

# WE ADD VOICES, WE STRENGTHEN ACTIONS



2019 SUSTAINABILITY  
REPORT  
ESET LATIN AMERICA







LISTENING TO THE DIVERSITY OF VOICES IS LEARNING TO COEXIST ALL TOGETHER MORE PEACEFULLY, TOLERATING AND ACCEPTING THE DIFFERENCES. BY WORKING AND LIVING ALL TOGETHER, THE DIFFERENT CULTURES DEVELOP. DIVERSITY EXPANDS THE ALTERNATIVES, NURTURES MULTIPLE CAPABILITIES AND HUMAN VALUES, PROMOTING THE SUSTAINABLE DEVELOPMENT OF INDIVIDUALS, COMMUNITIES AND COUNTRIES.

**AT ESET LATIN AMERICA WE STRONGLY BELIEVE THAT DIVERSITY CAN ONLY ENRICH OUR WORK. THAT IS WHY WE ARE INCREASINGLY BETTING ON DIVERSITY IN EVERY SENSE AND WE WORK TO CREATE A SUSTAINABLE MANAGEMENT IN A MORE DIVERSE WAY.**



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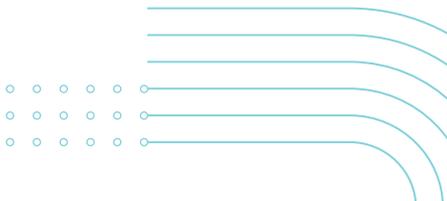


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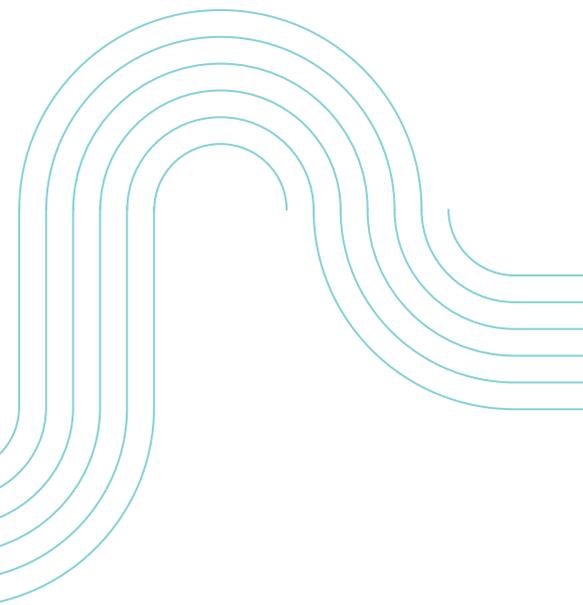
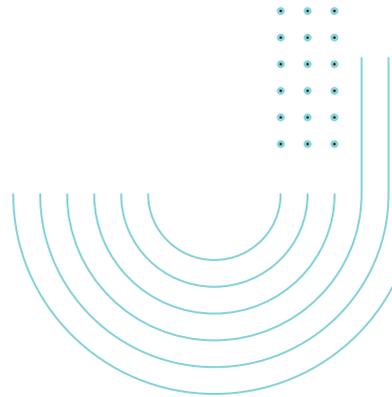
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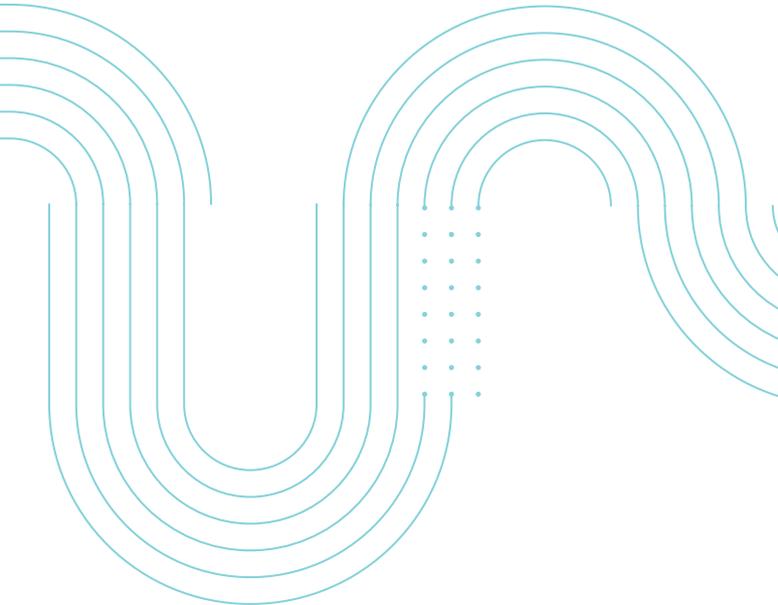
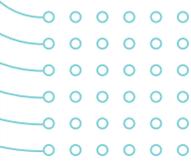
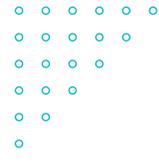
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# Letter from the Chief Operating Officer

GRI 102-14

Welcome to a new edition of our Sustainability Report. We have to release this Report in an unexpected context at a global level. The COVID-19 pandemic has challenged the entire world and confronted us with an unpredictable situation. The impact on the lives of all people is and will be very large, and the consequences it is leaving in many parts of the world, even greater. In view of this new context, at ESET Latin America not only do we support the measures taken by the different governments in the region, but we also cared so that our collaborators could work from home (even before the official quarantines began in each country), as accompanied as possible. Keeping the company running was one of our goals, to ensure that all the people who depend on it do not see their source of work endangered.

Although in the 2019 Sustainability Report you will not see the actions and measures taken to address this new situation, we believe that not mentioning this new context would have been strange.

Returning to 2019, I want to take this opportunity to share with you a brief overview of many of **the achievements accomplished throughout 2019.**

One of the recognitions of this year has been, without a doubt, that, according to what was published in an August 2019 market report, Magic Quadrant for Endpoint Protection Platforms, by the Gartner consulting firm, **ESET has been recognized, for the second consecutive year, as the only Challenger.**

Without overlooking other important recognitions, both the company and our solutions have obtained awards, mentions, and high ratings from independent firms

and specialized magazines around the world, **including AV-Comparatives, Virus Bulletin, G2, VBSpam, Canalys, Kuppinger Cole, and Radicati, among others.**

At the institutional level, our regional office for Latin America, located in Buenos Aires, has reached **15 years of operations in the region and our headquarters in São Paulo reached its first decade.** Another milestone this year has been that our Quality Management System has again met the requirements of the **ISO 9001: 2015 certification.** It is an honor for us that the TUV Rheinland certification body has audited **the technical and commercial support process that we provide to our clients.**

2019 has proven achievements resulting from the effort of teamwork, as for the willingness to give the best of each other, and from **remaining aligned to reach new goals together, deepening our sustainable management and developing and strengthening our four management pillars: Collaborators, Community Relations, Environmental Dimension, and Value Chain.**

As you will see, 2019 has been a great year for our company, reaching more than 34 million Euros in sales, 10% more than last year.

**Once again, I am proud to share with you how far we have come during 2019.**



**Lic. Federico Pérez Acquisto**  
General Manager of ESET Latin America



# Welcome!

Welcome to our **Eighth ESET Latin America Sustainability Report**.

For the third 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 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**.

2019 was a very busy year, in which **we internally rethought ourselves, restructuring our Sustainability Committee**, with the aim of continuing to work towards a more sustainable management. **We created three committees: the Community Relations Committee, the Inclusion and Diversity Committee, and the Environmental Affairs Committee**. This change allowed us to work more in depth, internally and externally, on our strategic management pillars and enhance the transversality that sustainability issues need to have.

We remain 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 potentiate the impact of a sustainable management. In this line, the internal restructuring allowed us to generate a greater impact both on **our collaborators as well as on the organizations with which we articulate, motivating and encouraging them to be those multiplying agents**.

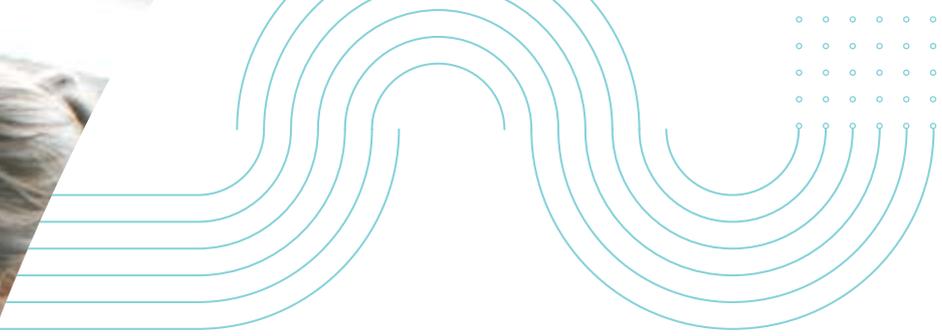
In case you have suggestions, contributions, and opinions on this document, do not hesitate to contact us at [sustentabilidad@eset-la.com](mailto:sustentabilidad@eset-la.com).

We are proud to tell you everything that has been achieved and it is a pleasure to be able to share it with you.

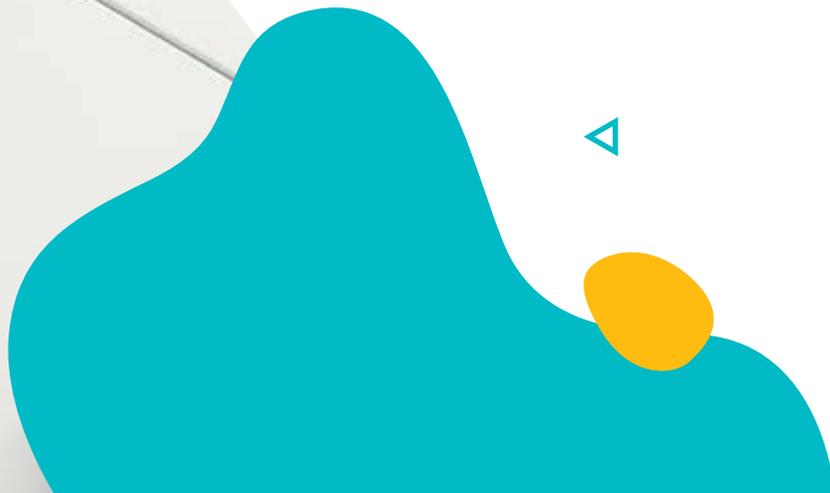
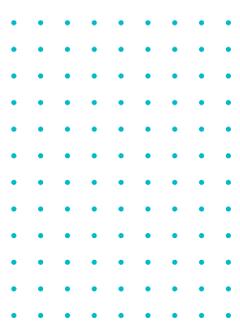
*Carolina Kaplan*

**Lic. Carolina Kaplan**  
Sustainability Responsible





# Sustainability as a form of management



# Sustainability as a form of management

GRI 102-16

## Mission

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

## Vision

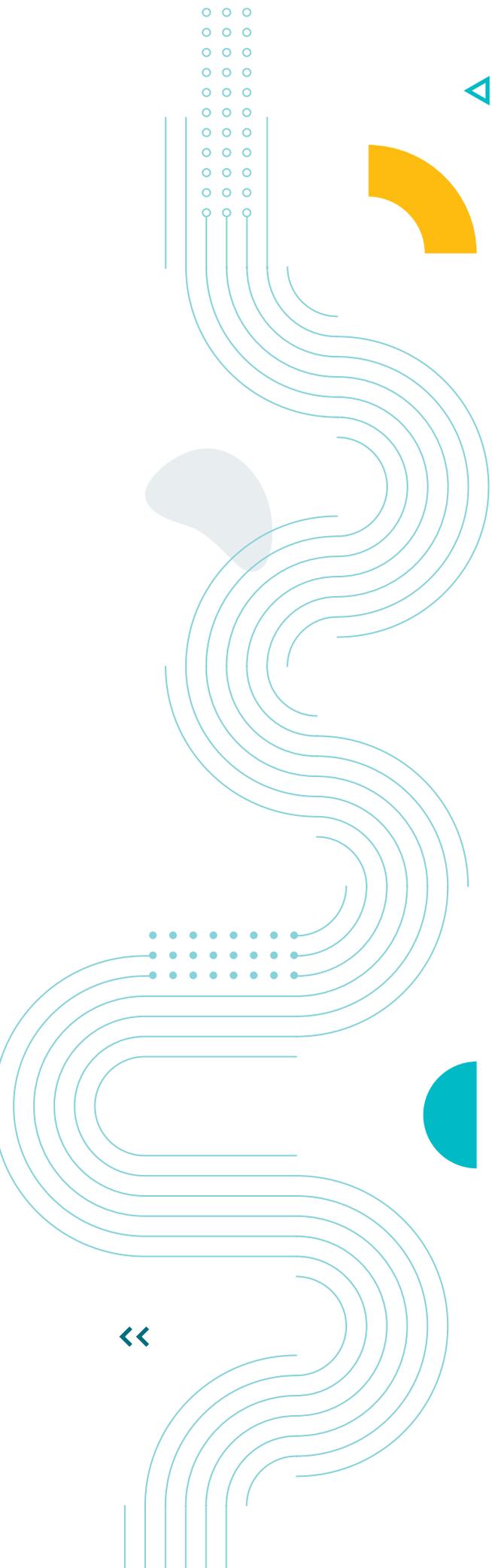
Allowing all users to enjoy their full potential and technology in a secure digital world. We intend to manage our business in a sustainable manner, being an unavoidable source of reference in training and awareness on information security.

## Our commitment

- To provide customer service of excellence, responding to the needs that arise.
- To respond to all types of cyber-threats that are generated, updating the level of the products and creating security alerts that protect the users.
- To produce a triple impact result: economic, environmental, and social, ensuring the development and well-being of all our stakeholders.







## Values

Values shape the culture of our Company, guiding the way in which we behave and make decisions. Ever since the birth of ESET Latin America, these values are communicated and stimulated, mainly, from the Human Resources and Sustainability areas in all of our offices (Argentina, Mexico and Brazil). They are decorated with these values and every year, in October, some activity is carried out at the regional level to remember them:



### Courage

We do not take the easy way. We are always overcoming limits and we 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 ESET. 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, as a team, each person can achieve its maximum potential, enjoying the process and thus achieving the best results.



## Values Month

Promoted by the Human Resources area, for the last five years, October was established 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 held an internal campaign in our three offices and related the Company’s values with Human Rights. For this purpose, we conducted a mandatory workshop on Human Rights and Disability, hand in hand with the Foundation ‘Encontrarse en la Diversidad’ (Meeting in Diversity).

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

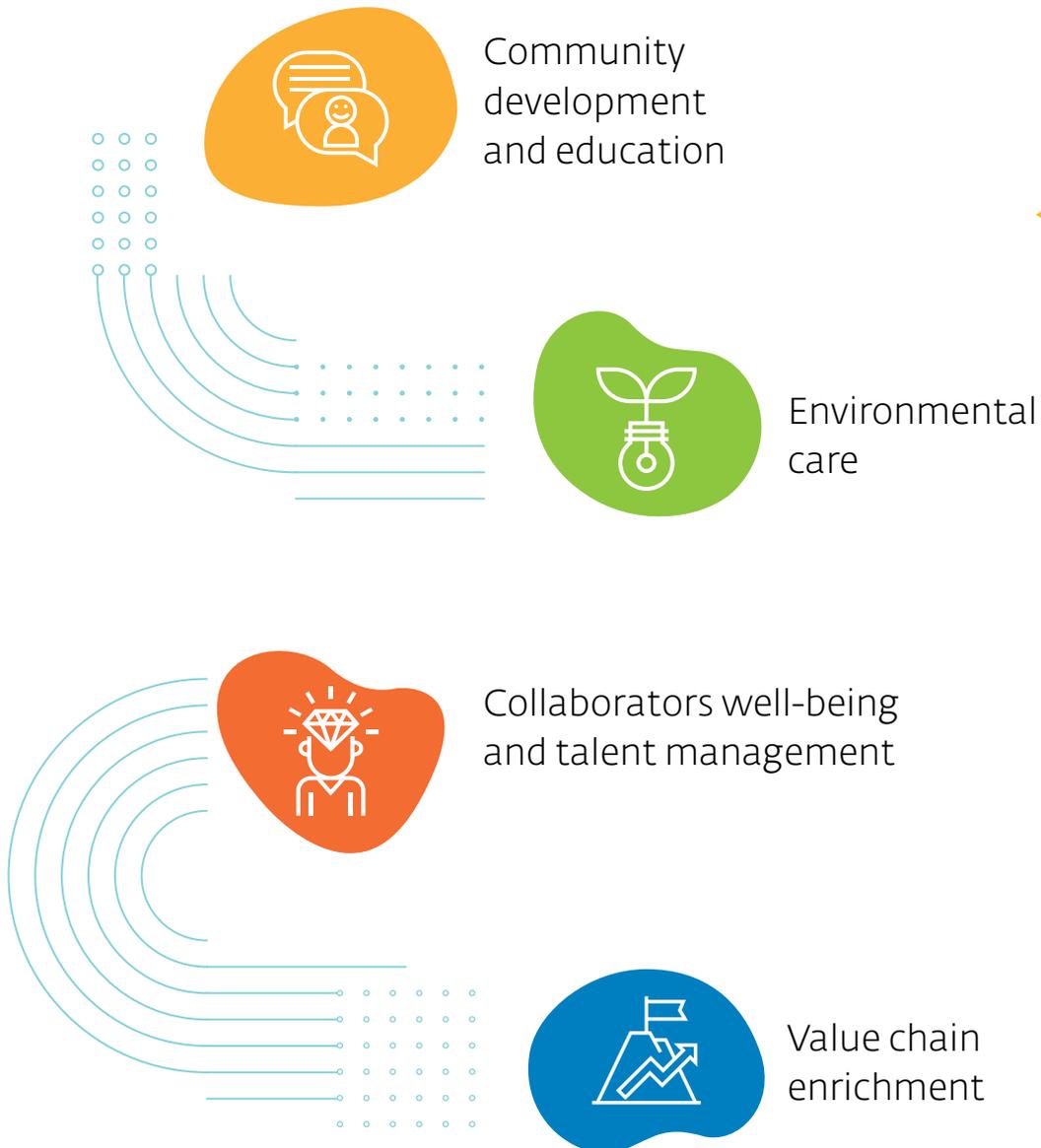
At ESET, we are committed to respect these rights, beyond their legal compliance, and to address these issues in the workplace, given that we understand that the respect for Human Rights should not be a passive responsibility. Furthermore, we believe that this requires having established policies and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



# Which are the pillars of our management?

GRI 102-15 • 103-2 • 103-3

ESET Latin America relies on four strategic pillars to manage its business in a sustainable manner:



Likewise, these pillars include law compliance policies, corruption prevention, and corporate ethics.

## Community



### Strategy

- To have a comprehensive educational management in IT security throughout Latin America.
- To articulate with civil society organizations to generate economic and social inclusion projects.



### Impact

- To raise awareness on the safe use of technology, reducing the number of people who are victims of cybercrime.
- To raise awareness on economic and social inclusion, and promote equal opportunities in all areas by taking action to close the gaps.



### Risks

- The misuse of technology increases cybercrime.
- Non-inclusion contributes to the economic and social inequality of vulnerable populations (people with disabilities, low-income people, etc.)



### Opportunities

- To generate more awareness-raising actions expanding the target audiences and create a more even growth of these throughout the region.
- To articulate with more civil society organizations that work on subjects of inclusion and to achieve greater impact on these issues in the entire region

## Environmental dimension



### Strategy

- To reduce the environmental impact that our activity has on the environment, implementing new best practices that allow to meet this objective.
- To raise awareness among collaborators about the importance of caring for the environment, so that they act as multiplying agents in their personal contexts.



### Impact

- To contribute to the reduction of the environmental impact of the Company's activities.
- To extend awareness and best practices to the private sphere of the collaborators.



### Risks

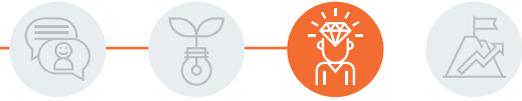
- To generate a negative impact on the environment, squandering natural resources.
- Not helping to raise awareness on environmental problems among our collaborators.



### Opportunities

- To scale-up and deepen best practices to care for the natural resources used in the Company's activity.
- To generate deeper awareness among the collaborators so that their multiplying power is enhanced.

## Collaborators



### Strategy

- To implement benefit programs, training, and talent management.
- To have a comprehensive, equitable and transparent Human Resources management plan.



### Risks

- Having collaborators who are unmotivated and unprepared to carry out their work.
- To generate high attrition rates in the Company.



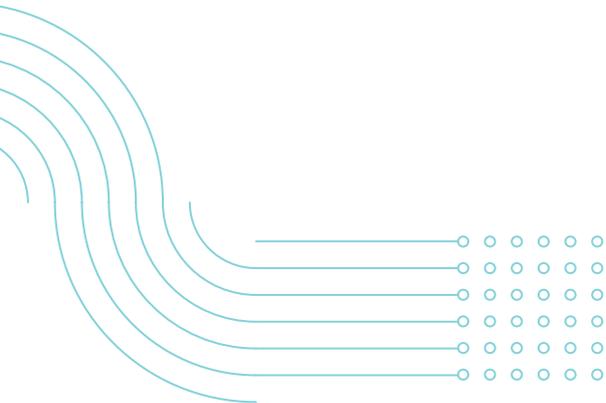
### Impact

- To motivate, train, and develop the collaborators.
- To reduce voluntary attrition rates in the Company.



### Opportunities

- To train collaborators in a more professional way.
- To generate clearer and more challenging career plans.



## Value chain



### Strategy

- To formally adhere our suppliers to the concepts of sustainability, with which we manage our business in Latin America.
- To align distribution companies of all Latin America with sustainability management.



### Risks

- To have a value chain that is not committed to the triple-impact management, that damages the sustainable management of the Company.



### Impact

- To work with conscientious suppliers committed to the triple-impact management.
- To commit our distributors to manage their business sustainably.



### Opportunities

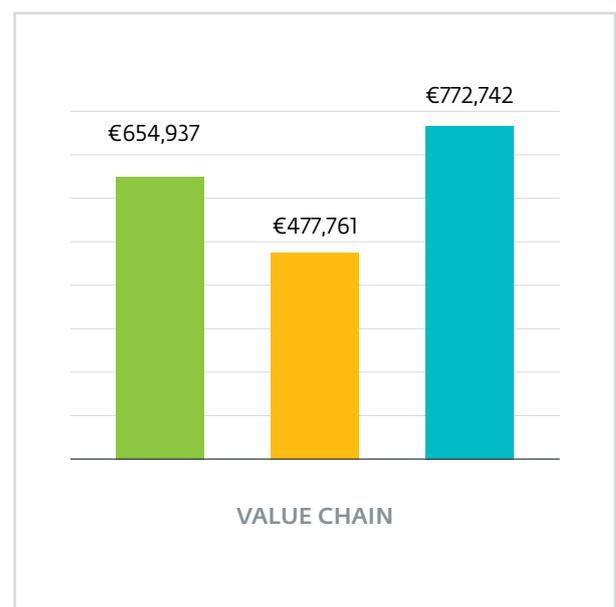
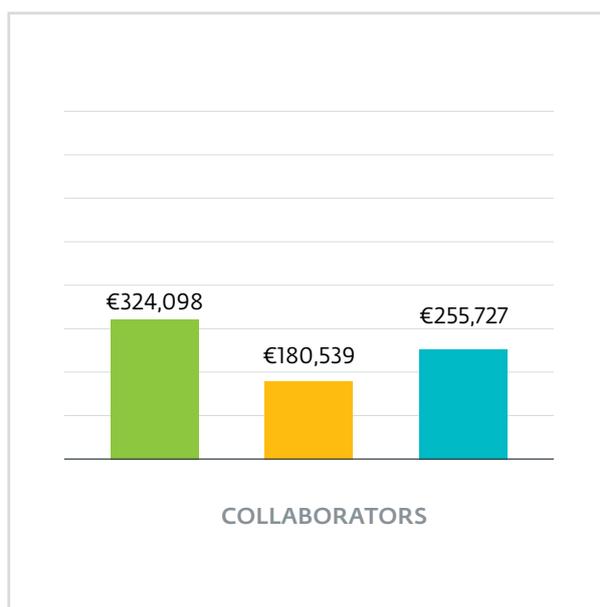
- To extend the triple-impact management to the entire value chain, resulting in companies that are more sustainable and committed to social and environmental aspects.

# Management resources and responsibilities

The Company has a Sustainability area in charge of coordinating and managing the activities, projects, and initiatives of the three sustainability committees: the Community Relations Committee, the Inclusion and Diversity Committee, and the Environmental Affairs Committee.

## MONEY INVESTED PER STRATEGIC PILLAR IN EUROS

● 2017 ● 2018 ● 2019



# Building bonds

GRI 102-12 • 102-13



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



[www.weps-gapanalysis.org](http://www.weps-gapanalysis.org)



[www.utn.edu.ar/es](http://www.utn.edu.ar/es)

## United Nations Global Compact

In 2013, ESET Latin America 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 these last four years, we have joined the Bureau of Human Rights and Business of the Argentina Global Compact. As part of this group, we participated in workshops and congresses related to these topics and transmitted 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.

## UN Women

In 2019 we adhered to the WEPs principles for the empowerment of women. The "Win-Win: Gender Equality is Good Business" program was created in partnership between UN Women, the International Labor Organization and the European Union.

## 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, at 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.





[www.vicentelopez.gov.ar](http://www.vicentelopez.gov.ar)

### **Municipality of Vicente Lopez**

At ESET Latin America in Argentina, we have a very fluid contact with different areas of the Municipality of Vicente Lopez, the locality in which our Buenos Aires offices are located. During 2019, we have conducted various activities together: free awareness talks at schools of the Municipality, we joined the Municipality's "Green Days" of differentiated waste collection, and we organized an awareness talk on how to separate waste together with the 'Regenerar' (*Regenerate*) Foundation, that works in the Municipality.



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

### **CEIC (Club of Committed Companies and Institutions)**

During 2019, we joined the CEIC. This organization brings together companies and institutions, with the aim of consolidating a Formal Network of Companies at the national level that promote job opportunities for people with disabilities, improving employability and facilitating their recruitment, development, and reintegration into the workplace.



## 2030 Agenda: Sustainable Development Goals

During 2019, we continued to advance in the “appropriation and integration” of the Sustainable Development Goals (SDGs) to 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, and after having identified the objectives of the goals that we consider to be priorities during 2018, **in 2019 we worked internally identifying the goals and objectives corresponding to each Sustainability Committee.**

Recognizing the alignment or degree of relationship of our sustainability strategy is only the first step in the process of managing our business according to the SDGs. The work carried out during 2018 and 2019 was the beginning of the integration phase of the SDGs into the internal management.

You will also find the **contents of the GRI Standards, the principles of the Global Compact, and the SDGs** worked on in the index at the end of the Report, which indicates the page number corresponding to each of the topics defined by the GRI in its standards and that we incorporate into our management, as well as the SDGs covered by that topic.

