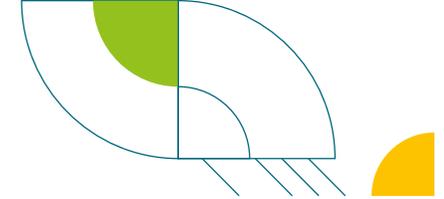


# DECONSTRUCT TO RECONSTRUCT

2021 Sustainability Report  
ESET Latin America





**We continue to connect in the distance and with diversity, to listen to the different voices, particularities, needs, and expectations of each person. This process enriches us and allows us to deconstruct to reconstruct, unlearn to relearn from a different perspective.**

We are immersed in this constant process that runs through us in every way. Virtuality and distance have made us rethink the way we worked, being more empathetic towards diversity has allowed us to strengthen ourselves internally and externally, and we have confirmed, once again, that the sustainability perspective is the correct way of conceiving ourselves and relating with the community.



# Letter from the Chief Operating Officer

GRI → 102-14



*Federico Perez Acquisto*

General Manager of ESET Latin America

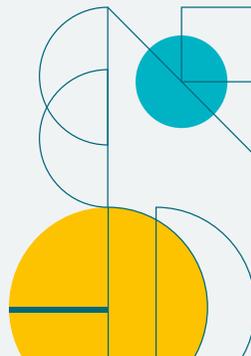
We welcome you to a new edition of our Sustainability Report. This year did not take us by surprise like 2020 did with the beginning of the Covid-19 pandemic, but that does not mean that it was not challenging. With the arrival of the vaccines, the situation improved, but we see that it will take time and that there may be setbacks.

For this reason, being able to say that within this context we had an outstanding performance in terms of our economic, social, and environmental goals, fills me with pride.

In 2020, having gone through the social and economic uncertainty originated by the pandemic, we had a growth of 5%.

**In 2021, this trend was consolidated with an 11.2% growth, with Latin America as the second fastest growing region in the world for ESET.**

I would like to highlight that we accomplished all these achievements without putting at risk the health of the people



who work at the Company, or that of commercial partner companies, by maintaining the home office modality since before the mandatory quarantine.

We are convinced that our talent and our security solutions represent a distinctive stamp within the industry, and that combination allows us to become strategic allies of our business partners. In this sense, we launched [our new B2B offer](#), with a special focus on *cloud*<sup>1</sup>, technology, made up of bundles<sup>2</sup> that adjust to the different needs and realities of organizations.

Once again, [we have received several recognitions](#), both at the global and local levels. Our Company achieved outstanding mentions in the IDC MarketScape<sup>3</sup> reports, and has also maintained its Champion status in the Canalys Cybersecurity Leadership Matrix<sup>4</sup>, to name just a few examples. Among the multiple achievements of our corporate and residential products, we can highlight the recognition in the Forrester reports and the mention as Top Player in Radicati's APT

Protection market quadrant. Likewise, our sustainable management in the region earned us [the recognition of various organizations](#), such as PAMOIC, ALOIC and the APSAL Awards.

Of course, during this year we felt incomplete without being able to work side by side and in person, but we continue betting on a triple impact management in which caring for the environment and caring for ourselves as a community is one of our highest priorities, and allows us to accomplish all the aforementioned achievements and to continue to grow together.

---

<sup>1</sup> Cloud computing/technology, which allows remote access to software, file storage and data processing via the Internet.

<sup>2</sup> Term used in gamer jargon and in the world of video games, to refer to a special offer in which a pack of two or more products is sold at a discounted price.

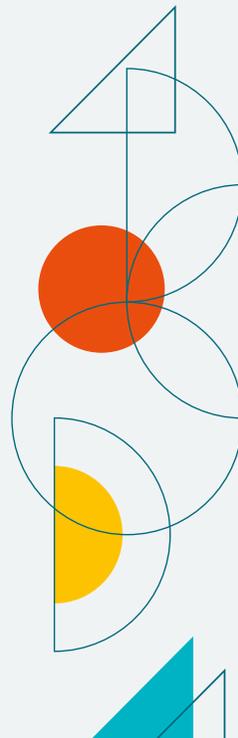
<sup>3</sup> Report that provides in-depth quantitative and qualitative technology market assessments of the capabilities of different supplying companies.

<sup>4</sup> Metric that evaluates the performance of different cybersecurity supplying companies.

# Welcome!



*Carolina Kaplan*  
Sustainability Executive



Welcome to the tenth ESET Latin America Sustainability Report. For the fifth consecutive year, we carried out the Report in accordance with the *Global Reporting Initiative* Standards (GRI Standards) in its comprehensive 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 what we do, we continue to be the only company in the industry that assumes this commitment at the regional level.

## **2021 was a year of constant deconstruction and reconstruction.**

Unlearn what has been learned to relearn from a different perspective, from another point of view, from another reality. The turning point that the pandemic meant to the world helped us understand that sustainability is a one-way path to which we are committed and which we continue to constantly pursue.

We also ended 2021 with many achievements and recognitions:

- ▶ We were recognized with the APSAL Award for our Cybersecurity Program, to promote the comprehensive health and safety (physical, economic, and psychological) of people.
- ▶ For the second consecutive year, we were recognized with the *TrustRadius 2021 Tech Cares Award*, for the effort made to support communities, clients, and employees.
- ▶ We were also doubly acknowledged for our Cybersecurity Program with the LATAM Award, from the ALOIC organization, with the Silver level for the Best Contribution in the Social Responsibility Category, and the Bronze level in the Best Operation Strategy in the Citizen Sector Category.
- ▶ For the second year in a row, we were acknowledged by PAMOIC, at the Bronze level, in the Category of Best Contribution in Social Responsibility for our Sales Channel Development Program "Aligning our work."
- ▶ We were selected as finalists for the Corresponsables Award, among the 800 nominations from 16 Ibero-American countries.

I would also like to highlight that, after a long work from the Inclusion and Diversity Committee, we launched our Diversity and Non-Discrimination Policy for the entire region, with multiple actions and decisions implemented transversally and in 360°.

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

We are proud to tell you everything we have accomplished, and it is a pleasure to share it with you.



