Latin American countries, offering both our products and our security services.

Given the importance that business partners have for us, we offer various recognition programs and foster a relationship of mutual benefit and respect. In this way, we are committed to:

- **Offer a close, fair, and respectful treatment.**
- **Listen carefully and respond** efficiently to the concerns raised by them.
- **Collaborate with the development** of the business in the countries of the region.
- **Provide marketing, training, support, and business benefits** with the aim of stimulating their business development over time.
- **Encourage close communication** and mutual understanding.
- **Promote mutually beneficial** commercial relationships.

Collaborators
We currently have 107 collaborators, with a great teamwork spirit and who, with vocation, continuously offer added value to their daily work. They are essential members of the Company, which is why we generated a Human Resources management approach based on the fulfillment of labor rights, the balance between personal and work life, the talent management of each of them, and the protection of their health and their job security.

ESET Latin America’s main commitments in this regard are to:

- **Respect the rights** of each of the collaborators.
- **Apply recruitment and selection processes** with equity criteria.
- **Offer fair** and market-appropriate compensations.
- **Facilitate the reconciliation** between personal and professional life.
- **Value** diversity.
- **Protect the confidentiality** of the collaborators’ 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.

**Competition**

We promote an honest and fair competition, avoiding anti-competitive practices, such as spreading false or biased information that causes discredit towards other companies.

Fair trade and antitrust regulations protect fair competition. Violations of these regulations are subject to strict sanctions, as indicated in our Code of Ethics. The market position of the Company cannot be exploited against the Law.

Thus, in the field of competition, collaborators should 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 competitors regarding the allocation of clients/customers, areas, or production programs.

Collaborators are not authorized to obtain information on the competition illegally, nor to intentionally divulge false information about a competitor and/or its products or services.

**Society at large**

Since our beginning, one of the main commitments is the education and awareness of the community in terms of information security.

In that sense, education continues to be a fundamental pillar for ESET Latin America, and one of the most important pieces within its sustainable management.

Regarding this initiative, we are continuously developing various actions that seek to:

- Provide information and advice on information security, so that users know how to protect themselves while using IT tools.
- Make access to technology be as safe as it is enjoyable, as our motto says “Enjoy Safer Technology”.
- Contribute to the economic and social development of the community.
- Collaborate with different NGOs and solidarity projects.
OUR STAKEHOLDERS, MATERIAL TOPICS AND COMMITMENTS
Material topics

What is a material topic

Those aspects that are important for the economic, environmental and social management of the company.

Those areas in which the company invests its greatest efforts.

Those topics that reflect the economic, environmental, and social impacts the company generates over the stakeholders with which it relates, and that arise from the spaces for dialogue implemented with them.

A material topic is part of the strategic management of the business; it is an agenda topic and the main focus of the objectives and the actions that are planned.

How we define them

To identify them, we conducted a process that involved the participation of company representatives in focus groups, and of our main stakeholders through surveys. As a result of this practice, the topics that are of greater importance for all emerged, and were included in the present Report.
Definition process of material topics of ESET Latin America and contents of the Report

During 2018 we worked on the alignment of the material topics, our actions, and the Sustainable Development Goals we prioritize.

1. **Identification**
   Through different inputs, we identified aspects and issues for the business management.

2. **Prioritization**
   The Sustainability Area, the Middle Management team, and the Company’s body of managers prioritized these on the basis of the impact on the business, and other stakeholders, the relevance from their point of view. From this analysis, composed of 36 evaluations, we defined 19 relevant aspects.

   On the other hand, we sought to know the opinions of our main stakeholders: collaborators, clients, distribution chain, suppliers, specialized journalists, and headquarters. By doing so, we developed strategies and practices oriented towards the expectations raised by them.

3. **Validation**
   Once our relevant issues and our priorities were defined, on the one hand, we identified with which indicators of the GRI Standards and information we could respond to these issues (in addition, the different areas of the company were instructed and accompanied to guarantee the accuracy of the data collected).

4. **Revision**
   Revision of weightings. Analysis of relevant issues highlighted by our stakeholders. Checking of these against the objectives and actions of 2018.
## Material topics of ESET Latin America

**Areas**

<table>
<thead>
<tr>
<th>Area</th>
<th>Coverage and Scope</th>
<th>Detail</th>
<th>Description of what ESET does</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Collaborators</strong></td>
<td>Internal (Argentina, Mexico and Brazil)</td>
<td>Benefit programs available to company collaborators.</td>
<td>The well-being of our collaborators is an essential aspect within the Human Resources policy developed by the Company. In this regard, we strive to always provide added value in our benefit programs, to ensure a balance between the work and personal life of each of our members.</td>
<td>Collaborators</td>
</tr>
<tr>
<td><strong>Management</strong></td>
<td>External and Internal (Argentina, Mexico and Brazil)</td>
<td>Practices to protect the information the company handles, both corporate and personal, of our stakeholders, including the client’s data confidentiality.</td>
<td>As a developer of information security solutions, the protection of the information of all the people who trust ESET Latin America is an indispensable point. Thus, we have a code of ethics and internal policies to protect it.</td>
<td>This is what we are and Our stakeholders, material topics and commitments</td>
</tr>
<tr>
<td><strong>Collaborators</strong></td>
<td>Internal (Argentina, Mexico and Brazil)</td>
<td>To be a talent management company, where people really want to work.</td>
<td>Through the benefit programs, talent management, and occupational health and safety, to promote collaborators to really feel proud of belonging to the Company.</td>
<td>Collaborators</td>
</tr>
<tr>
<td>Area</td>
<td>Coverage and Scope</td>
<td>Detail</td>
<td>Description of what ESET does</td>
<td>Chapter</td>
</tr>
<tr>
<td>------</td>
<td>-------------------</td>
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</tr>
<tr>
<td>Community</td>
<td>External</td>
<td>To offer a good customer service before, during and after the sale.</td>
<td>For us, the commercial relationship with our clients does not end once the purchase is completed. At ESET Latin America, we ensure a quality after-sales service that allows our users to evacuate all the doubts they may have regarding our solutions. By doing so, we strive to achieve good quality standards.</td>
<td>This is what we are</td>
</tr>
<tr>
<td>Collaborators</td>
<td>Internal (Argentina, Mexico and Brazil)</td>
<td>Promotion of gender diversity and others in employment.</td>
<td>In Latin America there is a great social and labor exclusion. People over 50, young people with disabilities and/or from marginal areas have serious difficulties entering the labor market. In turn, an important gender inequality is experienced. For this reason, for ESET Latin America it is very important to develop programs that stimulate the inclusion of these people.</td>
<td>Collaborators and This is what we are</td>
</tr>
<tr>
<td>Management</td>
<td>Internal (Argentina, Mexico and Brazil)</td>
<td>Role of the Company in the support, diffusion and respect for internationally recognized Human Rights.</td>
<td>To guarantee our members the fulfillment of their internationally established Human Rights.</td>
<td>This is what we are, Collaborators and Value chain</td>
</tr>
<tr>
<td>Area</td>
<td>Coverage and Scope</td>
<td>Detail</td>
<td>Description of what ESET does</td>
<td>Chapter</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>7. Regulatory compliance and Anti-corruption</td>
<td>Internal and External</td>
<td>To comply with the Law, and guarantee ethics and transparency.</td>
<td>Responsibility of the organization in terms of anti-corruption issues and legal and regulatory compliance in the economic, social and environmental fields.</td>
<td>This is what we are</td>
</tr>
<tr>
<td>Community Education</td>
<td>External</td>
<td>To educate the community for free on internet security related subjects.</td>
<td></td>
<td>Community</td>
</tr>
<tr>
<td>9. Economic performance and market development</td>
<td>External (Argentina, Mexico and Brazil)</td>
<td>Financial results of the Company and level of expansion within the industry. Competitiveness in the recruitment of talent and salary conditions of collaborators, expressed between the ratio of the company’s starting salary and the minimum living and mobile wage. Fair trade and antitrust regulations protect fair competition.</td>
<td>Our Company could not be sustainable if it did not obtain profit from its activity. For this reason, it is essential for us to ensure good levels of economic growth, which also guarantee us a good reach in the industry. We promote talent recruitment and retention, maintaining competitive salary conditions in the market. We promote an honest and fair competition, avoiding anti-competitive practices such as spreading false or biased information which causes discredit towards other companies.</td>
<td>This is what we are and Collaborators</td>
</tr>
<tr>
<td>Area</td>
<td>Coverage and Scope</td>
<td>Detail</td>
<td>Description of what ESET does</td>
<td>Chapter</td>
</tr>
<tr>
<td>-------------------------</td>
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<td>------------------------------------------------------------------------</td>
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<td>----------------</td>
</tr>
<tr>
<td>10. Occupational health and safety</td>
<td>Collaborators Internal (Argentina, Mexico and Brazil)</td>
<td>Programs to guarantee safety and health in the workplace.</td>
<td>The safety and comfort level of our collaborators in the workplace matters to us. Thereby, we guarantee the fulfilment of the corresponding safety and hygiene plans. In addition, we offer our collaborators high-level health coverage.</td>
<td>Collaborators</td>
</tr>
<tr>
<td>11. Enjoy Technology Safely</td>
<td>Community External</td>
<td>To have the clients make a safe use of technology enjoying the activities they carry out with it.</td>
<td>When marketing our solutions, our premise is that all technology users have the possibility to make use of it safely, promoting the constant enjoyment of the services it offers.</td>
<td>The entire report</td>
</tr>
<tr>
<td>12. Innovation and Technology</td>
<td>Management External</td>
<td>To be one step ahead in offering differential value to clients.</td>
<td>We seek to continuously excel by offering added value to those who choose us every day to protect their personal information.</td>
<td>This is what we are</td>
</tr>
<tr>
<td>13. Responsible Marketing</td>
<td>Community External</td>
<td>Ethical practices when conducting communications or marketing actions. To provide complete and truthful information to the public, with no fine print.</td>
<td>As part of corporate transparency, an important aspect in our management is that all communications and marketing actions that are carried out, contain complete and truthful information, with no fine print.</td>
<td>This is what we are</td>
</tr>
<tr>
<td>Area</td>
<td>Coverage and Scope</td>
<td>Detail</td>
<td>Description of what ESET does</td>
<td>Chapter</td>
</tr>
<tr>
<td>--------------</td>
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<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>14. Procurement practices</td>
<td>Value chain</td>
<td>External</td>
<td>Practices that are implemented to get to know the suppliers and collaborate with their alignment with sustainability policies.</td>
<td>Part of our management consists in conducting an analysis of our suppliers, choosing those that best align with our sustainability management. In addition, our objective is to offer them training and reward opportunities as well.</td>
</tr>
<tr>
<td>15. Distribution chain development</td>
<td>Value chain</td>
<td>External</td>
<td>Programs and actions that are implemented to train, reward and develop sales channels.</td>
<td>ESET Latin America does not sell directly, but it does so through its Exclusive Distributors and Authorized Partners. Taking this condition into account, our business is strongly oriented towards the recognition and development of our Distribution Chain, offering training and reward programs.</td>
</tr>
<tr>
<td>16. Energy</td>
<td>Environment</td>
<td>Internal (Argentina and Mexico)</td>
<td>Environmental care.</td>
<td>Actions and programs regarding the commitment with energy and climate change.</td>
</tr>
<tr>
<td>17. Waste and Recycling</td>
<td>Environment</td>
<td>Internal (Argentina)</td>
<td>Environmental care.</td>
<td>Actions and programs regarding the commitment with waste sorting and recycling.</td>
</tr>
</tbody>
</table>
Materiality matrix
GRI 102-47

Material Topics

1. Collaborators’ Well-being
2. Information Security
3. Talent Management
4. Client Satisfaction
5. Diversity and equal opportunities
6. Commitment to Human Rights
7. Regulatory compliance and Anti-corruption
8. Community Education
9. Economic performance and market development
10. Occupational health and safety
11. Enjoy Technology Safely
12. Innovation and Technology
13. Responsible Marketing
14. Procurement practices
15. Distribution chain development
16. Energy
17. Waste and Recycling
We promote the balance between work life and personal life.
Overview

At ESET, we are concerned about finding the best professionals for each position, without distinction as to age, race, gender or religion. Our selection processes are transparent in the publication of knowledge and experience requirements, and are respectful throughout the interview and evaluation process.

On the other hand, we adhere to and support the respect for the Human Rights mentioned in the Universal Declaration of Human Rights. In this way, we condemn any act that violates or is complicit in the violation of these rights. Taking this premise into account, every person working for the company should enjoy their basic Human Rights and cannot, in any way, be forced to suffer (physically or psychologically) as a result of their work. No collaborator should be discriminated against, among other reasons, for their race, gender, sexual orientation, marital status, pregnancy, parental status, religion, political opinion, nationality, social condition, physical condition, disability, age or union affiliation.