SUSTAINABLE  
DEVELOPMENT  
GOALS



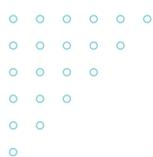
# Our stakeholders, material topics, and commitments

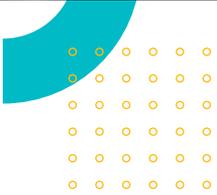
## Our stakeholders

GRI 102-40 • 102-42

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 on our daily activity. We carry out the identification of 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 Board and all Managements levels (including the General Management), are active parts of this constant dialogue, informing and responding to the issues that arise in these aspects. Throughout this report, we account for the way in which the Company responds to these aspects.

Surveys have been carried out with clients, Distributors, Partners, suppliers, journalists, and collaborators in order to learn what their main concerns are in economic, social, and environmental matters. The consultation process with the stakeholders and the interlocutor designated for this depends on which group we are referring to. In the case of our sales channels, we maintain a constant and fluid dialogue through surveys in charge of 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.; mainly in charge of the Human Resources Management, but each direct supervisor maintains a fluid dialogue with his or her teams and, if necessary, the information passes 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 public.

## How we communicate with our stakeholders

How we communicate	Society at large	Clients	Headquarters Company owners	Collaborators	Distributors and Partners	Suppliers	Competition
Meetings		✓	✓	✓	✓	✓	
Presentation of management reports	✓	✓	✓	✓	✓	✓	✓
Corporate blog	✓	✓			✓	✓	✓
Website	✓	✓			✓	✓	✓
Newsletter	✓	✓			✓		
Billboards				✓			
Quarterly meetings with institutional information				✓			
E-mail	✓	✓	✓	✓	✓	✓	✓
Telephone	✓	✓	✓	✓	✓	✓	✓
Office visits		✓	✓		✓	✓	
Team visits from different areas of the company		✓			✓		
Events	✓	✓			✓		
Satisfaction surveys	✓	✓		✓	✓		
Brochures	✓	✓			✓		
Press releases	✓			✓	✓		
Meetings with referents of local institutions	✓						



## Company owners

The owners of ESET Latin America are the entities ESET Spol. s.r.o. and ESET LLC. In this regard, as a regional office for Latin America, **we are committed to the creation and maximization of the Firm's economic value, always seeking 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 operation of the Firm and the business.
- Preserving and maintaining the Firm's assets.
- Complying with the best practices in relation to our Corporate Governance.



## Clients

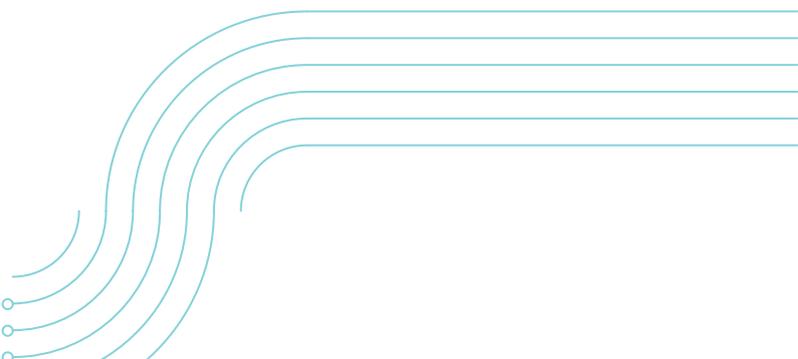
**GRI 417-1 • 417-2**

**At ESET Latin America we have different types of clients: domestic users, diverse non-profit organizations, government entities, small and medium-sized enterprises, corporations and large companies.** 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.

**Our clients are essential to the growth and development of the Company.** For this reason, we are committed to provide quality products and services, tailored to the requirements and needs of domestic and corporate clients.

### In addition, we seek to:

- Listen carefully and respond efficiently to the concerns raised by the different clients.
- Safeguard the confidentiality of the personal data transmitted to us.
- Offer a close, fair, personalized, respectful, and non-discriminatory treatment to each of the organizations and the 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 complete and truthful 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 online stores, must disclose the following information: features/benefits of the product, system requirements, the number of licenses that the user is acquiring, and the brand's Copyright. These requirements are transmitted to all the distributors and Partners who manufacture boxes and control their compliance. From this management, in 2019, we have not had any non-compliance regarding the information and labeling of the products.





### Suppliers

The companies that supply us are an essential part of our value chain. **In this 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 that are committed to the development of the community and the care for the environment.
- Promote mutually advantageous business relationships.
- Comply with the payment commitments assumed.
- Use the information provided by these companies confidentially.



### Business partners

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

**With 7 Exclusive Distributors and more than 7,000 Partners throughout the region, we have managed to reach 18 countries in Latin America,** offering both our products and our security services.

Given the importance that business partners have for our Company, 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 their concerns.
- Collaborate with the development of the business in the countries of the region.
- Provide marketing, training, support, and business benefits with the aim of boosting their business development over time.
- Stimulate close communication and mutual understanding.
- Promote mutually advantageous business relationships.





## Collaborators

We currently have 113 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 fulfilment of labor rights, the balance between personal and work life, the management of each person's talent, and the care of their health and their job security.**

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

- Respect the rights of each of collaborator.
- Apply selection and recruitment processes with equity criteria.
- Offer fair and market-appropriate wages.
- Facilitate the reconciliation between personal and professional life.
- Value diversity.
- Protect the confidentiality of 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 a fair and honest competition, and avoid anti-competitive practices, such as spreading false or biased information that leads to the discredit of 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 enter into 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, 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 beginnings, one of the main commitments has been 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 segments within its sustainable management.**

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

- Provide information and advice on information security, so that users know how to protect themselves while using IT tools.
- Promote that access to technology is as safe as it is enjoyable, as our motto says: "Enjoy Safer Technology".
- Contribute to the economic and social development of the community.
- Collaborate with various NGOs and solidarity projects.

## Material topics

### What is a material topic?

- Those aspects that are important for the economic, environmental and social management of the firm.
- Those areas in which the firm invests its greatest efforts.
- Topics that are relevant to the stakeholders in making decisions about the firm.
- Topics that reflect the economic, environmental, and social impacts that the firm generates on the publics with which it relates, and that arise from the instances of 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 do 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 most important topics emerged, which have been included in the present Report.

## Definition process of material topics of ESET Latin America and contents of the Report

GRI 102-46 • 102-32



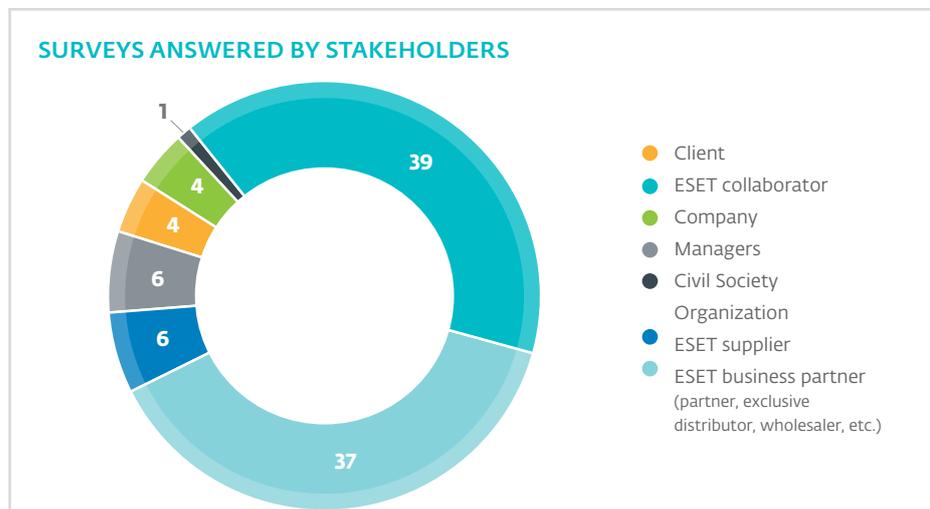
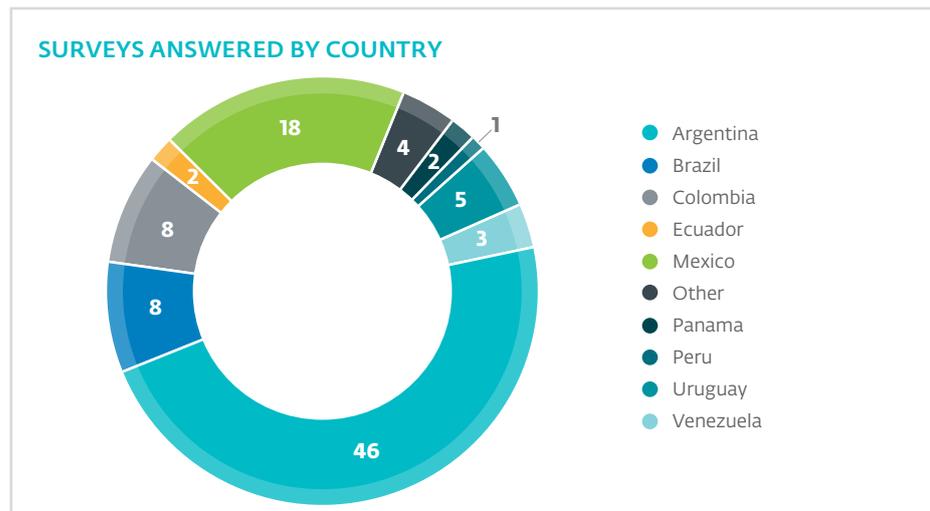
### Identification

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



### Prioritization

The Sustainability Area and the body of Company Managers prioritized these based on the impact on the business and on other stakeholders, and the relevance from their point of view. From this analysis, composed of 92 evaluations, we defined 14 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 to their expectations.





### Validation

Once our relevant issues and our priorities were defined, on the one hand, we identified with which contents 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).



### Revision

Revision of weightings. Analysis of relevant issues highlighted by our stakeholders. Comparison of these against the objectives and actions of 2019.

## Material topics of ESET Latin America

GRI 102-47 • 103-1

	MATERIAL TOPIC	AREA	EXPLANATION
1	IT Security	Management	Practices to protect the information that the company handles, both corporate and personal of our stakeholders, including confidentiality of customer data, being one step ahead in offering differential value to the clients.
2	Talent management and Well-being of collaborators	Collaborators	To be a talent management Company, where people really want to work, that offers possibilities for development and a benefits program for the collaborators of the firm.
3	Client satisfaction	Community	To offer good customer service before, during and after the sale.
4	Diversity and equal opportunities	Collaborators	Promotion of gender diversity and inclusion in employment.
5	Commitment to Human Rights	Management	Role of the company in the support, dissemination and respect for internationally recognized Human Rights.
6	Regulatory compliance and Anti-corruption	Management	To comply with the Law and guarantee ethics and transparency.
7	Community education	Community	To educate the community free of charge on issues related to Internet security so that they can make a safe use of technology.

	<b>MATERIAL TOPIC</b>	<b>AREA</b>	<b>EXPLANATION</b>
<b>8</b>	<b>Economic performance and Market development</b>	<b>Management</b>	Financial results of the Company and level of expansion within the industry. Competitiveness in the recruitment of talent and wage conditions of the collaborators, expressed by the ratio between the company's starting salary and the minimum living and mobile wage. Fair trade and antitrust regulations protect fair competition.
<b>9</b>	<b>Occupational health and safety</b>	<b>Collaborators</b>	Programs to guarantee safety and health in the workplace.
<b>10</b>	<b>Responsible marketing</b>	<b>Community</b>	Ethical practices when making a communication or marketing action. To provide complete and truthful information to the public, with no fine print.
<b>11</b>	<b>Development of the value chain</b>	<b>Value chain</b>	Practices that are implemented to know the suppliers and collaborate with their alignment with sustainability policies. Programs and actions that are implemented to train, recognize, and develop sales channels.
<b>12</b>	<b>Energy</b>	<b>Environment</b>	Caring for the environment in the responsible use of energy in our offices.
<b>13</b>	<b>Waste and recycling</b>	<b>Environment</b>	Caring for the environment in the management of office waste and promoting recycling for all the people who work at ESET.
<b>14</b>	<b>Product accessibility</b>	<b>Community</b>	We focus on making our products, services, communications, advertisements, etc., accessible to all people, regardless of their possibilities, restrictions or disabilities.

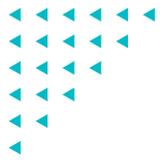
# Materiality matrix



## Material topics

- 1 IT security
- 2 Talent management and Well-being of collaborators
- 3 Client satisfaction
- 4 Diversity and equal opportunity
- 5 Commitment to Human Rights
- 6 Regulatory compliance and Anti-corruption
- 7 Community education
- 8 Economic performance and market development
- 9 Occupational health and safety
- 10 Responsible marketing
- 11 Development of the value chain
- 12 Energy
- 13 Waste and recycling
- 14 Product accessibility





# This is what we are

#WEAREESET



# ESET in the world

GRI 102-3 • 102-4

MATERIAL TOPICS #6 #7 #12 #16

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 (United States), Buenos Aires (Argentina), and Singapore.



## ESET Headquarters

Bratislava (Slovakia)



## Malware Research Centers and Research and Development Centers

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



## Regional Distribution Centers

### North America

- San Diego (United States)

### Latin America

- Buenos Aires (Argentina)

### Asia-Pacific

- Singapore (Singapore)

### Additional sales, marketing, and technical support offices:

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



+ Extensive network of Partners covering more than **200 countries.**

## ESET NORAM

- United States
- Canada



**2** Research and Development Centers

## ESET LATIN AMERICA

- Argentina
- Brazil
- Mexico



**1** Research and Development Center

## ESET EMEA

- Slovakia
- Germany
- United Kingdom
- Czech Republic



**4** Research and Development Centers

## ESET APAC

- Singapore
- Australia
- Japan



**1** Research and Development Center

## ESET in Latin America

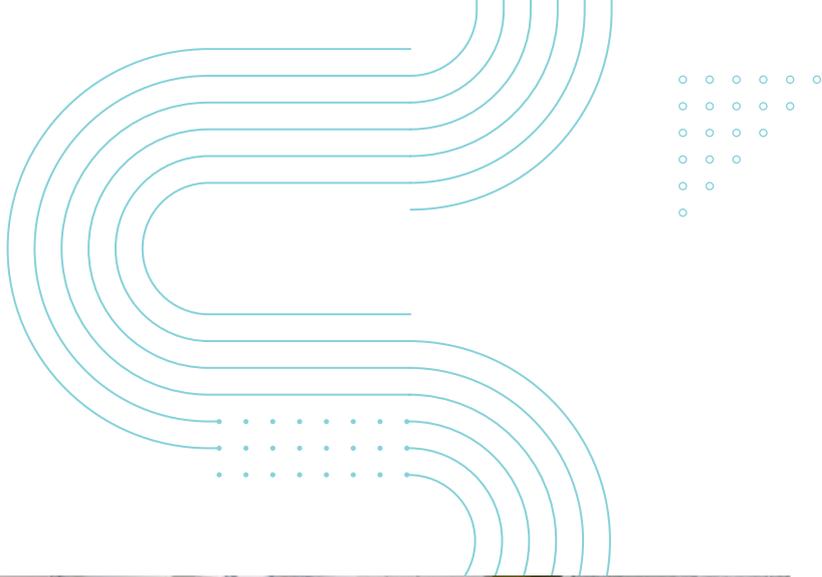
GRI 102-1 • 102-3 • 102-4 • 102-5 • 102-6

Since 2004, ESET Latinoamérica S.R.L. (1) 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 immediate manner, and a Research Laboratory, focused on the proactive discovery of various cyber-threats. The Buenos Aires regional office is responsible for developing the Latin American market, in conjunction with its sales channels.

At present, 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 the Exclusive Distributors, Partners, and Wholesalers in Guatemala, Honduras, El Salvador, the Dominican Republic, Nicaragua, Costa Rica, Venezuela, Panama, Colombia, Ecuador, Peru, Bolivia, Paraguay, Chile and Uruguay. Currently, ESET Latin America is present in 18 countries in the region, with 7 Exclusive Distributors, and more than 7,000 Sales Channels.



<sup>1</sup> 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.



**IN 2014, THE COMPANY  
REACHED**

**100 million  
users  
worldwide**

**AND IN JUST 4 YEARS, BY 2018,  
IT REACHED MORE THAN**

**10 million  
new users**

**SURPASSING THE NUMBER OF**

**110 million  
globally**



# ESET Latin America in figures

GRI 102-7 • 103-2 • 103-3 • 201-1 • 201-2 • 201-4

MATERIAL TOPIC #9



**3 offices**



**15 years of experience**



PRESENCE IN

**18 countries in the region**



MORE THAN

**7,000 sales channels**



MORE THAN

**€ 34 million in sales**



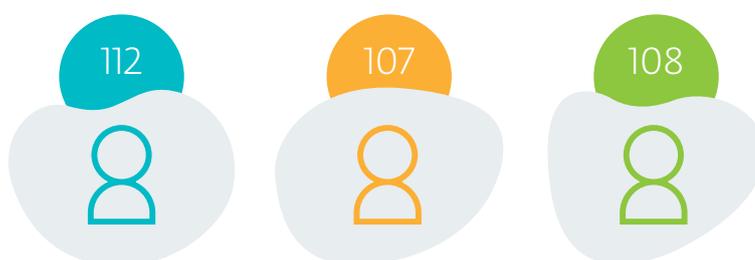


● 2019

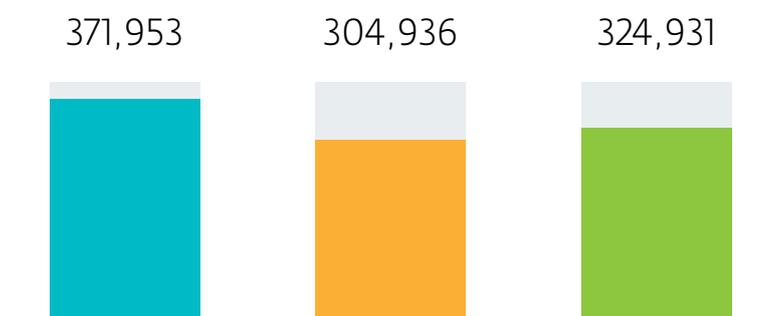
● 2018

● 2017

NUMBER OF  
**Collaborators**



NUMBER OF  
**Operations**



(IN EUROS)  
**Net sales**





**NO CONSEQUENCES OF CLIMATE CHANGE WERE RECORDED IN THE ACTIVITIES OF THE ORGANIZATION IN THE REPORTING PERIOD.**

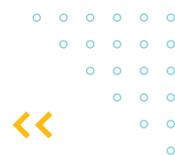
## **Economic performance of the Company**

Our Company could not have a sustainable management if it did not obtain profit from the activity. For this reason, it is indispensable to ensure that we obtain good levels of economic growth that guarantee us the correct retribution to the economic and social actors with whom we interact.

The economic indicators corresponding to the results of our activities in Latin America during 2019 are presented below, thus showing 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 activities of the Organization 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 Euros)

	Stakeholder	2019	2018	2017
<b>Economic Value Generated</b>				
ESET sales in Latin America	<b>Clients</b>	34,583,330	31,352,591	31,973,285
Income from financial investments		20,966	40,087	51,692
Income from asset sales		152	0	0
<b>Total Economic Value Generated - A</b>		<b>34,604,448</b>	<b>31,392,678</b>	<b>32,024,977</b>
<b>Economic Value Distributed</b>				
Channel margin		17,391,950	15,714,644	15,918,949
Operating costs		2,749,142	2,500,770	2,984,293
Salaries and social benefits for the collaborators	<b>Collaborators</b>	2,819,670	3,128,038	3,659,638
Payments to capital providers	<b>Shareholders and Banks</b>	-	-	-
Payments to the Government	<b>Government</b>	529,440	272,500	764,118
Voluntary donations	<b>Community</b>	113,632	82,007	178,716
<b>Total Economic Value Distributed - B</b>		<b>23,603,834</b>	<b>21,697,959</b>	<b>23,505,714</b>
<b>Total Economic Value Retained (A-B)</b>		<b>11,000,614</b>	<b>9,694,719</b>	<b>8,519,263</b>

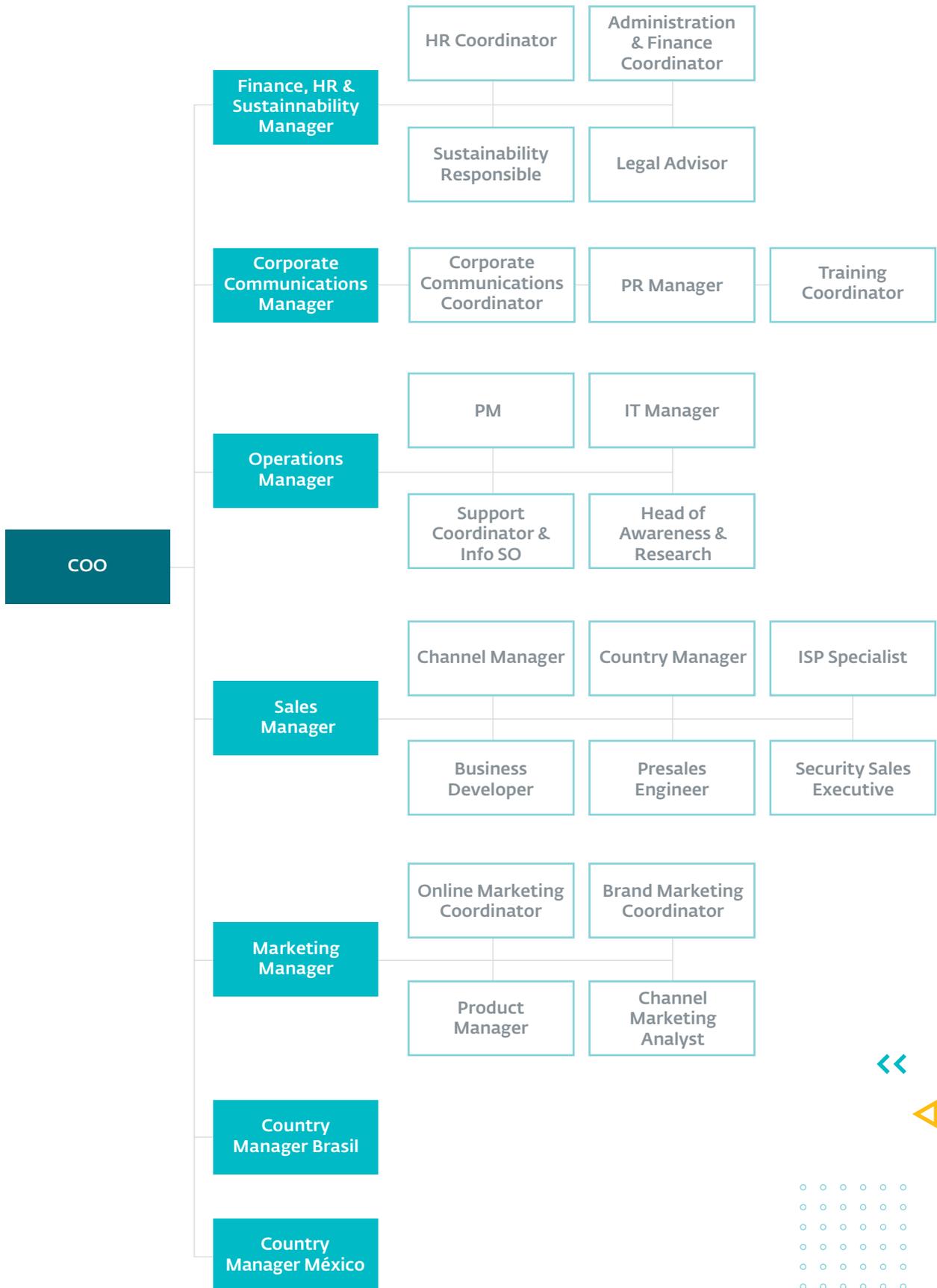


## Governance structure

GRI 102-18 • 102-20 • 102-22 • 102-23 • 102-24 • 102-28

At ESET, the highest governance body is represented by the General Manager, who performs executive functions within the Organization and those corresponding to the role of President of the company. The management team is his or her direct report and it is on 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 Head Office in Slovakia.** His or her management team is selected and appointed through an internal and external headhunting process, and the requirements for the position are published in each case. The qualitative and quantitative assessment of the objectives fulfillment is also conducted, in charge of the General Directors at Headquarters.







COO

**Federico Pérez Acquisto**

[in federico-perez-acquisto](#)

**Academic background:**

University degree: Bachelor in Administration at the University of Buenos Aires

Postgraduate degrees: Executive MBA at IAE Business School, Austral University

Master in Finance at the Universidad Argentina de la Empresa (UADE, lit. "Argentine University of Enterprise")

President of the NGO Argentina Cibersegura

**Seniority in the position:** 5 years



Finance, HR & Sustainability Manager

**Marcelo Daniel Carnero**

[in marcelo-carnero](#)

**Academic background:**

University degree: Public Accountant at the University of Buenos Aires

Postgraduate degrees: Executive MBA at IAE Business School, Austral University

Co-leader of the Inclusion and Diversity Committee

Treasurer of the NGO Argentina Cibersegura

Mentor for the Estamos Comprometidos (We are Committed)

platform ([estamoscomprometidos.org](http://estamoscomprometidos.org)), focused on initiatives for the Sustainable Development Goals (SDGs)

**Seniority in the position:** 5 years



Corporate Communications Manager

**Andrés Tamburi**

[in andrestamburi](#)

**Academic background:**

Tertiary studies: Journalist at DeporTEA

Leader of the Community Relations Committee

Secretary of the NGO Argentina Cibersegura

**Seniority in the position:** 14 years



Sales Manager

**Jerónimo Varela**

[in jeronimovarela](#)

**Academic background:**

University degree: Systems Analyst at the University of Moron

Postgraduate degrees: Management at the University of Palermo (UP)

Certifications: Project Management (PMP)

**Seniority in the position:** 1 year



Operations Manager

**Leonardo De Vita**

[leonardodevita](#)

**Academic background:**

Tertiary studies: Systems Analyst at the National Technological University (UTN)

University degree: Bachelor in Administration at the National University of Quilmes

Technical certifications: CISM, PMP, ITIL

Leader of the Environmental Affairs Committee

Mentor for the [estamoscomprometidos.org](#) platform, focused on initiatives for the Sustainable Development Goals (SDGs)

**Seniority in the position:** 3 years



Marketing Manager

**María Belén Roel**

[belen-roel](#)

**Academic background:**

University degree: Bachelor in Marketing at the University of Business and Social Sciences (UCES)

Co-leader of the Inclusion and Diversity Committee

**Seniority in the position:** 3 years



Country Manager Brasil

**Carlos Baleeiro**

[carlos-baleeiro](#)

**Academic background:**

University degree: Bachelor in Social Communication at United Metropolitan Colleges (FMU)

Postgraduate degrees: MBA Management at the Getulio Vargas Foundation (In progress)

**Seniority in the position:** 1 year



Country Manager México

**Luis Arturo Vázquez**

[luis-arturo-vazquez](#)

**Academic background:**

University degree: Bachelor in Engineering at the National Autonomous University of Mexico

Specialization: Communications

Active participation in volunteer work such as Food Bank, Homes and Rehabilitation Centers

**Seniority in the position:** 4 years



## Functions and characteristics of the highest governance body

GRI 102-19 • 102-26 • 102-27 • 102-29 • 102-30 • 102-31 • 102-32

• 102-33 • 102-35 • 102-36 • 102-37 • 102-38 • 102-39

- ✓ To lead the ESET Latin America Management team.
- ✓ To define and supervise annual business objectives for each work area.
- ✓ To supervise the performance assessment process.
- ✓ To define the expenditure budget and plan and implement financial strategies.
- ✓ To accompany Sustainability actions, to ensure a sustainable business management.
- ✓ To train on issues related to the economic, social, and environmental impact of management, aligning with the Sustainable Development Goals.
- ✓ To supervise the annual sustainability report in accordance with the GRI Standards.
- ✓ To identify business and partnership opportunities with distributors throughout the region.
- ✓ To manage the creation, and the approval, of the corporate procedures, policies and practices of the region.
- ✓ To promote press actions and generate contents in mass media, conferences, publications, and the presentation of Company specialists.