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

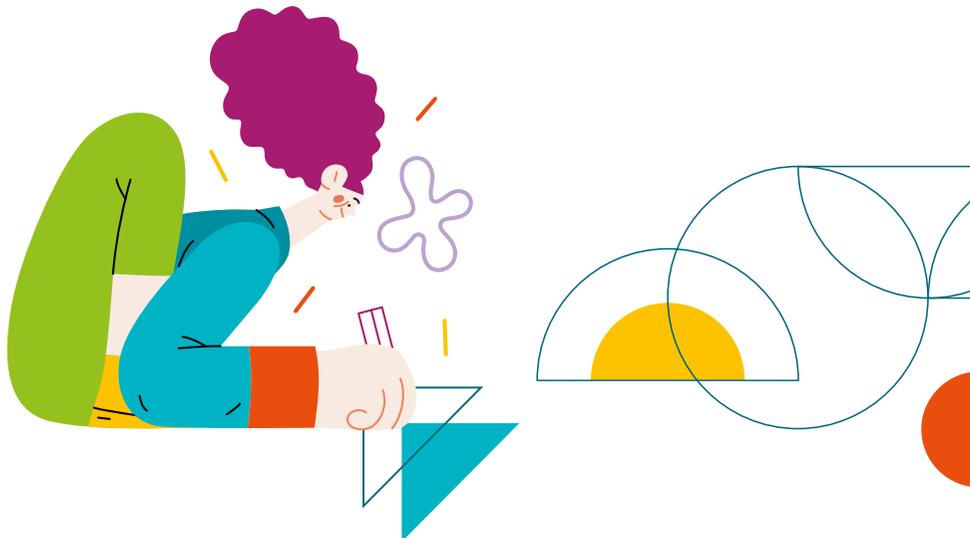


# Accessible and inclusive Sustainability Report



We continue to build more diverse and accessible environments, which is why we believe it is important to rethink our Sustainability Report in that direction as well. We want this document to be accessible and inclusive, and to this end we initiated a set of measures that we describe below.

There are still many more things to improve, but we also know that we must somehow set out on this path.



## Language

All people can access the version in three languages: Spanish, English, and Portuguese.

This document was written in Spanish and later translated into English and Portuguese.

If discrepancies are found between the original Spanish version and the translated version, the content and meaning of the original will prevail.



### Inclusive language

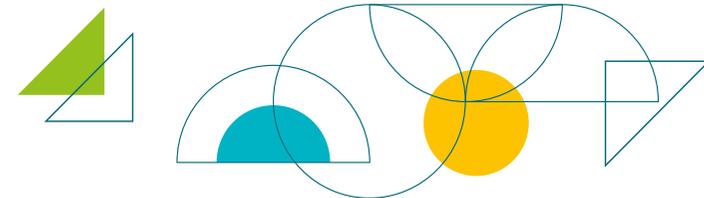
The writing and design of this Report incorporate the gender perspective. We seek to prioritize the use of generic nouns when possible and as long as it does not affect the reading flow. At the same time, we try to use information and images that are free of biases and stereotypes, both gender and others.

We also try to avoid technicalities, acronyms, jargon, or other content that may not be easy for some people; we include explanations and clarifications in the corresponding sections.



### Navigability

Everyone can find the specific information they are looking for through indexes, infographics and tables, links, the summarized version (available in print) and the complete version (available in digital format), the microsite, among other aids.





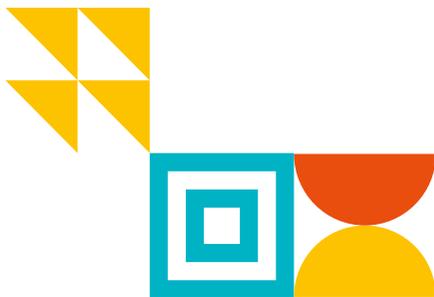
### Typographic use

To consider the particular needs of people with visual impairment or specific cognitive and/or neurological difficulties, text formats in appropriate size, colors, and contrasts were used.



### Technological gaps

Finally, to take into account the existing technological -access- gaps, a responsive design was considered, that is, that the design is accessible and adaptable across all technological devices: tablets, smartphones, etc.

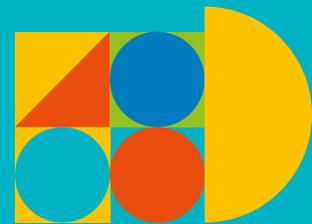


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# Sustainability as a form of Management





# Sustainability as a form of Management

**GRI** → 102-16

**MATERIAL TOPIC** → 1, 4, 5, 6, 8

## Mission

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



## Vision

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





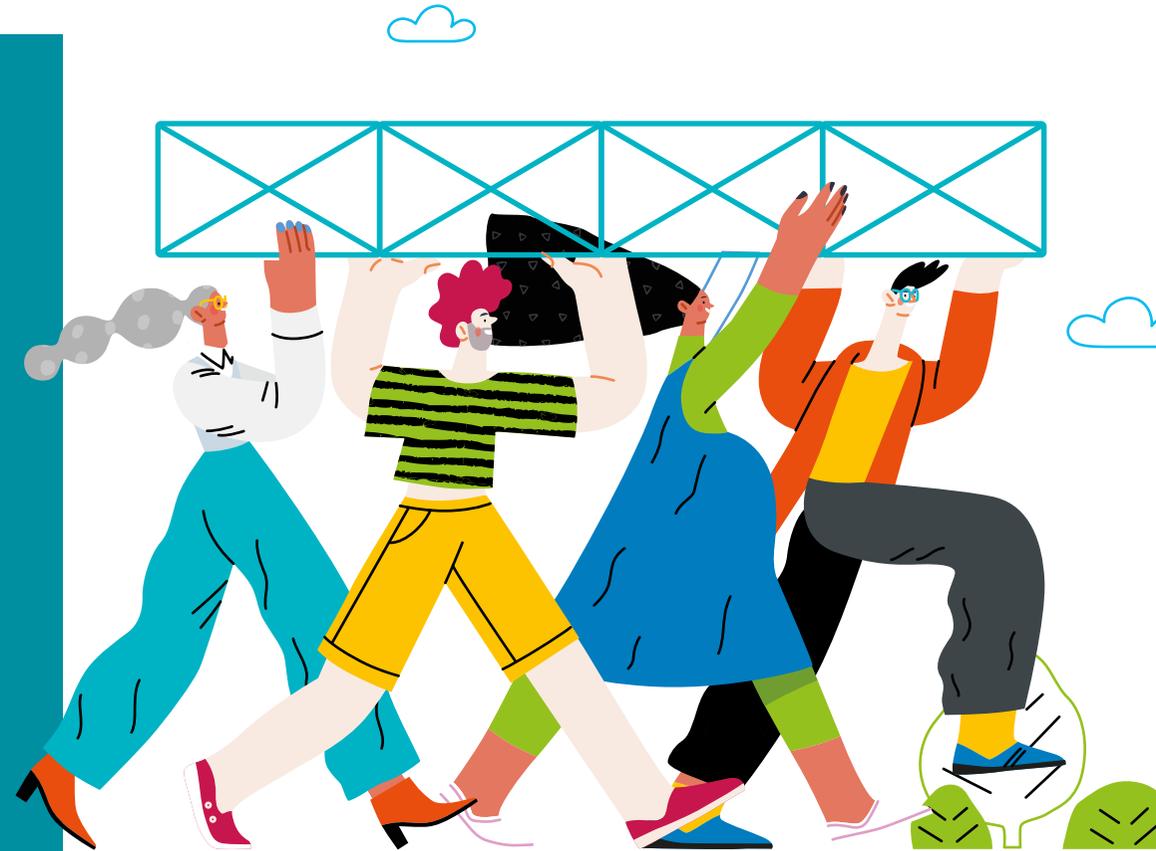
Our Head Office in Slovakia is responsible for disseminating and communicating the mission and vision in all ESET offices in their local language. As part of the commitment to the WEPs<sup>5</sup>, we are in the process of incorporating inclusive language in publications, internal and external communications, the website, etc.