During the period, no discrimination cases were recorded. Furthermore, we have provided training on this subject for the collaborators of our three offices (Buenos Aires, São Paulo and Mexico).

Moreover, we are committed to maintain a harassment-free workplace, whether verbal, physical or psychological. We support the 10 principles of the United Nations Global Compact, which cover areas such as Human Rights, labor standards, environmental management and anti-corruption. Through our Code of Ethics, we express our commitment and work regarding the Global Compact principles, and promote their fulfilment throughout the value chain (suppliers, collaborators, Distributors, and Partners).

We seek to continuously stand out, offering added value to those who choose us every day to protect their personal information. We have 12 collaborators in the region of Mexico, who are subcontracted through Global Management Mexico. Our collaborators come from the local labor market and their remunerative levels exceed, in all operations, the initial minimum wages of the countries in which we operate. 100% of the office managers where we have operations are local, and there are no differences between the base salary of men with respect to that of women.
# Breakdown of collaborators

<table>
<thead>
<tr>
<th>Breakdown of collaborators</th>
<th><strong>Total</strong></th>
<th><strong>Argentina</strong></th>
<th><strong>Mexico</strong></th>
<th><strong>Brazil</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>107</td>
<td>84</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td><strong>Sex</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>47</td>
<td>38</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>M</td>
<td>60</td>
<td>46</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>%</td>
<td>43.92%</td>
<td>56.08%</td>
<td>33.33%</td>
<td>45.46%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 or below</td>
<td>5</td>
<td>4</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>5</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Between 26 and 30</td>
<td>15</td>
<td>11</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>15</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Over 31</td>
<td>27</td>
<td>23</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>35</td>
<td>26</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td><strong>By type of contract</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Open-ended</td>
<td>39</td>
<td>35</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Fixed-term</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Outsourced</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Interns</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>By category</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Analyst</td>
<td>34</td>
<td>26</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Mid level managers</td>
<td>12</td>
<td>11</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Manager</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>5</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>By nationality</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Argentinian</td>
<td>35</td>
<td>35</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Venezuelan</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Brazilian</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Mexican</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Colombian</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Uruguayan</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Paraguayan</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Our team of collaborators is diverse, not only in terms of gender, but also in terms of nationality. All of this enriches the daily work of the company by adding to the cultural and social exchange, which is reflected in the results, especially as it is a global company that works in all regions.
Ratio between ESET Latin America starting salary and the local minimum wage

<table>
<thead>
<tr>
<th>Country</th>
<th>Salary Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>150% ESET starting salary vs. MVMS</td>
</tr>
<tr>
<td>Mexico</td>
<td>654% ESET starting salary vs. MVMS</td>
</tr>
<tr>
<td>Brazil</td>
<td>107% ESET starting salary vs. MVMS</td>
</tr>
</tbody>
</table>

The percentages indicate the difference between ESET’s starting salary and the MVMS of each country. For example, ESET’s starting salary in Argentina is 150% above the MVMS in that country. To contemplate starting salaries, the Law on Employment Contracts is taken into account and considered by position, regardless of whether it is performed by men or women.

Percentage of collaborators covered by collective bargaining agreements

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>3.74%</td>
</tr>
<tr>
<td>México</td>
<td>0%</td>
</tr>
<tr>
<td>Brasil*</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Although there are no collective bargaining agreements in that country, they are governed by the work agreements of the activity and have the benefits stipulated in it.

Employee turnover

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>12%</td>
</tr>
<tr>
<td>Brazil</td>
<td>33%</td>
</tr>
<tr>
<td>Mexico</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGE</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the age of 25</td>
<td>57%</td>
</tr>
<tr>
<td>Between 25 and 30 years old</td>
<td>10%</td>
</tr>
<tr>
<td>Over the age of 30</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEX</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>4%</td>
</tr>
<tr>
<td>Men</td>
<td>12%</td>
</tr>
</tbody>
</table>

Hirin:

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>10%</td>
</tr>
<tr>
<td>Brazil</td>
<td>7%</td>
</tr>
<tr>
<td>Mexico</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGE</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the age of 25</td>
<td>5%</td>
</tr>
<tr>
<td>Between 25 and 30 years old</td>
<td>4%</td>
</tr>
<tr>
<td>Over the age of 30</td>
<td>8%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>SEX</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>7%</td>
</tr>
<tr>
<td>Men</td>
<td>10%</td>
</tr>
</tbody>
</table>
### Absenteeism and leave rates

**GRI 401-3 • 403-2**

<table>
<thead>
<tr>
<th>Type of Absenteeism</th>
<th>Total</th>
<th>Women</th>
<th>Men</th>
<th>Under 25</th>
<th>25 and 30</th>
<th>Over 30</th>
<th>Argentina</th>
<th>Mexico</th>
<th>Brazil</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost working days (ART)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Occupational illnesses</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>No. of work-related fatalities</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sick leaves</td>
<td>160</td>
<td>84</td>
<td>76</td>
<td>38</td>
<td>79</td>
<td>43</td>
<td>99</td>
<td>17</td>
<td>44</td>
</tr>
<tr>
<td>Study days</td>
<td>105</td>
<td>48</td>
<td>57</td>
<td>60</td>
<td>43</td>
<td>2</td>
<td>104</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Absence due to illness of a family member</td>
<td>10</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>6</td>
<td>3</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Absences without notice</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Absences with notice</td>
<td>7</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Unpaid leaves</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Paternity leaves</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Maternity leaves</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0</td>
<td>7</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Extended maternity leaves</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total absenteeism days</td>
<td>300</td>
<td>156</td>
<td>144</td>
<td>102</td>
<td>146</td>
<td>52</td>
<td>220</td>
<td>27</td>
<td>53</td>
</tr>
</tbody>
</table>
Open dialogue

GRI 102-33 • 102-34

At ESET, we have an “open door” communication policy, so that our collaborators have the possibility of communicating, without intermediaries, with any member of the management team. In this way, we empower the capacities and the joint work, conveying opinions to any member within the organization.

Billboard

The billboard is a dynamic space, where each collaborator can share the main projects in which he or she is working. In this way, we generate the synergy of projects between areas. This billboard is in a common and frequent space in each of the offices, and each area updates it according to the projects in which it is involved.

Collaborator Guide

This tool centralizes all the information collaborators must know about the Company upon entering. This guide provides a framework for all the procedures, as well as – in a concise manner – the necessary information for the person at the moment of admission. It is done digitally and dynamically, with audiovisual content, among others.

Mailing lists

We keep mailing lists to differentiate informal from formal communications and to, thereby, establish a centralization mechanism and an agenda of the internal communications.

All Leaders meeting - Quarterly meetings

On a quarterly basis, we meet to review all the results achieved during that time and generate actions that may include the participation of more than one area, as well as to share the experiences and developments of each one. All mid-level managers and managers participate, accounting for 26% of all the Company’s collaborators. In this way, we encourage internal communication, generate synergy between the different areas and provide transparent information.

During 2018, four meetings were held, all the Company’s managers and mid-level managers participated, and each leader committed to transmit everything that happened in these meetings to his or her work team.

Labor satisfaction survey

Like every year, the Labor Satisfaction Survey was conducted, which took place in November 2018, and was answered by 80% of the collaborators from all three offices (Argentina, Mexico, and Brazil). The results of this survey were taken into account in order to follow up on the action plans launched in May, as a result of the 2017 Labor Satisfaction Survey.

The main results of the 2018 Work Climate Survey were:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td>Collaborators are pleased to work at ESET.</td>
</tr>
<tr>
<td>75%</td>
<td>Respondents agreed with the benefits offered.</td>
</tr>
<tr>
<td>82%</td>
<td>Manifested being satisfied with the tasks they perform.</td>
</tr>
<tr>
<td>79%</td>
<td>Are proud of belonging to the Company.</td>
</tr>
<tr>
<td>91%</td>
<td>Commented that their direct manager is open to listen to opinions or comments.</td>
</tr>
<tr>
<td>81%</td>
<td>Agrees that at ESET both men and women have the same development opportunities.</td>
</tr>
<tr>
<td>61%</td>
<td>Agrees that at ESET they can grow and develop professionally.</td>
</tr>
</tbody>
</table>
**Integration events**

During 2018, we accomplished the following integration events:

---

**Argentina**

- **ESET Latin America Anniversary party**: a dinner was held in a bar in the neighborhood of Palermo.

- **Soccer World Cup**: a screen to watch the games and snacks were made available.

- **Children’s Day celebration**: the collaborators, along with their children, couples and nephews, were invited to spend an afternoon at the office. An entertainment service was hired for the little ones.

- **Spring Day**: a lunch was held for all the collaborators.

- **Team Building**: all the areas carried out an out-of-office activity during working hours, with the objective of strengthening their work team.

- **Quarterly lunches**: once every quarter, each area is invited to lunch by its manager, to share a relaxed moment among all the team members.

- **Planning Sessions**: the Company Managers met in September to carry out the Planning Session. In December, a formal presentation of the approved projects was made to the mid-level managers, in a session that took place at the ESET Buenos Aires offices, and of which the offices of Mexico and Brazil participated remotely.

- **End-of-the-Year Party**: in December, the End of the Year Party was held in a ranch in the outskirts of the city, where collaborators were invited along with their families (couples and children), to spend a day outdoors.

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**Mexico**

- **End-of-the-Year Party**: a dinner was held for all the collaborators.

- **Soccer World Cup**: a screen to watch the games and snacks were made available.

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**Brazil**

- **End-of-the-Year Party**: a dinner was hosted for all the collaborators.

- **Soccer World Cup**: a screen to watch the games and snacks were made available according to the schedule.
**Lunches with the COO**

Upon admission of new collaborators, we organize group lunches with the General Manager of our Company. The goal is to create a space for dialogue where collaborators can learn more about ESET Latin America’s culture and its way of working. Likewise, it is a good opportunity for the General Manager to learn more about the new incomers and to strengthen ties with each of them.

This modality is implemented in Argentina and, during 2018, the Managers of different areas and Human Resources representatives began to participate. **6 collaborators of the Company participated.**

**Suggestion box**

In order to provide yet another tool for internal communication that allows collaborators to present their concerns, suggestions, comments and/or proposals, we have a suggestion box.

Each collaborator who wishes to send his or her comment, can write to an email address, which is reviewed by the Human Resources and Sustainability Management of the Company. Upon reception of the suggestion, proposal or comment, we have a maximum period of 30 days to prepare a response.

It is important to clarify that the suggestion box does not disable the possibility of making suggestions through other more daily means, such as direct dialogue with a coordinator or manager, the direct proposal to the area affected by the improvement, the direct suggestion to the Human Resources and Sustainability areas, among others. **In 2018, we received 1 suggestion that will be implemented during 2019.**

**Personal well-being**

**Flex Time**

At ESET Latin America, we take into account the professional and personal needs of our collaborators. For this reason, in Argentina we have a flex time policy, for those occasions in which our members need to attend personal matters or similar.

Only those employees whose activity requires their presence at the times stipulated in the work contract, for example, the reception desk, are excluded from this benefit.

**45% of the collaborators made use of this benefit.**

**Summer schedule**

In order to offer our collaborators free time to carry out their personal activities, during the summer months, those who work full time have, every other Friday, the possibility of leaving 3 hours early, in the case of Argentina, and working half day in the case of Mexico.

This benefit is valid in Argentina from December 21 to March 21, and in Mexico, from May 21 to July 21.

**72% of the collaborators made use of this benefit.**

**Enjoy Your Choice**

It is a benefit program especially aimed at coordinators, chiefs and managers in Argentina, which allows them to select from a menu the benefits they prefer, and they can modify them according to their needs.

In this way, we complement the salary package and differentiate the commitment and growth of those who assume greater responsibilities, seeking that, in addition to their professional development, they can find balance between their personal and work life.

**During 2018, 32 collaborators accessed this benefit program.**

The main chosen benefits were the shopping card (Ticket Premium) and the fueling card (Ticket Car).
Home Office
The objective of this benefit is for collaborators to have greater flexibility and achieve real balance between their work and personal life, having the possibility of working from home one day a week. In addition, we seek to promote the care of the environment, to avoid – in this way – that each of them commutes from their homes to the workplace every day.

Collaborators who have been with the Company for more than three months, and who have good results in their performance assessments can access this benefit. In addition, they must meet various technical requirements to ensure a good online connection from home. The Buenos Aires and Mexico offices enjoy this benefit once a week, and the Brazil office, fortnightly.

94% OF THE COLLABORATORS ACCESSED THIS BENEFIT.

Massages
Every other week, all ESET Latin America’s collaborators in Buenos Aires have the possibility of enjoying a 20 minute massage session during working hours and completely free of charge.

IN 2018, 1,200 MASSAGE SESSIONS WERE PROVIDED, AND 92% OF THE COLLABORATORS ENJOYED THIS BENEFIT.