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 issues, and they report to the General Manager.

On a weekly basis, the Company's management body and the General Manager hold a meeting where they develop, approve, and update the values, mission statements, strategies, policies and objectives related 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 concerning these issues.

Every year, Sustainability inductions are performed for all the new people entering the Company, including the positions of the governance body.

Compensation is determined in accordance with a remuneration policy stipulated as 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. For each position, the compensation is determined based on the profile description, the assessment on how the position is valued in the market, and the comparison with the work team, seeking to maintain internal equity.

Wages are determined by a Comprehensive Compensation System, which follows a pay band and scale structure. These mechanisms are independent from the Board.

Next, we present the proportion between the annual total compensation and the annual percentage increase of the highest-paid person in the Organization, and the mean annual total compensation of the entire workforce.



## Sustainability Committees

**GRI 102-22**

In 2019, we went from having a single Sustainability Committee in Argentina to having **three Committees divided by thematic areas of work at the regional level**. The people who make them up apply voluntarily, and each Committee is sponsored by one or two managers. The Committees are coordinated by the Sustainability area, in charge of the development and strategy concerning sustainability. **The call to be part of the Committees opens at the beginning of January (depending on the positions available in each one).**



**INCLUSION AND DIVERSITY COMMITTEE**

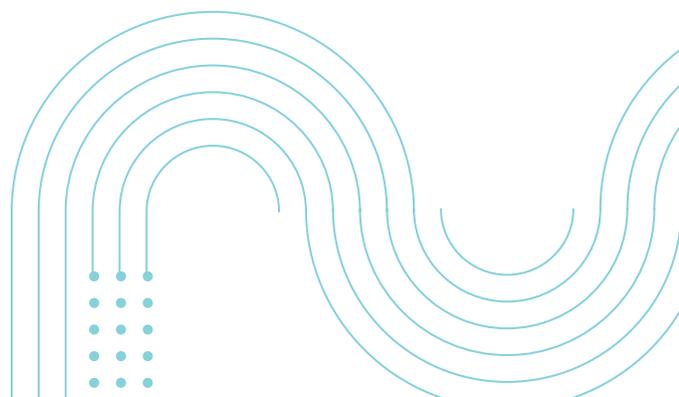


**COMMUNITY RELATIONS COMMITTEE**



**ENVIRONMENTAL AFFAIRS COMMITTEE**

COMMITTEE	MEMBERS	OBJECTIVE	2019 MAIN RESULTS
<b>Inclusion and Diversity Committee</b>	<p><b>Sponsors:</b> Marcelo Carnero and María Belén Roel.</p> <p>María José Plantey, Josefina Auruccio, Juan Carlos Fernández, Juan Cruz Aramburu and Vinisius Renner</p>	To work with internal and external focus on issues of disability, gender, and vulnerable populations.	<ul style="list-style-type: none"> <li>✔ 9 communications and visibility actions were conducted: Equality Day (International Women's Day); World Day of Cultural Diversity; LGBT+ Pride Day; Awareness Day on the Abuse and Neglect of Elderly People; Day of the Victims of Enforced Disappearance; Breastfeeding Week; Mental Health Day; Tolerance Day; Day of People with Disabilities.</li> <li>✔ The First Job project was carried out; part was taken in the 'Empujar' (Push) Project.</li> <li>✔ Work began with the 'Inclúyeme' (Include Me) portal.</li> <li>✔ Work began on the accessibility of offices, products and platforms.</li> <li>✔ Benefits with a gender perspective: we added 3 new benefits and expanded 2.</li> </ul>
<b>Community Relations Committee</b>	<p><b>Sponsor:</b> Andrés Tamburi.</p> <p>Belén Parragues, Jesica Córdoba, Luis Lubeck, Melina Filippelis, Vanesa Musto y Victoria Sestelo.</p>	To work in community relations, generating new bonds and initiatives with civil society organizations, and maintaining existing ones.	<ul style="list-style-type: none"> <li>✔ 9 activities were carried out within the framework of 'Conectados, Entra en Acción' (Connected, Take Action).</li> <li>✔ The entire region participated in the 'Comprometidos' (Committed) project: <b>10 mentors from 91 projects; 1 webinar.</b></li> <li>✔ Part was taken in the 'Empujar' (Push) Project with 5 activities.</li> <li>✔ The 'Cyberactivists with Argentina Cibersegura' volunteering initiative was launched: <b>17 cyberactivists, 3 projects.</b></li> <li>✔ A solidarity broadcast list was created on WhatsApp: <b>26 people participate.</b></li> </ul>
<b>Environmental Affairs Committee</b>	<p><b>Sponsor:</b> Leonardo De Vita.</p> <p>Edwin Ruiz, Franco Fabricantore, Giuliana Donofrio, Gustavo Sánchez y Paola Ayala.</p>	To generate and maintain best practices in everything related to the care of environmental resources.	<ul style="list-style-type: none"> <li>✔ 7 new best practices for the care of natural resources were implemented.</li> <li>✔ 4 Cleaning Days were held..</li> <li>✔ The ESET Latin America Environmental Policy was launched.</li> </ul>



# Code of Ethics

GRI 102-16 • 102-17 • 102-25 • 103-2 • 103-3 • 205-1 • 205-2 • 205-3 • 206-1 • 412-1 • 412-2

MATERIAL TOPICS #5 #6 #7 #13

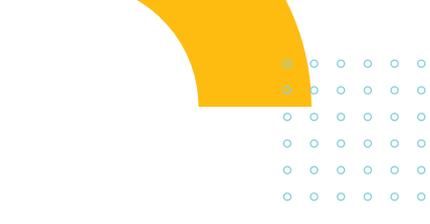
[www.eset-la.com/compania/codigo-de-etica](http://www.eset-la.com/compania/codigo-de-etica)

At ESET Latin America, we are known for integrity and ethics in the conduction of the businesses, partnerships, and agreements that we make. Our Code of Ethics **aims to formalize aspects related to the daily performance of each person who makes up ESET Latin America**, in such way that we continue to act under the same principles and values, and, thus, ensure the proper steering of the Company's activities.

The Code of Ethics contains principles and standards related to the responsibilities and individual tasks of the Board and the collaborators, as well as for and with our clients, sales channels, supplier companies, and other related parties. Concerning the internal projection of the Code, it is important to highlight the development that is made regarding conflicts of interest and how to act in those cases.

In relation to **Human Rights**, all our **Latin American distributors adhere to our Code of Ethics** and, therefore, to its guidelines on the matter. And as for training in Human Rights issues, when **collaborators enter the Company, they are instructed in the Code of Ethics and sign their adherence after reading it**. Since 2016, issues related to Human Rights and business have been addressed with all our employees. 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 situation of corruption. Moreover, every month, closes are carried out, in which metrics, account balances, etc. are reviewed.



**Annual audits are conducted to generate the financial statements and to report to Headquarters.** In said audit, executed by an external and independent auditor, many review processes are carried out, including cash flows, account balances, review of payments to suppliers, wages, assets, invoices, receipts, and many other actions. Finally, there are 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 are in the process of solving 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. In turn, a criminal action was filed against one of our partners for wrongful retention of funds (fraud), for which there was still no resolution.



## Complaint mechanism in the event of breaches of the Code

All the stakeholders of the Company have our **complaint form in case of breaches of the Code of Ethics** at their disposal. By this means, they can also channel any type of inquiry or complaint on 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](http://www.eset-la.com/compania/codigo-de-etica-formulario).

The complaint is received by the Legal Department of the Firm. This area evaluates the complaint and assigns it to the corresponding ethical manager within the Company, who advises and collaborates in the resolution of the reported matter:

- Complaints on issues of non-compliance with the law: the matter is referred to the Legal Representative of the Company.
- 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 sent to the Administration and Finance Management.
- Complaints due to breaches of Human Rights and internal violations: they are referred to the Human Resources and Sustainability Management.
- Other topics: they are worked on by the Legal department together with the General Manager.

It is important to clarify that the Legal department carries out an exhaustive monitoring 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 of the ethical managers (previously mentioned) are the following:

- To resolve the inquiries and advise all stakeholders in the event of possible doubts regarding the Code of Ethics.
- To act on the complaints presented through the verification and investigation of the

- behavior of the collaborators or organizational units reported reported.
- To draw up the action plans for the resolution of the complaints filed and present them for approval before the Sustainability Area of ESET Latin America.
- To keep an updated record of the process (queries, complaints, procedures, and communications to stakeholders).
- To keep the claimants informed of the status and the solution of the queries or complaints filed, when they so require.
- To prepare a final review report of the complaint and propose actions to improve the process.
- To keep the confidentiality of the claimant at all times.
- To perform their duties according to the principles of independence, rigor, and equanimity.



**ALL THE STAKEHOLDERS OF THE COMPANY HAVE OUR COMPLAINT FORM IN CASE OF BREACHES OF THE CODE OF ETHICS AT THEIR DISPOSAL.**

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

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

According to the type of complaint, the area that pursues the issue analyzes the case and conducts the pertinent investigations and assessments. These may involve contacting the claimant via email or telephone, either to obtain further information or to communicate resolutions on the matter. In this regard, **it is expected that every person or entity, whether the accused or the claimant, collaborates with the investigation by providing the requested information** and contributing with evidence that allows ESET Latin America to analyze and solve it.

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

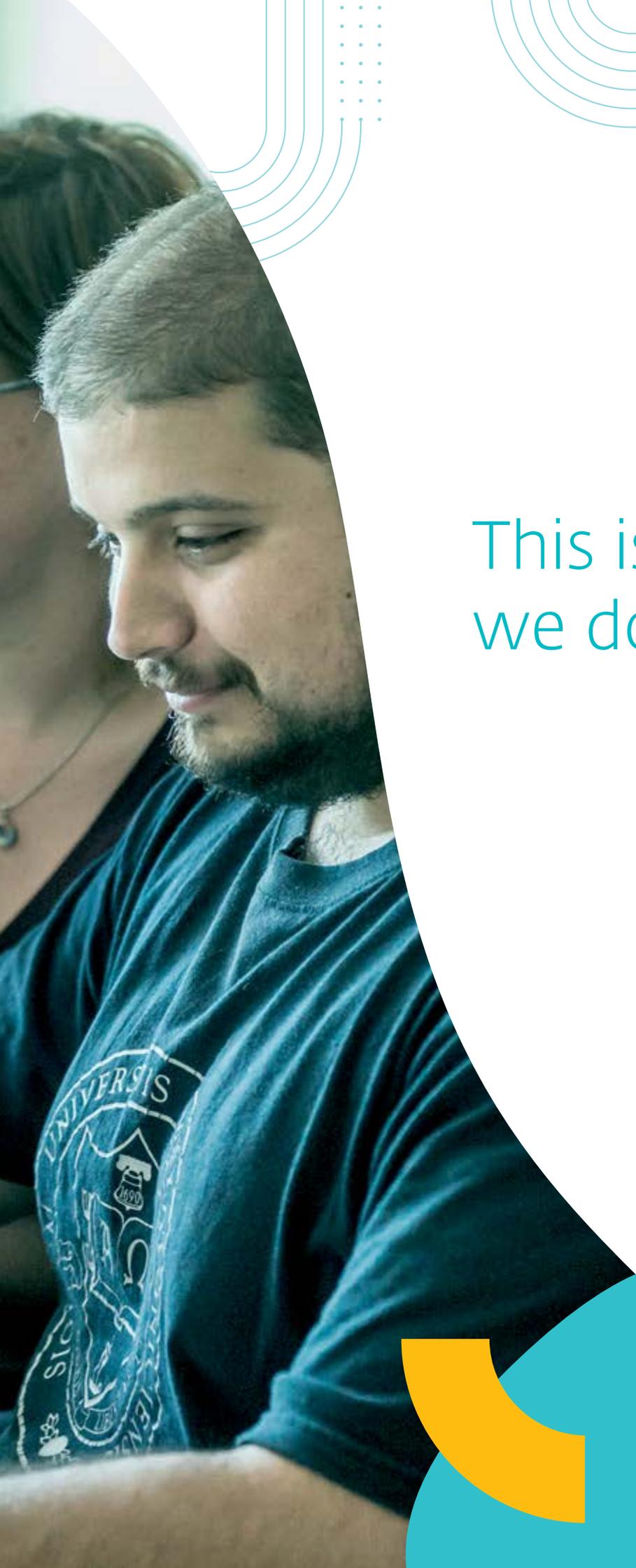
**The people who fail to comply with the principles expressed in the Code of Ethics shall be subject to the sanctions regime in force for each particular case.**

The compliance with all applicable laws and regulations should never be compromised. ESET Latin America and its collaborators are bound by the current legislation. In addition, **employees must adhere to internal policies and regulations such as the Code of Ethics and the IT and Information Security Policy.**

These internal regulations are specific to the Company and may provide for greater or broader requirements than those prescribed by 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, or environmental.** There has also been no record of cases of non-compliance with the voluntary codes and regulations concerning marketing, advertising, and promotional communications, nor related to the safety impacts of our products. There have been no complaints on labor practices, Human Rights, environmental impacts, social impacts on the community, nor claims of violation of privacy and client data leakage.





This is what  
we do



# 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 and Wholesalers, among others.**

In addition, **we feature a regional online store, which we manage from our offices in Buenos Aires.** It works for countries where we do not have an Exclusive Distributor, 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, dissemination, and promotions, among others. In these cases, the Distributor receives a margin for the sales made from its 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 2020 we will work in the optimization of the loading times, the process of renewal and the conversion of trial licenses, as well as in the implementation of a loyalty plan** to improve the shopping experience of all the online store customers. In addition, we will be incorporating the management of Ecuador to the official store.



**DURING 2019, A TOTAL OF 2,139,874 USERS WERE REGISTERED IN THE ONLINE STORE**



## Description of our value chain



### Suppliers

They are responsible for providing professional consulting, press, office rental, telephony, electricity, and water services, among others.



### Headquarters

They are in charge of developing security solutions and defining the business strategy at a global level.



### ESET Latin America

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 in charge of developing the market in each of the countries in the region.



### Sales Channels/ Partners and wholesalers

They are business partners of ESET Latin America in the different countries of the region.



### Clients

They are the ones who access our security solutions, services and training, and enjoy technology safely

## Who choose us?

GRI 102-6

MATERIAL TOPICS #2 #12

Our solutions adapt to all types of environment (whether corporate or domestic), which is why we work with all kinds of sectors. We have two types of clients:



### Domestic clients

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



### Corporate clients

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

## This is how we protect your information

- ✔ Millions of companies and people trust our solutions and services.
- ✔ Our solutions are easy to use.
- ✔ 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 users

GRI 102-2 • 103-2 • 103-3 • 416-1 MATERIAL TOPICS #2 #12

## Protection for desktop PCs and laptops



The multi-award-winning solution that offers solid protection against any type of cyber-threat. Thanks to Advanced Heuristics 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, and unified reports.



It is ESET's most complete solution, which adds to the proactive protection and detection of ESET NOD32 Antivirus, the Antispam and Personal Firewall features. It provides total protection without conditioning the operation of the equipment due to its low resource consumption, and it incorporates the management of user passwords and information encryption.

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



The ESET Internet Security solution offers effective protection for users who frequently use the Internet. It has a high performance in detection, speed, and usability, characteristic of our technology.

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



ESET Cyber Security for Mac protects the equipment and all the information stored in it from direct attacks on the operating system. Moreover, it avoids 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.

## Protection for desktop PCs and laptops



Like ESET Cyber Security, it protects the equipment and all the information stored in it, but in turn adds an extra layer of security to each Mac and safeguards users against all kinds 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 the inappropriate content that they could access.

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

## Protection for children



It is an application that allows adults to help children in their online browsing, as well as to manage the mobile applications and websites that they can use. Also, to manage the time of use of the equipment and, thus, decide together what is best for them. It also allows to see where they 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.

## Protection for smartphones and tablets



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

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

## Family Protection



It is the solution dedicated to protecting smart TVs that work with Android OS operating system; it can be downloaded from Google Play directly to the device.

**Features:** protection against all kinds of malicious code, protection against ransomware and anti-phishing, among other functionalities.

# This is how we protect companies

## Protection for Endpoints



Designed for the protection of users in the current Dynamic Corporate Network, ESET Endpoint Antivirus, along with ESET Security Management Center, allows to concentrate on the operation of the company and forget about the antivirus. Based on the proven technology of ESET NOD32®, it 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 antispware, device control.



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

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



It offers comprehensive anti-malware protection for companies. Furthermore, it gives peace of mind to the executive team of the company, by having total protection and control over the workstations. Based on the proven technology of ESET NOD32®, it provides a fast, light, and proactive anti-malware defense. When combined with the administration functionalities of the web console, it is possible to remove all uncertainty regarding the defense of all company equipment.

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



It is a tool that uses sandboxing technology and is cloud-based. Thus, it runs 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 security. All the analyzed samples are visible in the ESET Security Management Center administration console.

## Encryption



It is ESET's encryption tool that guarantees the security of the information, one of the most important resources within a company, that has a great impact on the level of trust and prestige of the business.

**Features:** data encryption emerges as an additional layer of security to protect both the information of an organization as well as its communications.



It is our full disk encryption solution, which can be managed through the ESET Security Management Center console and the ESET Cloud Administrator.

**Features:** Full disk encryption

## Detection and response



It is ESET's new tool for the detection of advanced threats. It allows monitoring changes and modifications in the system, in order to identify actions that could lead to a security incident. It allows to take actions to contain and mitigate an incident.

## Two-Factor Authentication



It is a solution designed to provide an additional layer of security by performing a two-factor authentication, which allows to secure accesses, protecting the remote login to the corporate network and confidential data. Once the application is installed on the mobile device, it generates one-time passwords every time a user accesses VPN services under the RADIUS authentication protocol, for the access to Outlook Web Access and for any web system, through the API functionalities available in the product.

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

## Security training



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 users and companies in the region, and are imparted by security specialists of ESET Latin America.

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

## Backup and recovery



Devised to back up and recover information, 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 product for the protection of Gateway servers. It guards the HTTP and FTP gateways of the organization and provide the highest level of threat detection, without compromising the performance of the equipment nor the security. Created on the basis of the powerful ThreatSense® technology, ESET Gateway Security offers unprecedented scanning speed and with exceptional detection rates.

## Protection for mail servers



Product developed for the protection of email 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. Furthermore, it provides proactive online scanning, faster performance, and minimal resource consumption for servers that handle large volumes of traffic.

**Features:** protection against all malicious code, protection against junk mail.

## Protection for virtualized environments



ESET product for the security and protection of all VMware virtual environments. It features the multi-award-winning antivirus engine, that guarantees protection, speed and, in turn, generates delight by not consuming resources.

**Features:** antimalware protection at the server level, which deals with each virtual within the same server.

## Protection for file servers



Product developed for the protection of file servers. It provides 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



Product developed for the protection of SharePoint servers, which allows them to be kept free of infections and to conduct scanings of the objects in 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 kinds of malicious code, protection of SharePoint databases.

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## Network traffic analysis



GreyCortex Mendel uses multiple technologies and artificial intelligence to detect malicious behavior or actions within the organizations' networks.

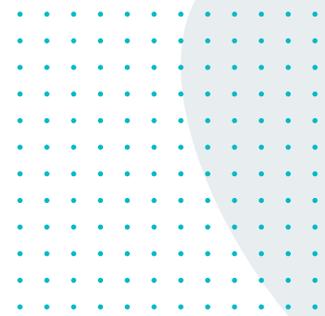
**Features:** threat detection, network traffic analysis.

# Accompaniment in the vision of security

## Data loss prevention (DLP)



Essential for data loss prevention. It offers greater control over the use of company information and, in addition, it helps improve employee productivity.



## Security assessment services



This business unit is oriented to offer a diagnosis on the state of information security in organizations. The services employ innovative processes, which combine the information obtained in the research laboratory with the results obtained in the security audits.



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 they could 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 the ESET research centers around the world.

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



## Centralized Management



The administration console hosted in the cloud is thought out for small and medium-sized companies that manage up to 250 devices and that do not want to worry about the 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 the 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 fix them with a click. Moreover, it allows management with devices that have Windows and MacOS operating systems.



The On Premise administration console provides real-time visibility into the status of Endpoints and enables the generation of complete security reports; in turn, it remedies any incident and initiates analysis with a single click. Likewise, all notifications can be configured to show only what you want to see; policies can be controlled and created in a granular way, thus, they are created for a specific device or group of devices. With ESET Security Management Center, all the management is available in a single platform. The tool is multi-platform and, therefore, it is flexible to install, since it allows installation in operating systems such as Windows, MacOS, Android, Linux.



# Recognitions

**GRI 416-1**

During 2019, numerous organizations - worldwide - have recognized our Company



## Gartner

For the second consecutive year, ESET was named as the only Challenger <sup>1</sup> in the 2019 Gartner Magic Quadrant for Endpoint Protection Platforms, based on analyst research. It was also named a 2019 Gartner Peer Insights Customers' Choice<sup>2</sup> for Endpoint Protection Platforms, based on customer reviews.



## Kuppinger Cole

ESET was recognized as a Top Performer in the KuppingerCole Executive View report, emphasizing the robust antimalware capabilities of ESET Endpoint Security.



## G2

Based on more than 66,000 user reviews, ESET has ranked 4th on the G2 Best Software Companies list, for the EMEA region.

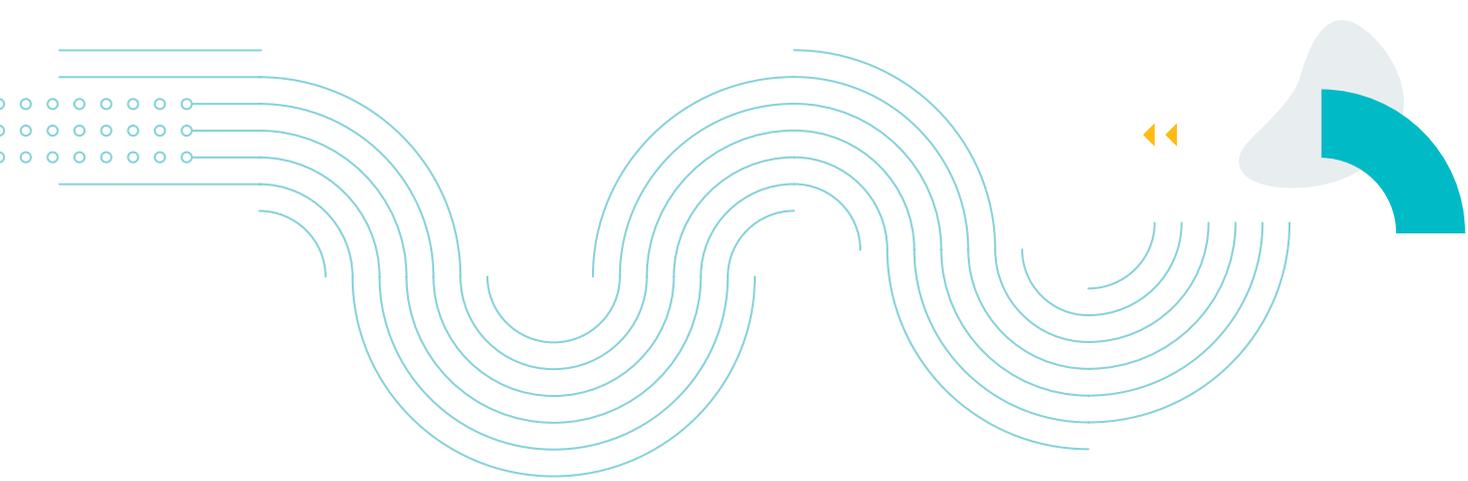


## Canalys

ESET was recognized as a global "Champion" in the 2019 Cybersecurity Leadership Matrix of the analyst firm Canalys, based on the feedback from business partners.

1 - ESET has been positioned as the only Challenger in Gartner's 2019 Magic Quadrant for Endpoint Protection Platforms. Gartner, Magic Quadrant for Endpoint Protection Platforms, August 2019. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. <https://www.eset.com/latam/empresas/reportes-gartner/>

2 - ESET has been named a 2019 Customers' Choice for Endpoint Protection Platforms. <https://www.gartner.com/reviews/customers-choice/endpoint-protection-platforms>. Gartner Peer Insights Customers' Choice constitute the subjective opinions of individual end-user reviews, ratings, and data applied against a documented methodology; they neither represent the views of, nor constitute an endorsement by, Gartner or its affiliates.



### **Radicati**

ESET was acknowledged for the second consecutive year as a Top Player in Radicati's 2019 Endpoint Security Market Quadrant.



### **AV-Comparatives**

ESET again received the ADVANCED + recognition in the AV-Comparatives Performance tests. In addition, ESET Internet Security was recognized as the home product with the smallest system footprint.



### **MRG Effitas**

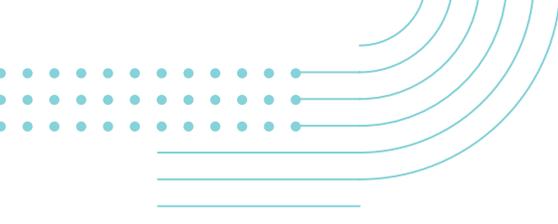
ESET was one of six security providers to obtain the Level 1 certification in the MRG Effitas Online Banking / Browser Security Certification Q2 2019 Report, with the product ESET Internet Security.



### **Revista Apertura**

ESET Latin America has been ranked among the best employers in the country, occupying the 23rd position in the category "less than 200 employees" in the annual ranking compiled by Apertura magazine.





# Customer and channel service

GRI 103-2 • 103-3 MATERIAL TOPIC #4

## Customer service modality at ESET

We offer two clearly differentiated types of support; on the one hand, technical assistance and, on the other, attention to inquiries of commercial nature.

For technical assistance, we have a modality segmented by client type, in order to meet the particular needs of each segment. **We feature a channel dedicated to all the users of the domestic product line, and another, 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 type of client.

For the domestic sector, we continue to provide assistance through our Regional Domestic Support Center exclusive for Latin America, with telephone assistance in Spanish for users in Argentina, Chile, and Mexico, and also with email and online chat support for the rest of the countries of the region. It covers the entire time slot corresponding to Latin America, so we have an extended schedule that comprises from 09:00 a.m. to 07:30 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 at 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 solutions directly within the clients' infrastructure.

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

As for commercial assistance, the Distribution Channel has an exclusive contact with the ESET Latin America commercial support team, responsible for providing answers to any question or problem posed by any channel of our distribution line.