## Our commitment

Provide customer service of excellence, responding to their needs.

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

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



<sup>5</sup> The Women Empowerment Principles (WEPs for its acronym in English) are a joint initiative of the United Nations Global Compact and UN Women.



## Values

Values shape the culture of the Company and are promoted from our Headquarters in Slovakia; with the exception of the values of Teamwork and Social Responsibility, which are specific to our region. They guide the way we behave and make decisions.

Ever since the birth of ESET Latin America, these values are communicated and promoted, mainly, from the Human Resources and Sustainability areas in our offices (Argentina, Mexico, and Brazil). These offices are decorated with decals on the walls and doors with these values and, every year, during October, some activity or campaign is carried out at the regional level to remember that we work with:



## Courage

We do not take the easy way. We always push limits and have the determination 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 deliver on our promises, and to build trust and mutual understanding.



## Passion

We have the passion, motivation, and determination to make a difference. We believe in who 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 workforce, the environment, and the value chain.



## Teamwork

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



**All values, except Social Responsibility and Teamwork, are the same as those defined by the Headquarters. Due to our commitment to sustainable management, we incorporated Social Responsibility and Teamwork.**



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



### “Values Month”

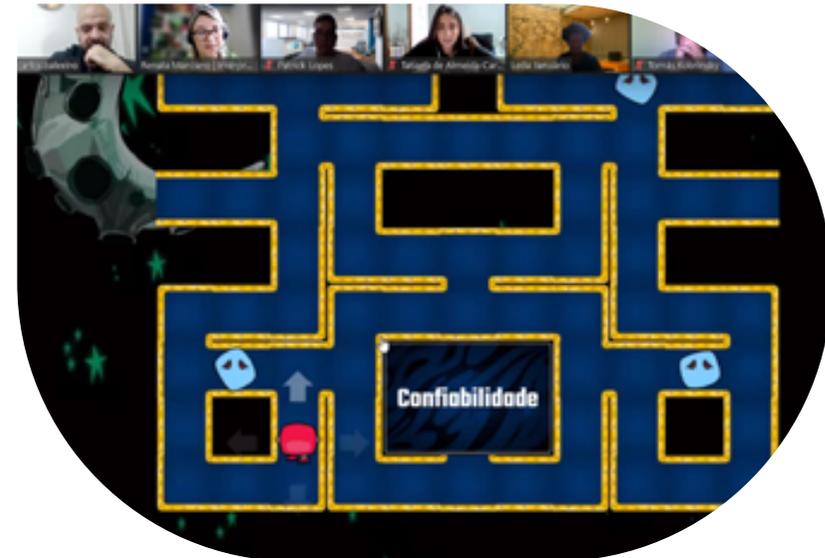
GRI → 103-2, 412-2



Promoted by the Human Resources area, it has been six years since October was established as *Values Month*, with the purpose of having people carry out different activities related to institutional values.



Within this framework, and reinforcing our commitment with the United Nations Global Compact, we launched the Diversity and Non-Discrimination Policy. With this objective, we invited the Foundation *Encontrarse en la Diversidad* (Meeting in Diversity) and, through a playful activity, virtual games were created to learn about corporate values. We reflected on different aspects that emerged from the activity: What things have rules in our daily lives? Are some of them biological and others we need because of our culture? What would happen to a world without rules? What would an organization, a community, a group be like without rules? What rules are there at work? What rules are there in our families? How many of them do we fulfill without knowing they are there?. These reflections gave rise to the

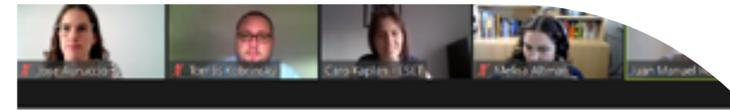




introduction of this new policy because we trust that, as an organization, we can create a more inclusive, more respectful, and diverse space, where all identities are valued, and diversity is lived with pride. Because we believe that all people can be responsible in preventing discrimination and promoting rights, we believe that we can be part of the game.

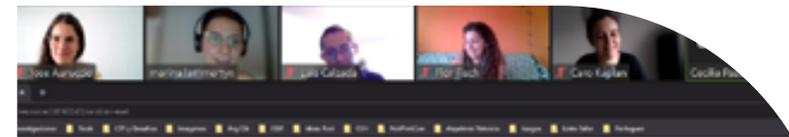


We are committed to respecting these rights, beyond their legal compliance, and to addressing these issues in the workplace, since we understand that the respect for Human Rights should not be a passive responsibility. This requires having established policies and processes that help identify, prevent,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



### ¿CUÁL ES LA DIFERENCIA AHORA?

- Tener una instancia formal para que las personas sientan que tienen un espacio para transmitir inquietudes y que las situaciones planteadas sean analizadas.
- Continuar concientizando a las personas y entender cuáles comportamientos ya no son tolerados.
- Interpelarnos y entender por dónde debemos comenzar. Enmarcar los comportamientos indebidos con respecto a la diversidad, discriminación.





# Which are the pillars of our management

**GRI** → 102-11, 102-12, 102-15, 102-16, 103-2, 103-3

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



COMMUNITY

**Community development and education**



ENVIRONMENTAL DIMENSION

**Environmental care**



COLLABORATORS

**Well-being and talent management of collaborators**



VALUE CHAIN

**Value chain enrichment**

These pillars consider compliance with the law, prevention of corruption, and corporate ethics.

We feature a Sustainability Area in charge of coordinating and managing the activities, projects, and initiatives of the three committees: the Community Relations Committee, the Inclusion and Diversity Committee, and the Environmental Affairs Committee. In turn, to communicate the actions, activities, and initiatives of the area and the committees to the entire Company, we have a specific bimonthly newsletter for collaborators and business partners.





## PILLAR → 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 generate awareness, knowledge, and information on the safe use of technology, to reduce the number of people who are victims of cybercrime, generating digital inclusion both in the use and appropriation of digital tools.
- ▶ To pursue the development of skills, motivation, and confidence to use digital tools safely, in order to better the quality of life of the communities where we are present, by means of a comprehensive educational management throughout Latin America.
- ▶ To reduce inequalities in the economic and social dimensions of vulnerable groups in our communities.



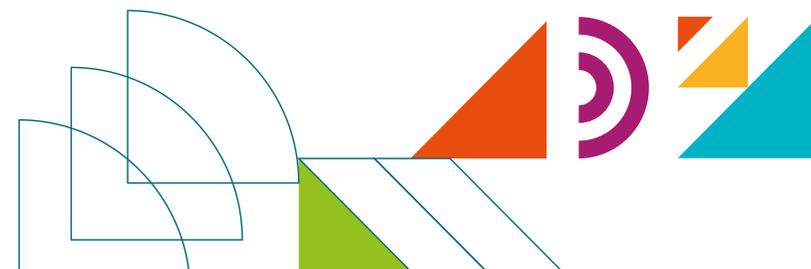
### Risks

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



### Opportunities

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





## PILLAR → ENVIRONMENTAL DIMENSION



### Strategy

- ▶ To reduce the impact that our activity causes on the environment, implementing new best practices that allow to meet this objective.
- ▶ To make collaborators aware of the importance of caring for the environment, so that they act as multiplying agents in their personal sphere.