Vaccination campaign
Collaborators from the Argentina offices are given the possibility of getting the annual influenza vaccine, to prioritize health care and well-being. Its application is free of charge and takes place during working hours at the ESET offices.

20 PEOPLE MADE USE OF THIS BENEFIT.

Active breaks
Collaborators from the Argentina offices During 2018, we launched this new benefit in Argentina, so that our collaborators can reduce work-related fatigue, musculoskeletal disorders, and prevent stress. This activity consists of low-difficulty mobility and elongation exercises, and it takes place every fortnight at the workplace, guided by a Professional.

60 PEOPLE ENJOYED THIS BENEFIT.

Healthy nutrition
ESET Latin America collaborators have fresh fruit and healthy snacks at their disposal in the common areas of the office. In turn, healthy snacks began to be offered in team meetings and internal events.

Maternity and return to work
GRI 401-3
We know that balancing motherhood with work requires an additional effort and energy. For this reason, we are concerned about giving support to the mothers of our team and, to that end, we created the Maternity and Return to Work Plan. In this way, mothers in Argentina enjoy Home Office twice a week, and mothers in Brazil once a week, until the baby turns one year old, making their return to work more calm and comfortable.

In the case of Brazil, all mothers have an additional month of leave to balance their work role with the care of their baby.

WE HAD 4 COLLABORATORS ON MATERNITY LEAVE; 3 OF THEM HAVE REJOINED THE COMPANY AFTER THEIR LEAVE, AND 1 COLLABORATOR CONTINUES ON MATERNITY LEAVE.

Paternity leaves
Taking into account the importance that the commitment of fatherhood has to every man, at ESET Latin America we thought of a benefit specially designed so that they can enjoy their newborn children for a few more days. Thus, ESET fathers in Argentina have three additional
days to those corresponding by law, to be able to enjoy a complete week as a family.

2 COLLABORATORS BECAME FATHERS AND THEY WERE ABLE TO ENJOY THIS BENEFIT.

Uprooting payment
Considering we are a regional Company, many of our collaborators must travel occasionally to different countries in Latin America, which entails an effort. In the case of Argentina, the “uprooting payment” benefit consists in granting them a financial compensation for the days they spend away from home for work reasons.

In the case of Mexico, they are compensated with days off in those cases in which, due to traveling, they are forced to work outside their schedule or working days.

21 COLLABORATORS ACCESSED THIS BENEFIT, WHICH ACCOUNTS FOR THE TOTAL AMOUNT OF PEOPLE WHO TRAVELED.

Parking
The Baiona building, in which the ESET office in Buenos Aires is located, has 10 parking spaces, which are assigned to the collaborators free of charge, according to their category (Managers, Channel Managers, Mid-level Managers, Specialists) and then, by seniority.

In the event that a Manager does not make use of his or her parking space, it is offered (temporarily) to the following person on the list, according to category and seniority.

In Brazil there are 8 spaces available, and in Mexico 4, which are distributed free of charge under the same criteria.

Movie tickets
With the purpose that each of our collaborators in Argentina enjoys their free time, we give them free tickets to go to the cinema twice a year.

100% OF OUR COLLABORATORS ENJOYED THIS BENEFIT, AND WE DELIVERED A TOTAL OF 315 TICKETS.

Sports, cultural, educational, and health activities
So that each of our Brazil collaborators can enjoy their free time, ESET signed an agreement with the SESC, through which we give them the possibility of accessing different cultural, sports, and educational activities, with a major discount or free of charge.

3 COLLABORATORS ENJOYED THIS BENEFIT.

Transportation and meal vouchers
According to the labor law in Brazil, collaborators must be granted a daily allowance to be used for lunch and discount a 6% on the per diem card they receive through the union.

At ESET, we decided to increase the amount granted for food by 4% and to subsidize 3% of the discount that must be paid for travel expenses. In this way, we manage to reduce the economic burden of these expenses.

100% OF THE BRAZIL COLLABORATORS MADE USE OF THIS BENEFIT.

ESET licenses
Upon admission of a new collaborator to the Company, and annually to those who already work in it, we deliver – free of charge – an ESET Multi-Device Security Pack, which includes various antivirus solutions for different devices and operating systems. In this way, collaborators have the possibility of accessing our security solutions for free, and of maintaining their personal information, and that of their own, protected against all types of cyber-threats. This benefit applies to all offices in the region.
Recreation room
In order for all employees to have adequate and comfortable spaces, our Buenos Aires offices have a recreation room with various facilities: 32-inch TV, Play Station, ping-pong table, magazines, refrigerator, microwave, tables, and supplies for the preparation of breakfast and lunch.

Gym
At ESET Latin America, we care about the health of our collaborators. For this reason, in our Buenos Aires offices we contribute with the payment of 50% of the monthly fee of the Vilo gym, which is located in the vicinity of the offices.

Birthday off
What a better gift for each collaborator than to enjoy their birthday. Sometimes we realize that we have little time and, if the day of our birthday is on a working day, it ends up being just one more day.

In that sense, we grant the collaborators of our three offices the possibility of taking the day off on their birthday, so that everyone can enjoy the day surrounded by their family, friends, or with whoever else they want.

Children’s birthday
At ESET Latin America, it matters to us that our collaborators can share their children’s birthday with them. For this reason, all collaborators who have children under the age of 12, have the possibility of enjoying the day of their child’s birthday freely.
13 COLLABORATORS HAVE ENJOYED THIS BENEFIT.

Anniversary gift
All ESET collaborators who mark five years of work in the offices of Buenos Aires and Mexico receive a gift.

20 PEOPLE FROM THE TEAM ACCESSED THIS BENEFIT.

Graduation award
We are aware of the effort involved in studying and how important it is for our collaborators to be trained, so we also choose to offer our support to those who decide to prepare academically. Thus, all collaborators of the Buenos Aires, São Paulo and Mexico offices who graduate, receive an economic recognition.

The “graduation award” consists in the payment of an extraordinary sum – paid as a one-time bonus – and is intended for any effective ESET Latin America member who obtains a Tertiary and/or University degree. The diploma must be issued by officially recognized national or international educational establishments, whether public or private.

3 COLLABORATORS RECEIVED THIS AWARD.

Discount in Universities
At ESET Latin America, we support and encourage the development and professional improvement of our collaborators. For this reason, we signed agreements with higher education institutions in Brazil, to be able to provide a significant discount in the tuition fees for Graduation, Technology, Postgraduate, MBA, and Specialization courses.

English lessons
All collaborators have the possibility of attending English lessons during working hours, to improve their language level.

ESET Latin America takes over 100% of the training costs, including the materials they use. In this way, we seek to develop the collaborator’s knowledge, as well as to reduce the existing performance gap between the real profile and the one required for the position.

53 COLLABORATORS ACCESSED THIS BENEFIT AND 713 HOURS OF ENGLISH WERE TAUGHT.

Lunch & Learn
It is a new initiative in which we seek to create a relaxed learning space while having lunch. In this framework, we propose to our Buenos Aires collaborators to sign up voluntarily to give a talk on any subject they want to share with the others, which may be labor-related or of general interest (i.e. personal finances, some hobby, the use of some computer tool, the maintenance of vegetable gardens, etc.).

A TALK NAMED “DISCOVER YOUR CAPABILITIES AND BOOST YOUR PERSONAL BEST” WAS HELD, WITH THE PARTICIPATION OF 21 COLLABORATORS.

Think & Talk, sustaining ideas
It is a new cycle proposed by the Sustainability Committee, to provide our collaborators with a space for talks, workshops, and activities on relevant awareness topics regarding a sustainable management.

In this framework, during 2018, 6 activities were held:
1. The first talk took place in our Buenos Aires offices and was in charge of the Civil Association Argentina Cibersegura. Applications, games, viral challenges, and the social networks most commonly used by children nowadays were discussed.

2. The second activity was in charge of the organization “Responsible” and was addressed to the Mexico collaborators. A sensitization workshop on labor inclusion was held.

3. In the Buenos Aires offices, in cooperation with the “Encontrarse en la Diversidad” Foundation, we conducted a workshop on Gender Diversity. The objective was to generate a space for open dialogue, debate, and discussion on gender equity and all the issues that derive from it.

4. Together with all the companies in the building where our Buenos Aires offices are located, we invited the Directorate for the Environment and Energy Efficiency of the Municipality of Vicente Lopez to give a talk on the importance of taking care of our environment and on which are the good practices we can implement to achieve it.

5. From our Mexico Ciberseguro project, we held a lecture in our Mexico offices on the topics undertaken by the initiative: grooming, cyberbullying, and sexting.

6. We closed the year with a ludic workshop in charge of Argentina Cibersegura, for our Buenos Aires collaborators, in which we worked on the key concepts to navigate the internet safely.
Annual training plan
GRI 404-1

We plan specific training and courses for each collaborator, according to the needs of the area they belong to. On the other hand, Company members themselves provide training to their colleagues, conveying their knowledge on a particular subject and collaborating with the good development of their work.

In 2018 the main training topics were: Public Speaking, Media Training, ISO 9001 Internal Audit Training, Gender Diversity, and Cyber Crime.

107 Collaborators
2,325 Hours invested
21.74% Average training per collaborator

56 Trained men
1,264 Training hours
22.57% Average training

51 Trained women
1,061 Training hours
20.80% Average training

8 Managers
123 Hours
15.38% Average hours

23 Mid level managers
479 Hours
20.83% Average hours

76 Analysts
1,724 Hours
22.68% Average hours
Performance assessment by competences and objectives
GRI 404-3

Managing our collaborators by competency implies knowing and understanding what each one thinks, feels, and why they act in a certain way; also, to understand that the existing differences between us are what make us competent to perform each job successfully.

The purpose of implementing a competency management system is based on two interlinked axes. On the one hand, to ensure that each person in the organization is aligned with the business strategy of the company and, on the other hand, to develop the people’s capabilities, in order for this alignment to be more effective and beneficial for both parties.

During 2018, 100% of Argentina collaborators received their performance assessment based on competencies and objectives.

Occupational health and safety
GRI 103-2 • 103-3 • 403-1 • 403-3 • 403-4

We take care of our workers by complying with the legal requirements in matters of Occupational Health and Safety, and ensuring hygiene and order conditions that propitiate a comfortable environment. Although we do not have a Health and Safety Committee, these issues are dealt with in management meetings regularly, but we do not have any job positions whose profession have an incidence or a high risk to health, and all health and safety issues are contained in the trade agreement under which 3.74% of Argentina collaborators are grouped.

Social security benefits for collaborators
GRI 201-3 • 401-2

The social security benefits provided are those established by law: Health Insurance, Mandatory Life Insurance, Retirement, Labor Risk Insurance, Freedom of Association. We do not provide social benefits beyond those established by the Law and collective agreements. The Company grants all the benefits required by the Law in all the countries in which it operates. Notice periods in the procedures established by the Labor Law are respected. Social benefits are for all the collaborators. In Argentina, we provide OSDE 410 and Galeno Plata. In Mexico and Brazil, a medical insurance is granted for major expenses.
COMMUNITY

#WeAreACommunity

Making you enjoy technology safely is our main objective.
Community

One of the main bets of ESET Latin America – since its beginning – is the education and awareness, in the field of information security, of the community. On this point, various actions are constantly being developed, which seek to provide guidance and advice on information security, so that users know how to protect themselves while using IT tools.

ESET is home to some of the world’s most distinguished security researchers, who identify and analyze cyber-threats on a daily basis. For the dissemination of their findings and research, we created WeLiveSecurity, an information security news portal, in which ESET specialists write their opinions and analysis, and publish alerts, tutorials and videos, among other contents.

The site seeks to satisfy the general public, regardless of their level of knowledge. Thus, the contents are written in a way that they are interesting for both seasoned programmers and the general public that enters the portal in search of basic tips that help them protect their information.

WeLiveSecurity is an international proposal with research teams in Slovakia, the USA, Spain, Canada, Germany, Argentina, and Mexico, who work around the world to disseminate the latest security news and cutting-edge researches. Currently, the news portal is available in English, Spanish, Portuguese and German.

For more information, visit:
www.welivesecurity.com/latam
www.welivesecurity.com/br/
Certification in IT Security – UTN
During 2018 we launched a Certification in IT Security in cooperation with the National Technological University (UTN) of Buenos Aires, Argentina. This certification was carried out within the framework of a mutual collaboration agreement to train teachers to promote IT studies in high schools.

With this mission, we jointly designed the Certification Course in IT Security, exclusive for teachers who are part of the Digital Junior project, which is developed through the Visual Learning Department of the Faculty. The training is online, and focuses on high school teachers, from both the public and private sectors across the country. In this way, teachers can acquire the necessary knowledge and tools to appropriately convey concepts related to IT security.

We also added our "Digiparents" initiative to this project, through which we share educational content, advice, and solutions with the whole community, to care for the children while they use the Internet.