## Focal points developed in 2019

2019 was marked for being **the third year, since the implementation and certification of the Quality Management and Continuous Improvement System**, which guarantees that the technical and commercial support areas manage their processes aligned with best practices and orienting their efforts towards the fulfilment of the expectations and needs of all our stakeholders, **as required by the ISO 9001 standard** and corroborated by the annual audit where ESET Latin America achieved magnificent results.

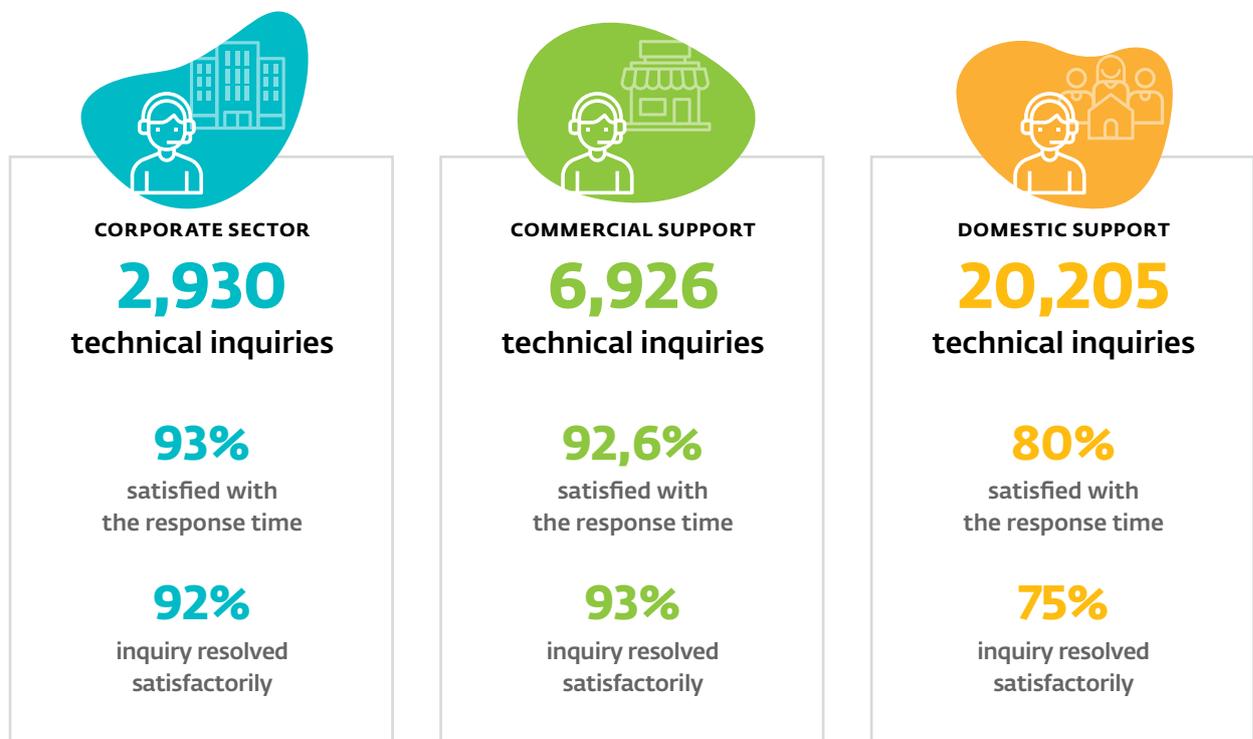
**Technical training materials, virtual classes, product guides, technical workshops with clients, visits to strategic clients, among other contents, were generated**, which con-

stitute high added value information and allow the channel and each ESET user to make the most of our security solutions.

Likewise, and as part of the process of continuous improvement, periodic reassessments of internal processes are carried out in search of optimizations and automations that allow us to be more efficient in the use of our resources.

## General customer service results 2019

### SATISFACTION SURVEYS



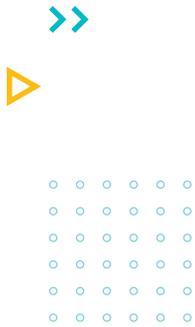




# Collaborators

#WEAREATEAM





# Overview

GRI 103-2 • 103-3 • 405-2 • 202-2 • 406-1

MATERIAL TOPICS #1 #3 #5 #6 #9 #10 #11

At ESET we seek to find 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 entire 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 firm 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 his or her 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 have been 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 maintaining a workplace in which there are no situations of harassment, 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 continuously seek to stand out by offering added value to those who choose us every day to protect their personal information. 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 Management of the offices where we have operations are local, and there are no differences between the base salary of men with respect to that of women. As of January 2019, the entire Mexico workforce has been effectively hired under the new legal entity of that country.

During 2019, we continued to send our job searches to **different organizations that work with people in situations of vulnerability** for various reasons, with the aim of collaborating in the generation of job opportunities for those populations. In the pursuit of this goal, we continued our work with the organization 'Cultura del Trabajo' (Working Culture), which offers help with finding jobs to people who are in a difficult economic and social situation. Regarding people with different disabilities, we continued our **articulation with COPIDIS and also began to publish our searches on the portal of the organization 'Inclúyeme' (Include Me).** From this new articulation, in 3 months we were able to materialize 75 applications and 2 interviews.



**WE CONTINUOUSLY  
SEEK TO STAND OUT BY  
OFFERING ADDED VALUE  
TO THOSE WHO CHOOSE  
US EVERY DAY.**

# Breakdown of collaborators

GRI 405-1 • 102-8

2018

	TOTAL		ARGENTINA		MEXICO		BRAZIL	
TOTAL	107		84		12		11	
	F	M	F	M	F	M	F	M
<b>Gender</b>	47	60	38	46	4	8	5	6
	43,92%	56,08%	45,23%	54,77%	33,33%	66,67%	45,46%	54,54%
<b>Gender</b>								
Up to 25 years old	5	7	4	5	0	0	1	2
Between 26 and 30 years old	15	18	11	15	2	2	2	1
Over 31 years old	27	35	23	26	2	6	2	3
<b>By type of contract</b>								
Open-ended	39	52	35	46	0	0	4	6
Fixed-term	1	0	1	0	0	0	0	0
Outsourced	4	8	0	0	4	8	0	0
Interns	3	0	2	0	0	0	1	0
<b>By category</b>								
Analyst	34	41	26	29	4	7	4	5
Middle management	12	12	11	12	0	0	1	0
Manager	1	7	1	5	0	1	0	1
<b>By nationality</b>								
Argentine	35	39	35	39	0	0	0	0
Venezuelan	1	4	1	4	0	0	0	0
Brazilian	5	7	0	1	0	0	5	6
Mexican	5	8	1	0	4	8	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0
Paraguayan	1	0	1	0	0	0	0	0



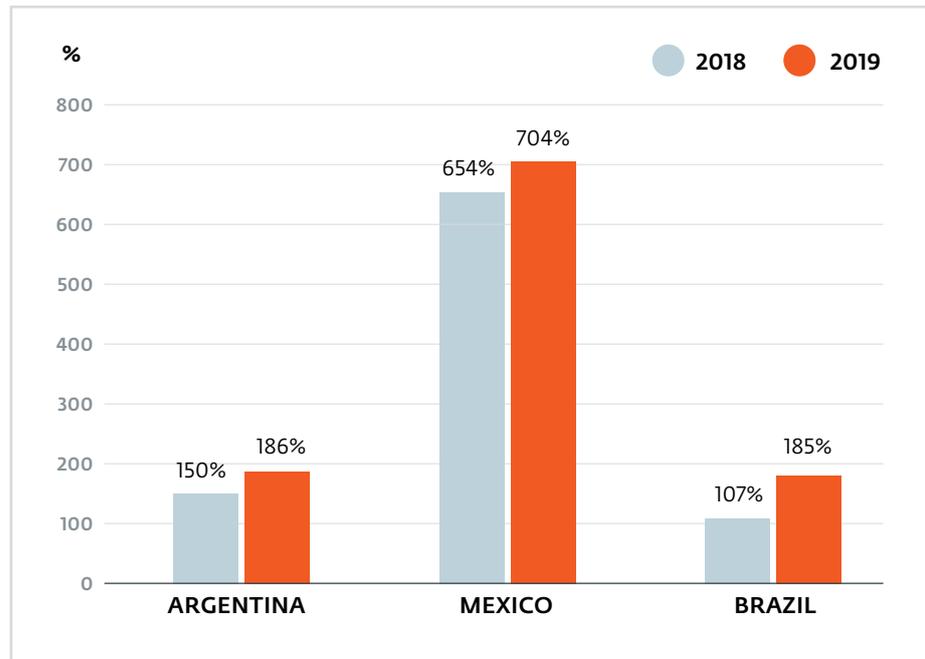
Our team of collaborators is diverse, not only in terms of the gender of the people, but also in terms of their nationality. **All of this enriches the daily work of the Company adding to the cultural and social exchange that is reflected in the results,** especially as it is a global company that works in all regions.

**2019**

	<b>TOTAL</b>		<b>ARGENTINA</b>		<b>MEXICO</b>		<b>BRAZIL</b>	
<b>TOTAL</b>	<b>112</b>		<b>86</b>		<b>13</b>		<b>13</b>	
<b>Gender</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>	<b>F</b>	<b>M</b>
	53	59	42	44	5	8	6	7
	47,32%	52,68%	48,84%	51,16%	38,46%	61,54%	46,15%	53,85%
<b>Age</b>								
Up to 25 years old	8	5	5	3	2	1	1	1
Between 26 and 30 years old	11	11	8	9	1	0	2	2
Over 31 years old	34	43	29	32	2	7	3	4
<b>By type of contract</b>								
Open-ended	51	58	40	43	5	8	6	7
Fixed-term	1	0	1	0	0	0	0	0
Outsourced	0	0	0	0	0	0	0	0
Interns	1	1	1	1	0	0	0	0
<b>By category</b>								
Analyst	37	40	26	27	5	7	6	6
Middle management	15	12	15	12	0	0	0	0
Manager	1	7	1	5	0	1	0	1
<b>By nationality</b>								
Argentine	39	37	39	37	0	0	0	0
Venezuelan	1	3	1	3	0	0	0	0
Brazilian	7	8	1	1	0	0	6	7
Mexican	6	8	1	0	5	8	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0
Swedish	0	1	0	1	0	0	0	0

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

GRI 202-1



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 186% above the MVMS in that country. To contemplate starting salaries, the Law on employment contracts is taken into account and is considered by position, regardless of whether it is performed by men or women.

## Percentage of the workforce covered by collective agreements

GRI 102-41

	2018	2019
 <b>Argentina</b>	3.74%	6.90%
 <b>Mexico</b>	0%	0%
 <b>Brazil*</b>	0%	0%

\* Although there are no collective agreements in this country, they are governed by the agreement of the activity and have the benefits stipulated therein.

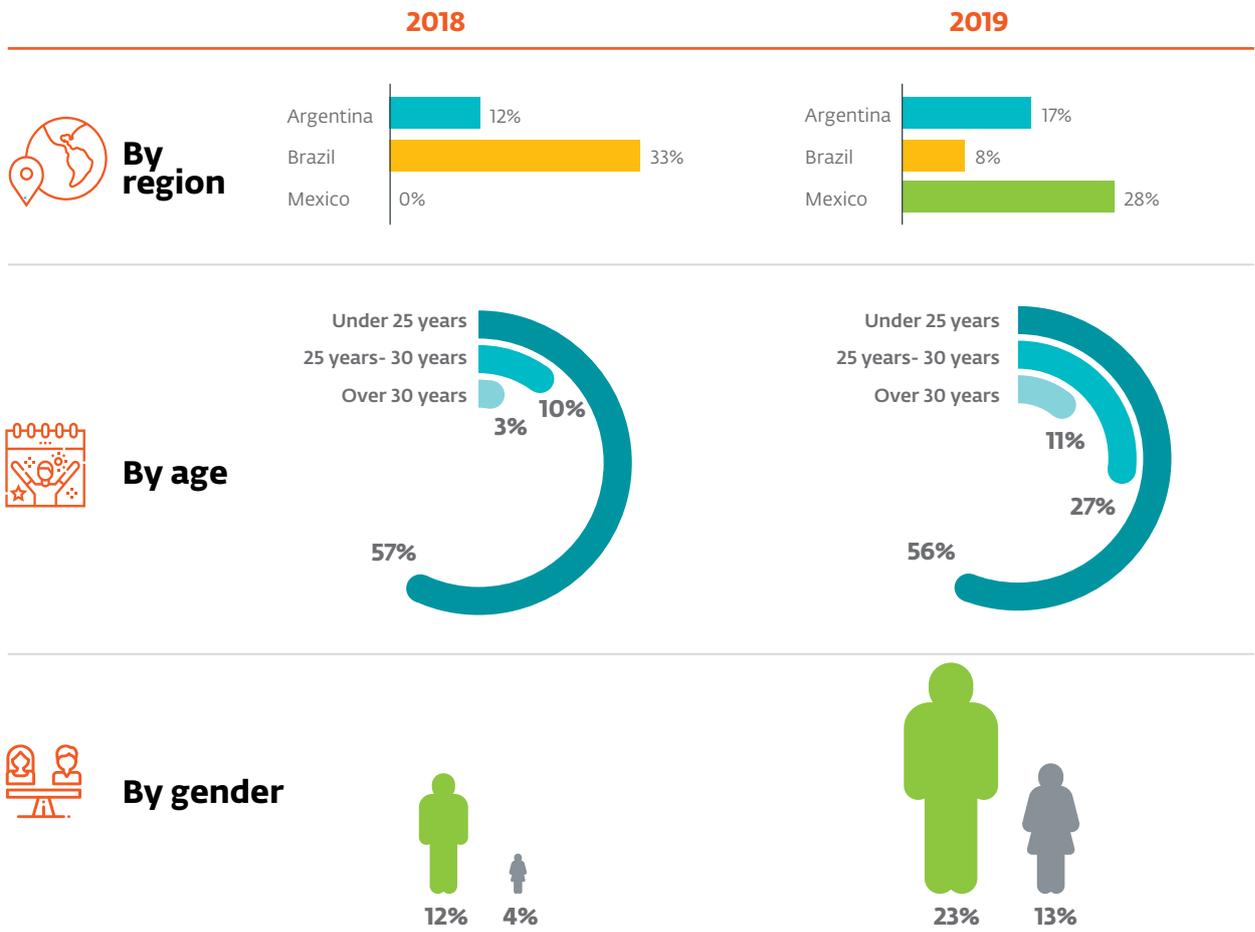
# Employee hiring and turnover

GRI 401-1

## Hiring

	2018	2019
 <b>By region</b>	Argentina: 10 Brazil: 7 Mexico: 0	Argentina: 16 Brazil: 3 Mexico: 4
 <b>By age</b>	Under 25 years: 5 Over 25 years - up to 30 years: 4 Over 30 years: 8	Under 25 years: 9 Over 25 years - up to 30 years: 4 Over 30 years: 10
 <b>By gender</b>	Women: 7 Men: 10	Women: 9 Men: 14

## Turnover



## Absenteeism and leave rates

GRI 401-3 • 403-2

● 2018 ● 2019



Type of absenteeism	ABSENTEEISM 2018		TOTAL			GENDER		AGE			COUNTRY		
	Total	Women	Men	Under 25	Between 25 and 30	Over 30	Argentina	Mexico	Brazil				
Sick leaves	160	84	76	38	79	43	99	17	44				
Study days	105	48	57	60	43	2	104	0	1				
Absences due to illness of a family member	10	8	2	0	4	6	3	6	1				
Absences without notice	4	1	3	0	4	0	0	2	2				



<b>ABSENTEEISM 2018</b>	<b>TOTAL</b>	<b>GENDER</b>		<b>AGE</b>			<b>COUNTRY</b>		
<b>Type of absenteeism</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Under 25</b>	<b>Between 25 and 30</b>	<b>Over 30</b>	<b>Argentina</b>	<b>Mexico</b>	<b>Brazil</b>
Absences with notice	7	4	3	2	5	0	2	2	3
Unpaid leaves	1	0	1	0	0	1	1	0	0
Paternity leaves	2	0	2	2	0	0	0	0	2
Maternity leaves	7	7	0	0	7	0	7	0	0
Extended maternity leaves	4	4	0	0	4	0	4	0	0
<b>Total days of absenteeism</b>	<b>300</b>	<b>156</b>	<b>144</b>	<b>102</b>	<b>146</b>	<b>52</b>	<b>220</b>	<b>27</b>	<b>53</b>

<b>ABSENTEEISM 2019</b>	<b>TOTAL</b>	<b>GENDER</b>		<b>AGE</b>			<b>COUNTRY</b>		
<b>Type of absenteeism</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Under 25</b>	<b>Between 25 and 30</b>	<b>Over 30</b>	<b>Argentina</b>	<b>Mexico</b>	<b>Brazil</b>
Sick leaves	261	164	97	12	88	161	180	51	30
Study days	62	40	22	32	15	15	62	0	0
Absences due to illness of a family member	5	4	1	0	0	5	4	0	1
Absences without notice	0	0	0	0	0	0	0	0	0
Absences with notice	53	24	29	4	6	43	40	5	8
Unpaid leaves	33	31	2	2	17	14	31	2	0
Paternity leaves	1	0	1	0	0	1	1	0	0
Maternity leaves	2	2	0	0	0	2	2	0	0
Extended maternity leaves	2	2	0	0	0	2	2	0	0
<b>Total days of absenteeism</b>	<b>419</b>	<b>267</b>	<b>152</b>	<b>50</b>	<b>126</b>	<b>243</b>	<b>322</b>	<b>58</b>	<b>39</b>

\* There was no record of absenteeism due to lost working days (ART), occupational illnesses, nor work-related fatalities during 2018 and 2019.



## Open dialogue

**GRI** 102-33 • 102-34

At ESET we have an “open door” communication policy, providing the opportunity for **all the people who work in the Company to communicate, without intermediaries**, with any member of the management team. In this way, we enhance capabilities and joint work, conveying opinions to any member of the Organization.

### Global Intranet

This year, a new internal communication tool was launched globally. The aim of this tool is to **centralize all the local and global information that the collaborators must know about the Company** (from useful information for new people entering the Company, to policies, manuals and procedures of the different areas). It will also allow us to bond, inform ourselves and interact with our colleagues around the world.

### Mailing lists

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

### All leaders meeting - Quarterly meetings

On a quarterly basis, **we meet to review all the results achieved during that period 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 middle managers and



managers participate, accounting for 26% of the people working in the Company. In this way, we encourage internal communication, we generate synergy between the different areas, and we provide transparency in information.

During 2019, four meetings were held, in which managers and middle managers of the Company participated, and each leader committed to transmit everything that happened in these meetings to his or her work teams.

### **Review Meeting**

Twice a year, our Head Office holds a conference for all the collaborators in the world, in which the leaders of the company show the results achieved so far and what is being planned for the following months. In Latin America, the COO presents the local results and planning in a meeting for the collaborators from those offices. In both instances, a space for questions and answers is opened to address the people's concerns.

### **Climate survey**

During this year we changed the methodology by joining a global initiative proposed by our Head Office. With this purpose, in December, the new survey was conducted with great participation and general satisfaction. This process will be complemented with another survey to be carried out in February 2020 where, after sharing the results with the entire company, action plans will be created on the topics that require work.



**WE PROMOTE INTERNAL COMMUNICATION, WE GENERATE SYNERGY BETWEEN THE DIFFERENT AREAS, AND WE PROVIDE TRANSPARENCY IN INFORMATION.**

## Integration events

During 2019, we carried out the following integration events:

### Argentina

- **ESET Latin America Anniversary Party:** a dinner was held in a bar in the neighborhood of Palermo
- **Children's Day celebration:** the collaborators were invited along with their children, partners, nephews and nieces to spend an afternoon at the office. An entertainment service was hired for the little ones.
- **Spring Day:** a lunch was held for all collaborators.
- **Team Building:** all the areas carried out an out-of-office activity during working hours, with the objective of strengthening teamwork.
- **Quarterly Lunches:** once every quarter, each area is invited to lunch by its manager, to share a relaxed moment between all the team members.
- **Planning Sessions:** the Company managers met in August to carry out the Planning Session. In December, the formal presentation of the approved projects was made to the middle managers, in a conference that took place at the ESET Buenos Aires offices, and in 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 (partners and children) to spend a day outdoors.

### Mexico

- **End-of-the-year Party:** the terrace of a restaurant was reserved, where the entire staff shared a dinner.
- **ESET Anniversary:** all the collaborators attended a cooking lesson and then shared what they had prepared.

### Brazil

- **End-of-the-year Party:** collaborators took a guided tour to a craft brewery, where they tasted the flavors produced by the brewery.
- **Halloween:** the office was decorated and each collaborator brought something to eat to share.



**CHILDREN'S DAY  
ARGENTINA**



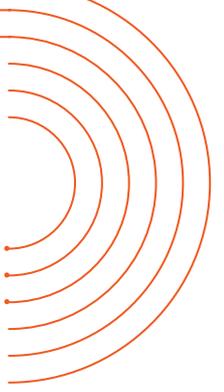
**SPRING DAY  
ARGENTINA**



**END-OF-THE-YEAR  
PARTY ARGENTINA**



**HALLOWEEN  
BRAZIL**





## 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 they can learn more about the culture of ESET Latin America and its way of working**. Likewise, it is a good opportunity for the General Manager to get to know the new people entering the Company better and to strengthen ties with each one of them. Managers from different areas and Human Resources representatives also participate in this meeting. This modality is implemented in Argentina and, during 2019, 20 collaborators of the Company participated.

## Suggestion box

In order to provide yet another tool for internal communication, that allows all staff to present their concerns, suggestions, comments and/or proposals, we have a suggestion box. **The person who wishes to send his or her comment can write to an email address, which is reviewed by the Human Resources Management of the Company.** Once the suggestion, proposal, or comment is received, 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 area, among others.

## Sustainability Committees

From the Sustainability area, as developed in previous chapters, 3 Committees are coordinated. As a strategic part of their role, they are in charge of identifying relevant issues to communicate to the Management.

# Personal well-being

GRI 103-2 • 103-3 • 401-2

At ESET Latin America we design our benefits policy under the premises of: achieving a balance between work and private life, generating healthy habits that take care of the health, and supporting the professional development of each person.



## Flex time

In Argentina we have a flexible hours policy, for those occasions in which people need to adjust their work schedule to their needs, in cases where the job position allows it.

58% of the staff made use of this benefit.



## Summer schedule

In the summer months, those who work full time have the possibility of leaving 3 hours early every other Friday, both in Argentina and in Mexico.

78% of the staff used this benefit.



## Enjoy Your Choice

It is a benefits 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 change them according to their needs.

34 people accessed this benefits program.



## Home office

Each person has the possibility of working one day a week from home. In addition, we seek to promote the care of the environment to avoid – in this way – having each person commuting from home to the workplace

every day. The benefit can be accessed by those people who have been in the Company for more than three months and have good results in their performance assessments. In addition, they must meet various technical requirements that ensure a good connection from home. The three offices in Latin America enjoy this benefit on a weekly basis.

94% of the staff accessed this benefit.



## Vaccination campaign

Collaborators from Argentina have the possibility of getting the influenza vaccine annually. Its application is free of charge and takes place during working hours at the ESET offices.

25 people made use of this benefit.



## Active breaks ▶ NEW

This activity consists of low-difficulty mobility and stretching exercises, and it takes place every 15 days at the workplace, guided by a professional, at the Argentina offices.

40 people enjoyed this benefit.



## Healthy nutrition

We make fresh fruit and healthy snacks available to all collaborators in the common areas of all three offices. In turn, healthy snacks are also offered at team meetings and internal events.



## Massages

Once every fortnight, everyone in the Buenos Aires office has the benefit of being able to enjoy a 20-minute massage session during working hours and completely free of charge.

**1,278 massage sessions** were provided, and **92% of the staff** enjoyed this benefit.



## Parenting and work

We know that balancing parenting with work requires additional effort and energy. For this reason, we are concerned about offering support to the mothers and fathers of our team. With this purpose, during 2019 we improved and added benefits related to parenting.

### Maternity and return to work ▶ NEW

We extended the Maternity and Return to Work Plan. The mothers of the 3 offices in Latin America enjoy **home office twice a week one month before starting their leave and until the baby is one and a half years old.**

**3 collaborators** took maternity leaves, 2 of them have rejoined the Company after their leave and 1 continues on leave.

### Lactation room ▶ NEW

We implemented the **Lactation Room** in the Buenos Aires office to be used during the breastfeeding period.

### Paternity leaves ▶ NEW

All fathers have **2 weeks of leave** and the possibility of doing **2 days of home office per week until the baby is 3 months old.**

### Extended adoption leave ▶ NEW

We incorporated the possibility of adding **6 months of unpaid leave to the existing adoption leave by law.**

### Children's birthday

All the people who have children under the age of 12, have the possibility of enjoying the day of their birthday freely.

**10 mothers and fathers** have enjoyed this benefit.





## Uprooting payment

We grant **financial compensation to all those who must travel for work, for the days they spend away from home for work reasons** and the possibility of having an **additional home office** day when the trip exceeds 5 days in the case of Argentina. In the case of Mexico and Brazil, those people who are compelled to work outside their work schedule due to traveling, are compensated with days off.

**25 collaborators** accessed this benefit, which accounts for the totality of the people who traveled.



## Parking

The Baiona building in Buenos Aires has 10 parking spaces, which are assigned free of charge according to category (Managers, Channel Managers, Middle Managers, Specialists) and then by seniority.

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



## Movie tickets

In Argentina, we deliver free tickets for the cinema twice a year.

**100 of our staff** enjoyed this benefit, and we delivered a total of **275 tickets**.



## Sports, cultural, educational and health activities

In Brazil, we signed an agreement with the SESC, which allows to **access different cultural, sports, and educational activities** at a significant discount or free of charge.

**13 people** enjoyed this benefit.



## Transportation and meal vouchers

According to the labor law in Brazil, a daily allowance must be granted for the staff to use for lunch and a 6% discount must be deducted from the per diem card they receive through the union. We increased the sum granted for food by 4% and subsidized 3% of the discount that must be made for travel expenses.

**100% of the collaborators** in Brazil made use of this benefit.



## ESET licenses

We delivered – free of charge – an **ESET Internet Security Pack** to the entire company payroll at the regional level, which includes various antivirus solutions for different devices and operating systems.

| **75 ESET Internet Security Packs** were delivered.



## Recreation room

In our Buenos Aires offices we have a **recreation room with various facilities**: 32-inch TV, Play Station, ping-pong table, magazines, refrigerator, microwave, and tables and supplies for the preparation of breakfast and lunch.



## Gym

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.

| **20 people** from the team accessed this benefit.



## Birthday off

We grant the collaborators of our three offices the possibility of **taking the day off on their birthday**.

| **70% of the staff** enjoyed this benefit.



**THIS YEAR WE ADDED  
4 NEW BENEFITS  
AND IMPROVED AND  
EXTENDED 6 EXISTING  
BENEFITS**



## Anniversary gift

All collaborators who celebrate 5, 10, 15 and 20 at ESET are rewarded with a **gift voucher** in all 3 countries, and **business days off** in the case of Argentina and Mexico.

| **14 people** from the team accessed this benefit.