### Impact

- ▶ To contribute to reducing the environmental impact of 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. To undermine the awareness on environmental problems in our collaborators.



### Opportunities

- ▶ To broaden and deepen good practices for the care of the natural resources used.

- ▶ To generate a deeper awareness in collaborators, so that their multiplying efforts are enhanced.

## PILLAR → COLLABORATORS



### Strategy

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



### Impact

- ▶ To motivate, train, and develop the collaborators. To generate a pleasant and friendly workplace.
- ▶ To reduce voluntary attrition rates in the Company.





### Risks

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



### Opportunities

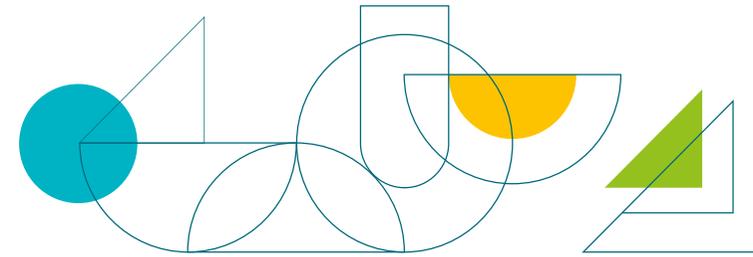
- ▶ To train collaborators more professionally. To generate clearer and more challenging career plans.
- ▶ To provide the necessary conditions and equipment so that people can work optimally also remotely.

## PILLAR → VALUE CHAIN



### Estrategia

- ▶ Formal adherence of our supplier companies to the concepts of sustainability, with which we manage our business in Latin America.
- ▶ To align distribution companies throughout Latin America with sustainability management.



### Impact

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



### Risks

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



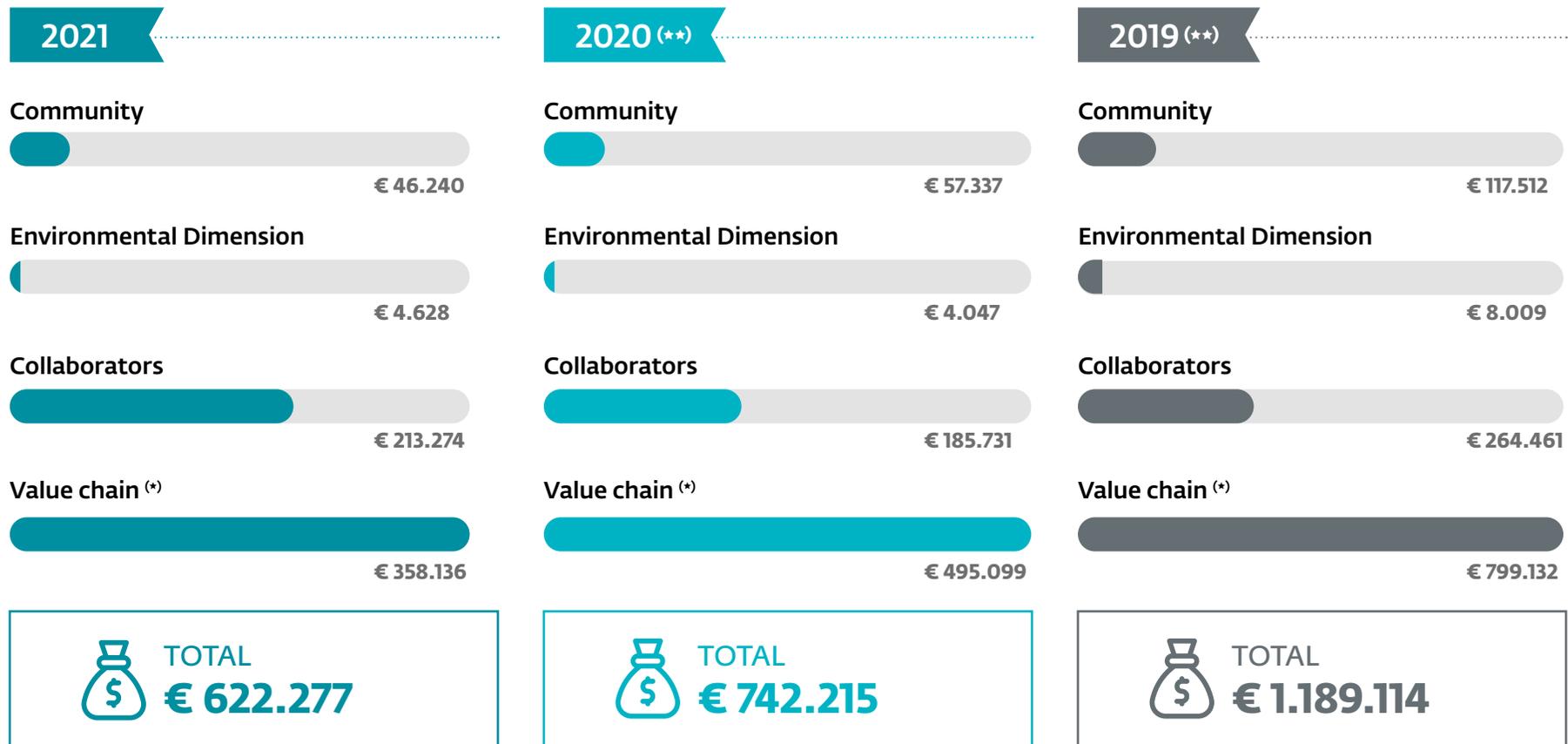
### Opportunities

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



# Management resources and responsibilities

## Investment per strategic pillar



(\*) Due to the Pandemic, there were no expenses for travel, conferences, or events. Many of these concepts are part of the Distribution Chain pillar.

(\*\*) The exchange rate considered during 2020 and 2021 was the real rate per month. In 2019, a fixed exchange rate was considered for the entire year.



During 2019 we adhered to the Women's Empowerment Principles (WEPs), with which we committed to execute an action plan focused on four axes, which we developed during 2020 and 2021:

- ▶ In the Leadership and **Strategy axis**, we focused on the training and sensitization of Managers and Middle Managers on issues such as stereotypes in the workplace, and the benefits of diversity.
- ▶ In the **Workplace axis**, focus was placed on the definition of internal processes; with that objective in mind, the Diversity and Non-Discrimination Policy was launched. In turn, after analyzing the results offered by the diagnostic tool developed by the Foundation *Encontrarse en la Diversidad* (Meeting in Diversity) to understand the internal situation of the Company on issues of diversity and existing biases, two major lines of work were proposed. On the one hand, the HR area was trained to implement the salary gap analysis tool and made the pertinent diagnosis, which will be analyzed during the first months of 2022. On the other hand, with the purpose of internalizing the UN Women's Manual of inclusive language in specific areas, the Inclusion and Diversity Committee

created an accessible and inclusive communication workshop in which, in this first stage, the Marketing and Human Resources areas participated. Lastly, in this axis, the benefits were reviewed with a gender perspective, from their denomination to their characteristics; new benefits were added, and licenses were modified accordingly with the new reality of the Company and the pandemic context.