DURING 2018, 35 TEACHERS TOOK THE CERTIFICATION COURSE IN IT SECURITY.
ESET Security Days are a series of events that we have conducted in the region since 2011. With the format of a free on-site seminar, educational contents are developed and the main trends related to IT security are presented. The cycle has the aim of training and strengthening ties between ESET Latin America, its Exclusive Distributors, its Partners, its main clients and the wider community throughout Latin America. In this way, ESET Security Days are transformed into an interesting educational initiative made available to all those people interested in learning more about IT security.

During 2018 the focus was placed on holding smaller editions, but with a greater profiling of attendees. The approach to the world of “cybercrime” was discussed, there were lectures on IT security in companies under a legal perspective and, to close the event, there was a discussion on privacy as the value of information and the role of companies.

For more information, visit: www.esetsecurityday.com

We make ESET ACADEMY, the largest security e-learning platform in Latin America, available to all Internet users. In this way, all those people interested in learn-
ing more about the Internet, its risks and forms of protection, have the possibility of taking free or paid courses on our website.

Once the content is delivered, the registrants can take an online exam and, if approved, they can obtain a certification that endorses the knowledge obtained.

DURING 2018 WE REACHED 109,453 REGISTRANTS ON OUR E-LEARNING PLATFORM; REPRESENTING A GROWTH OF 12% COMPARED TO 2017.

We carry out this competition on Anti-virus Security Research, thought out to distinguish the work of university and tertiary students throughout the region.

This initiative emerged in order to recognize and reward the work and dedication of those who share with us the belief on the importance of research in information security, to prevent the complex attacks that compromise the user. The winners are awarded with trips to DEF CON and the Ekoparty.

WE RECEIVED 136 APPLICATIONS TO THE ESET ACADEMIC AWARD AND THE AMOUNT OF APPLICATIONS INCREASED BY MORE THAN 150% COMPARED TO 2017.

The ESET Award for IT Security Journalism is a unique initiative in the region, whose objective is to distinguish the work of professionals dedicated to technology journalism. This project was born in 2008, with the interest of recognizing the work and dedication of those who – like us – believe in the importance of disseminating information for the knowledge and training of society in the prevention of attacks that compromise their Internet security.

All journalists interested in participating in the contest can apply with their work in one of the following categories:

- **Graphic Press**
  Works published in newspapers, magazines and other print media or generated by news agencies.

- **Digital Press**
  Works published in digital media, portals and blogs.

- **Multimedia Press**
  Journalistic works presented on radio and television, or in some other audiovisual journalistic format, such as videoblogs and podcasts.

The works submitted are evaluated by a panel of juries, made up of renowned journalists and IT specialists from the region.

For the selection and evaluation, the following are taken into account: the socially relevant approach of the chosen topic in terms of IT security and its interest for the community, the originality of the re-
search, the in-depth treatment of the information, the narrative quality and the correct use of technical terminology.

The author of the best journalistic work is awarded with a trip to the CeBIT, the largest technology event in the world, held in Hannover, Germany, and is invited to a visit to the ESET Headquarters in Bratislava, Slovakia. Also, the best works of each category (graphic press, digital press and multimedia press) are awarded a tablet.

2018 Winners:

• Winner of the 2018 ESET Award for IT Security Journalism: Rodrigo Rodriguez, from DONJUAN, Colombia, for his work "Bonnie y Clyde en la era digital".

• Winner of the Graphic Press category: Carla Mandiola García, from El Mercurio, Chile, for her story "¿Me está escuchando Facebook?"

• Winner of the Digital Press category: Alice Cristiny Ferreira De Souza, from the Diario de Pernambuco journal, Brazil, for her story "Mulheres são o principal alvo de agressões e difamações na internet.

• Winner of the Multimedia Press category: Rodrigo Gutierrez, from Canal Trece, Colombia, for his report "Los secretos ocultos de la Deep Web".

IN 2018 WE RECEIVED A TOTAL OF 212 WORKS.

ESET Latin America is the main sponsor and founder of the Civil Association Argentina Cibersegura, a non-profit organization that specializes in raising awareness and educating the Argentine community on the proper use of the Internet and technologies.

In this way, ESET Latin America not only makes an annual monetary contribution to the civil association, but also accompanies it unconditionally and participates in the main actions of the organization, providing the work tools, the facilities, and the work of one of its collaborators in an exclusive manner. In addition, the different areas of the Company are at their disposal, so that the activities and initiatives of the NGO can be developed.

In 2018, more than 850 talks were held in educational and government institutions, and companies. Through these, more than 45,000 people from different cities in the country were reached. All of this was possible thanks to more than 200 speakers who collaborated voluntarily, of which more than 5% are ESET collaborators, who covered 43 of the talks held during the year.

MORE THAN 5% OF THE SPEAKERS WERE ESET COLLABORATORS, WHO COVERED 43 OF THE TALKS HELD DURING 2018.

In turn, ESET collaborators are part of the Educational Mentors team of Argentina Cibersegura, whose responsibility is to train the new speakers, to continue conveying the message of the organization in all areas, to represent it in different actions of public exposure, and to educate the multiplying agents.

This year, Argentina Cibersegura developed two actions for ESET collaborators; at the beginning of the year, a talk was held on online privacy and digital identity, and the following issues were discussed: grooming, cyberbullying, sexting, among others. In the second half of the year, a ludic activity was carried out where, organized in teams and through different games, the collaborators learned about the different topics and took advice on the care of the youngest in the digital world.
Moreover, the organization continues to bet on federal growth and its coordinations in Bahía Blanca, Córdoba, Mendoza, La Rioja, Chaco, and Santa Fe. It is also important to highlight the commitment with social campaigns that continue to be strengthened, such as “#NoAlGrooming” (“NoToGrooming”), which promotes the fight against this problem that affects the under-aged in the digital world, and “Mi Red Segura” (“My Safe Network”), a contest aimed at elementary and high school students that invites them to elaborate awareness-raising messages through audiovisual and graphic pieces.

In October of this year, also the annual teachers’ event took place, with the objective of providing teachers with tools for the digital world. The event had an on-site participation, and through streaming, of more than 100 professionals from the educational field, and the focus was on the role of the teacher and their responsibility on the Internet. There was a reflection on the importance of taking care of one’s digital identity, digital communication with students, 3.0 teaching, and how to understand the current digital and youth culture. The activity was held at the OEI (Organization of Ibero-American States for Education, Science and Culture), with the support of ESET both in the logistics organization as well as in the resources to carry it out.

@ArgentinaCibersegura
@arg_cibersegura
info@argentinacibersegura.org
www.argentinacibersegura.org
Since 2015, and taking as a reference the Argentine and North American experiences, work began with the Mexico Ciberseguro initiative. This is a proposal driven by ESET Latin America, along with other Mexican organizations such as the Valle de Mexico University, Santillana, the Autonomous National University of Mexico, and the National College of Technical Professional Education, among others.

México Ciberseguro pursues the goal of raising awareness in the Mexican community on the proper use of the Internet and technologies. In this aspect, it develops educational materials, events, and lectures in schools, among other activities.

As in Argentina, ESET Latin America provides economic support to this initiative and makes its collaborators available to develop the activities of Mexico Ciberseguro.


To be a Digiparent is to be aware that there are risks on the Internet and that it is necessary to take care of children in the digital world as well. Becoming a Digiparent is part of a learning, dialogue and supervision process, through which the necessary knowledge to help children in the use of new technologies can be acquired.

At ESET, we want to facilitate and accompany all the people who are transiting this complex task of being a parent in the digital age, and help them protect their children without needing to be a technology expert. For this reason, we encourage parents and educators to improve their knowledge and experience on the Internet, accompanying them along this path. To that end, we created this platform, which puts at their disposal valuable educational content, so that they can learn to take care of the children while using the web, and so that they can build, together, a healthy and safe space for children.
During 2018, we focused on generating new content, webinars, and spaces for dialogue in cooperation with various organizations. In February and October we participated in the teacher training sessions of the Civil Association Argentina Cibersegura and we also participated as sponsors of the Entramar conference, organized by the Municipality of Vicente Lopez.

In turn, throughout the year we offered talks to the collaborators of some companies such as Mercedes-Benz, La Caja, Teradata, EY and Lenovo, among others. The topic was the accompaniment of children on the Internet and the creation of good digital citizens. Thanks to this work we managed to incorporate 12 new allies that support the initiative.

The new contents created this year addressed the following subjects:

- Cyberbullying: much more than a game of two
- Messenger Kids: the new Facebook app for children
- Security on the Internet: what do children ask themselves?
- Back to school: the challenge of keeping them safe when they are away from home
- How safe are your children on the Internet?
- Snapchat: the network chosen by the youngest
- Talking about safety with children

More information at: www.digipadres.com

12 NEW ALLIES THAT SUPPORT THE INITIATIVE.

34,820 VISITS
25,621 USERS ON THE PLATFORM

MORE THAN 160 PARTICIPANTS AND OVER 750 ENROLLED IN THE WEBINARS
Corporate Volunteering

At ESET Latin America we believe it is very important, on the one hand, to be able to provide a framework to our collaborators in which they can develop their community-oriented personal interests and, on the other hand, to be able to encourage community contribution from our place. For this reason, we develop different volunteering activities that can respond to the needs of our environment and to the concerns raised by our collaborators.

For us, it is important to try to create continuity, a bond beyond the specific activity that is carried out. For this reason, we generate different proposals that transcend the activity itself: our contribution with the NGO Argentina Cibersegura, the relationship with the San Fernando social diner, our participation in the Comprometidos ("Committed") project, are examples of this new approach that we initiated a few years ago and that we intend to strengthen year by year.

During 2018, 62% of our collaborators and some business partners, from the different countries of the region, participated in our volunteering proposals.

Give More

We encourage our collaborators to get involved and collaborate with different social causes. In this aspect, we grant those who have participated in at least 2 volunteering activities organized by the company, a working day off to address social causes of their choice.

Connected - Take Action
"Conectados - Entra en Acción"

Conectados – Entra en Acción is our direct action volunteer program. Within the framework of this program, we offer our collaborators and business partners several actions each year, in which, in coordination with some civil society organization, we participate in specific half-day volunteering activities. Conectados also joined, for the fifth consecutive year, the GIVE and GAIN week, the International Week of Corporate Volunteering, in our three offices: Buenos Aires, Mexico and São Paulo.
"Sí" Foundation
Our Buenos Aires collaborators participated in an activity at the Sí Foundation, an NGO in charge of promoting the social inclusion of Argentina’s most vulnerable sectors. During the entire morning they were in charge of the elaboration of puddings, which are then taken to the night rounds the foundation carry out on a daily basis, with the aim of providing support, food, and shelter to people in street situation. They also helped in the dispatch of the trucks loaded with food and clothing that the foundation distributes among different social diners and organizations.

"Cocinando Sonrisas" - Cooking Smiles Foundation
Our Mexico team carried out an activity at the Cocinando Sonrisas Foundation. This organization was founded by a group of volunteers that assist children and adolescents in vulnerable situations, where not only do they provide them with economic help, but they also offer them food and support.

Our collaborators spent an afternoon at the foundation, where they offered a talk together with Mexico Ciberseguro, on grooming, sexting, and cyberbullying for the beneficiary children and their parents. To close the day, they all shared a moment of recreation together.

Cleaning of the Arlindo Rossi Square
Together with the NGO Limpa Brasil and Inova collaborators (the company responsible for preserving the hygiene in the region), our Brazil collaborators conducted a general cleaning of the Arlindo Rossi Square, south of Sao Paulo. In about an hour, they managed to do a considerable cleaning, totaling more than 8 bags full of waste.

Cleaning of the El Capulin Dam
During the first week of October, our Mexico collaborators and some of our business partners, together with the Voluntarios México organization, participated in a waste collection activity at the El
Capulin Dam of the San Joaquín River. In less than two hours they managed to collect about 2 tons of waste.

"Los Soldaditos de Jesús" social diner
Together with our Buenos Aires collaborators, and in coordination with the Plasticando project, one of the Comprometidos 2018 finalists, we went to the San Fernando social diner. Since 2017, we have been working with this diner, which in charge of Carmen and her family, who decided to open the doors of their home to provide a space of support and recreation for more than 70 boys and girls between 3 and 12 years old. There they have afternoon snacks, celebrate their birthdays, and even celebrate some festivities together such as Children’s Day, Christmas, and Three Kings Day, among others.

During an afternoon, from sheets of recycled materials, we built masks with the children. The aim of the workshop was to show them how games and toys can be built by reusing and recycling containers, packages, and many other things we throw away daily as waste. The rest of the year, we donated gifts for Children’s Day, which were prepared among all our collaborators, and the Christmas boxes for all the families of the diner.
Social and labor Inclusion at ESET

As part of our commitment to the Sustainable Development Goals (SDGs), at ESET Latin America we began to work more strongly on social and labor inclusion issues. For this purpose, we participated in the Employability Board of the National Forum on Social Responsibility for Sustainable Development during 2017, and we worked with various organizations, generating joint projects and supporting some existing ones. During 2018, we worked with Ashoka, Socialab, Unesco, COPIDIS, Cultura del Trabajo, among others.