## Graduation award

All the people from the Buenos Aires, São Paulo and Mexico offices who graduate, **receive an economic recognition**.

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

| **3 people** received this award.



## Discount in Universities

We signed **agreements with higher education institutions in Brazil**, in order to provide a **significant discount** in the tuitions for Graduation, Technology, Postgraduate, MBA, and Specialization courses.



## ESET in the world **▶ NEW**

All collaborators in the region have the possibility of spending a week working in an ESET office when they travel on vacation.



## ESET hours **▶ NEW**

We grant **half a day off per quarter to carry out personal procedures**. This benefit can be used with no need to compensate, and is aimed at those who work full time in the three offices in the region.



## Additional home office for distance **▶ NEW**

Those people residing more than **100 km away from the office** will be able to do **2 home office days per week** in the Argentina offices

# Talent management

GRI 103-2 • 103-3 • 404-2

The development of our collaborators is an issue that concerns us. That is why we have an annual training plan, through which they can access training according to their needs and interests. Moreover, we have performance assessments and competency-based managements, which promote the growth of the people in the Company.

## Language lessons

All the staff has the possibility of attending **English lessons during working hours** to improve their level in the language. ESET Latin America bears 100% of the training costs, including the materials they use. In this way, we seek to develop the person's knowledge, as well as to reduce the existing performance gap between the actual profile and that required for the position.

**49 people** accessed this benefit and **756 hours of English** were taught.

In Argentina, depending on the requirements of the position and the tasks that the collaborators carry out, they are given the possibility of taking **Portuguese lessons**. These classes are taught in person and during working hours. The Company bears 100% of the training costs, including the materials they use.

**18 people** participated in this training and **72 hours of Portuguese** were taught.

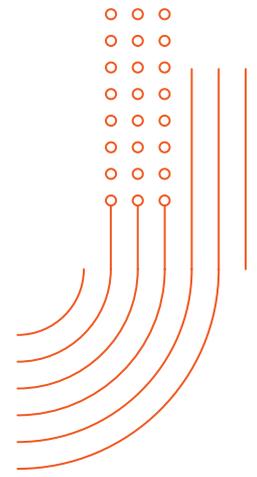
In Brazil, depending on the requirements of the position and the tasks that the collaborators carry out, they are given the possibility of taking **Spanish lessons**. These classes are taught in person and during working hours. The Company bears 100% of the training costs, including the materials they use.

**9 people** participated in this training and **38 hours of Spanish** were taught.

## Lunch & Learn

It is an initiative in which we intend to create a relaxed learning space while having lunch. Within 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 others, which may be work-related or of general interest (for example, personal finances, some hobby, the use of an IT tool, etc.).

A talk was held on Excel, in which **20 collaborators** participated.



## Think & Talk, sustaining ideas

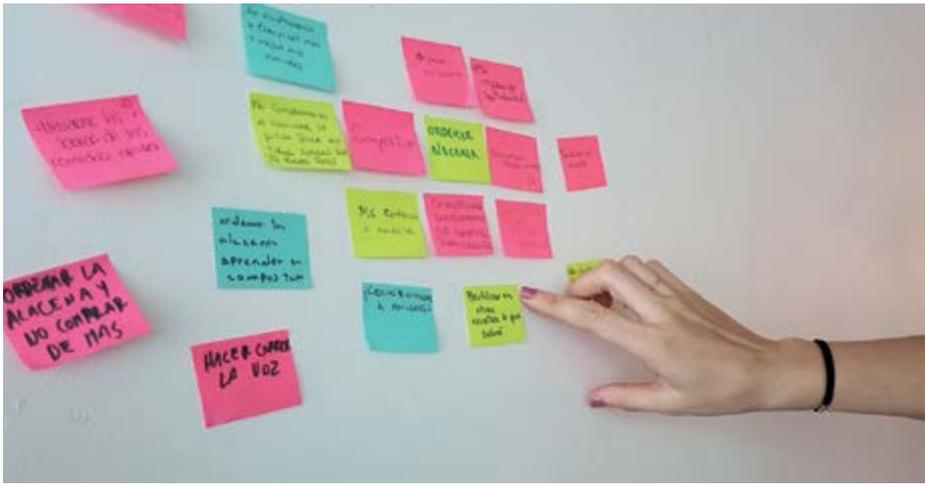
This cycle of talks and activities, proposed by the Sustainability Committees, aims to provide our staff with a space for talks, workshops and activities on relevant awareness topics regarding sustainable management.

### Within this framework, 7 activities were carried out:

1. The Argentina Food Bank came to the Buenos Aires offices to give a talk on food waste and how to avoid it.
2. The NGO 'Argentina Cibersegura' came to talk about fake news.
3. 'Mexico Ciberseguro' carried out an activity for collaborators and business partners in Mexico, with the aim of showing how cybersecure we are.
4. The NGO 'Regenerar' (Regenerate) gave an informal and relaxed talk in the Buenos Aires offices on waste separation, its importance, and how to do it.
5. We offered a talk for our three offices on how to make breastfeeding and work compatible, in charge of the Argentine Milk League.
6. In Buenos Aires, we visited the Ecopek Recycling Plant, where they showed us how PET bottles are recycled.
7. We held a talk on spring day for all the Buenos Aires staff on the benefits, both physical and environmental, of using the stairs instead of the elevator.

We measured the satisfaction of the collaborators who participated in these activities and the results were the following:







## Annual training plan

GRI 404-1

We have a training policy, which gives us the framework to plan the year of training and specific courses for each collaborator, according to the needs of the area to which he or she belongs. On the other hand, members of the Company provide training to their colleagues, transmitting their knowledge on a particular topic and collaborating with the proper development of their work. During 2019, we decided to carry out some training focused on certain Company profiles, to promote their development and professional growth:

- Middle Management Program (people in charge of teams and experts), where the following topics were seen in modules: Time management, Conflict resolution, Feedback tools.
- Oratory Program.
- Negotiation for Sales Program.
- Training on CPR and First Aid.

The main training topics were: Oratory, Media Training, ISO 9001 Internal Audit Training, Gender Diversity, and Cyber Crime.

A total of **2,382 training hours** were provided.

In order to assess the impact of this program, content satisfaction surveys were implemented during this year, to evaluate – with this information – the supplier companies that offer them, know the satisfaction of the collaborators, know if the person was properly trained and if he or she needs complementary training.



● 2018 ● 2019



**2,325 | 2,382**  
hours invested



**107 | 109**  
people trained



**21.74 | 21.85**  
average hours of training  
per person



**56 | 57**  
trained men

**1,264 | 1,269**  
hours of training

**22.57 | 22.27**  
average hours of training  
per collaborator



**51 | 52**  
trained women

**1,061 | 1,113**  
hours of training

**20.80 | 21.40**  
average hours of training  
per collaborator



**8 | 8**  
managers

**123 | 97**  
hours

**15.38 | 12.12**  
average hours  
of training



**23 | 17**  
middle managers

**479 | 610**  
hours

**20.83 | 35.88**  
average hours  
of training



**76 | 84**  
analysts

**1,724 | 1,675**  
hours

**22.68 | 19.94**  
average hours  
of training



## Performance assessment by competences and objectives

GRI 404-3

Managing our collaborators by competence implies knowing and understanding what each person thinks, feels, and why he or she acts in a certain way; also, understanding that our differences are what make us competent to perform each job successfully.

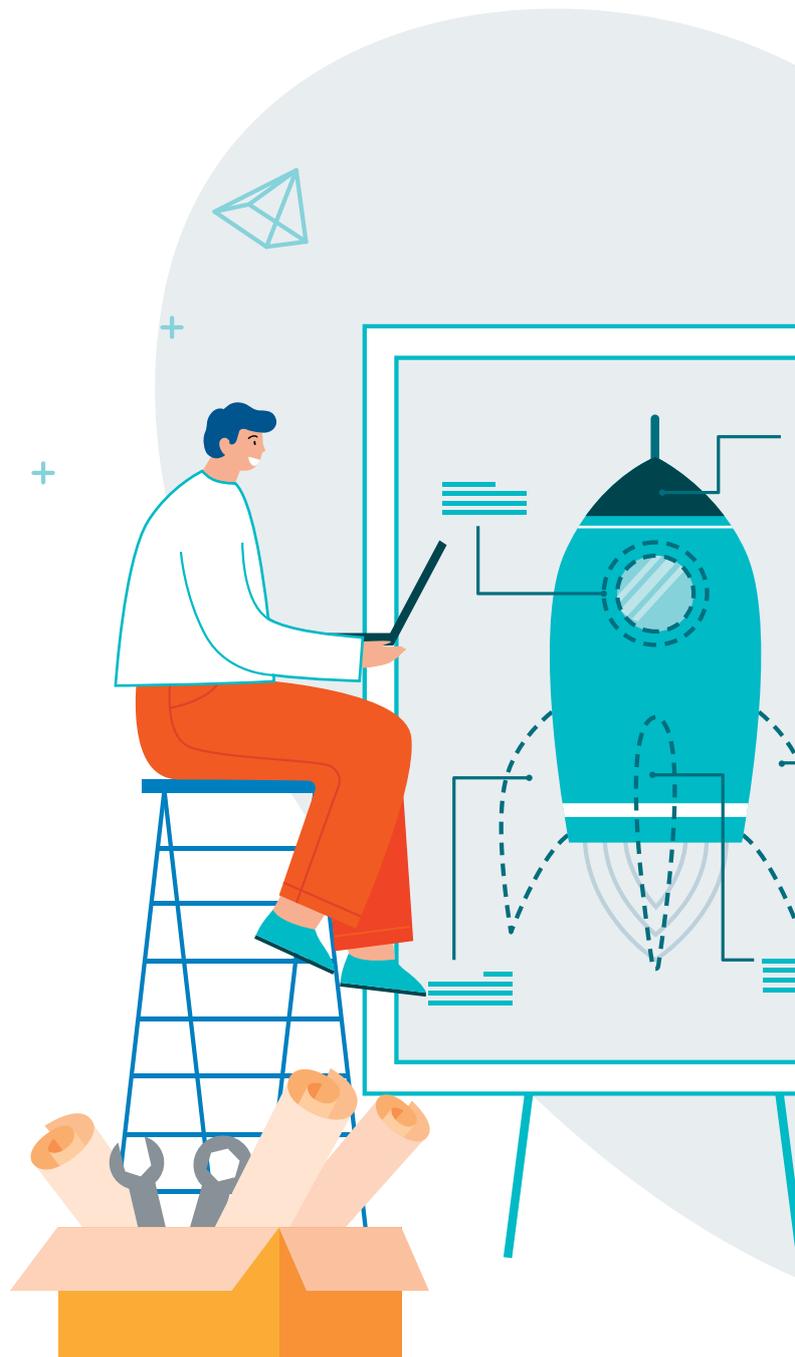
The purpose of implementing a competence management system is based on two interrelated axes. On the one hand, procuring that each person in the Organization is aligned with the business strategy of the firm and, on the other, developing the people's capacities, in order for this alignment to be more effective and beneficial for both parties.

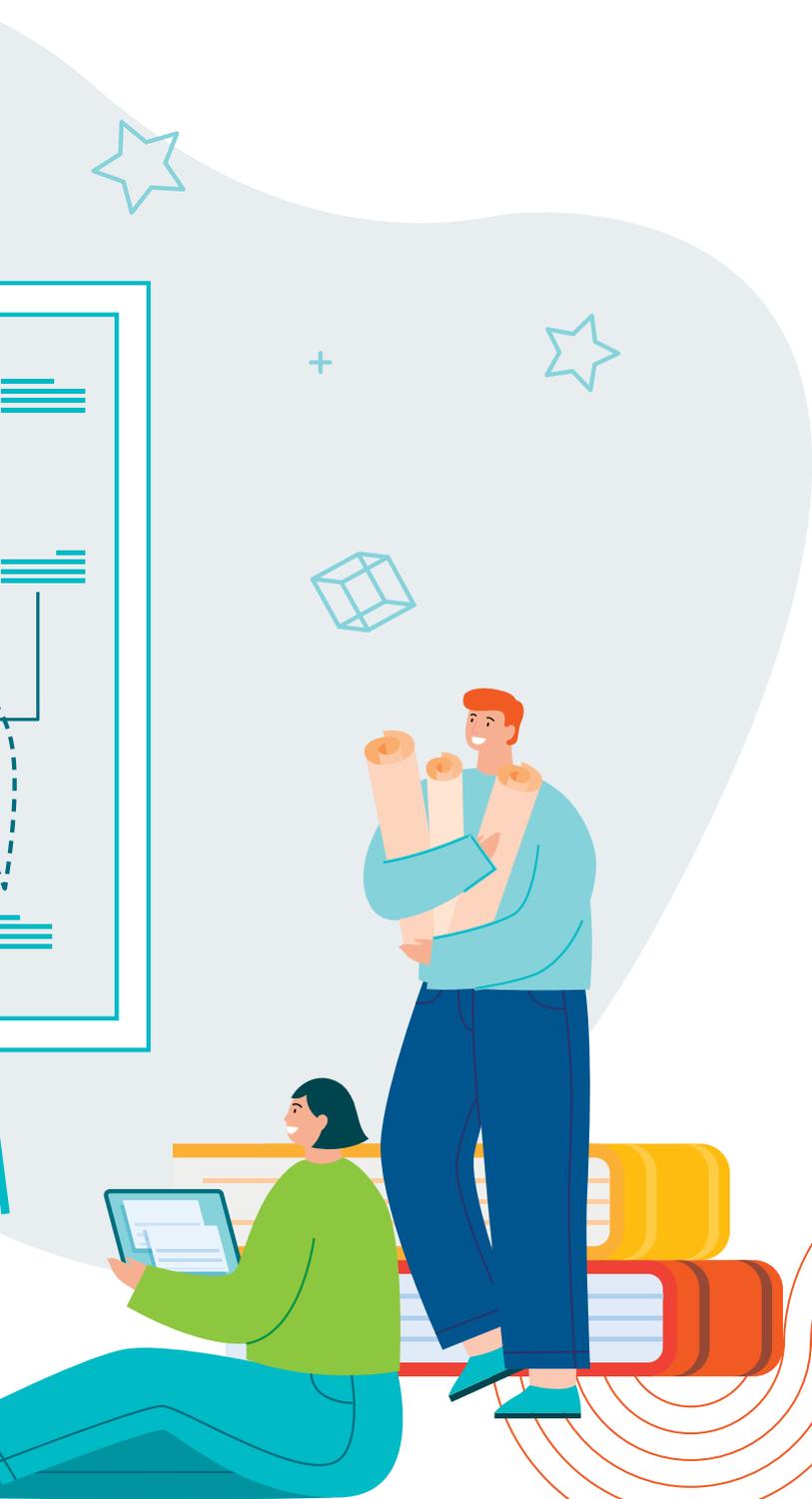
**100% of the Argentina staff** received their performance assessment by competences and objectives.

## Occupational health and safety

GRI 103-2 • 103-3 • 403-1 • 403-3 • 403-4

We take care of our workers 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 routinely addressed at management meetings. However, we do not have any job positions whose profession has an incidence or poses a high risk to health, and all health and safety issues are contained in the trade agreement under which 6.90% of the Argentina staff is grouped.





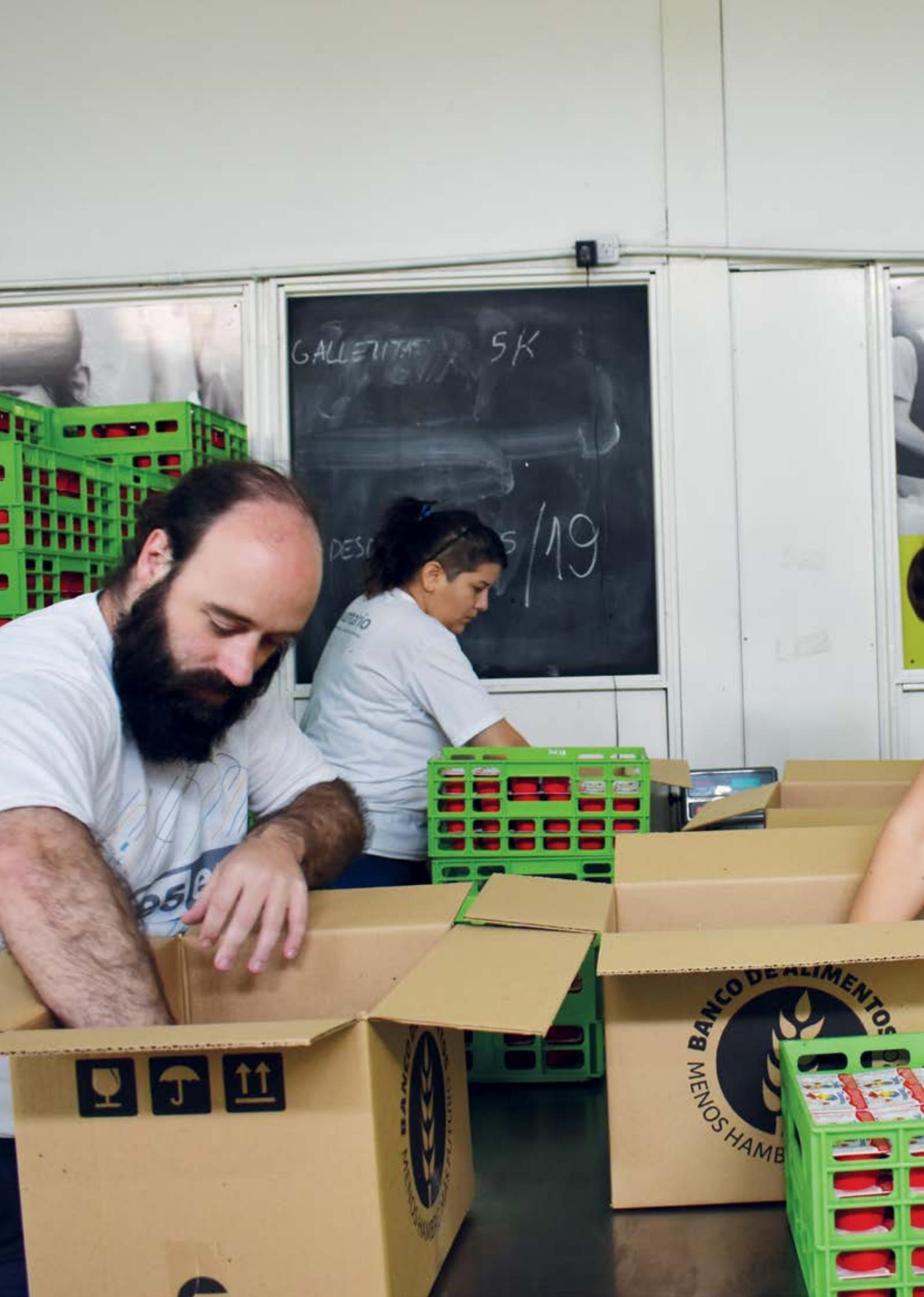
## Social security benefits for collaborators

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 the provisions of the Law and collective agreements. **The Company grants all the rights required by Law in all the countries in which it operates.** Notice periods are respected in the procedures established by the Labor Law. Social benefits are for the entire payroll. In Argentina, during 2019, we added one more health insurance company to those we were already providing in previous years. In addition to offering as a benefit the OSDE 410 prepaid plan for Managers and Galeno Plata for the rest of the collaborators and their primary family group, without having to pay any difference, **this year we added the Galeno 400 option.**

In Mexico and Brazil, health insurance is granted for major expenses.





GALLETTAS 5K

DES... 5/19

BANCO DE ALIMENTOS  
MENOS HAMBRE





# Community

#WEAREACOMMUNITY



# Education on IT Security

GRI 102-11 • 103-2 • 103-3 • 413-1 • 413-2 MATERIAL TOPICS #8 #11

One of the **main bets** of ESET Latin America – since its beginnings – **is the education and awareness in terms of information security in the community**. On this point, diverse actions are continuously being developed, seeking to provide guidance and advice on information security, so that users know how to protect themselves while using IT tools.



It is one of our strongest educational initiatives in the region. Since 2004, our security specialists **have traveled to different countries and visited various universities to provide updated information to students** of careers related, mainly, to technology and information systems. In 2019, after two years, we resumed the talks in Brazil; 5 of them were provided over the year in this country.

Also, as part of the Antivirus Tour, in 2019 the participation in three events stands out due to their characteristics and scope: NotPinkCon, H4ck3d and DragonJar. All three are security conferences; the first two in Argentina and the third in Colombia. All these activities were open to the general public and we participated in all of them thanks to the research activities carried out by the ESET Research Laboratory, managing to convey to different audiences the importance that information security has taken in recent years.

More than **7,000 attendees**  
**122 universities**  
**15 Latin American countries**  
Since 2004, we have reached **+70,000 students**.



ESET is home to many 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, a news portal on information security, 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 both for seasoned programmers and for the general public that enters the portal in search of basic tips to help them protect their information.

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

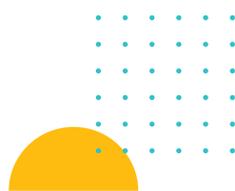
WLS in Spanish  
**3,484,097 visits.**

WLS in Portuguese  
**474,552 visits.**

They are a series of events that we carry out 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 aims to train and strengthen ties between ESET Latin America, its Exclusive Distributors, its Partners, the main clientele, and the wider community throughout Latin America. In this way, ESET Security Days become an **interesting educational initiative made available to all those interested in learning more about IT security.**

During 2019, we focused on continuing to **work on the profiling of attendees.** There was a lecture on the operation of the different types of threats that can affect a company: "Traveling through Cyberspace: Operation Malware" and, to close the event, privacy as a value of information and the role of companies was discussed.

**13 countries and 20 cities visited**  
**3,465 attendees**



## ACADEMIA ESET

CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA

We make the largest security e-learning platform in Latin America available to all Internet users. In this way, all those people interested in learning more about the Internet, its risks, and modes of protection, have the possibility of taking free or paid courses on our portal. Once the content is completed, the registrants can take an online exam and, in case of passing, they can obtain a certification that endorses the knowledge obtained.

**14,877 more people registered** in our e-learning platform.



**PREMIO  
UNIVERSITARIO  
ESET**

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

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

**78 papers** were received.





**PREMIO ESET  
PERIODISMO  
EN SEGURIDAD  
INFORMÁTICA**

This initiative is unique in the region, and aims to distinguish the effort 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 each member of ESET – believe in the importance of disseminating information for the knowledge and training of society in the prevention of attacks that compromise its 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 subject in terms of IT security and its interest for the community, the originality of the research, the in-depth treatment of the information, the narrative quality, and the correct use of technical terminology.

The author of the best journalistic work is awarded with a trip to the Mobile World Congress, the world's most important congress on mobile communication congress, which is currently held at the Fira in Barcelona, Spain. He or she is also invited to a visit to the ESET Headquarters in Bratislava, Slovakia. The people with the best works in each category (graphic press, digital press and multimedia press) are given a tablet and special distinctions are also awarded to one work for each region (Brazil, Mexico, Andes, Rio de la Plata, Central America, and South American Caribbean) with an E-Reader.



**WE BELIEVE IN THE  
RECOGNITION OF THE  
WORK AND DEDICATION  
OF THOSE PEOPLE WHO  
BET ON THE RESEARCH ON  
INFORMATION SECURITY.**

## 2019 winners:



**Winner of the 2019 ESET Award for IT Security Journalism:**  
**Sebastián Davidovsky**, from *La Nación*, Argentina, for his publication "**Cómo una historia de amor que empezó por Tinder terminó en una estafa internacional**" (How a love story that started on Tinder ended in an international scam).



**Winner of the Graphic Press category:**  
**Sebastián De Toma**, from *Information Technology*, Argentina, for his report "**Un camino oscuro y peligroso**" (A dark and dangerous path).



**Winner of the Digital Press category:**  
**Irene Hartmann**, from *Clarín* newspaper, Argentina, for her article "**Stop al 'sharenting': son chicos y les exigen a sus padres que no suban fotos suyas en las redes**" (Stop 'sharenting': they are children and demand their parents not to upload their pictures to the networks).



**Winner of the Multimedia Press category:**  
**Stefanía Colombari**, from *Teletica*, Costa Rica, for her work "**Apretando botones en lugar de golpear rostros**" (Pressing buttons instead of hitting faces).

## Special distinctions by region:



Brazil region, **Raphael Hernandes**, from *Folha de Sao Paulo*, for "**Urna eletrônica chega à 12ª eleição no país sob ataque inédito**" (Electronic ballot box reaches 12th election in the country under unprecedented attack)



Mexico region, **Ernesto Santillán and Eduardo Buendía**, from *Reporte Índigo*, for "**Espionaje sin controles**" (Uncontrolled espionage).



Andes region, **Juan Pablo Figueroa Lasch**, Chile, from *La Tercera*, for "**Qué se hace con los datos privados de los chilenos**" (What is done with the private data of Chileans).



Rio de la Plata region, **Pía Mesa**, Uruguay, from *El País*, for "**Tarjetas contactless: mitos, verdades y algunos consejos para evitar fraudes**" (Contactless cards: myths, truths, and some tips to avoid fraud).



Central America region, **Juan José López Torres**, El Salvador, from *IT NOW*, for "**El nocivo silencio de una vulnerabilidad digital**" (The harmful silence of a digital vulnerability).



South American Caribbean region, **Ana María Velasquez**, Colombia, from *El Tiempo*, for "**Un recorrido por los callejones de la Dark Web**" (A tour through the alleys of the Dark Web).

2019 we received a total of **161 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 the technologies.

In this way, it not only makes an annual monetary contribution to the civil association, but also unconditionally supports it and participates in the main actions of the Organization, providing the working 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.

During 2019, ESET Latin America launched a new form of volunteering in coordination with the NGO: **Cyberactivists. To be a #Cyberactivist is to BE a responsible actor on the Internet and to MAKE others be so too.** This new proposal aims to incorporate new and diverse ways in which collaborators can cooperate with the NGO:

- 1 Be part of the creative team of Argentina Cibersegura.
- 2 Be a tutor in the “Mi Red Segura” (My Safe Network) Contest, aimed at children and adolescents.
- 3 Be a spokesperson for Argentina Cibersegura.
- 4 Collaborate in the events and actions of the Organization.
- 5 Be part of the Educational Mentoring Team, whose responsibility is to train the new spokespersons, to continue transmitting the Organization's message in all areas, to represent it in different actions of public exposure, and to educate the multiplying agents.





During this year, the Organization carried out:

- ✔ More than **460 talks** at educational and government institutions, and companies.
- ✔ Through these, more than **35,000 people from different locations in the country were reached.**
- ✔ All of this was possible thanks to **more than 150 spokespeople** who collaborated voluntarily.



Moreover, the Organization continues to bet on **federal growth** and its coordinations in Bahia Blanca, Cordoba, Mendoza, La Rioja, Chaco, and Santa Fe. It is important to highlight the commitment with social campaigns that continue to be strengthened, such as “**#NoAlGrooming**” (**NoToGrooming**), which promotes the struggle against this problem that affects the under-aged in the digital world, and in which ESET collaborators also participated. Finally, as every year, the annual teachers' event was held, with the objective of providing teachers with tools for the digital world. The event had an on-site **participation of more than 100 educators**, and the focus was made on bringing the educators closer to an integrated approach on the codes of evolution in society with respect to technology.