- ▶ In the **Markets axis**, work was conducted on incorporating a greater gender perspective in the Marketing area, with an emphasis on external communication, language, images, and the accessibility of the generated materials. Also, within the framework of the Latam Partner Conference in which the most important commercial partner companies participate, a presentation was made on the benefits of diversity in companies.
- ▶ Lastly, regarding the **Community axis**, work was done on the relationship with the community from a gender perspective. For this, close coordination was achieved with different civil society organizations, such as *Media Chicas*, *Contrata Trans*, *Chicas en Tecnología*, among others. In turn, Entrelatam was launched, the first alliance for diversity and inclusion in the region, in which we participated as one of the five founding companies. It was coordinated by the Foundation *Encontrarse en la Diversidad*. Different internal and external activities and actions were carried out within the framework of this network. Human Resources also worked on generating increasingly inclusive searches, articulating with different organizations that seek this goal.
- ▶ Within the framework of this program, we were part of the community of practice "Managing people without Bias."

LINK

[UN Women](#)

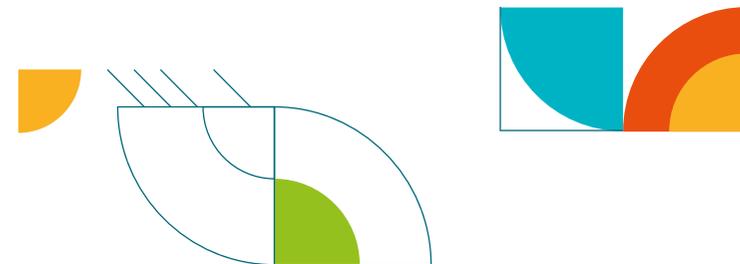


Pacto Global  
Red Argentina

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

LINK

[Argentina Global Compact Network](#)  
[United Nations Global Compact](#)





# 2030 Agenda: Sustainable Development Goals



As the Sustainable Development Goals (SDGs) have a direct link with a right recognized in one or several international treaties, the 2030 Agenda becomes a reference model whose means and purpose is to allow us to accompany the fulfillment of Human Rights.

We continued to make progress in the appropriation and integration of the Sustainable Development Goals (SDGs) into our practices. We used the following criteria:

- ✓ According to the strategic priorities of the company's core business.

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- ✓ According to the Board's priorities.

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- ✓ According to whether it is considered in an existing or developing practice.

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- ✓ According to its operational feasibility in the short or medium term.

## SUSTAINABLE DEVELOPMENT GOALS



### ODS 4

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



### ODS 5

Achieve gender equality and empower all women and girls.



### ODS 8

Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all.



After having identified the objectives of the goals that we consider to be priorities, we worked internally with the objectives and goals corresponding to each Sustainability Committee and, during 2020 and 2021, we further deepened our management in the chosen goals.



As we continued to address the multiple needs posed by the Pandemic, Sustainable Development Goal 8, target 8.8, stating *“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,”* gained special relevance.



In this sense, various actions were carried out and some of the existing ones were adapted, responding to the multiple needs generated by the health, social, and economic emergency. These measures are described throughout the Sustainability Report and, in the section *Our commitment to the 2030 Agenda*, you will find a summary of the results achieved during the period.



**ODS 9**

Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.



**ODS 10**

Reduce inequality within and among countries.



**ODS 12**

Ensure sustainable consumption and production patterns.



**ODS 16**

Promote just, peaceful, and inclusive societies.



**ODS 17**

Revitalize the Global Partnership for Sustainable Development.



# Building bonds



GRI → 102-12, 102-13



During these last 4 years we 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 we transmitted all the knowledge acquired to the rest of the personnel, committing ourselves more strongly to the respect and fulfilment of Human Rights in the workplace.

LINK

[Global Compact Argentina](#)



In Argentina, we are a GOLD member of the Argentine Institute of Corporate Social Responsibility (IARSE), and we support their cause regarding the incorporation of economic, social, and environmental issues into the management of organizations. This year we participated as speakers in the panel "IT security and ethics in the new digital economy."

LINK

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





For 5 years now, we have had a voluntary mutual collaboration agreement with the National Technological University (UTN) in Argentina, 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 field of IT Security, together with its students and graduates. In turn, the signing of this agreement comprises the arrival of the traditional Antivirus Tour (a cycle of free seminars organized by ESET Latin America) to the 29 regional faculties of the UTN, and the development of training sessions and courses on malware analysis and information security at each of the institution's campuses.

[LINK  
National Technological University](#)



## Companies Committed to Human Rights

We joined the Program of Companies Committed to Human Rights of the City of Buenos Aires, which aims to accompany companies and employer organizations in the training and adoption of good practices in terms of human rights. The proposal provides the necessary tools and assistance to help identify, prevent, mitigate, and remedy negative impacts, both real and potential, related to Human Rights and cultural pluralism in its activities, policies, and management systems, as well as throughout their supply chains and other business relationships.

[LINK  
Companies Committed to Human Rights](#)



## BA Convive

We began to participate in the BA Convive (BA Coexists) Program, run by the Undersecretary of Human Rights and Cultural Pluralism of the City of Buenos Aires. It is designed to encourage good coexistence with the aim of building a more plural and inclusive society. Through a series of meetings, the proposal is to reflect on the practices of coexistence that occur in different areas, from a multicultural perspective, guaranteeing equal treatment and respect. In November, all the team leaders participated in the first meeting in which they worked on sexual diversity.

[LINK  
BA Convive Program](#)



We were part of the first edition of *Nexos* (Connections), the new Ashoka Latin America initiative designed to accompany, strengthen, and empower new Fellows from across the region in their first year of membership in the Ashoka lifelong network. The aim of the program is to strengthen its systemic vision, a healthy and empowering leadership, and to consolidate the community of agents of change capable of influencing at multiple levels. In addition to supporting this initiative, the collaborators, together with the exclusive distribution companies, participated in the Intensification stage as project advisors. The purpose was to be an active part, advising on the challenges that each Fellow identifies in their project.

 LINK

[Ashoka Argentina](#)



We continue to support and collaborate with this organization. We are the main sponsor and founder of the Civil Association *Argentina Cibersegura*, a non-profit entity that was born in 2013 and that specializes in raising awareness and educating the community on the proper use of the Internet and the technologies. Some of the managers are also members of the governing board.

 LINK

[Argentina Cibersegura](#)



Since 2019, in Argentina, we have accompanied the *Empujar* (Push) Project of the *Pléroma* Foundation. This organization aims to provide employment opportunities to young people between 18 and 24 years old, in vulnerable economic and/or social conditions and with a desire to progress, promoting their personal and social development through an educational program that trains them in employability skills and abilities.