Alliance with COPIDIS

Regarding the inclusion of people with different disabilities, we work with COPIDIS (Commission for the Full Participation and Inclusion of Persons with Disabilities), whose main objective is the promotion of the rights of persons with disabilities in the area of the City of Buenos Aires. As a first step, we saw the importance not only of training our collaborators on inclusion issues, but also of generating an open dialogue on these subjects. This year we continued to develop this work more specifically from the Human Resources and Sustainability areas, opening and spreading our job searches in this type of organizations, with the aim of generating job opportunities for people in vulnerable situations.

“Comprometidos” - Commited, your attitude transforms

As part of our support for the development of projects that promote social inclusion and innovation, for the second year in a row, we joined Comprometidos, conducted by the NGO Ashoka, with the support of Socialab and Unesco. It is a collaborative platform integrated by young people between 18 and 29 years old from all Latin America, who seek to generate positive social impact. The objective is to be able to encourage them to lead change, and to pass it on and collaborate with others in bettering their communities together. The initiatives that were presented in the platform corresponded to the thematic areas of the 17 Sustainable Development Goals (SDGs) established by UNESCO.

The participants underwent three instances, through which the initiatives kept progressing as they were selected.

As an active part of the project, at ESET not only do we support the initiative, but we also get involved by participating in different actions to achieve the objectives. In this sense, we were part of each of the stages that led to its formation:

• **Mentoring:** 9 collaborators participated as volunteer mentors, contributing with their experience and acting as guides so that the projects could follow their development.

• **Educational webinar:** we provided information on how to take care of one’s information, also answering the questions that arose during the transmission.

• **Security workshop:** our experts shared their knowledge in IT security and opened the panorama to those who were just beginning to develop in this world, giving them space for dialogue to clear their doubts.

• **Panel:** We were part of the Panel of Experts in the closing event that was held at the YPF Foundation.

During the 2018 edition, 668 initiatives were received, with 94 partner organizations throughout the region.
We care for the environment.

#WeAreAware

ENVIRONMENTAL DIMENSION
Environmental Dimension

Although the economic activity of our Company does not generate a significant environmental impact, we take into account and are aware of the impact that our operations can have on the environment. At ESET Latin America, we have an active commitment with the care for the environment and we are concerned that our collaborators act accordingly.

During 2018, asides from continuing to deepen our office efficiency plan, we put special emphasis on internal awareness, on generating new proposals to optimize the consumption of natural resources, and on the best practices that transform all our collaborators into agents of change, both in the workplace and in their private sphere.

The main supplies we consume include: office supplies, stationery and computer consumables, and merchandising for internal and external events.

Energy consumption

During 2018, we added to this measurement the energy consumption of our Brazil offices. The measurement of this consumption in the Mexico offices is difficult since they are rented in a shared building where we do not have access to this information.
Improvements in the processes to reduce our environmental impact
GRI 302-4 • 306-2

In order to care for resources, reduce our carbon footprint, and generate practices in which we can be real agents of change, we have implemented different actions in the offices of ESET Latin America.

Monthly maintenance of air conditioners
We continued with the maintenance of the air conditioners. It is proven that an air conditioner without maintenance, every 1 or 2 years, consumes twice the energy. In addition, we have built-in temperature control, through which the general temperature of the offices and, thus, that of each unit, is established, avoiding extreme temperatures and unnecessary energy consumption.

Servers
In 2018, we continued to apply the virtualization guidelines on our servers. Among the different advantages offered by this technology, the optimization of the use of energy resources stands out, since several virtual machines are housed within one physical host server.

This is how we continue to bet on this solid technology, which, in addition to being a very good solution, it results effective in terms of energy saving.

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

![Waste Sorting Chart]

- Paper: 39%
- Cartons: 3%
- Plastic: 20%
- Non-ferrous metals: 16%
- Miscellaneous bathroom waste: 16%
- Miscellaneous kitchen waste: 7%
- Tetabrik packages: 1%
During 2018, waste continued to be sorted in our three offices. In the Buenos Aires offices this practice was conducted in line with the Municipality of Vicente López and in conjunction with the building consortium. For this reason, in June, the entire building participated in a Waste Characterization Week, in charge of the Directorate for the Environment and Energy Efficiency of the Municipality of Vicente López. The results of the characterization showed that plastic waste and miscellaneous kitchen waste (food, dirty papers, packagings, coffee cups, yerba mate, coffee, disposable cutlery, disposable containers, all mixed and contaminated) account for 46% of what we discard weekly. As a result of this diagnosis, we carried out different actions, listed below, to reduce this type of waste.

In our Buenos Aires offices we recycled a total of 608 kg of waste. This amount did not increase or decrease significantly compared to last year since, although there are more collaborators in the office, the implemented practices are aimed at the reuse and a more moderate and responsible use of resources.

In our Brazil and Mexico offices we conducted the ESET Cleaning Day for the first time. During this working day, each collaborator assigns part of his or her time to carry out a general cleaning of his or her desk, drawers, furniture, etc. In addition to achieving the general order of the office, Cleaning Day is thought out to recycle all those sheets, magazines, newspapers, everything that can be recycled and that is stored but is no longer useful.

Along with this, Mexico collaborators gathered plastic caps and paper to recycle throughout the year, amounting to a total of 56 kg.

Reduction of plastic packaging
During 2018 we aimed to reduce the amount of plastic packaging and plastic bags that are generated when we buy food. With this objective, each collaborator at our Buenos Aires offices received a bag and a plastic food container, both reusable. In this way we promoted the use of both during lunch time and we managed to reduce the consumption and utilization of plastic.

To encourage this practice, in one of the most popular take-away places among the people in the office, and in coordination with the store, we were able to obtain a 10% discount only available to those who brought the plastic container to put the purchased food in it.
ENVIRONMENTAL DIMENSION

Based on the survey conducted, we learnt that 61% of the collaborators use the reusable plastic container.

Plastic bags reuse
We incorporated plastic bag containers in our Buenos Aires offices in order to store them there and reuse them.

Reduction of sweetener envelopes
Sweetener envelopes are made of a material that for the time being can not be recycled. In order to reduce this type of waste we have decided to start buying light sugar and liquid sweetener in our Buenos Aires offices, as a complement of sweetener envelopes. Light sugar has the same taste as regular sugar with half its calories, it contains more than 99% of refined sugar combined with aspartame and acesulfame K. In this way, it doubles the sweetening power of sugar.

In so doing, we managed to reduce by 50% the consumption of sweetener envelopes.

Urban Gardens
At ESET, we believe in the importance of creating green spaces within our offices, along with the awareness of their care. For this reason, during 2018, in our Buenos Aires offices, we carried out various activities in which we reconditioned the plants and vertical gardens, planted new ones, and reorganized their distribution according to the light and climatic conditions.

Also, guided by the Guardianes Verdes, we conducted an activity together with the MOLET project, in which we built flower beds with recycled pallets. We made 7 flower beds in which we placed different plants and we distributed them around our Buenos Aires offices.
"Guardianes Verdes" - Green Guardians

To take care of green spaces and think strategically about generating new ones, we continue with the Guardianes Verdes ("Green Guardians") project. This volunteering initiative consists of a group of collaborators who take care of the gardens and plants, and think together about new proposals to carry out in this line. With this purpose, different internal communications were made, contests took place, and the ESET Cleaning Day was organized, in which all collaborators were invited to clean the papers from their desks. This year, for the first time, the Mexico and Brazil offices joined this cleaning day.
Carpooling
To reduce the toxic gases emissions we generate and provide greater comfort to our collaborators in their commuting to and from our offices (taking into account that many of them live in the same area), in our Buenos Aires offices we continued to use, for the second year in a row, the Mercedes Benz platform tenesugar.com to be able to offer the carpooling service.

35% of the collaborators use the carpooling system for their commuting to and from the office.

77% OF OUR COLLABORATORS ARE USERS OF THIS PLATFORM AND 482 TRIPS WERE MADE UNDER THIS MODALITY. THANKS TO CARPOOILING, WE OPTIMIZED THE CARBON FOOTPRINT BY 2,320 GRAMS.

Training on environmental care
Within the framework of our new cycle of talks and activities, Think & Talk, during 2018, together with all the companies in the building where our Buenos Aires offices are located, we invited the Directorate for the Environment and Energy Efficiency of the Municipality of Vicente Lopez to give a talk on the importance of taking care of our environment and which are the best practices we can implement to achieve it. We seized this opportunity to engage our most frequent suppliers and invited them to attend the talk.
We promote and accompany the comprehensive development of our business partners.
Our Exclusive Distributors

ESET Venezuela
Represented by Logintel

ESET Peru
Represented by Sistec
Greatest Impact on Market Development
Best Development of Sustainability Management

ESET Guatemala
Represented by SIAT

ESET El Salvador
Represented by SIAT

ESET Nicaragua
Represented by SIAT

ESET Honduras
Represented by SIAT

ESET Costa Rica
Represented by SIAT
Best Distributor of the Year

ESET Colombia
Represented by Frontech Ltda.
Greatest Impact on Diversification

ESET Ecuador
Represented by Enlace Digital
Best CSR Action during 2018

ESET Panama
Represented by Microtechnology

ESET Uruguay
Represented by Videosoft
**ESET Partner Program**

It is ESET Latin America’s channel program for its Partners in the region. It is a business development tool that seeks to help grow and empower the firms that market the Company’s products through 4 pillars:

- **Categorization**
  We organize and sort 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 through certification courses and careers in ESET products, and in technical and commercial knowledge.

- **Benefits and incentives**
  We motivate and reward Partners for their commitment and effort, providing them with tools that facilitate the management of their business and their relationship with the clients. Within this pillar is the ESET Sell & Win program for sellers, which awards prizes to vendors for their sales.

- **Acknowledgments**
  We value and reward the quarterly sales performance of the Partners, through the ESET Rewards Latam initiative, and we highlight the performance and growth, as well as the execution of corporate social responsibility actions and cases of success through the different categories of the ESET Partner Awards prize ceremony.

During 2018 it was launched in 3 markets: the Dominican Republic, Ecuador, Central America (Costa Rica, Guatemala, Honduras, Nicaragua and El Salvador). Considering it had already been launched in Argentina, Mexico, Peru, Bolivia, Venezuela and Paraguay, where the efforts were focused on its consolidation.

**ESET Partner Awards**

**2018 Winners**

- **Partner of the Year, Diversification Award**
  INFOCON-RV-LTDA-Chile.

- **Best Annual Performance by Category**
  **Bronze Category:** Assure - Colombia.
  **Silver Category:** Great Solution SAC- Perú.
  **Gold Category:** Productos y Servicios en Seguridad Informática Lockbits LTDA, Chile.
  **Platinum Category:** CLARO HEURÍSTICA S.A. de C.V., Mexico.

- **Best Case of Success**
  IP TRUST, Brazil.

- **Second Place of Case of Success**
  Autotecnia, Mexico.

- **Best Sustainable Management**
  OK SOLUCIONES S.A.S., Colombia (for its commitment and social responsibility).

- **ESET Rewards LATAM**
  ANTIVIRUS Y PROTECCIÓN DE DATOS, S. A. DE C. V., Mexico.
ESET Training Program

Our Partners are the main ambassadors of our brand and one of the most important axes of our business. For this reason, we developed the ESET Training Program, the training and certification program for ESET business partners. Through it, Partners acquire the necessary knowledge and tools to provide an excellent service to their clients, offering complete and efficient advice on our solutions, so that they can expand their business opportunities to the fullest.

During the ESET LATAM Partner Conference, various presentations are made on objectives, new projects, work policies, product novelties, etc. It is also an opportunity for managers and collaborators of ESET Latin America to generate personal meetings with Distributors and Partners.

This annual conference is very important for the Company, for it allows us to stay close to our distribution chain and, in turn, to generate more spaces for dialogue and joint work.

ESET Partner Day

Since 2011, we have developed the ESET Partner Days, a cycle of events aimed at the sales channels from different countries of Latin America, whose main objective is to strengthen ties with our business partners and to offer them up-to-date information on the industry and information security trends.

Likewise, ESET Partner Days are a good occasion to discuss the needs and opportunities of each sales channel, and thus be able to collaborate with the growth of their business.

These spaces achieved sufficient versatility to adapt to the local needs of each market, allowed the recruitment of business partners, tightened the bonds with the smallest partners, and reinforced institutional developments and product launches.

The results overtook those of last year, it was possible to unify and offer a structured and regionally standardized agenda, common to all countries, to allow the identification of the event. Additions were made in those markets where the channels had particular needs, personalizing it in terms of information focal points. As an example of this, in the latest edition of the event in Argentina, we were able to provide a far more technical type of training, according to what was indicated in the conducted surveys.