During 2019, **19 Cyberactivists** joined the NGO as volunteers.



**México  
Ciberseguro®**

Since 2015, and taking the Argentine and North American experiences as a reference, work began with the Mexico Ciberseguro initiative. **This is a proposal promoted by ESET Latin America, together 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.

Mexico 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.

Since its creation, the initiative has visited **32 organizations** and offered more than **50 talks.**





# Digipadres

UNA INICIATIVA DE ESET

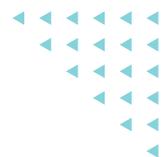
Being a Digiparent is being aware that there are risks on the Internet and that it is necessary to take care of children in the digital world as well. Becoming a Digiparent is part of a learning, dialogue, and supervision process, through which the necessary knowledge can be acquired to help the little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

From ESET, we want to facilitate and accompany all the people who are going through this complex task of being parents in the digital age, and help them protect their children without having to be a technology expert. For this reason, we encourage fathers, mothers, and educators to improve their knowledge and experience on the Internet, accompanying them along this path. To that end, we created this platform that puts valuable educational content at their disposal, so that they learn to care for minors while using the web, and so that they can build, together, a healthy and safe space for boys and girls.

During 2019, we participated in various events: together with Argentina Cibersegura, we participated in the Citizen Cybersecurity Day, where we delivered materials with information and prizes; we participated in Ted Entramar, providing them with materials to deliver and prizes and, finally, we participated in the Argentina Cibersegura conference for educators, providing them with materials to deliver and gifts for the speakers.

During 2019, we managed to incorporate 5 new allies that support the initiative. The new contents created during this year addressed the following subjects:

- Holidays are coming: free time without screens!
- Instagram and the era of #Activism: young people who raise their voices
- 6 tips to protect your children's webcam
- International Book Day: technology at the service of education
- Safe browsing tools for the little ones
- Privacy for a Like
- Sharenting webinar: the risks of exposing children on social networks
- Video: protecting minors on the web
- WHO Report: how to promote physical activity in children?
- Viral Challenges Part I: between danger and the absurd
- Viral Challenges Part II: real dangers in digital worlds
- Knowing, dialoguing, supervising: that spy tales do not become a reality
- At what age is it recommended that children have their first mobile?



- ✔ **5 new allies** support the initiative:  
Lenovo | Teradata | TED Entramar | Vida Segura Foundation | Internet Seguro Foundation
- ✔ LATAM: **78,503 sessions** and **367 users** registered in the platform
- ✔ 1<sup>st</sup> webi: **244 people** registered and **55 attendees**  
2<sup>nd</sup> webi: **230 people** registered and **51 attendees**

## Christmas campaign

From December 23 to 30, we launched a campaign in which, for each license sold in our regional online store, it was decided to donate an equal license to the civil society organizations with which we have been working during 2019.

A total of **649 licenses were sold and donated** in the regional online store.

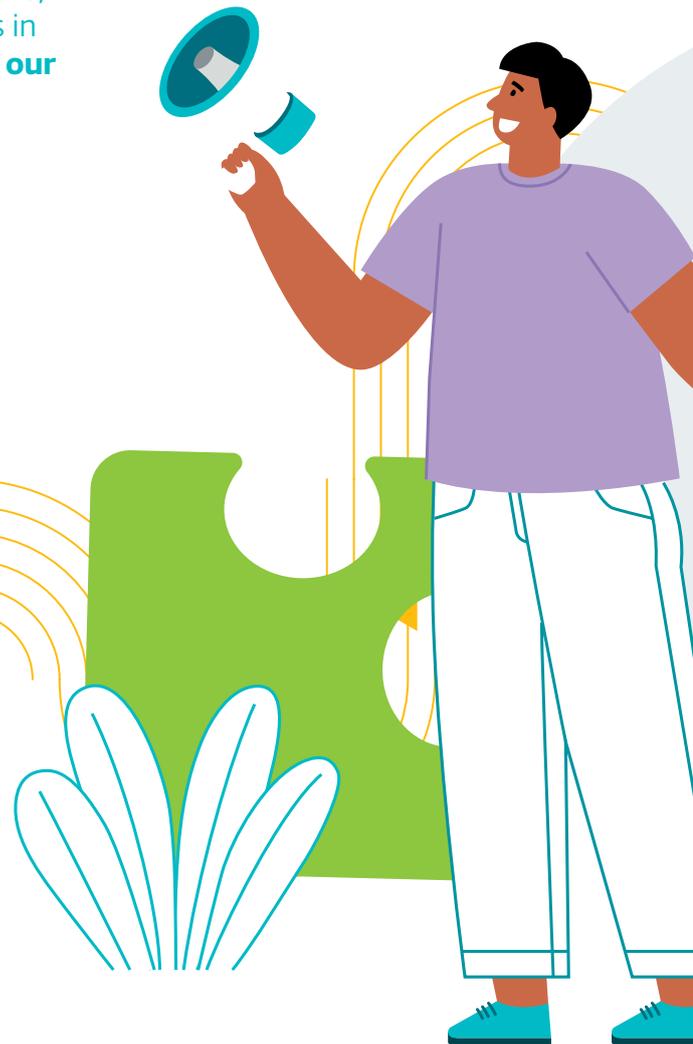


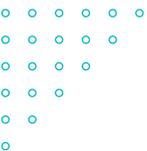
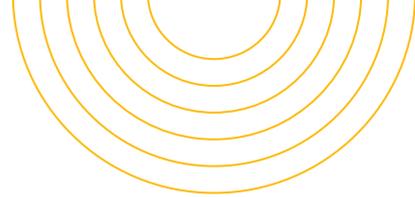
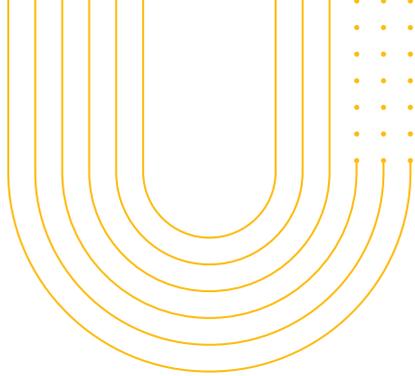
# Corporate Volunteering

At ESET Latin America, we believe it is very important, on the one hand, to be able to provide our collaborators with a **framework 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, articulating with diverse civil society organizations, that respond to the needs of our environment and to the concerns raised by the people who work at the Company.

For ESET, 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, and our participation in the 'Comprometidos' (Committed) project are examples of this approach that we initiated a few years ago and that we intend to strengthen year by year.

During 2019, **64% of our staff and some business partners**, from the different countries in the region, **participated in our volunteering proposals**.





**WE BELIEVE IN  
ARTICULATION AND  
TEAMWORK; THAT  
IS WHY WE WORK  
WITH DIFFERENT  
ORGANIZATIONS,  
GENERATING JOINT  
PROJECTS AND  
SUPPORTING SOME  
EXISTING ONES.**





## Give More



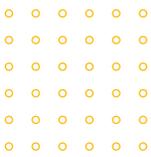
We encourage our collaborators to get involved and collaborate with different social causes. In this regard, those who have participated in, at least, 2 volunteering activities organized by the company, **are given a working day off to address social causes of their choice.**

## Conectados - Entra en Acción (Connected - Take Action)

It is our **direct action volunteering 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.**

### Argentina and Mexico Food Banks

We went to classify food donations to the Food Bank in Argentina and Mexico, so that they can later be distributed to the social organizations with which this institution collaborates. The Food Bank is a non-profit organization that **contributes to reduce hunger, improve nutrition, and avoid food waste.** Its mission is **“to help the hungry”** and they do so by receiving donations of food and products from companies, agricultural producers, and supermarkets, which it then distributes among social organizations that feed people in need. In **Mexico we work in articulation with the Voluntarios Mexico Organization,** as we have been doing since 2018.



## Encuentro en la Diversidad (Meeting in Diversity)

From our Buenos Aires offices, we participated as volunteers in the 'Encuentro en la Diversidad' event, organized by the 'Encontrarse en la Diversidad' (Meeting in Diversity) Foundation. For over 15 years, once a year, in a single twelve-hour day, it is sought to analyze, recognize and debate the mechanisms of exclusion and inequality within our community, as well as the most appropriate procedures to achieve a plural space, of acceptance and inclusion, where differences enrich and empower us. **Through shows, panels, workshops, and the use of technology, interaction and debate are encouraged between the young people present, in order to encourage reflection and the redefinition of conceptions regarding the other.** From ESET we participated by helping in the logistical and organizational aspects during the first part of the day.



## Cleaning of the Vicente Lopez Coastal Road

Together with the 'Ecohouse' Organization, we participated in a waste clean-up action on the coasts of Vicente Lopez, Buenos Aires. It is a very busy area, where a lot of waste ends up in the river and is carried away by the winds and the current. **During 3 hours, we managed to collect 8 bags of waste and 25 bags of recyclables.**



## Cleaning of “Chinampas” and Canals in Xochimilco

Once again, together with ‘Voluntarios Mexico’ and our business partners, we worked on the cleaning and recovery of floating gardens and canals in Xochimilco, Mexico.

## Planting and Composting in EMEI School

In Brazil, together with the ‘Limpa Brasil’ Organization, we carried out a planting and composting activity with the boys and girls of the EMEI Pedro de Toledo school, considered a “Park School.”

## Christmas at the San Fernando Social Diner

In Argentina we finished the year with a Christmas volunteering activity at the San Fernando Social Diner. There, together with the ‘Feriado al Planeta’ (Holiday for the Planet) Organization, and with the boys and girls from the diner, we made toys and Christmas decorations with recycled materials. 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, eat lunch twice a week, celebrate their birthdays, and celebrate some festivities together such as Children’s Day, Christmas, and Three Kings Day, among others. The aim of the workshop was to show the boys and girls how games and toys can be built by reutilizing and recycling.



# Social and labor inclusion at ESET

As part of our commitment to the Sustainable Development Goals (SDGs), from ESET Latin America we began to work harder on issues of social and labor inclusion. With this purpose, we work with different organizations generating joint projects and supporting some existing ones. During 2019, we worked with Ashoka, Sociallab, Unesco, Pieroma Foundation, among others.



## Comprometidos, tu actitud transforma (Committed, your attitude transforms)

We support the development of projects that promote social inclusion and innovation, and for the third consecutive year, we joined 'Comprometidos', carried out by the NGO Ashoka, with the aid of Sociallab and Unesco. It is a collaborative platform of teams of young people between 18 and 29 years old from across Latin America, who seek to generate a positive social impact. The objective is to be able to encourage them to be leaders of change, and to pass it on and collaborate with others in bettering their communities together. The initiatives presented on the platform corresponded to the thematic areas of the 17 SDGs established by UNESCO. The people who participated underwent three instances, through which they advanced as their proposals were selected.

As an active part of the project, from ESET we not only 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:** 10 collaborators took part as mentors, contributing with their experience and acting as guides so that the projects could continue their development.

- **Educational webinar:** we provided a training session on how to take care of our information, also answering the questions that arose during the transmission.
- **Security workshop:** we shared our knowledge on IT security and opened the panorama to those who are just beginning to develop in this world, giving them space for dialogue to clear their doubts.
- **Jury:** We were part of the Jury of Experts in the closing event that was held at the Library of Congress.

During the 2019 edition, **715 initiatives** were received from across the region. Our collaborators accounted for more than **13% of the total mentors in this edition.**



## NotPinkCon: IT security by women

This event, which is organized annually in Buenos Aires, features women of various levels of experience in IT security, who give lectures to an audience open to the general public. The main aim is for them to present the progress of their research, challenging the barriers that prevent them from doing so. This edition had 11 speakers and more than **500 people attended. ESET supported this initiative** and participated with a stand, where **attendees could approach to solve challenges** on IT security. In addition, a recruitment session was held, open to the wider public, **especially seeking to facilitate the inclusion of women in the field. From the ESET Latin America laboratory, our researchers Cecilia Pastorino and Denise Giusto Bilic presented their talk “The exciting side of IoT: pentesting of sex toys”,** where they analyzed the security of the applications dedicated to controlling the main models of smart sex toys available in the market. Their work revealed interesting **security breaches derived from both the implementation of the application as well as the design of the device,** affecting the storage and processing of information, and jeopardizing the integrity of the user.





## 'Empujar' (Push) Project

This year we joined the 'Empujar' Project of the Pleroma Foundation. Its objective is to provide job opportunities to young people with the desire to progress by encouraging their personal and social development. To this end, an educational program is carried out aimed at young people between 18 and 24 years of age, with vulnerable economic and/or social conditions, which trains them in skills and abilities to bring them closer to formal employment opportunities and achieve their labor insertion. From ESET, we participated in different activities with the youth group from the Don Torcuato branch in Texcom: **"Exchange with Volunteers,"** young people visiting our offices, we taught **two classes** on topics related to IT security and graphic design, and, from the Human Resources area, we participated in **interview simulations** for the youth

Throughout 2019, **10 groups were formed and more than 140 firms got involved. More than 700 volunteers collaborated, and more than 250 young people graduated.**

## First Job Project with the Glew Technical School N°2

We received the boys and girls studying the last years of the specialties of Programming Technician and Technician in Personal and Professional IT of the Glew Technical School N°2. During the meeting, they were given a talk on concepts of information security, threat analysis, and security trends, and practical examples of attacks via social engineering and pentesting were shown. Then, they were told about the technical profiles that we have in the Company, the requirements that are expected for those positions, and what things are important to highlight in a CV. Finally, a collaborator shared his professional experience with the students.

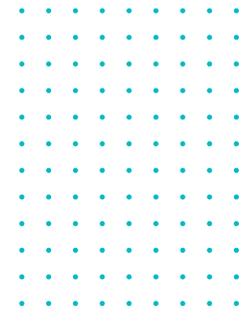






# Environmental Dimension

#WEAREAWARE





# Environmental Dimension

GRI 103-2 • 103-3 MATERIAL TOPICS #16 #17

Although the activity of our Company does not generate a great environmental impact, we take into account and are aware of the effect that our operations may have on the environment. At ESET Latin America, **we have an active commitment with the care of the environment and we are concerned that our collaborators act accordingly.** For this reason, in 2019 we elaborated our environmental policy, to establish the principles that guide the Company to improve its environmental performance; define the commitment to act by managing the natural resources used in the Company's daily activities and waste in a responsible and sustainable manner; and provide a framework to generate actions that focus on the continuous improvement of the environmental management.

During 2019, in addition to continuing to deepen our plan for efficient offices, for which we generated proposals for the optimization of the consumption of natural resources, we **especially focused on the proposal and implementation of best practices that transform consumption habits and the use of natural resources**, both in the office and in the personal lives of the collaborators.

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

## '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 of new proposals to carry out in this line.** For this purpose, different internal communications and contests took place, and the **ESET Cleaning Days** were organized, in which all the collaborators from the three offices were invited to clean the papers from their desks.

## Environmental care training

In the framework of our new cycle of talks and activities, **Think & Talk Sustaining Ideas**, during 2019 we carried out 3 activities with different actors and civil society organizations, on the importance of taking care of our environment and on what are the best practices that we can implement to achieve it.

## Urban Gardens

At ESET, we believe in the importance of generating green spaces within our offices, along with the awareness of their care. For this reason, at the Buenos Aires office we continue to maintain our plants and vertical gardens.

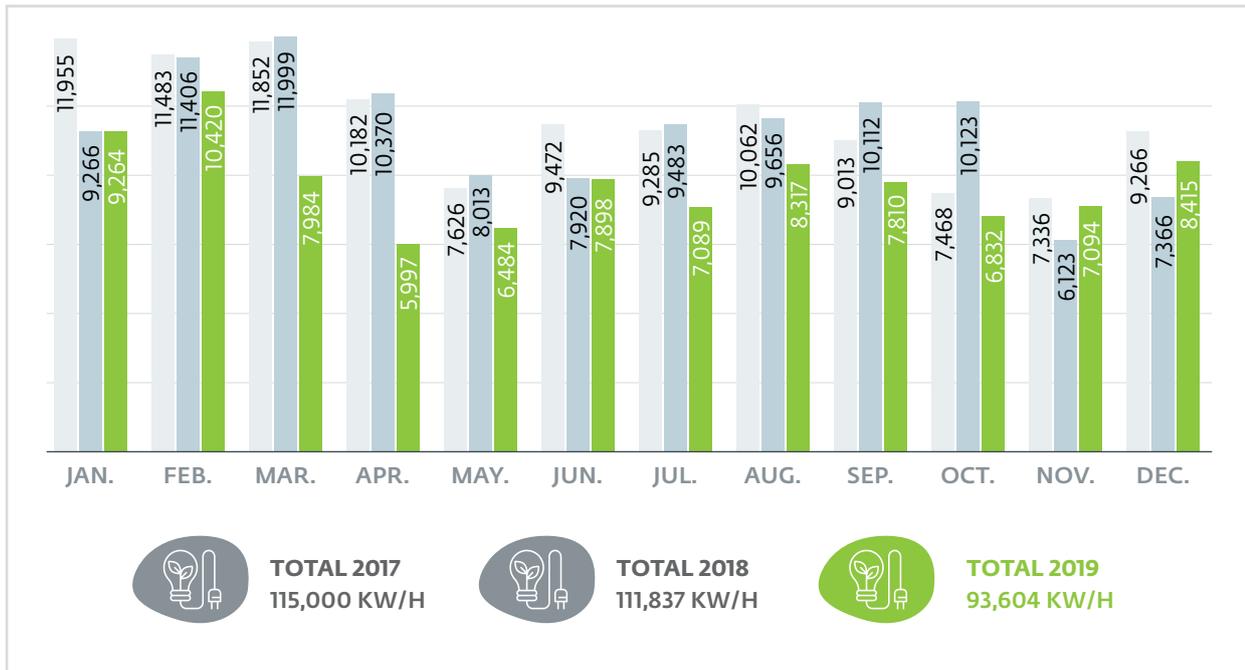


# Energy consumption

GRI 302-1 • 302-4 MATERIAL TOPIC #19

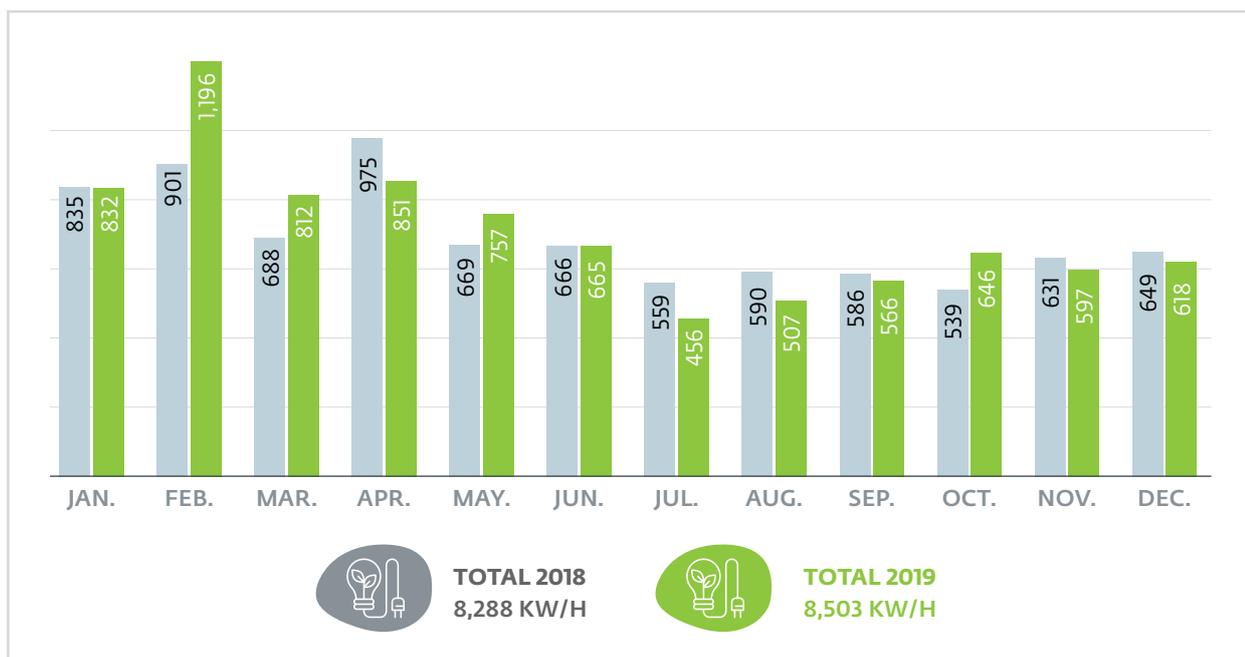
## CONSUMPTION IN KW/H ARGENTINA

● 2017 ● 2018 ● 2019



## CONSUMPTION IN KW/H BRAZIL

● 2018 ● 2019



During 2019, in our offices in Argentina we reduced electricity consumption by 17%. This decrease was due to measures taken regarding the optimization of the use of electricity, as well as the migration from physical to virtual servers, making the Data Center have fewer equipment running constantly. In turn, a more efficient control of the use of air conditioners was conducted.

In our offices in Brazil, we increased energy consumption by 3%, due to the fact that we expanded our staff of collaborators.

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

## Process improvements to reduce our environmental impact

To take care of resources, reduce our carbon footprint, and generate practices in which we can be real agents of change, we have implemented various 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 unmaintained air conditioner, 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.



### Virtualization of servers

In 2019, we continued to follow the virtualization guidelines for 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, is effective in terms of energy saving.



### #MartesDeEscalera (#StairsOnTuesdays)

Since the beginning of spring, we launched this proposal to give more use to the stairs and thus save the energy required by the use of the elevator. The main aim is to be able to generate a good and healthy practice in our collaborators, taking into account both the environmental and physical benefits.



### Carpooling

To reduce the toxic gas emissions that we generate and provide greater comfort to our collaborators in the commuting to and from the office (taking into account that many of them live in the same area), for the third consecutive year, in Buenos Aires we continued to use the Mercedes Benz platform, teneslugar.com, to be able to offer the carpooling service.

680 trips were made under this modality according to the platform record. Thanks to carpooling, we optimized the carbon footprint by 710 grams.





## Waste management and reduction

GRI 306-2

### Waste Sorting Program

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

During 2019, we continued sorting the waste in all of our offices and raising awareness on the importance of source separation. In Buenos Aires, we were recognized by the Municipality of Vicente Lopez for having joined the "Día Verde" (Green Day) on a weekly basis. To reinforce this practice, **we removed all the individual bins that were in each desk** and added more waste sorting islands around the office.

In our Buenos Aires office, according to the estimated calculations on the characterization conducted by the Municipality of Vicente Lopez in the entire building, we arrived to the following conclusion:



We also inaugurated a WEEE (Waste from Electrical and Electronic Equipment) container in our Buenos Aires offices, **in which we collected 16 kg. In turn, we donated 12 disused notebooks and 9 devices (printers, routers, desktop computers) to the Repairers' Club**, a movement that seeks to promote repairing as a strategy for responsible consumption and the practice of sustainability.



## Reduction of single-use plastics

With the aim of reducing the amount of plastic containers and plastic bags that are generated when we buy food, **we incorporated into our welcome kit, which we deliver to each person who enters the Company, a reusable bag, a reusable plastic container, and a reusable aluminum straw.** In this way, we promote the use of these utensils at lunchtime and we manage to reduce the consumption and utilization of single-use plastic. To encourage this practice in Buenos Aires, in articulation with the stores in the area, we procured different agreements and discounts only for those people who take the plastic container to put the purchased food in.

In turn, for several years now, in the Buenos Aires offices, our coffee machines do not provide disposable plastic cups as a default option. Thus, during 2019 **we reduced the consumption by 10,162 disposable cups.**



## Reuse of plastic bags

We incorporated plastic bag containers in our three offices, in order to store them there and reuse them.



## Double-sided printing

We developed a printer configuration manual to establish double-sided printing as a default setting for all three offices.



## Reduction of sweetener sachets

Sweetener sachets are made of a material that, for the time being, is not possible to recycle in Argentina. **I order to reduce this type of waste, we have decided to start buying light sugar and liquid sweetener in bulk** for our Buenos Aires offices, as a complement for sweetener sachets. Light sugar tastes like regular sugar but has half its calories, it contains more than 99% refined sugar combined with aspartame and acesulfame K. In this way, it doubles the sweetening power of sugar.

We reduced **the consumption of sweetener sachets by 50%.**

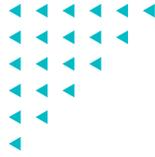


## Installation of hand dryers

To reduce the consumption of paper towels in the bathrooms, in Buenos Aires we installed 4 electric hand dryers. **In this way, we reduced the consumption of paper towels used to dry hands by 55% per quarter.**







# Value Chain

#WEARERELIABLE



# Our Exclusive Distributors

GRI 102-9 • 413-1 MATERIAL TOPICS #6 #11 #14 #15



## ESET Venezuela

Represented by Logintel

<b>COMMUNITY</b>	<ul style="list-style-type: none"> <li>• An awareness talk on information security was given to the participants of the Support Program for Young Entrepreneurs ('PROAJE Industria 4.0').</li> <li>• The support continued through contents for talks, quarterly courses, and events at the Simon Bolivar University.</li> </ul>	<b>USD 1,648</b>
<b>COLLABORATORS</b>	<ul style="list-style-type: none"> <li>• During the year, two lunches were held outside the office with all the collaborators, to generate a more relaxed space for interaction.</li> <li>• The corresponding birthdays were celebrated.</li> <li>• The Company's benefits program continued.</li> </ul>	<b>USD 1,951</b>
<b>ENVIRONMENTAL DIMENSION</b>	<ul style="list-style-type: none"> <li>• Paper recycling activities were continued through the company REPAVECA, by arranging 4 ecological boxes at strategic points in the office, collecting more than <b>60 kg of paper</b> over the year.</li> <li>• The collection of WEEE and plastic containers began.</li> <li>• Awareness posters for the care of non-renewable resources were placed. During 2019, <b>paper consumption in the office decreased by more than 60%</b> through the reuse of printing sheets.</li> </ul>	<b>USD 400</b>
<b>VALUE CHAIN</b>	<ul style="list-style-type: none"> <li>• A training was given for new partners, <b>29 people participated</b>, and it was held in the training spaces of the Sartenejas Technology Park.</li> <li>• Within this framework, a talk was also held on Corporate Social Responsibility activities.</li> </ul>	





## ESET Peru

Represented by Sistec

### COMMUNITY

- Talks and awareness-raising activities on the safe use of technology were held at the ESAN University, for students in the Administration career; at the IE No. 6024 Jose Maria Arguedas school, aimed at teachers and parents; at the IE Sagrado Corazon de Jesus school, for students in the 5th year of secondary school and, later, a talk was held for the parents and the teachers of the class.
- At the Nazareno School, in conjunction with the MSI Company (gaming gear brand), and the Toulouse Lautrec Institute, they conducted an activity in which they developed and created Christmas videogames, with the aim of awakening skills of creativity, innovation, and informatics in 12 and 13 year old boys and girls.
- All of these activities had a direct impact on 105 participants of various ages and backgrounds.