 LINK

[Empujar Program](#)



# Our stakeholders and commitments

## Our stakeholders

GRI → 102-40, 102-42

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

We identify the internal and external stakeholders with whom we interact 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
- ▶ Representation they make 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 feature formal and informal communication channels, and different spaces for dialogue, which allow us to identify their main interests, concerns, and difficulties. The Company's Board and all the Managements (including the General Management) are active parts of this constant dialogue, by informing and responding to the issues that arise. This Report shows the way in which the Company responds to these aspects.

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

The stakeholder consultation process has a designated interlocutor. In the case of the 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, this is carried out through various means, e-mails, one-on-one conversations, surveys, etc.; it is mainly in charge of the Human Resources Management, but each direct superior maintains a fluid dialogue with his



or her team and, if necessary, the information is passed on to the corresponding Management. With the rest of the stakeholders, dialogue is maintained through diverse means of communication and is in charge of the different areas of the Company, depending on the corresponding public.

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



# How we communicate and relate with our stakeholders

GRI → 103-2



## Company Shareholders

The shareholders 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 Company'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 progress of the Company and the business.
- ▶ Preserving and maintaining the Company's assets.
- ▶ Complying with the best practices in relation to our Governance.



## Communication, participation and/or complaint mechanisms



Meetings



Presentation of management reports



Website



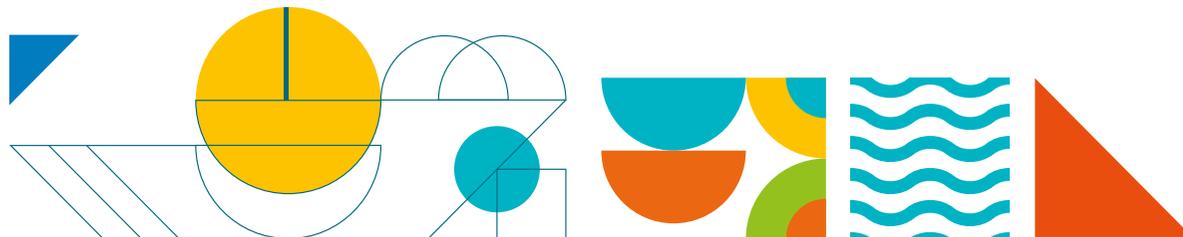
Visits to the office



Yammer Internal Social Network



Sustainability Report





## Users and/or Clients

GRI → 417-1, 417-2

We have many types of users and clients: residential users, diverse non-profit organizations, government entities, small and medium-sized enterprises, corporations, and large companies. In the latter case, in addition to accessing security solutions and services, companies have the possibility of receiving the training available to them.

Our users and 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 both residential and corporate users.

### In addition, we seek to:

- ▶ Listen carefully and respond efficiently to the concerns raised by the different users and clients.
- ▶ Safeguard the confidentiality of the personal data transmitted to us.
- ▶ Offer a close, fair, personalized, respectful, and non-discriminatory treatment to each of the organizations and people who choose ESET Latin America to protect their information and receive training.
- ▶ Act with transparency, clarity, and truthfulness in all communications before, during, and after the purchase of the products or the contracting of the service.





- ▶ Provide adequate and personalized after-sales service.
- ▶ Establish fair and competitive prices.



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



### Communication, participation and/or complaint mechanisms

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Corporate blog
- ✓ Website
- ✓ Newsletter
- ✓ Mailing lists
- ✓ Telephone support (technical and commercial)
- ✓ Visits to the office



Visits of the teams from different areas of the Company



Events



Satisfaction surveys (internal and external)



Brochures (commercial and institutional)



Code of Ethics Channel



Talks on Sustainability issues (training and committees)



Sustainability Report



### Supplier companies

Supplier companies are 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 supplier companies that comply with Human Rights (the signing of a letter of agreement is required, as a sign of commitment to the Principles of the United Nations Global Compact) and that are committed to the development of the community and the care for the environment.



- ▶ Promote mutually advantageous business relationships.
- ▶ Comply with the payment commitments assumed.
- ▶ Use the information provided by these companies confidentially.



 **Communication, participation and/or complaint mechanisms**

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



## Business partners

Our Distributors, Partners, and Wholesalers are a fundamental link, oriented (for the most part) towards their joint work with the Company.

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

Given the importance that business partners have for the 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 attentively and respond efficiently to their concerns.
- ▶ Collaborate with the development of the business in the countries of the region.
- ▶ Provide marketing, training, support, and business benefits with the aim of promoting their business development.
- ▶ Stimulate close communication and mutual understanding.
- ▶ Promote mutually advantageous business relationships.
- ▶ Extend sustainability management to the entire value chain.
- ▶ Encourage business partners to align with our responsible practices.





### Communication, participation and/or complaint mechanisms

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Corporate blog
- ✓ Website
- ✓ Newsletter
- ✓ Mailing lists
- ✓ Telephone support (technical and commercial)
- ✓ Visits to the office
- ✓ Visits of the teams from different areas of the Company
- ✓ Events
- ✓ Satisfaction surveys (internal and external)
- ✓ Brochures (commercial and institutional)

- ✓ Press releases
- ✓ Code of Ethics Channel
- ✓ Talks on Sustainability issues (training and committees)
- ✓ Sustainability Report



### Collaborators

We have 118 collaborators with a great teamwork spirit and who, with vocation, offer added value to their daily work. They are essential members of the Company, which is why we generated a Human Resources management approach based on the fulfillment of labor rights, the balance between personal and work life, the management of each person's talent, and the care of their health and their occupational safety.

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

- ▶ Respect the rights and equal opportunities of each collaborator.





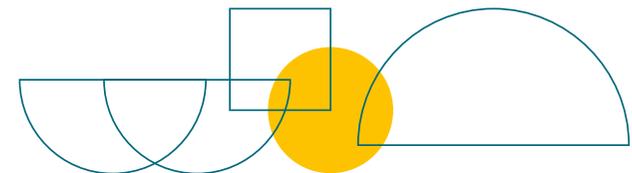
- ▶ Apply selection and recruitment processes with equity criteria.
- ▶ Offer fair and market-appropriate wages.
- ▶ Facilitate the reconciliation between personal and professional life.
- ▶ Value diversity.
- ▶ Protect the confidentiality of personal data.
- ▶ Encourage training and professional development.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



**Communication, participation and/or complaint mechanisms**

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Website
- ✓ Newsletter
- ✓ Quarterly meetings with institutional information
- ✓ Events

- ✓ Satisfaction surveys (internal and external)
- ✓ Brochures (commercial and institutional)
- ✓ Press releases
- ✓ Performance assessment
- ✓ Suggestion box
- ✓ Code of Ethics Channel
- ✓ Yammer Internal Social Network
- ✓ Talks on Sustainability issues (training and committees)
- ✓ Sustainability Report





## Companies in the sector

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

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

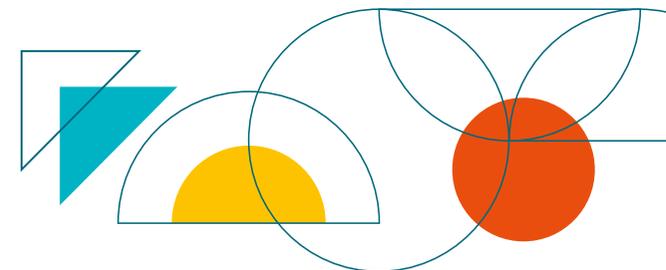
Thus, in the field of competition, collaborators must not participate in covenants or agreements on prices or conditions, and even mere conversations with competitors on these matters are unacceptable.