During 2018, this event took place in Colombia, Brazil, Chile, Argentina, Peru, Pan-

Fluid dialogue

Latam Partner Conference

It is an annual event organized by ESET Latin America, of which all the Exclusive Distributors and the most important Partners of the region participate.

GRI 102-43

4.143 Students throughout the region.

1.370 Participants with memberships,
48 obtained the status of ESET Partner Certified.

2.773 Participants with memberships.

369 People reached all their certifications.

Satisfaction Survey: 91% of overall assessment and 94% of applicability in the workplace (on a scale of 1% to 100%).
Nuestro valor agregado como consultores de seguridad es que ofrecemos servicios, no solo un producto.
17 on-site and 2 digital webinar format events were held, with more than 550 participants.

**ESET Partner Connection**

ESET Partner Connection is a digital newsletter that is sent monthly to our entire distribution chain. Through this means, we seek to open another communication channel so that our Partners and Distributors are aware of corporate news, launches, training opportunities, and others.

**ESET World Partner Conference**

Every year, at a global level, ESET organizes the ESET World Partner Conference. It is a meeting especially aimed at all ESET Exclusive Distributors worldwide, in which collaborators from the different company offices also participate.

It is a unique space to hold presentations, work meetings, and to share information among the different ESET offices and Exclusive Distributors. It is held in a different country every year and many of ESET Latin America’s Exclusive Distributors, and also some collaborators, participate.
Our Distributors committed

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</tr>
<tr>
<td>Nicaragua</td>
<td>$2.988</td>
<td>$300</td>
<td>$8.570</td>
<td>$3.146</td>
<td>$15.004</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>$2.457</td>
<td>$300</td>
<td>$28.459</td>
<td>$3.949</td>
<td>$35.165</td>
</tr>
</tbody>
</table>
Logintel - Venezuela

Logintel’s greatest focus, during 2018, was its collaborators. Unfortunately, the social, political, and economic situation that presented itself throughout the year, impeded the fulfilment of most of the activities that had been planned. In turn, for this same reason, and in addition to a phenomena of hyperinflation, most part of the actions took shape towards the end of the second semester.

Community
In cooperation with the Simón Bolívar University, Logintel collaborators gave a 4-hour weekly course during the last quarter of the year. The objective was to train the students of the establishment on the last trends in IT security. In turn, the raffle of the Association Amigos de la Universidad Simón Bolívar was sponsored with prizes in ESET product licenses. Finally, during November, within the framework of the Global Entrepreneurship Week, Logintel organized a meeting with technology entrepreneurs to introduce them to ESET solutions and invite them to join their sales channel program. Most of the entrepreneurs are starting their business projects. During the day, the participants received some recommendations to boost consultative sales in the technology sector.

Collaborators
As part of the integration activities, two annual lunches were held outside the office, with all the collaborators, to generate a more relaxed space for socialization, and their birthdays were celebrated. This year, the benefits of snacks, a Christmas lunch, and a holiday bonus were provided. In turn, the Company continued with the comprehensive coverage health policies.
Environmental dimension
Paper recycling activities continued through the recycling company REPAVECA, by means of 4 ecological boxes arranged in strategic points in the office; throughout the year, they collected more than 60 kg of paper. Additionally, the collection of cell batteries, toner cartridges, energy efficient bulbs, fluorescent tubes, and plastic packages began. Awareness posters were placed in strategic places of the company, in order to promote and raise awareness about the preservation of non-renewable resources, such as water and energy. During 2018, paper consumption in the office decreased by more than 60% through the reuse of printing sheets.

PAPER CONSUMPTION WAS REDUCED BY 60%.

Value chain
In order to continue training and providing support to the sales channels, training was provided for new Partners. This activity was attended by 29 participants, and was held in the training spaces of the Sartenejas Technological Park, in the Chacao Municipality. The training featured commercial and technical lectures, live product demonstrations, news, and future releases, and there was also also a brief talk on the CSR activities carried out by Logintel.

Frontech - Colombia
Community
During 2018, work was carried out in cooperation with the Niños de los Andes Foundation, to conduct various initiatives related to social and labor inclusion. The first of these was a 10-hour course on Basic IT Security in charge of the collaborators of the IT area. This initiative was aimed at 26 young people between 13 and 22 years old who are in the Internship program. The course provided them with tools so that they could develop competencies in these subjects, and gave them new knowledge both on how to take care of themselves in the web, as well as for their future job search. The students presented exams, workshops, and exhibitions in order to consolidate the acquired knowledge. At the end of the course, the best 5 students were awarded, and they were all given a certificate. Another of the initiatives carried out with this organization was the work done with two young people who are in the process of applying to study Systems Engineering. The students were greeted by the Technology Manager at the Frontech Offices, who explained and guided them on the field of action of systems engineers in the area of IT security. The last action carried out in relation to social and labor inclusion together with this organization was a workshop on job interviews. Its objective was to offer practical training to 23 young people and provide them with knowledge and advice they would know how to perform in their future job interviews.

Also, together with one of its strategic commercial partners, the Frontech team carried out a recreational Christmas activity, aimed at 65 kids of the same Foundation.

As part of the mission to raise awareness in children and adults on the safe use of technology, 2 lectures were held on grooming, cyberbullying, and the threats that exist in the Internet at large. The first one took place within the framework of an education congress and 316 people attended, among parents, adolescents, and government authorities. The second one was aimed at adolescents and 23 participants attended.
Finally, Frontech participated in the Modding Fair, organized by the SENA (the State’s National Training Service dedicated to the technical formation of the most vulnerable young people in the country). The purpose of this fair is to promote the Technological Development and Innovation (Modding) projects made by the Apprentices, students from the different programs, and from some training centers of the country. This edition attracted 3,400 participants and Frontech sponsored one of the projects, Modding ESET, presented by three students. The administrative area of the Company was in charge of purchasing all the necessary materials for the project to be developed by the students. Also, the General Manager offered an IT security talk for all attendees.

Likewise, throughout the year, Frontech donated 270 licenses, distributed among the following social entities: Modding Fair, Matamoros Corporation, Proaves Colombia Foundation, the Social Secretariat of Soacha, and the Niños de los Andes Foundation.

Collaborators
The staff is composed of 45% women and 55% men. The most represented age range in the company is 31 to 40 years with 50%, followed by 18 to 30 years with 36%, and 14% is between 41 and 50 years old.

As in previous years, scheduled periodic occupational medical evaluations were carried out, as part of the monitoring of the collaborators’ exposure to risk factors, and to determine the existence of temporary or permanent effects on their health. Each worker was asked about the risk factors perceived in his or her current
position and it was found that they reported exposure to biomechanical, physical, and safety risks, while chemical, natural phenomena, biological, and psychosocial risks were reported in a lesser proportion.

### Relationship between Current Position and Exposure to Risks Perceived by the Worker

<table>
<thead>
<tr>
<th>Position</th>
<th>Biological</th>
<th>Physical</th>
<th>Chemical</th>
<th>Biomechanical</th>
<th>Psychosocial</th>
<th>Safety-Related</th>
<th>Natural Phenomena</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Auxiliary</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Engineer</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Assistant</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Coordinator</td>
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<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Portfolio Manager</td>
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<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Communications Director</td>
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<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Technical Support</td>
<td>0</td>
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<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Sales</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Account Executive</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>General Total</strong></td>
<td><strong>1</strong></td>
<td><strong>22</strong></td>
<td><strong>4</strong></td>
<td><strong>22</strong></td>
<td><strong>1</strong></td>
<td><strong>22</strong></td>
<td><strong>4</strong></td>
</tr>
</tbody>
</table>

None of the assessed workers presented any restriction to perform their duties. Following the recommendations of the reports, a follow-up of the Visual Health Promotion Program was conducted, periodic visual breaks were promoted, visual protection elements were provided – if the position so required it –, and adequate lighting in the workplace was ensured. A visual health brigade was also carried out during a working day, as well as a Nutritional Counseling Workshop.
Moreover, the benefit policies continued, which include Home Office, active breaks, ESET product licenses, birthday off, health insurance, affiliation to the Alianza cooperative, among others. Recreational and integration activities were held, such as the Nutritional Counseling Workshop and the Christmas festivities. The training and professional development of the collaborators also continued, and they were instructed on topics relevant to their position.

**Environmental dimension**

In 2013, Frontech planted a company forest in the La Poma Ecological Park, which has 125 trees. On a yearly basis, the forest receives the necessary forestry maintenance for its preservation. During 2018, the Hojas Verdes ("Green Leaves") Corporation conducted the maintenance and care of the trees planted by Frontech. During the last maintenance performed, it was observed that of the 125 planted trees, none presented phytosanitary problems and none had died. Also, CO2 capture studies were carried out, which resulted in an average CO2 capture of 1,395 t/ha/year. Another action executed in this axis was the recycling of caps. With the aim of supporting the Tapas para Sanar ("Caps to Heal") Foundation, a contest was held throughout the year, between the different areas of the company, to collect plastic caps.

**Value chain**

During 2018, a total of 118 webinars were held, aimed at the Company’s Partners, on commercial, product, and diversification subjects.

**SIAT - Central America**

**Community**

During 2018, the support given to the DELTA GAMING gamer community, which organizes competitions at the Latin American level, continued. The winners of the different competitions were awarded with ESET licenses and promotions.

On the other hand, the Breakfast & Learn initiative was carried out, consisting of a series of 10 breakfasts, open to the community, and the participation of 6 to 10 decision makers. Subjects related to information security were addressed, there was a debate among the participants, and possible solutions were shown.

**El Salvador**

Once again, SIAT El Salvador supported the mega-space of opportunities and participation, Juventour, created in 2010 to become a meeting point for young people, actors and leaders from different social, cultural, economic and political sectors. Its objective is to create a space for youth encounters, coexistence, exchange and participation, which articulates the public and private service offers and opportunities aimed at young people. In 2018, it took place in CIFCO and lasted 2 days, in which there were conferences and stands about integral health, employment and entrepreneurship, education, violence prevention, youth participation, recreation and free time, and social, environmental, and cultural inclusion. SIAT was in charge of one of the presentations, awarded the attendees with domestic product licenses, and carried out a disinfection campaign for them.
In turn, the PC Day 2018, of the Don Bosco University, was supported once again, offering talks and gift products. The aim of the event is that students put into practice the acquired skills in computer preventive and corrective maintenance, developed in the computer systems and equipment support assignments. During the day, the students exhibited their innovative projects, thought out to respond to practical needs.

Also during this year, the IT Security Promotion Agreement with ISACA was signed. The objective was to promote a platform that manages to combine the efforts reflected, on the one hand, in the work of ISACA El Salvador as a reference in education, formation and training; and on the other hand, that of ESET, which strengthens the project with its IT security tools.

Also, due to the volcano eruption that occurred in the departmental limit between Chimaltenango, Escuintla and Sacatepéquez in Guatemala, El Salvador collaborators collected clothing to send to Guatemala.

Finally, an IT Security Course was held at the Technological University of El Salvador. This free course was in charge of one of SIAT El Salvador collaborators and lasted a month, with an attendance of more than 200 students.
Honduras
In 2018, the ESET Honduras laboratory was created, to train future IT technicians. This initiative is aimed at low-income youth, with no access to higher education, in the north coast of Honduras. The talks were in charge of the Honduras collaborators and some business partners participated.

In turn, a Disinfection Campaign was conducted, together with La Esperanza Pedagogical University, and the invitation was extended to the local residents. A total of 400 disinfections were executed. Finally, part was taken in the National Information Security Congress of the National Police in Tegucigalpa. Talks on IT security were given to 50 technicians, and promotions, support materials, and product licenses were delivered. The event lasted a week.

Nicaragua
Due to the political and social situation in the country, in which many families are victims of the conflicts resulting from the protest against the government reforms, a food supplies donation was made in April.

Collaborators
During 2018, SIAT accounted for 73 collaborators in 5 countries: Guatemala, El Salvador, Honduras, Nicaragua and Costa Rica. Its benefit policy, implemented more than 3 years ago, features the following benefits for the entire region: half day off
on birthdays, free ESET product licenses, study permits, weekends off, massages, healthy nutrition, birthday celebrations, health talks, a scholarship plan for collaborators, gifts on special days, half day off on children’s birthdays under the age of 10, integration events, paternity leaves, and English lessons. Work was continued to expand the Home Office benefit, and during 2018 it was implemented in the support area in Guatemala and El Salvador. 11 collaborators enjoyed this benefit, and they account for 100% of the department of the aforementioned countries.

Regarding the training of its collaborators, SIAT carried out training sessions on Management Skills, in which all the area managers of the 5 countries gathered; a workshop on commercial topics, and another on technical support subjects were held for the collaborators of the relevant areas of the 5 countries; the Human Resources area trained all the collaborators in emotional intelligence issues. Also, during this year, the Work Climate and Benefits Survey was conducted in the countries of Guatemala, El Salvador, and Honduras.