USD 475

### COLLABORATORS

- For two years, SISTEC collaborators have had an extensive Benefits Policy, which is updated every year and allows them to work more comfortably.
- This year, focus began to be made on internal awareness regarding Diversity and Inclusion issues; for this reason, a talk on gender diversity was held.

USD 20,745

### ENVIRONMENTAL DIMENSION

- Seizing the enactment of the new law No. 30,884, which regulates single-use plastic and disposable packaging, the collaborators were given a reusable cloth bag, with the aim of raising awareness about reducing the use of plastic bags.
- They started with the production of eco-bricks, plastic bottles packed at a specific density with clean and dry used plastic elements, to ensure that the block can be used over and over again. The eco-bricks produced will be donated to an NGO or Municipal construction project.

USD 85

### VALUE CHAIN

- Some of SISTEC's business partners participated in talks aimed at the community on awareness about the safe use of technology.
- Various events and talks were held, in which business partners were continuously trained on the trends, products and services.

USD 105,835





**ESET Guatemala**



**ESET El Salvador**



**ESET Nicaragua**



**ESET Honduras**



**ESET Costa Rica**

Represented by SIAT

**COMMUNITY**

- Focus was made on the dissemination of the Digiparents contents to the entire Central American community.
- Various awareness-raising activities were held: in Guatemala and El Salvador, the first Government Congress on Cybersecurity took place.
- Part was taken in the first forum: "Cybercrime is not child's play" in El Salvador.
- Lectures on Digiparents contents were provided for clients and educational institutions.
- An agreement was signed with FUSALMO to promote educational events for young people in El Salvador.
- The Children's Day celebration took place in the home for children with social risk in Honduras, in the home for children with disabilities 'Corazón Contento' in Nicaragua, and in the FUNDASIL foundation in El Salvador.
- Support was continued for Juventour in El Salvador; the Delta Gaming gamer community, and the Don Bosco University on PC Day.

**USD 30,977**

**COLLABORATORS**

- The Benefits Policy was reviewed, unifying it for the entire Central American region and implementing it in the 5 countries.
- All collaborators continued to receive training on various topics. Work began on the internal awareness on issues of Diversity and Inclusion.
- A training was held on the participation of women in cybersecurity.

**USD 72,181**

**ENVIRONMENTAL DIMENSION**

- The recovery of green areas in the Guatemala offices began.
- Internal awareness actions addressed to the care of natural resources and waste sorting continued.
- Reusable bottles were provided to all the collaborators, partners, and attendees at the different events open to the community.

**USD 13,274**

**VALUE CHAIN**

- Business partners participated in the volunteering and awareness-raising activities on the safe use of technology for the community organized by SIAT.
- Technical and commercial training for partners and sporting events were held.

**USD 240,623**





## ESET Colombia

Represented by Frontech Ltd.

### COMMUNITY

- 254 licenses were donated to the organizations with which collaboration has taken place for several years. Strong work was done with the 'Niños de los Andes' Foundation in the area of employability, developing, for the second consecutive year, the career guidance program.
- A volunteering activity was held, together with two business partners, for 63 children from the same foundation.
- Awareness talks were given, spreading the Digiparents contents.

USD 3,500

### COLLABORATORS

- The Benefits Policy continued to be implemented and the benefit coupons were launched.
- Medical evaluations, visual sessions, and nutritional counseling seminars were carried out. The collaborators received various workshops and training for their professional development.
- The Labor Coexistence Committee was created, which was in charge of the internal awareness activity on gender diversity.

USD 5,669

### ENVIRONMENTAL DIMENSION

- Maintenance continued in the Frontech company forest, planted in the La Poma ecological park (nature reserve) in 2013. It currently has 180 planted trees and the average CO<sub>2</sub> capture is 2,008 t/ha/year.
- In order to support the 'Tapas para Sanar' Foundation, an internal contest was held and 50 kilos of bottle caps were collected and delivered to the foundation.

USD 196

### VALUE CHAIN

- Business partners were trained in technical and commercial topics.
- Along with the completed ESET Training Program certifications, partners were invited to submit ideas on Social Responsibility actions. The winning idea was that of Partner Sol It, who proposed to do a safety talk for young people from the Richmond school gym.

USD 1,140





## ESET Ecuador

Represented by Enlace Digital\*

### COMMUNITY

- The project for the Job Reinsertion of Sex Workers continued, offering them support to promote their products through social networks and the use of office automation in the ventures they carried out.
- The awareness-raising talks on the safe use of technology continued.

### COLLABORATORS

- Various celebrations were held and gifts were given to the collaborators.
- Training on occupational health and safety was carried out and the Joint Safety Committee continued its activities.
- An eye care campaign was carried out, where all the staff had free check-ups.

USD 3,565

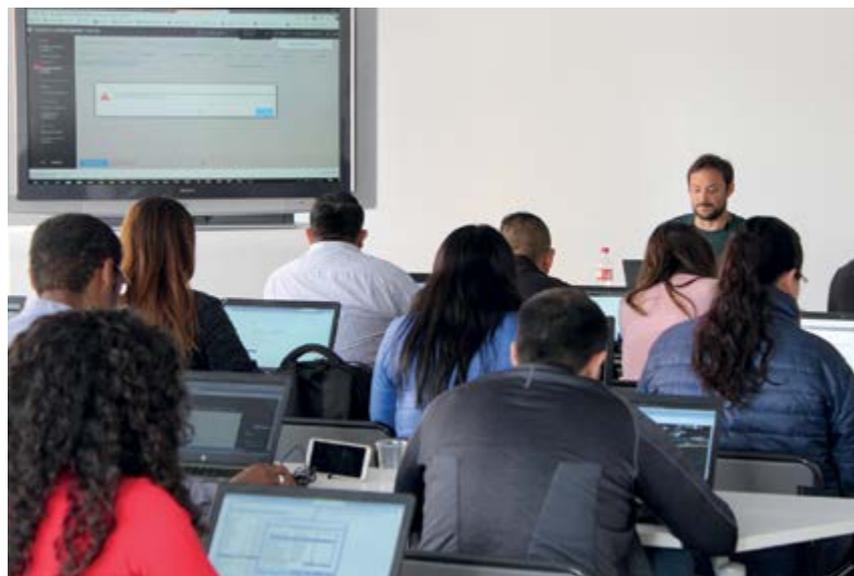
### ENVIRONMENTAL DIMENSION

- The 3R - Reduce, Reuse, and Recycle campaign continued.
- Reduce: the good use and consumption of water was promoted on social networks and through digital and printed signage in the sinks; the digital signature system for business documents was implemented to avoid unnecessary printing.
- Reuse: **230 containers, 16 tubs and 10 plastic bags were reused.**
- Recycle: an awareness talk was held on the importance of recycling; weekly collection of recycled material; the placement of corporate wallpapers promoting recycling; the placement of notes about recycling on news boards; and a WEEE recycling campaign was conducted.

### VALUE CHAIN

- Business partners were invited to get involved in the WEEE recycling campaign.
- ESET Partner Days were carried out.
- The partner training program continued to be encouraged.

(\* Due to internal changes within the Enlace Digital company, during 2019 many of the planned activities were not carried out, and for this reason the investment made per axis could not be fully quantified.





## ESET Panama

Represented by Microtechnology

### COMMUNITY

- 12 awareness talks were given to different government entities, clients, and business partners, such as the National Secretariat for the Disabled, the Aeronaval Service, the Social Security Fund, the Public Ministry, the Ministry of Security, and the University of Panama.
- An economic contribution was made to the Sacred Heart Church, where various volunteering activities were held over the last years.
- The Christmas action held by one of its business partners was joined, in remote communities of West Panama.

USD 102

### COLLABORATORS

- The implementation of the Benefits Policy continued.
- The staff was trained in Leadership and Integration for 4 months.
- A Christmas lunch was held for all people from both offices, the one in Panama City and the one in the city of David.

USD 6,478

### ENVIRONMENTAL DIMENSION

- A campaign was carried out to collect electronic equipment and toners, then delivering these materials to 'Recicla Panama' and the waste collection company 'Multimax' in David. In total, 10.4 kg were collected.

### VALUE CHAIN

- Emphasis was placed on providing update talks on IT security issues to different clients.

USD 103





# ESET Uruguay

Represented by Videosoft

<b>COMMUNITY</b>	<ul style="list-style-type: none"> <li>The following awareness-raising actions were conducted: a talk to <b>30 adolescents</b> in 'ANIMA,' technological and administrative high school; and a talk at the International College School.</li> <li>Publications were made in the networks spreading the contents of Digipadres.</li> </ul>	<b>USD 159</b>
<b>COLLABORATORS</b>	<ul style="list-style-type: none"> <li>Compliance with the Benefits Policy continued.</li> <li>A workshop was carried out on the inclusion of people with disabilities in coordination with the Juana Guerra Home.</li> </ul>	<b>USD 1,719</b>
<b>ENVIRONMENTAL DIMENSION</b>	<ul style="list-style-type: none"> <li>Environment Day was celebrated by giving the collaborators apple and pear trees to be planted in the office.</li> <li>The battery collection campaign continued, in which the general public was invited to participate.</li> <li><b>9 full drums</b> were delivered to WERBA (comprehensive solutions in recycling and waste).</li> </ul>	<b>USD 61</b>
<b>VALUE CHAIN</b>	<ul style="list-style-type: none"> <li>Partner Day was held, where the channels were updated by providing them with tools and knowledge to boost sales.</li> </ul>	



# Aligning our work

GRI 103-2 • 103-3 • 416-1

## Digiparents Certification

In order to align our awareness actions and guarantee their quality, we launched the certification on the Digiparents initiative. **Through this certification we provide tools, align concepts, and guarantee that the awareness talks of each distributor are delivered correctly.** Only those people from each exclusive distributor who are certified will be able to provide these talks to the community.

**44 people started the certification and 12 people were certified.**



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 position partners into categories according to their sales capacity, available resources, and certified personnel.



**Training:** through the ESET Training Program, we seek to train the channel through technical and commercial certification courses and careers in ESET products.

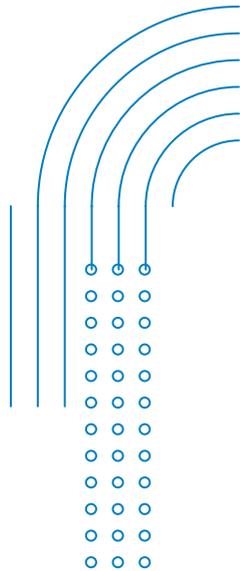
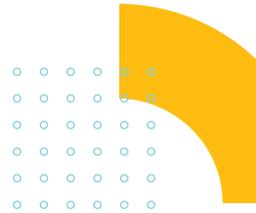


**Benefits and incentives:** we motivate and reward partners for their commitment and effort, providing them with tools that facilitate the management of their business and their relationship with the clients. Within this pillar is the ESET Sell & Win program for sellers, which awards prizes to vendors for the sales achieved. Throughout 2019, more than 4,000 points in total were surveyed in the countries of Argentina, Mexico and Chile.



**Acknowledgments:** we value and reward the quarterly sales performance of the partners through the ESET Rewards Latam initiative. Also, we highlight the performance, the growth, and the conduction of sustainability actions and success stories through the different categories of the ESET Partner Awards prize ceremony.

In 2019, the program was launched in Brazil, and it consolidated and positioned itself in the Central American and Ecuador markets. Moreover, throughout the year, the processes for requesting benefits were standardized and homogenized, providing speed and organization in their delivery.





Partners are the main ambassadors of our brand and one of the most important axes of our business. For this reason, we developed this **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 their solutions, in order for them to maximize their business opportunities.

4,096 students throughout the region.

1,568 participants with memberships, 88 obtained the status of ESET Certified Partner.

2,528 participants with free memberships.

533 people achieved all their certifications.



**This is an annual event that we organize at ESET Latin America for the channel. This year's edition was carried out from January 21 to 24, in Colonia del Sacramento - Uruguay.** We had 90 attendees, among Exclusive Distributors, Partners and the most important Wholesalers in the region.

During the ESET LATAM Partner Conference, various presentations were made on the objectives achieved and the challenges to be met, the positioning of ESET in the different markets at the global and regional levels, new projects, product innovations, etc.

In addition, an entire day was dedicated for Managers and collaborators of ESET Latin America to generate personal meetings with the channel. In order to relieve the conference days, a recreational group activity was carried out in the historic center of the city. In addition, a team building activity was conducted, transmitting the values of the Company and reinforcing teamwork. To close the event, a gala dinner was held.

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



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

Likewise, the 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, strengthened the ties with the smallest Partners, and reinforced institutional developments and product launches.

During 2019, the results exceeded those of the previous year. It was possible to unify and offer a regionally structured and standardized agenda, common to all countries, that would allow the identification of the event. Additions were made in those markets where the channels had particular needs, customizing it in terms of information focal points. As an example of this, in the latest edition of the event in the Southern Cone, we were able to provide a much more technical type of training, as indicated in the conducted surveys.

During 2019, this event took place in Colombia, Brazil, Chile, Argentina, Peru, Panama, Mexico, Bolivia, Uruguay, Costa Rica, Paraguay and Ecuador.

20 on-site and 1 digital webinar format events were held, with more than 400 participants throughout the region.

## **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 more.



**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 offices of the Company 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 takes place in a different country every year and many Exclusive Distributors of ESET Latin America, as well as some collaborators, participate.



# Our Suppliers

GRI 102-9 • 103-2 • 103-3 • 204-1

## Operating costs and payment to suppliers for the ESET Latin America offices

COUNTRY	2018		2019	
	INVESTMENT IN EUROS	% OF EXPENDITURE	INVESTMENT	% OF EXPENDITURE
Argentina	1,671,541	100%	1,772,505	60%
Mexico	862,934	0%	841,061	28%
Brazil	300,085	0%	362,525	12%
<b>Total</b>	<b>2,834,560</b>	<b>100%</b>	<b>2,976,091</b>	<b>100%</b>

VAT Purchases for Arg, AP Register for Mexico and Brazil. Plus LLC.

## Classification of suppliers by size

SUPPLIER	2018								
	INVESTMENT IN EUROS			NUMBER OF SUPPLIERS			PERCENTAGE OF INVESTMENT		
	ARG	BRA	MEX	ARG	BRA	MEX	ARG	BRA	MEX
Individual	300,145	1,424	139,473	101	2	30	18.00%	0.16%	46.00%
Individual	1,371,396	861,511	160,613	244	42	29	82.04%	99.84%	53.52%
<b>Total</b>	<b>1,671,541</b>	<b>862,935</b>	<b>300,086</b>	<b>345</b>	<b>44</b>	<b>59</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

SUPPLIER	2019								
	INVESTMENT IN EUROS			NUMBER OF SUPPLIERS			PERCENTAGE OF INVESTMENT		
	ARG	BRA	MEX	ARG	BRA	MEX	ARG	BRA	MEX
Individual	78,476	5,640	7,786	95	7	187	4%	2%	1%
Individual	1,694,029	356,885	833,275	417	81	265	96%	98%	99%
Individual							0%	0%	0%
<b>Total</b>	<b>1,772,505</b>	<b>362,525</b>	<b>841,061</b>	<b>512</b>	<b>88</b>	<b>452</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



### Classification of suppliers by type of contract (in percentage)

	2018								
	INVESTMENT IN EUROS			NUMBER OF SUPPLIERS			PERCENTAGE OF INVESTMENT		
	ARG	BRA	MEX	ARG	BRA	MEX	ARG	BRA	MEX
<b>Services</b>	1,598,279	843,956	271,062	326	39	43	96%	98%	90%
<b>Inputs</b>	73,262	18,979	29,023	19	5	16	4%	2%	10%
<b>Total</b>	<b>1,671,541</b>	<b>862,934</b>	<b>300,085</b>	<b>345</b>	<b>44</b>	<b>59</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

	2019								
	INVESTMENT IN EUROS			NUMBER OF SUPPLIERS			PERCENTAGE OF INVESTMENT		
	ARG	BRA	MEX	ARG	BRA	MEX	ARG	BRA	MEX
<b>Services</b>	1,471,179	333,523	824,240	399	69	352	83%	92%	98%
<b>Inputs</b>	301,326	29,002	16,821	113	19	100	17%	8%	2%
<b>Total</b>	<b>1,772,505</b>	<b>362,525</b>	<b>841,061</b>	<b>512</b>	<b>88</b>	<b>452</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Sustainable gifts and suppliers

This year we put special emphasis on changing the concept of the gifts that we give to our collaborators for different reasons, trying to make them environmentally-friendly, that they propose a new best practice, and/or that they be made by civil society organizations (that work with some type of vulnerable population). We also started to review the internal suppliers so that they respond to the same concepts above.

### Birthday present

Toiletry bag made with disused plastic banners, plus a bamboo toothbrush and a mask with lavender seeds.

### Mother's Day present

Handbag and toiletry bag produced by the PAPA venture, which makes its products with recycled elements and gives work and training to low-income women.

### Recognition plaques

We changed our acrylic recognition plaques (which we give to those people who excelled during the year for some reason) for others made from recycled plastic, which were manufactured by the 'Re Accionar' (Re Act) venture.

### Christmas box

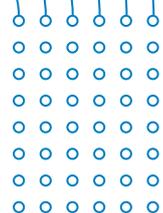
This year we ordered the Christmas box from the 'Red de Activos' (Assets Network) organization, which is dedicated to the development, marketing and distribution - on a large scale - of products and services made by workers with disabilities.

### Massage benefit

For several years now, our massage benefit has been provided by the 'En Buenas Manos' (In Good Hands) organization, which works with blind and visually impaired people to provide this service, and with people with different disabilities in general, with the aim of creating decent employment for them.



MESSAGE BENEFIT





# Labor policy

GRI 103-2 • 103-3 • 407-1 • 408-1 • 409-1 • 412-3

By signing the United Nations Global Compact, we have committed ourselves to 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 supplier companies, we conduct a monitoring that allows us to affirm this commitment in our supply chain.

During 2019, we continued to work on the design and assembly 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 was essential. For every new hire, this adherence letter was sent.

We continue to focus our efforts on making this policy effective, internally deepening this way of working with each area of the Company for its full implementation. So far, we have had **58 suppliers sign the adherence letter**.





### **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 of 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 contracting policy of different variables, among which not only the level of the products and services offered must be assessed, but also the impact it has on the environment, its collaborators, Human Rights, and society at large.



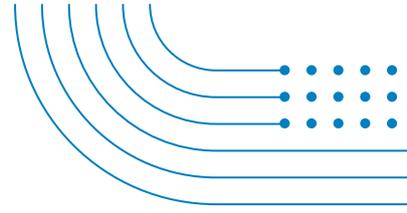
### **Incorporation**

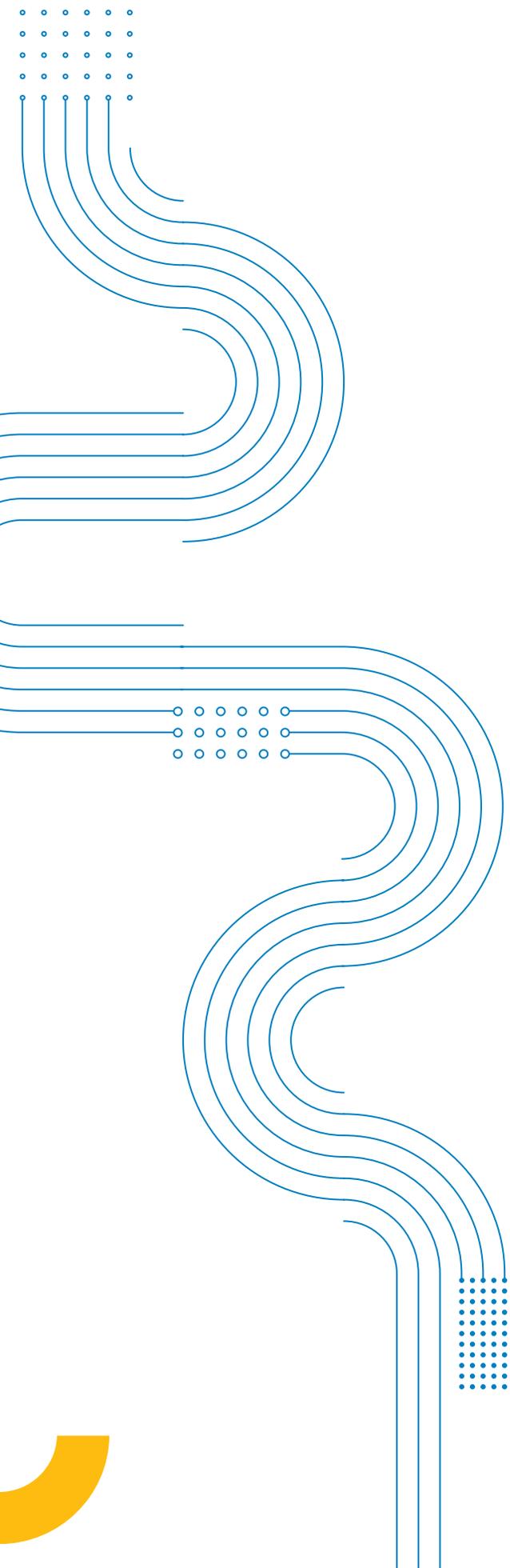
Upon the incorporation of a new supplier company, this one must sign a letter of adherence to the management principles of ESET Latin America, as well as complete a form and respond to what are the bases on which it manages its business. This process will also be applied for the current companies that supply ESET Latin America, so as 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 the sustainability strategy of ESET Latin America, allowing them to grow together with the Company.





## 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 each supplier 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**

Support and respect the protection of Human Rights within their sphere of influence, making sure not to be complicit in cases of violations of these rights.

### **Working conditions**

Comply with labor regulations and the social protection of workers, ensuring decent working conditions, professional development, knowledge improvement, and equal opportunities.

### **Freedom of association**

Respect freedom of association and recognize the right to collective bargaining.

### **Forced labor**

Contribute to the elimination of all forms of forced or compulsory labor; that is, of all work or service that is not performed voluntarily and that is required of an individual under threat, by force, or as punishment.

### Child labor

Contribute to the elimination of all forms of child labor, understanding as such, all economic activity and/or survival strategy, remunerated or not, carried out by children 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 youth who are not included in the definition of child labor, must also comply with all applicable laws and regulations for these people.

### Non-discrimination in employment and occupation

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, gender, religion, political opinion, age, national origin, social background, family responsibilities, or other considerations.

### Environmental care

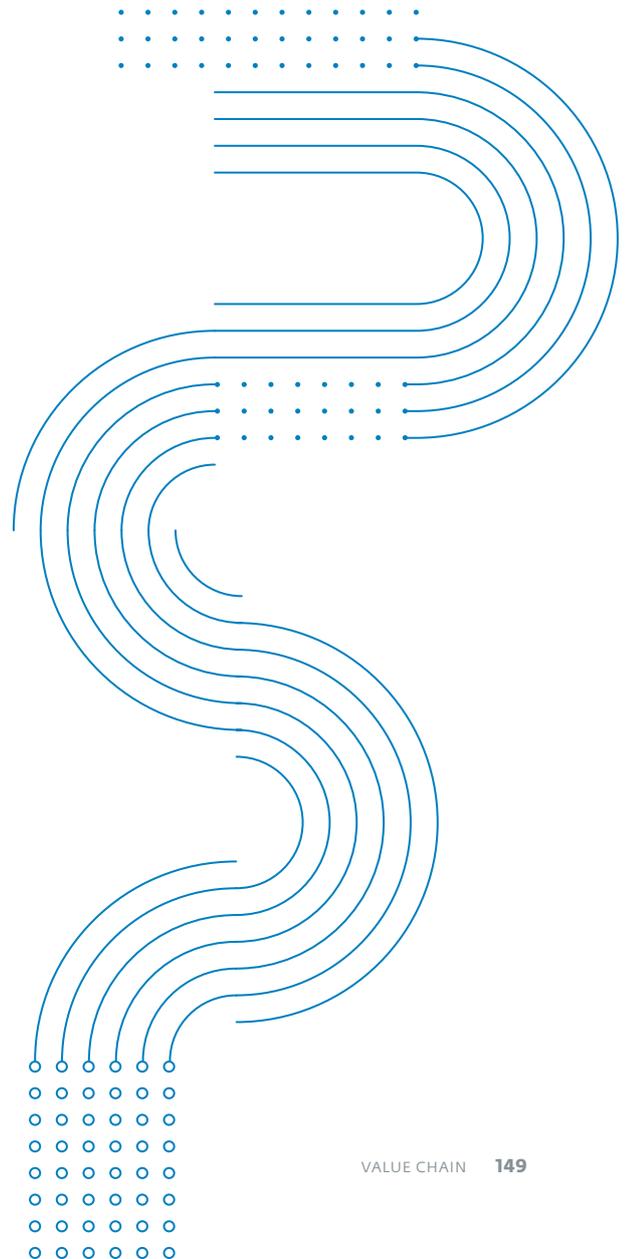
Work preventively against adverse environmental effects, using environmental resources efficiently and sustainably, attempting to maintain the least environmental impact, and promoting the development and diffusion of environmentally friendly technologies. Undertake initiatives to promote greater environmental responsibility and spread environmentally responsible behavior.

### Anti-Corruption

Work against corruption in all its forms, including extortion, criminality, and bribery.

### Responsible and transparent behavior

Guarantee a responsible and transparent corporate conduct in all the activities of the company, respecting the interests of the different publics with which it relates.