Likewise, it is inadmissible to participate in covenants or agreements with other companies in the sector regarding the allocation of clients, areas, or production programs. Collaborators are not authorized to obtain information about the competition illegally, nor to intentionally divulge false information about a competitor and/or its products or services.



## Communication, participation and/or complaint mechanisms

- ✓ Presentation of management reports
- ✓ Website
- ✓ Meetings with representatives of local institutions
- ✓ Code of Ethics Channel
- ✓ Sustainability Report





## 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 pieces 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.
- ▶ Contribute to the economic and social development of the community.
- ▶ Collaborate with NGOs and projects that generate social and/or environmental impacts.



## Communication, participation and/or complaint mechanisms

- ✔ Presentation of management reports
- ✔ Corporate blog
- ✔ Website

- ✔ Mailing lists
- ✔ Events
- ✔ Satisfaction surveys (internal and external)
- ✔ Brochures (commercial and institutional)
- ✔ Press releases
- ✔ Meetings with representatives of local institutions
- ✔ Code of Ethics Channel
- ✔ Sustainability Report





# Material topics of ESET Latin America



GRI 102-21, 102-46, 102-32

## What is a material topic?



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



Those topics in which the Company invests its greatest efforts.



Topics that are relevant to stakeholders when making decisions about the Company.



Topics that reflect the economic, environmental, and social impacts that are generated on the internal and external publics with which it relates, and that arise from the spaces for dialogue implemented with them and from the strategic definitions.

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



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



## Identification

To identify them, we carried out a process, through surveys, with the participation of Company representatives in focus groups, and of our main stakeholders. As a result of this practice, the most important topics emerged, which are included in the present Report.

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



## Prioritization

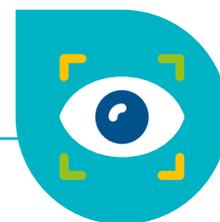
The Sustainability Area and the management team prioritized these based on the impact on the business, and on other stakeholders, and the relevance from their point of view. From this analysis, composed of 102 assessments, we defined 14 relevant aspects.

On the other hand, we sought to know the opinions of our main stakeholders: collaborators, users and clients, distribution chain, supplier companies, and Head Office. In this way, we developed strategies and practices oriented towards the expectations raised by them.



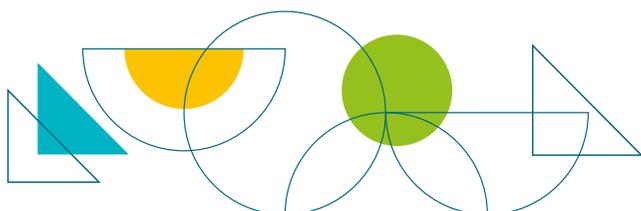
### Validation

Once our relevant issues and our priorities were defined, we identified with which contents of the GRI Standards and what information we could respond to these topics (we also instruct and accompany the different areas of the Company 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 carried out in 2020.





# Material topics

**GRI** → 102-29, 102-47, 103-1



In the previous report we worked on improving the definition, explanation, and coverage of the material topics and, on this occasion, we sought to improve the identification process of the groups. To do so, in the evaluation survey of the material topics, we expanded the different segmentations of the people consulted to ensure the representativeness of diversity.

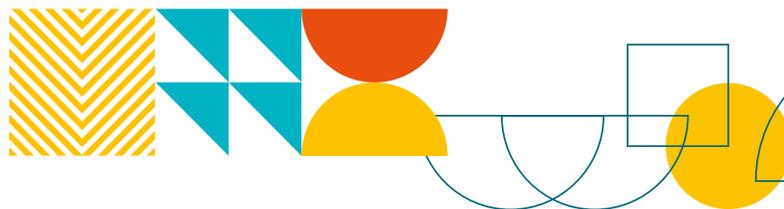


Our goal was not only to consider and try to get feedback from all stakeholders in a balanced way, but also to ensure the representativeness of diversity. In addition to consulting in which interest group they felt the highest level of belonging (Clients, Collaborators, Distributor Company, Partner and/or Wholesalers, Companies in the sector, Supplier Companies, ESET Managers, and Society at Large) we consulted the country of residence (Argentina, Brazil, Colombia, Ecuador, El Salvador, Mexico, Panama, Uruguay, Venezuela or others), the age range (between 31 and 45 years, between 45 and 60 years, more



than 60 years, or less than 30 years), the gender with which each person identifies (male, female, non-binary, other), if they consider having some type of disability (mental, physical, visceral, sensory, intellectual, partial or total), and if they belonged to an ethnic group (Afro-descendants, native peoples, mestizo, others).

In future reports, we intend to continue working on actions that allow us to identify and listen to an equality of voices.





## 1 → IT Security

**Management, What we are, What we do, Community, Value Chain**

### Concept

Practices to protect the information handled by the Company, both corporate and personal, of our stakeholders, with the confidentiality of client data, offering differential value to users.

### Explanation and Scope

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

## 2 → Talent management and Well-being of collaborators

**Collaborators, Community**

### Concept

To be a leading Company in talent management, in which people really want to work, that offers opportunities for development and benefits.

### Explanation and Scope

Betting on the talent and well-being of the people who work at the Company is essential to achieve excellence in our products and services, which, in turn, results in the satisfaction of users and clients.

## 3 → Client satisfaction

**What we do, Community**

### Concept

To offer a good customer service before, during, and after the sale.

### Explanation and Scope

This topic is very important for the economic sustainability of the Company. The expectation is to





maximize the economic result by providing the best possible service to users and clients. For this reason, our technical and commercial support is ISO 9001 certified.

#### 4 → Diversity and equal opportunities

**Management, Collaborators, Community, Value Chain**

##### Concept

To promote gender diversity and inclusion in employment.

##### Explanation and Scope

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

#### 5 → Commitment to Human Rights

**Management, What we are, Collaborators, Community, Value Chain, 2030 Agenda**

##### Concept

Role that the Company has in supporting, disseminating, and respecting internationally recognized Human Rights.

##### Explanation and Scope

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

#### 6 → Regulatory compliance and Anti-corruption

**Management, What we are, Value Chain**

##### Concept

To comply with the Law and guarantee ethics and transparency.

##### Explanation and Scope

Being an ethical and transparent Company is part of our corporate value. A sustainable management must ensure compliance with current legislation to prevent corruption situations. Compliance with the Code of Ethics, which reaches all our stakeholders (internal and external), is essential.