Finally, in El Salvador, the first Optometry Workshop was held and an alliance with an optical shop was established, so that those collaborators or their relatives who need glasses can finance the payment in 3 installments.

**Value chain**

As a way of acknowledging the support given by the Partners, and with the aim of maintaining a fluid relationship, during 2018 SIAT Central America carried out various activities: breakfasts, lunches, and dinners for socialization, training, monthly sports activities, and Christmas gatherings. All these activities help to improve the relationship with the Partners, by reinforcing the commitment with the Company and with the sustainable management that SIAT carries out, thus achieving the fulfilment of objectives.

In Honduras, for the first time, the ESET Honduras Cup activity was organized. With the aim of generating spaces for healthy businesses, during September this football tournament was held, where the companies competed among them. A total of 10 companies participated and it was possible to share with clients and important prospects an informal space for exchange and networking.

**Environmental dimension**

In all Central America offices, the care of the environment represents an important axis in terms of management. For this reason, the following actions were developed:

- Regarding energy consumption, awareness-raising posters were placed, asking to turn off the air conditioners, lights, and equipment when not in use.
- The use of laptops instead of desktop PCs was increased, the periodic maintenance of air conditioners, sanitary services, and air fresheners was conducted.
- Talks were held on environmental care and on internal communications with the same purpose.
- Waste was sorted for its subsequent recycling.
- A Cleaning Day was held in the offices’ storage rooms, separating what was no longer used, donating the recyclables, and discarding the rest.
- For the first time, it was possible to measure the electricity consumption of the Guatemala offices. In the last 3 years it has increased due to the significant growth of the staff of collaborators of this office during these years.
Electricity consumption of the Guatemala offices

<table>
<thead>
<tr>
<th>Period</th>
<th>KW consumed in 2016</th>
<th>KW consumed in 2017</th>
<th>KW consumed in 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>1.220,0</td>
<td>1.415,0</td>
<td>1.729,6</td>
</tr>
<tr>
<td>February</td>
<td>1.126,0</td>
<td>1.299,3</td>
<td>1.729,5</td>
</tr>
<tr>
<td>March</td>
<td>1.356,8</td>
<td>1.417,3</td>
<td>1.986,8</td>
</tr>
<tr>
<td>April</td>
<td>1.239,4</td>
<td>1.515,8</td>
<td>1.473,0</td>
</tr>
<tr>
<td>May</td>
<td>1.454,2</td>
<td>1.406,1</td>
<td>1.523,0</td>
</tr>
<tr>
<td>June</td>
<td>1.326,1</td>
<td>1.400,9</td>
<td>1.559,0</td>
</tr>
<tr>
<td>July</td>
<td>1.370,1</td>
<td>1.520,2</td>
<td>1.570,0</td>
</tr>
<tr>
<td>August</td>
<td>1.290,2</td>
<td>1.508,7</td>
<td>1.646,0</td>
</tr>
<tr>
<td>September</td>
<td>1.210,2</td>
<td>1.603,3</td>
<td>1.640,0</td>
</tr>
<tr>
<td>October</td>
<td>1.438,3</td>
<td>1.486,6</td>
<td>1.640,0</td>
</tr>
<tr>
<td>November</td>
<td>1.338,5</td>
<td>1.503,5</td>
<td>1.650,0</td>
</tr>
<tr>
<td>December</td>
<td>1.451,3</td>
<td>1.601,2</td>
<td>1.652,0</td>
</tr>
<tr>
<td>Total</td>
<td>15.821,1</td>
<td>17.677,9</td>
<td>19.804,9</td>
</tr>
<tr>
<td>Increase</td>
<td>-</td>
<td>12%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Enlace Digital - Ecuador

Community

Enlace Digital established a strategic alliance with the Municipality of the Metropolitan District of Quito and with the Sisters Adorers religious congregation, to develop and execute a project that benefits one of the most vulnerable populations of the Quito society: sex workers. Within this alliance, each actor played a different role: the recruitment of women in charge of the Sisters Adorers, the technical formation in charge of Enlace Digital, and the process of labor reintegration in charge of the Municipality of Quito. Taking their main needs into account, the inclusive training “Let’s live technology safely” was generated. This project lasted 10 weeks and its main objective was to train 20 women residing in the city of Quito, belonging to the sex worker population, in basic computing,
office automation, Internet, and IT security, to contribute to their personal and professional development. The training was divided into 10 modules, with a duration of 2 hours of on-site participation and 1 hour of research, and were taught by 15 Enlace Digital collaborators, according to their formation and expertise.

Finally, 6 lectures on IT security were given to companies and higher educational institutions in Quito, with a participation of 1,310 attendees. The lectures were provided by our experts and were very well received by the public.

**Collaborators**

During 2018, work was done on some aspects that allowed to strengthen the commitment with the collaborators.

A pilot test of the Home Office benefit was carried out, with the technical area and some collaborators. An impact assessment will be conducted in order to launch it as a benefit for all collaborators during the next year. There were also various celebrations such as the Day of Love and Friendship, International Women’s Day, Father’s Day, the traditional Colada Morada, the birthdays of the collaborators, and the End-of-the-Year Party.

For the second consecutive year, performance assessments were conducted. As an innovation, this year a new methodology was implemented, based on a KUD-ERT DISC competency test for company leaders. This was applied individually to each of them, to generate opportunities for improvement and seek to align the leaders to their work team’s needs and those of the Company.

Regarding the collaborators’ occupational health and safety, different initiatives were undertaken. The active breaks were continued every day, twice a day, with the aim of avoiding occupational diseases related to bad posture or work routines. Occupational Safety Training was carried out and the psychosocial risk test was applied to all the collaborators of the Company. In September, an agreement was made with The inclusion project was possible thanks to the articulation of the 3 sectors: the civil society organization, the Sisters Adorers; the State, the Municipality of the Metropolitan District of Quito; and the private sector, Enlace Digital.
an optic store, where free ophthalmological checkups were conducted for the entire staff, and Enlace committed to finance the glasses and to formulate visuals for each worker. The vaccination campaign was also carried out, in which the possibility of getting vaccinated against the yellow fever, rubella, measles and influenza was offered.

Finally, during this year the running team was put together, in which 10 collaborators participate. Trainings were held on Fridays and Saturdays.

**Environmental dimension**

During 2018, work was done on the generation of spaces and actions that promote the care of the environment, procuring that the practices have an effective continuity and do not become sporadic actions. To fulfill this objective, each implemented action was backed by a space of information and participation for the debate and comprehension of the importance of the actions to follow.

For the fourth consecutive year, the 3R campaign was implemented: Reduce, Reuse, Recycle. To put into practice the first slogan of this campaign, Reduce, the replacement of luminaires by LED spotlights continued.

This year, changes were made in the building’s reception and service area. They were redesigned, and new signage elements on the care of resources such as water and energy were placed throughout the building. Finally, an internal communication campaign was carried out, focused on raising awareness in order to reduce the unnecessary use of drinking water, and on the importance of reducing the use of printing paper. Regarding the Reuse slogan, awareness talks promoting the reuse of plastic containers were held. As a result, the following were reused: 240 plastic bottles, 12 terrines, which were used as pots for plants that were placed around the building, and 27 large plastic bags.

To strengthen the Recycle axis, an awareness talk on the importance of recycling was held, recyclable material was col-
In turn, the ESET Planta Vida ("Plant Life") afforestation campaign was continued with the volunteering format that was adopted since last year, the participation of business partners was reinforced, and integration and teamwork were encouraged. To carry out this action, an agreement was signed with the Municipality of Quito, which assigned a space within the urban area which is currently undergoing afforestation: the Bicentenario Metropolitan Park (former Quito airport). The 2,500 square meter surface was covered with 100 “cholán” trees.

Value chain
During 2018, the ESET Champions Recognition was continued, a channel recognition program exclusive to Ecuador, which has 2 schemes: the first, focused on channel recognition, and the second, focused on the acknowledgment of prominent channel advisors.

Also, during 2018, a cycle of technical and commercial training for channels was carried out, to strengthen their capabilities and therefore improve their performance to serve end customers. In total, 78 training sessions took place in the cities of Quito, Guayaquil, and Ibarra. Finally, the disinfection campaigns continued at the facilities of some of the channels: 291 devices were disinfected.

Microtechnology - Panama

Community
During 2018, focused on spreading the Digiparents initiative, Microtechnology offered a total of 11 talks to more than 225 attendees, in various organizations: the María Inmaculada School, the EDI-OACC Multi-Service Cooperative, Icaza González-Ruiz & Alemán, the Ministry of Agricultural Development, and the National Charity Lottery. In addition, together with the Partner Tecni Computers, food supplies and hygiene products were delivered to the Nursing Home, and an economic contribution to the Sagrado Corazón de Jesús Church was made, as a donation for assistance actions aimed at low-income families.

In support of Casa Esperanza, a non-profit organization that carries out nutrition, education, recreation, and training programs for children and adolescents, and which Microtechnology has been helping for six years now, a donation of 5 baskets of supplies was made, to be delivered to the families of the children who are part of this program.

Finally, on the occasion of the Christmas holidays, the Company supported and accompanied one of its business partners, Network Connection Plus, in a social initiative aimed at the Pacorita de Capira community, located in a distant and secluded town between the cities of Panama and Colón, in which baskets with groceries and Christmas gifts for the children of that community were delivered.

Collaborators
This year, Microtechnology focused on the integration of its work team, distributed
among the offices of Panama City and David. A training workshop on leadership was held, where topics related to commitment, trust, complementarity, coordination and communication were discussed, through different dynamics that the team shared during two days. At the end of the year, in December, the Christmas lunch for the collaborators was held, in which everyone shared a laid-back and relaxed moment.

Environmental dimension
The good use of natural resources is an important issue in the Company. For this reason, the implementation of measures that contribute to their care was continued. The proper maintenance of electronic equipment, and the reduction in the use of paper in unnecessary printing, are part of the awareness messages that were promoted throughout the year. A campaign was also held to collect electronic equipment, to be discarded in an appropriate manner by means of a recycling company, Bliss Panama.

Value chain
During this year, Microtechnology focused on the training of its business partners. With this objective, several customized training seminars aimed at Partners were held. Among the participating companies were: Network Security, Compu Repuestos, Hj Technology, Click Consultores, Suplidora General Technology, Network & Solutions, Astelsa, Ricardo Tuñón, and Logística.
VideoSoft - Uruguay

Community
VideoSoft continues to work in coordination with the Nuestros Hijos Library, in order to support this organization in various aspects and to educate the community in the safe use of technology. This library is a non-profit civil association that works to promote reading, literacy, and cultural development in children, adolescents, and adults in Uruguay. Their work is possible thanks to the monthly contribution of their members, the support of companies and organizations that share their mission, and volunteers who contribute with their work. The Library provides academic training for socially vulnerable students, and provides inputs for children and adults to learn basic computer skills and improve their opportunities. In July, a lecture aimed at parents entitled “How to be a Digiparent” was held, in charge of VideoSoft’s Director of Research, Analysis, and Education. The objective was to provide tools to all those parents so that they become aware of the risks that exist on the Internet.

In turn, in November, on the occasion of the end of the school year, a shared breakfast was organized for 12-year-old boys and girls who come from critical contexts and are part of the NGO La Pascua. In this context, the children attend the Nuestros Hijos Library to enjoy different activities. The VideoSoft team entertained the children of the Library with a delicious breakfast. Furthermore, each one was given a gift and a bag of sweets. While the children enjoyed breakfast, they were given a talk on IT security in a relaxed context, in which the risks of social networks were discussed.
Collaborators
During 2018, the benefits listed in the benefit policy drawn up during 2017 continued. This document contains all the benefits enjoyed by the Company collaborators. Among this year’s highlights are: the continuity of the English lessons, the back stretching and hygiene classes, and the healthy snack twice a week.

Environmental dimension
During 2018, a battery collection campaign was held. Its importance resides in not allowing the batteries to end up in the open, since contamination would be accelerated due to rain, heat, and soil acidity, which tend to speed up their breakdown process. For this reason, more than 10 containers were placed in different public spaces of the Maldonado Department (supermarkets, bill-payment centers, and pharmacies), seeking to engage the community in this action. Once they were full, they were taken to the Intendancy of said Department for recycling.

A Facebook campaign was also conducted, aimed at drawing the community’s attention with interesting content, oriented towards raising awareness on environmental care. Since the campaign began, more than 31 followers joined the community in an organic way. On average, 90 people were reached per publication, and around 30 interactions were received. Some of the publications have been sponsored, reaching over 3,000 interactions and 18,000 users.