EXPLORAR

OBJETIVOS DE DESARROLLO SOSTENIBLE



# OBJETIVOS SOSTENIBLES

- 1 FIN DE LA POBREZA
- 2 HAMBRE CERO
- 3 SALUD Y BIENESTAR
- 4 EDUCACIÓN DE CALIDAD
- 5 GÉNERO E IGUALDAD
- 6 AGUA LIMPIA Y SANEAMIENTO
- 7 ENERGÍA ASEQUIBLE Y LIMPIA
- 8 TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO
- 9 INDUSTRIA, INNOVACIÓN E INFRAESTRUCTURA
- 10 REDUCCIÓN DE LAS DESIGUALDADES
- 11 CIUDADES Y COMUNIDADES SOSTENIBLES
- 12 CONSUMO RESPONSABLE
- 13 ACCIÓN CLIMÁTICA
- 14 VIDA SUBMARINA
- 15 VIDA DE ECOSISTEMAS TERRESTRES
- 16 PAZ, JUSTICIA E INSTITUCIONES SÓLIDAS
- 17 ALIANZAS PARA LOGRAR LOS OBJETIVOS

OBJETIVOS DE DESARROLLO





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# Our commitment with the 2030 agenda

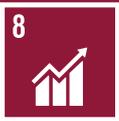


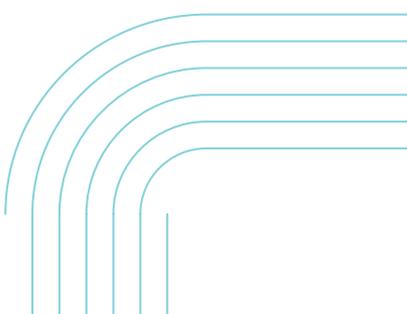
# Our commitment with the 2030 agenda

## Linking of relevant practices and prioritized SDGs

SDG	GOAL	INDICATORS AND RESULTS
 <p><b>SDG N° 4</b> Quality Education</p>	<p><b>4.4</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p>	<p>More than <b>19,000</b> people reached by the following programs: Antivirus Tour: <b>7,000</b>; University Award: <b>78</b>; ESET Academy: <b>19</b>; ESET Security Day: <b>3,465</b>; Digiparents: <b>841</b> new users; Mexico Ciberseguro: <b>40</b>; Project 'Empujar': <b>26</b>; First Job Talk: <b>23</b>; Argentina Cibersegura: <b>7,800</b></p>
	<p><b>4.7</b> By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development</p>	<p><b>9,700</b> boys, girls, and adolescents took awareness workshops provided by the NGO Argentina Cibersegura</p>
 <p><b>SDG N° 5</b> Gender equality</p>	<p><b>5.5</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	<p><b>16</b> people who define themselves as female are part of the organization's governance, occupying management or middle management positions</p>
	<p><b>5.b</b> Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women</p>	<p><b>211</b> people who define themselves as female participated in Notpinkcon (an event that is organized annually in Buenos Aires that features women of various levels of experience in IT security, who give conferences to an audience open to the general public)</p>
	<p><b>5.c</b> Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels</p>	<p><b>9</b> people who define themselves as female made use of benefits and leaves with a gender perspective</p>



SDG	GOAL	INDICATORS AND RESULTS
 <p><b>SDG N° 8</b> <b>Decent work and economic growth</b></p>	<p><b>8.2</b> Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors</p>	<p><b>2,500</b> partners participated in the ESET Partner Program and <b>4,096</b> people participated in the ESET Training Program</p>
	<p><b>8.3</b> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services</p>	<p><b>763</b> SMEs are suppliers. <b>90</b> ventures mentored in the 'Comprometidos' program</p>
	<p><b>8.4</b> Improve progressively, through 2030, global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programs on sustainable consumption and production, with developed countries taking the lead</p>	<p>Community / Environmental Programs <b>33</b> participants in environmental volunteering activities; support to <b>715</b> initiatives of the 'Comprometidos' program; <b>110</b> participants in awareness talks on the care of the environment</p>
	<p><b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p>	<p><b>34</b> benefits; <b>108</b> people trained, representing 96% of collaborators; <b>75</b> applications, <b>2</b> interviews, and <b>3</b> job searches published on the 'Incluyeme' portal; <b>23</b> participants in the First Job Project</p>
	<p><b>8.8</b> Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>	<p><b>1</b> work accident; <b>71</b> people with prepaid medical care offered by the firm; <b>4</b> talks on Safety and Hygiene</p>
 <p><b>SDG N° 9</b> <b>Industry, innovation and infrastructure</b></p>	<p><b>9.c</b> Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020</p>	<p><b>20</b> licenses donated for the Christmas campaign; <b>15</b> licenses donated to the Mi Red Segura contest of the NGO Argentina Cibersegura</p>
	<p><b>9.5</b> Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending</p>	<p><b>18</b> countries in Latin America covered with our commercial presence; <b>10</b> people working in the research laboratory; <b>78</b> works presented in the University Contest</p>

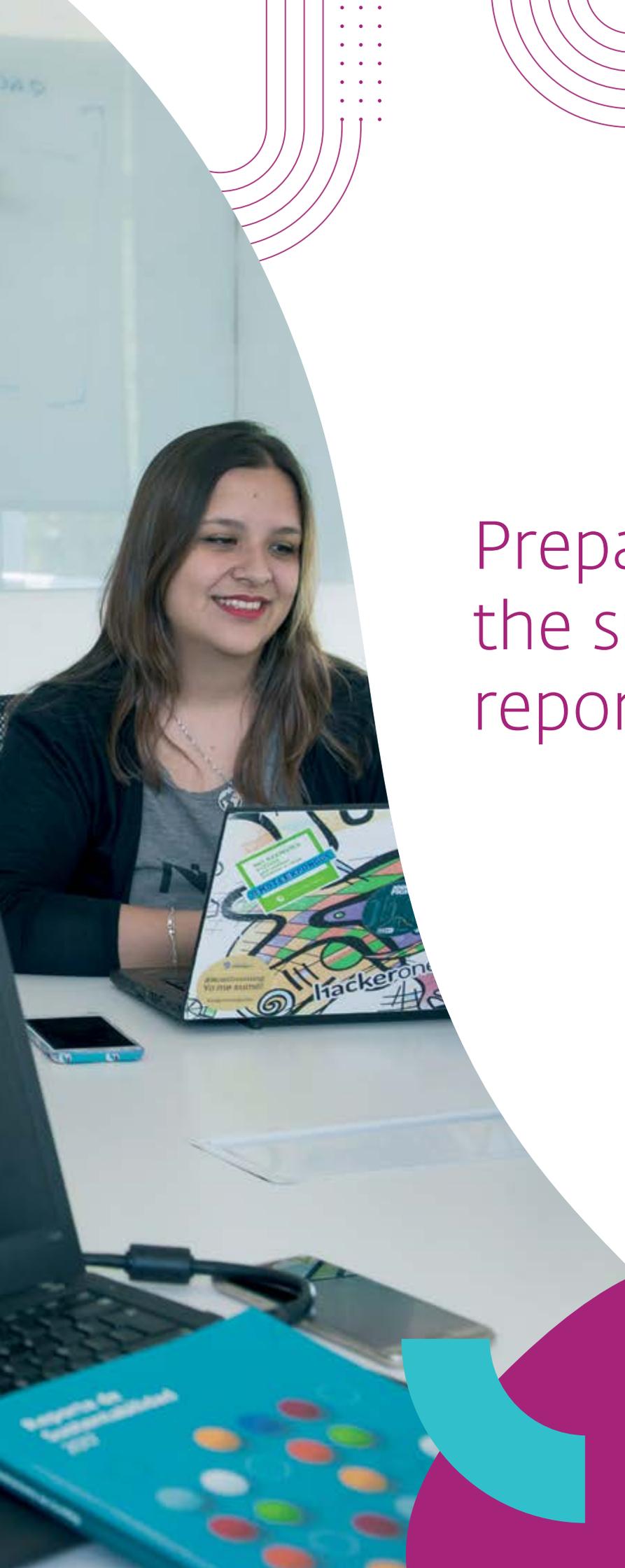


SDG	GOAL	INDICATORS AND RESULTS
 <p><b>SDG N° 10</b> Reduced inequalities</p>	<p><b>10.2</b> PBy 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	<p><b>26</b> participants in the 'Empujar' project; <b>75</b> applications, <b>2</b> interviews, and <b>3</b> job searches published on the 'Incluyeme' portal</p>
	<p><b>10.4</b> Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality</p>	<p><b>1</b> paternity leave taken (100% of the fathers who had sons and daughters); <b>1</b> person who took the additional home office benefit (100% of the fathers who had sons and daughters)</p>
	<p><b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources</p>	<p><b>17%</b> decrease in energy consumption in the Argentina office</p>
 <p><b>SDG N° 12</b> Responsible consumption and production</p>	<p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p>	<p>The use of disposable cups was reduced by <b>10,162</b> units</p>
	<p><b>12.6</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p>	<p>Publication of <b>7</b> Sustainability Reports according to GRI Standards</p>
	<p><b>12.8</b> By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p>	<p><b>110</b> people trained within the Think &amp; Talk initiative and <b>3</b> activities carried out on environmental care</p>
 <p><b>SDG N° 16</b> Peace, justice and strong institutions</p>	<p><b>16.5</b> Substantially reduce corruption and bribery in all their forms</p>	<p><b>100%</b> of the collaborators signed the acceptance of the Code of Ethics</p>
	<p><b>16.6</b> Develop effective, accountable and transparent institutions at all levels</p>	<p>A complaint to the Code of Ethics was received through the complaint mechanisms</p>
	<p><b>16.7</b> Ensure responsive, inclusive, participatory and representative decision-making at all levels</p>	<p><b>4</b> All Leaders Meetings; <b>24</b> Managers meetings; <b>12</b> integration events and <b>42</b> team lunches</p>
	<p><b>16.7</b> Ensure responsive, inclusive, participatory and representative decision-making at all levels</p>	<p><b>3</b> sustainability Committees with <b>21</b> participants, of which <b>11</b> define themselves as female</p>

SDG	GOAL	INDICATORS AND RESULTS
 <p><b>SDG N° 17</b> Partnerships for the goals</p>	<p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships</p>	<p>5 memberships and participation alliances in business and civil society organizations</p> <hr/> <p>Cooperation with <b>10</b> community NGOs in different ways</p> <hr/> <p>Participation in <b>9</b> corporate volunteering initiatives with <b>72</b> participants, representing 64% of the people who work at the company. Number of volunteered hours:            Conectados: 216 h - Cyberactivists: 20 h            - Mexico Ciberseguro: 6 h - Empujar: 48 h - Comprometidos: 66 h</p>

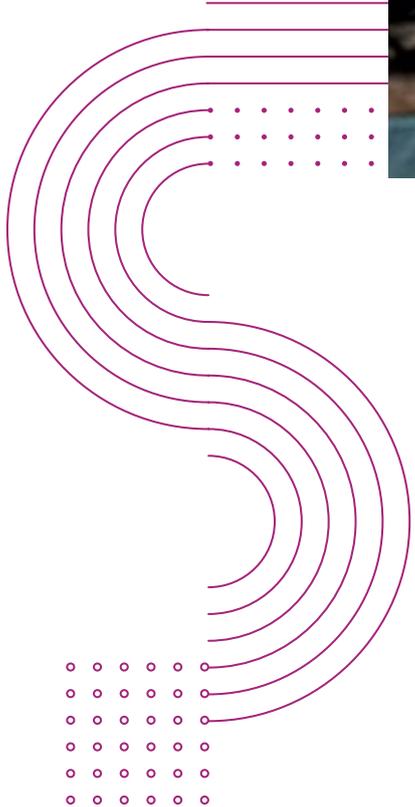
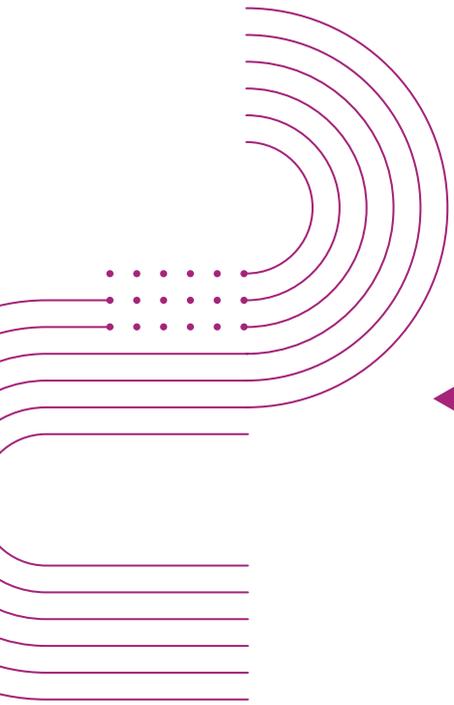






# Preparation of the sustainability report





**THIS IS THE EIGHTH REPORT PRESENTED BY THE COMPANY. THE INFORMATION PROVIDED INCLUDES THE ECONOMIC, ETHICAL, ENVIRONMENTAL AND SOCIAL DIMENSIONS REACHED THROUGHOUT THE REGION.**

# Preparation of the sustainability report

**GRI 102-10 • 102-45 • 102-48 • 102-49 • 102-50 • 102-51 • 102-52 • 102-54 • 102-56**

The present ESET Latin America Sustainability Report was developed by the Sustainability area, with the collaboration of all the areas of the Company, and reviewed by the consulting firm AG Sustentable, which advised us in the assembly of the present document.

This is the eighth report presented by the Company. The previous report was the one corresponding to the 2018 financial year, published in May 2019, 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 topics 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 2019. 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, to which we have been signatories since mid-2013.

The present Report does not have external verification, but it will be evaluated for subsequent reports. In any case, the data provided are guaranteed by the company and recorded 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 board. The data provided covers the substantive aspects of management in a way that it is balanced, precise, and comparable with 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 publics and the updating of the materiality matrix. The information that emerged from the dialogue with the main stakeholders was of special relevance for the preparation of the Report and the vision of the Company's sustainability plan.



### Join the GRI Community

Companies and organizations come together to improve their business processes and help shape the future of sustainability reporting. Join us to empower decision making towards a more sustainable world.

### New to Reporting?

Use the resources provided to understand the requirements of the standards and how to implement them.



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# GRI Standards Content Index



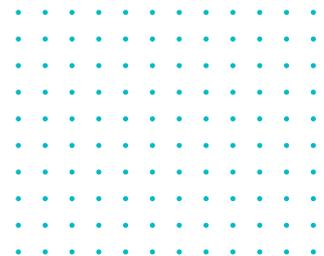


# GRI Standards Content Index

**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 contents and the United Nations Global Compact principles.

This Report was submitted to the “SDG Mapping Service” of the GRI, in order to check that the Sustainable Development Goals (SDGs) are correctly mapped to the GRI indicators. The service was carried out in the Spanish version of the report. This allows sustainability information to be more traceable and usable, and the connection to the SDGs to be clearer.



GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
<b>GRI 101 Foundation - 2016</b>					
<b>GRI 102 General Contents - 2016</b>					
<b>1. Organizational Profile</b>					
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<b>102-2</b>	Activities, brands, products, and services	59			
<b>102-3</b>	Location of headquarters	36, 38			
<b>102-4</b>	Location of operations	36, 38			
<b>102-5</b>	Ownership and legal form	38			
<b>102-6</b>	Markets served	38, 57			
<b>102-7</b>	Scale of the organization	40			
<b>102-8</b>	Information on employees and other workers	76		Principle N° 6	#8 Decent work and economic growth
<b>102-9</b>	Supply chain	56, 130, 142			
<b>102-10</b>	Significant changes to the organization and its supply chain	159			
<b>102-11</b>	Precautionary Principle or approach	102			
<b>102-12</b>	External initiatives	20			
<b>102-13</b>	Membership of associations	20			
<b>2. Strategy</b>					
<b>102-14</b>	Statement from senior decision-makers	7			
<b>102-15</b>	Key impacts, risks, and opportunities	16			
<b>3. Ética e Integridad</b>					
<b>102-16</b>	Values, principles, standards, and norms of behavior	12, 51		Principle N° 10	#16 Peace and Justice
<b>102-17</b>	Mechanisms for advice and concerns about ethics	51		Principle N° 10	#16 Peace and Justice

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>United Nations Global Compact</b>	<b>Sustainable Development Goals (SDGs)</b>
<b>4. Governance</b>					
<b>102-18</b>	Governance structure	44			
<b>102-19</b>	Delegating authority	48			
<b>102-20</b>	Executive-level responsibility for economic, environmental and social topics	44			
<b>102-21</b>	Consulting stakeholders on economic, environmental, and social topics	24			#16 Peace and Justice
<b>102-22</b>	Composition of the highest governance body and its committees	44, 49			#5 Gender equality #16 Peace and Justice
<b>102-23</b>	Chair of the highest governance body	44			#16 Peace and Justice
<b>102-24</b>	Nominating and selecting the highest governance body	44			#5 Gender equality #16 Peace and Justice
<b>102-25</b>	Conflicts of interest	51			#16 Peace and Justice
<b>102-26</b>	Role of the highest governance body in setting purpose, values, and strategy	48			
<b>102-27</b>	Collective knowledge of highest governance body	48			#4 Quality education
<b>102-28</b>	Evaluating the highest governance body's performance	44			
<b>102-29</b>	Identifying and managing economic, environmental, and social impacts	48			#16 Peace and Justice
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<b>102-31</b>	Review of economic, environmental and social topics	48			
<b>102-32</b>	Highest governance body's role in sustainability reporting	30, 48, 178			

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>United Nations Global Compact</b>	<b>Sustainable Development Goals (SDGs)</b>
<b>102-33</b>	Communicating critical concerns	82			
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<b>102-36</b>	Process for determining remuneration	48			
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<b>5. Stakeholder engagement</b>					
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<b>102-41</b>	Collective bargaining agreements	78		Principle N°3	#8 Decent work and Economic Growth
<b>102-42</b>	Identifying and selecting stakeholders	23			
<b>102-43</b>	Approach to stakeholder engagement	24			
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<b>6. Reporting practice</b>					
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<b>102-47</b>	List of material topics	31			
<b>102-48</b>	Restatements of information	159			
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103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	40			
103-3	Evaluation of the management approach	40			
GRI 201 Economic Performance - 2016					
201-1	Direct economic value generated and distributed	40			#2 Zero hunger #5 Gender equality #7 Affordable and clean energy #8 Decent work and Economic Growth #9 Industry, Innovation, and Infrastructure
201-2	Financial implications and other risks and opportunities due to climate change	40		Principle N° 7	#13 Climate action
201-3	Defined benefit plan obligations and other retirement plans	99			
201-4	Financial assistance received from government	40			

GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
<b>Market Presence</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	74			#1 No poverty #5 Gender equality #8 Decent work and Economic Growth
103-3	Evaluation of the management approach	74			
<b>GRI 202 Market Presence - 2016</b>					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	78		Principle N° 6	#1 No poverty #5 Gender equality #8 Decent work and Economic Growth
202-2	Proportion of senior management hired from the local community	74		Principle N° 6	#8 Decent work and Economic Growth
<b>Procurement Practices</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	16, 142			
103-3	Evaluation of the management approach	16, 142			
<b>GRI 204 Procurement Practices - 2016</b>					
204-1	Proportion of spending on local suppliers	142			
<b>Anti-Corruption</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	51			

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>United Nations Global Compact</b>	<b>Sustainable Development Goals (SDGs)</b>
<b>103-3</b>	Evaluation of the management approach	51			
<b>GRI 205 Anti-Corruption - 2016</b>					
<b>205-1</b>	Operations assessed for risks related to corruption	51			#16 Peace and Justice
<b>205-2</b>	Communication and training about anti-corruption policies and procedures	51			#16 Peace and Justice
<b>205-3</b>	Confirmed incidents of corruption and actions taken	51			#16 Peace and Justice
<b>Anti-Competitive Behavior</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	51			
<b>103-3</b>	Evaluation of the management approach	51			
<b>GRI 206 Anti-Competitive Behavior - 2016</b>					
<b>206-1</b>	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	51			#16 Peace and Justice

**Material Topics - GRI 300 - Environmental Standards**

<b>Energy</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	16, 122			
<b>103-3</b>	Evaluation of the management approach	16, 122			

GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
<b>GRI 302 Energy - 2016</b>					
<b>302-1</b>	Energy consumption within the organization	124		Principles N° 7 y 8	#7 Affordable and clean energy #8 Decent work and Economic Growth #12 Responsible consumption and production #13 Climate action
<b>302-2</b>	Energy consumption outside of the organization	125	Information not available. We have the challenge of starting to measure the energy consumption of our exclusive distributors with the aim of decreasing it by 2022. Incorporation of the travel sharing system which decreased the CO2 emissions on trips to the office.	Principle N° 8	#7 Affordable and clean energy #8 Decent work and Economic Growth #12 Responsible consumption and production #13 Climate action
<b>302-3</b>	Energy intensity		Information not available. It is intended to change the luminaires for LEDs. This change will be made in stages between 2021 and 2022 and is subject to the predisposition of the building consortium.	Principle N° 8	#7 Affordable and clean energy #8 Decent work and Economic Growth #12 Responsible consumption and production #13 Climate action
<b>302-4</b>	Reduction of energy consumption	124		Principles N° 8 y 9	#7 Affordable and clean energy #8 Decent work and Economic Growth #12 Responsible consumption and production #13 Climate action

GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
302-5	Reductions in energy requirements of products and services		Not applicable due to the type of products that are marketed.	Principles N° 8 y 9	#7 Affordable and clean energy #8 Decent work and Economic Growth #12 Responsible consumption and production #13 Climate action
<b>Effluents and Waste</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	16, 122			
103-3	Evaluation of the management approach	16, 122			
<b>GRI 306 Effluents and Waste - 2016</b>					
306-1	Water discharge by quality and destination	Wastewater discharge into municipal sewage network		Principle N° 8	#3 Good health and well-being #6 Clean water and sanitation #12 Responsible consumption and production #14 Life below water
306-2	Waste by type and disposal method	126		Principle N° 8	#3 Good health and well-being #6 Clean water and sanitation #12 Responsible consumption and production
306-3	Significant spills		Not applicable due to the type of products that are marketed.	Principle N° 8	#3 Good health and well-being #6 Clean water and sanitation #12 Responsible consumption and production #14 Life below water #15 Life on land
306-4	Transport of hazardous waste		Not applicable due to the type of products that are marketed.	Principle N° 8	#3 Good health and well-being #12 Responsible consumption and production

GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
306-5	Water bodies affected by water discharges and/or runoff	Wastewater discharge into municipal sewage network		Principle N° 8	#6 Clean water and sanitation #15 Life on land
<b>Environmental Compliance</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	53			
103-3	Evaluation of the management approach	53			
<b>GRI 307 Environmental Compliance - 2016</b>					
307-1	Non-compliance with environmental laws and regulations	53			

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<b>Employment</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	16, 74, 87			
103-3	Evaluation of the management approach	16, 74, 87			
<b>GRI 401 Employment - 2016</b>					
401-1	New employee hires and employee turnover	79		Principle N° 6	#5 Gender equality #8 Decent work and Economic Growth
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	87, 99			#8 Decent work and Economic Growth
401-3	Parental leave	80		Principle N° 6	#5 Gender equality #8 Decent work and Economic Growth

GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
<b>Occupational Health and Safety</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	98			
103-3	Evaluation of the management approach	98			
<b>GRI 403 Occupational Health and Safety - 2016</b>					
403-1	Workers representation in formal joint management – worker health and safety committees	98			#8 Decent work and Economic Growth
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	80			#3 Good health and well-being #8 Decent work and Economic Growth
403-3	Workers with high incidence or high risk of diseases related to their occupation	98			#3 Good health and well-being #8 Decent work and Economic Growth
403-4	Health and safety topics covered in formal agreements with trade unions	98			#8 Decent work and Economic Growth
<b>Training and Education</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	16, 93			
103-3	Evaluation of the management approach	16, 93			
<b>GRI 404 Training and Education - 2016</b>					
404-1	Average hours of training per year per employee	96		Principle N° 6	#4 Quality education #5 Gender equality #8 Decent work and Economic Growth

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>United Nations Global Compact</b>	<b>Sustainable Development Goals (SDGs)</b>
<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	93			#8 Decent work and Economic Growth
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	98		Principle N° 6	#5 Gender equality #8 Decent work and Economic Growth
<b>Diversity and Equal Opportunity</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	16, 74			
<b>103-3</b>	Evaluation of the management approach	16, 74			
<b>GRI 405 Diversity and Equal Opportunity - 2016</b>					
<b>405-1</b>	Diversity of governance bodies and employees	76		Principle N° 6	#5 Gender equality #8 Decent work and Economic Growth
<b>405-2</b>	Ratio of basic salary and remuneration of women to men	74		Principle N° 6	#5 Gender equality #8 Decent work and Economic Growth #10 Reduced inequalities
<b>Non-Discrimination</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	74			
<b>103-3</b>	Evaluation of the management approach	74			
<b>GRI 406 Non-Discrimination - 2016</b>					
<b>406-1</b>	Incidents of discrimination and corrective actions taken	74		Principle N° 6	#5 Gender equality #8 Decent work and Economic Growth #16 Peace and Justice

GRI Standard	Content	Page or reference	Omission	United Nations Global Compact	Sustainable Development Goals (SDGs)
<b>Freedom of Association and Collective Bargaining</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	146			
103-3	Evaluation of the management approach	146			
<b>GRI 407 Freedom of Association and Collective Bargaining - 2016</b>					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	146		Principle N° 3	#8 Decent work and Economic Growth
<b>Child Labor</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	146			
103-3	Evaluation of the management approach	146			
<b>GRI 408 Child Labor - 2016</b>					
408-1	Operations and suppliers at significant risk for incidents of child labor	146		Principle N° 5	#8 Decent work and Economic Growth #16 Peace and Justice
<b>Forced or Compulsory Labor</b>					
<b>GRI 103 Management Approach - 2016</b>					
103-1	Explanation of the material topic and its Boundary	31			
103-2	The management approach and its components	146			
103-3	Evaluation of the management approach	146			

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>United Nations Global Compact</b>	<b>Sustainable Development Goals (SDGs)</b>
<b>GRI 409 Forced or Compulsory Labor - 2016</b>					
<b>409-1</b>	Operations and suppliers at significant risk for incidents of forced or compulsory labor	146		Principle N° 4	#8 Decent work and Economic Growth
<b>Human Rights Assessment</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	51, 146			
<b>103-3</b>	Evaluation of the management approach	51, 146			
<b>GRI 412 Human Rights Assessment - 2016</b>					
<b>412-1</b>	Operations that have been subject to human rights reviews or impact assessments	51		Principle N° 1	
<b>412-2</b>	Employee training on human rights policies or procedures	51		Principle N° 1	
<b>412-3</b>	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	146		Principle N° 2	
<b>Local Communities</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	16, 102			
<b>103-3</b>	Evaluation of the management approach	16, 102			

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>United Nations Global Compact</b>	<b>Sustainable Development Goals (SDGs)</b>
<b>GRI 413 Local Communities - 2016</b>					
<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	102, 130		Principle N° 1	
<b>413-2</b>	Operations with significant - actual or potential - negative impacts on local communities	102		Principle N° 1	#1 No poverty #2 Zero hunger
<b>Customer Health and Safety</b>					
<b>GRI 103 Management Approach - 2016</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	31			
<b>103-2</b>	The management approach and its components	16, 53, 59, 70, 137			
<b>103-3</b>	Evaluation of the management approach	16, 53, 59, 70, 137			
<b>GRI 416 Customer Health and Safety - 2016</b>					
<b>416-1</b>	Assessment of the health and safety impacts of product and service categories	59, 68, 137			
<b>416-2</b>	Incidents of non-compliance concerning the health and safety impacts of products and services	53			#16 Peace and Justice
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<b>GRI 103 Management Approach - 2016</b>					
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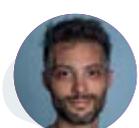
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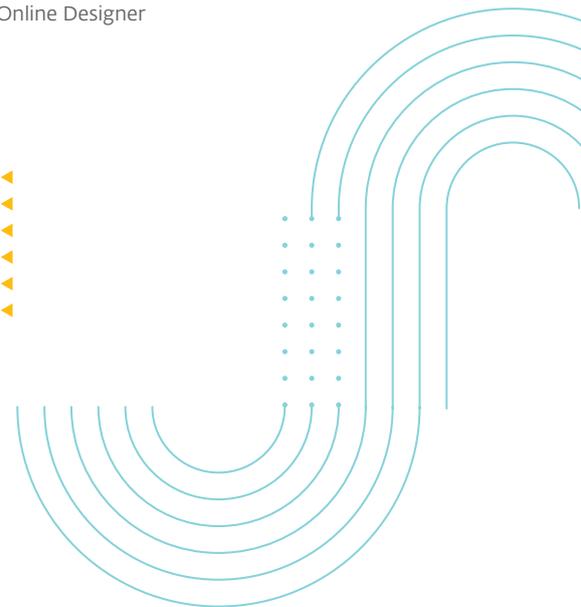


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