Value chain
During November, the ESET Partner Day was held. On this occasion, a breakfast was organized to present the latest trends and the company’s new products. It was an Interactive Update Workshop, in the shape of a seminar-workshop, which allowed attendees to interpret changes in customer behavior and respond to develop different purchase experiences, through the new technologies. Moreover, throughout the year, monthly training sessions for Partners were developed, to improve sales qualities and evacuate any doubts that may arise regarding the functionalities of the new products.

Sistec - Peru
Community
During 2018, special emphasis was placed in offering talks on how adults can accompany children in the safe use of technology. 3 were held: one in the Barranco Comunal Coworking, another in the Hijas de Nuestra Señora de la Piedad Community, and another in the Master Ciencias School. In total, 80 adults participated.

Pursuing this same objective and as part of Sistec’s commitment to social issues, on April 5 an agreement was signed with the Ministry of Interior as part of the National Plan against Human Trafficking (2017- 2021) to strengthen actions in the fight against human trafficking on digital platforms. Through the signing of this agreement, both institutions committed to plan and execute educational activities
that contribute to the capacity-building of organized and volunteer groups against human trafficking. Since the signing of the agreement, the collaborators of this country have participated, together with the Ramón Castilla Movement, in the development of 11 talks. The activities had an attendance of more than 2,000 people among parents, university students, and teachers, who were informed in subjects such as Grooming, Cyberbullying and Sexting. In turn, a talk on these issues was held for the volunteers of this movement.

Finally, for the Christmas season, a volunteering activity was carried out, with the participation of 18 collaborators. Gifts were distributed, and a show was performed for 30 children from the town of Coaylo.

Collaborators
In February, the Benefits Policy was launched. This document is of great importance since it contains all the benefits granted by the Company to its collaborators in an orderly and accessible manner. One of the most important new benefits incorporated during 2018 was the Home Office, which included all Sistec collaborators.

Also, with the purpose of taking care and promoting healthy habits, different initiatives were carried out during 2018:

- Physiotherapy sessions were held three times a week in the workplace, to prevent possible muscle and joint injuries arising from postures and sedentary activity.

- Thursdays were assigned as the day in which fruit is distributed to the collaborators.

- A healthy back workshop was held, to inform collaborators about the different cares they can have to maintain their good health.

- Special actions were carried out for Friendship Day, Women’s Day, Mother’s and Father’s Day, national holidays, Sistec’s anniversary, and the End-of-the-Year dinner.
A prevention talk against human trafficking was held. This activity was in charge of the Ramón Castilla Movement volunteers, and was aimed at delving into the social problems that surround society.

SISTEC LAUNCHED THE HOME OFFICE BENEFIT FOR ALL THE COMPANY COLLABORATORS

Environmental dimension
Sistec carried out a series of actions to contribute to the care of the environment. During 2018, it focused on the awareness of its collaborators, who are key for the care of the natural resources in the workplace. In June, on the occasion of the World Environment Day, a talk was held, accompanied by a trivia with awards for the winners. This year, the Green Project was also carried out, in which a small garden was given to each collaborator, so that they could follow the process of growth and care of their respective plants, and show them that it is not necessary to have great knowledge or vast spaces to have their own urban garden. For the second year in a row, the plastic cap collection contest was held. The winning group collected a total of 8 kg of plastic caps, and a total of 22.5 kg of caps were gathered. These were once again taken to the ALINEN organization, which works with children suffering from cancer.

Value chain
Different bonding and training activities were carried out, to strengthen the ties with the Partners and sales channels. As an innovative activity, Sistec collaborators conducted active breaks workshops at their clients' offices. In this way, they showed one of the actions conducted from the CSR area in Sistec and the importance this activity has for the health of the collaborators.

On the other hand, Sistec focused on strengthening the ties with some of its main suppliers. To this end, breakfasts were held for Mother’s Day and for the Christmas holidays.

Our suppliers

Operating costs and payments to suppliers at the offices of ESET
Latin America
GRI 103-2 • 103-3 • 204-1

<table>
<thead>
<tr>
<th>Country</th>
<th>Argentina</th>
<th>Brazil</th>
<th>Mexico</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment (values expressed in US dollars)</td>
<td>1,888,841</td>
<td>339,096</td>
<td>975,115</td>
</tr>
<tr>
<td>Rate of expenditure by country</td>
<td>59%</td>
<td>11%</td>
<td>30%</td>
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</table>
## Classification of suppliers by size

<table>
<thead>
<tr>
<th>Country</th>
<th>Small (Self-employed)</th>
<th>Medium (Limited Liability Company)</th>
<th>Large (Stock corporations)</th>
</tr>
</thead>
<tbody>
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<td>339,163,85</td>
<td>774,679,53</td>
<td>774,997,91</td>
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<tr>
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<td>1,608,60</td>
<td>754,738,75</td>
<td>218,768,40</td>
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<tr>
<td>Mexico</td>
<td>157,604,17</td>
<td>47,570,87</td>
<td>133,921,33</td>
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</table>

<table>
<thead>
<tr>
<th>Country</th>
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<th>Medium (Limited Liability Company)</th>
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</thead>
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<td>101</td>
<td>116</td>
<td>128</td>
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<tr>
<td>Brazil</td>
<td>2</td>
<td>25</td>
<td>17</td>
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<tr>
<td>Mexico</td>
<td>30</td>
<td>9</td>
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<thead>
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<td>41%</td>
<td>41%</td>
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<td>Brazil</td>
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<td>Mexico</td>
<td>46%</td>
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## Classification of suppliers by type of contract

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<td>Brazil</td>
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<td>Mexico</td>
<td>306,300,12</td>
<td>32,796,24</td>
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<th>Country</th>
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<td>Brazil</td>
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<td>Mexico</td>
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Labor Policy

By signing the United Nations Global Compact, we have engaged in Human Rights aspects, with regards to the fight against child labor and forced labor, as well as to freedom of association and collective bargaining. These aspects are internally guaranteed in our operations, in each of the countries in which we operate. Although they are not high risk, due to the type of activity carried out by our main suppliers, we perform a monitoring that allows us to affirm this commitment in our supply chain.

During 2018, we continued to work on the design and creation of a new labor policy and management approach with suppliers, which has three axes: analysis, incorporation, and management. For this purpose, the letter of adherence to the fundamental principles, for a responsible management, and the survey to be able to identify – in each supplier – their commitment and their actions regarding the sustainable management of the business, elaborated last year, were essential. For every new hire, the adherence letter was sent and they were required to answer the survey to continue with the data management and analysis.

We continue to focus our efforts on making this policy effective, deepening this way of working internally with each area of the Company, for its full implementation. So far, we have managed to make 45 suppliers sign the adherence letter and 36 answered the survey.

Analysis
A mapping study was conducted to determine which of the suppliers the Company has on record, are relevant to date. This work was carried out area by area, and allowed to have a clearer picture on the number of suppliers with which the Company currently works, and their identification. This was incorporated into a joint work with the Administration area, within the supplier hiring policy of different variables, among which not only should the level of the offered products and services be assessed, but also the impact each has on the environment, its collaborators, Human Rights, and society at large.

Incorporation
Upon the incorporation of new suppliers, they must sign a letter of adherence to ESET Latin America’s management principles, as well as complete a form and answer what are the bases on which they manage their business. This process will also be applied to ESET Latin America’s current suppliers, in order to have a real and up-to-date database.

Management
Once the first two steps have been completed, we will work on the management of strategic suppliers, in order to align them with ESET Latin America’s sustainability strategy, allowing them to grow together with us.

Letter of adherence to the fundamental principles for a responsible management
Each supplier, new or regular, must sign a letter of adherence to the fundamental principles for a responsible management. These refer to the international standards defined by the International Labor Organization (ILO), the 10 principles of the United Nations Global Compact (to which ESET Latin America adheres and invites all its suppliers to adhere) and the best business practices, which not only promote compliance with national legislation, but also their participation in the global movement that corporate social responsibility and sustainable management have at present.
• **Human Rights:** to support and respect the protection of Human Rights within their sphere of influence, making sure not to be accomplices in cases of violations of these rights.

• **Working conditions:** to comply with labor regulations and the social protection of workers, ensuring decent working conditions, professional development, knowledge improvement, and equal opportunities.

• **Freedom of association:** to respect freedom of association and recognize the right to collective bargaining.

• **Forced labor:** to contribute to the elimination of all forms of forced or coerced labor; that is, of any work or service that is not done voluntarily and that is required of an individual under threat, by force or as punishment.

• **Child labor:** to contribute to the elimination of all forms of child labor, understanding as such, any economic activity and/or survival strategy, paid or unpaid, carried out by girls or boys below the age of admission to employment or work (as established by the local law), or who have not completed compulsory schooling. The employment of young people, who are not included in the definition of child labor, must also comply with all the laws and the application provisions for said people.

• **Non-discrimination in employment and occupation:** to contribute to eliminate discrimination in employment and occupation. Discrimination is understood as any distinction, exclusion, or preference with the effect of reducing or altering the equality of treatment or opportunities made by reason of race, color, sex, religion, political opinion, age, national origin, social background, family responsibilities, or other considerations.

• **Environmental care:** to work preventively against adverse environmental effects, using environmental resources efficiently and sustainably, attempting to maintain the least environmental impact, and promoting the development and dissemination of environmentally friendly technologies. To pursue initiatives to foster greater environmental responsibility and spread environmentally responsible behavior.

• **Anti-Corruption:** to work against corruption in all its forms, including extortion, criminality, and bribery.

• **Responsible and transparent behavior:** to guarantee a responsible and transparent corporate conduct in all corporate activities, respecting the interests of the different publics with which it is related.
PREPARATION OF THE SUSTAINABILITY REPORT
Preparation of the Sustainability Report

The present ESET Latin America Sustainability Report was developed by the Human Resources and Sustainability area, and reviewed by both the Manager of the Area and the General Manager of the Company, and by the consulting firm AG Sustentable, which advised us in the assembly of the present document.

This is the seventh report presented by the Company. The previous report was the one corresponding to the 2017 financial year, published in May 2018, thus fulfilling our commitment to publish our Sustainability Report annually.

There are no significant changes in the expression of the information with respect to the previous report, nor are there significant changes that affect the scope and coverage of the issues addressed, nor are there significant changes in the size, structure, ownership or value chain of the organization.

This report has been elaborated in accordance with the Global Reporting Initiative (GRI) Standards: Comprehensive option. It shows the results obtained by the company in the period between January and December 2018. In this report, we include the Sustainable Development Goals we worked on, aligning ourselves with the 2030 agenda proposed by the United Nations. The information provided includes the economic, ethical, environmental and social dimensions reached throughout the region, including the results of ESET Latinoamérica S.R.L., which correspond to the activity in Argentina, and whose Balance Sheets are presented every year. Also, the achievements and possible improvements of the ESET offices in Mexico and Brazil are presented, as well as the activities developed by our Exclusive Distributors in the different countries of the region. Moreover, this document is the Communication of Progress (COP) of our commitment to the 10 principles of the United Nations Global Compact, of which we are signatories since mid-2013.

The present Report does not have external verification, but it will be evaluated for successive reports. In any case, the information provided is guaranteed by the company and registered in its operating systems.

For the preparation of the different sections, the principles of the methodology used were taken into account, as well as the conditions that guarantee the quality of the report. The information included is supported by the company’s management systems and guaranteed by its directorate. The data provided covers the substantive aspects of management in a way that it is balanced, precise, and comparable to the information contained in the annual reports of the last four periods.

Its development implied several elaboration instances, from which the exhibited outcome was arrived at. The presentation of the previous report facilitated the dialogue with the main stakeholders and the updating of the materiality matrix. The information that emerged from the dialogue with the main stakeholders was of special relevance for the creation of the Report and the vision of the Company’s sustainability plan.
GETTING STARTED WITH THE GRI STANDARDS

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Live the GRI Standards webinar
Using the GRI Standards

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Join the GRI Community

GRI STANDARDS
CONTENT INDEX
GRI Standards content index – Comprehensive option

GRI 102-55

Next, we present the GRI Standards Content Index, where we provide the reference in the body of the Report, in response to the GRI standards indicators and the United Nations Global Compact principles.

For the SDG Mapping Service, GRI Services has confirmed that the contents included in the Content Index have been appropriately mapped against the SDGs.
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### 5. Stakeholder engagement

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**GRI 205 Anti-Corruption - 2016**

| GRI 205 Anti-Corruption - 2016 |  |
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| 205-1                           | Operations assessed for risks related to corruption | 44       |          | #16 Peace and Justice        |                                   |
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| 205-3                           | Confirmed incidents of corruption and actions taken | 44       |          | #16 Peace and Justice        |                                   |

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| GRI 206 Anti-Competitive Behavior - 2016 |  |
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**Energy**

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Environmental Compliance

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### Training and Education

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**Non-Discrimination**

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**Freedom of Association and Collective Bargaining**

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**GRI 407 Freedom of Association and Collective Bargaining - 2016**

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