## 7 → Community education

**What we do, Community, Value Chain**

### Concept

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

### Explanation and Scope

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

## 8 → Economic performance and market Development

**Management, Collaborators, Value Chain**

### Concept

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

### Explanation and Scope

The economic performance of the Company has an

impact on all stakeholders and is essential for the Company's long-term sustainability. It results in the expansion of the Company in the industry, the competitiveness in the recruitment of talent, and the wage conditions of the collaborators, expressed by the ratio between the company's starting salary and the minimum vital and mobile salary, and the exercise of fair trade and honest competition.

## 9 → Occupational health and safety

**Collaborators**

### Concept

Programs to guarantee safety and health in the workplace.

### Explanation and Scope

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



## 10 → Responsible marketing

### What we are, What we do

#### Concept

Ethical practices when carrying out a communication or marketing action. To offer complete and truthful information to the public, "with no fine print."

#### Explanation and Scope

This issue is directly related to the principle of transparency and the ethical values of the Company. The Code of Ethics is the key instrument to prevent the negative impacts of its violation. Likewise, it positively results in loyalty and relationships with our users and clients.

## 11 → Development of the value chain

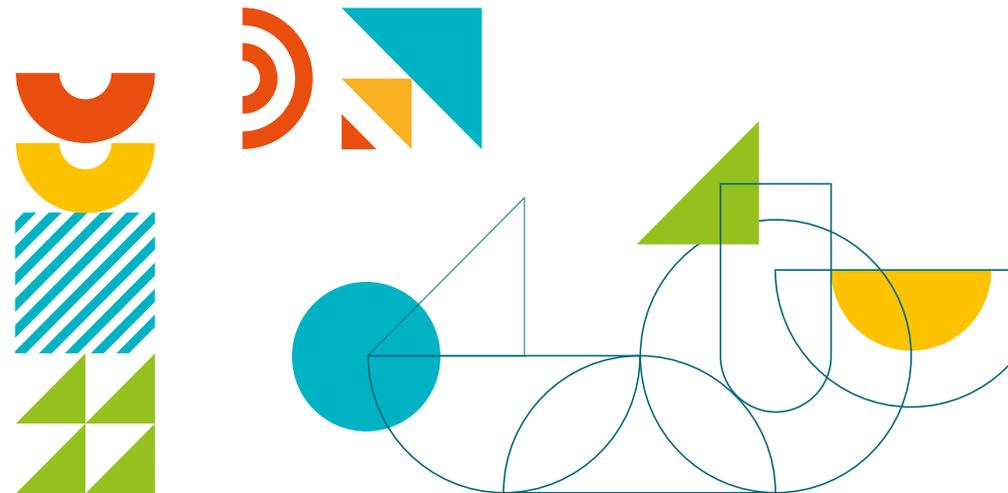
### CValue Chain

#### Concept

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

#### Explanation and Scope

To generate a sustainable management and, given the business model of the Company, the development of the value chain is key. In this way, we avoid negative impacts, such as, for example, the dissatisfaction of users and clients, the misuse/malfunctioning of the products/ services, the breach of the emotional contract linked to the brand, or a loss of reputation or short-term relations; it is important to make a proper monitoring of how the value chain conducts its management.





## 12 → Energy

### Environment

#### Concepto

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

#### Explanation and Scope

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

## 13 → Waste and Recycling

### Environment

#### Concepto

Environmental care in the management of office waste and promotion of recycling for all the people who work at ESET.

#### Explanation and Scope

We consider waste sorting as one of the fundamental habits of environmental care. Generating an increasingly

effective source separation and accompanying local policies on the matter is essential for a sustainable management. This issue is addressed not only from the corporate perspective, but also from the promotion of the individual actions of each member of the Company.

## 14 → Product accessibility

### What we do, Community

#### Concepto

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

#### Explanation and Scope

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



# 2021 Materiality Matrix

GRI → 102-47



## Material topics



- 1** IT security
- 2** Talent management and Well-being of collaborators
- 3** Client satisfaction
- 4** Diversity and equal opportunities
- 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



Impact of ESET Latin America



# This is what we are





# ESET in the world

GRI → 102-3, 102-4



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



 **HEADQUARTERS  
SLOVAKIA**

 **DISTRIBUTION  
CENTERS  
UNITED STATES,  
ARGENTINA,  
SINGAPORE**

 **PARTNER  
NETWORK  
MORE THAN  
200 COUNTRIES**



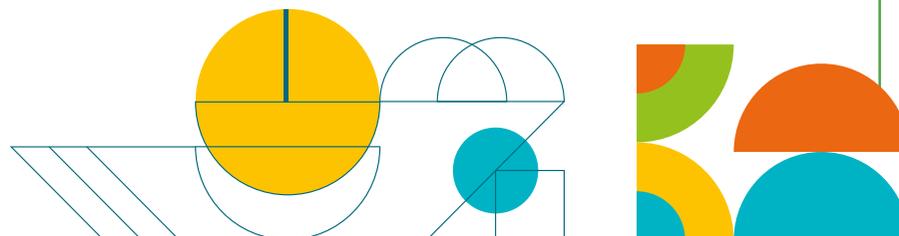
**Malware Research Centers and Research and Development Centers:** Bratislava, Košice, and Zilina (Slovakia), San Diego (United States), Buenos Aires (Argentina), Singapore (Singapore), Prague, Brno, and Jablonec Nad Nisou (Czech Republic), Krakow (Poland), Montreal (Canada), Iași (Romania), Taunton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

**ESET Headquarters:** Bratislava (Slovakia).  
**Regional Distribution Centers:** San Diego (United States) for North America, Buenos Aires (Argentina) for Latin America, and Singapore for Asia-Pacific.

**Additional sales, marketing, and technical support offices:** São Paulo (Brazil), Mexico City (Mexico), Jena and Munich (Germany), Prague (Czech Republic), Melbourne and Sydney (Australia), Toronto (Canada), Bournemouth (United Kingdom), Milan (Italy), and Tokyo (Japan).

## Corporate Social Responsibility at Headquarters

Since 2018, our Head Office in Slovakia has a Corporate Social Responsibility area, which began working on the global sustainability strategy. At the end of 2019, the [2018 Sustainability Report](#), was released, which reported on the Company's management in Slovakia. During 2020, together with more than 50 Slovak companies, it joined the [Slovak Diversity Charter](#), a voluntary initiative supported by the European Commission to promote diversity in the workplace. In 2021, it joined the [World Day for Cultural Diversity for Dialogue and Development](#), generating internal activities for the people of the Company in all its offices.





# ESET in Latin America



**GRI** → 102-1, 102-3, 102-4, 102-5, 102-6



Since 2004, ESET Latinoamérica S.R.L<sup>6</sup> operates for the Latin American region in Buenos Aires, Argentina, where it has a team of professionals trained to respond to the market demands concisely and immediately, and a Research Laboratory, focused on the proactive discovery of various cyber-threats. The Buenos Aires regional office is the one in charge of developing the Latin American market, together with its sales channels.



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



PRESENCE IN  
**19 COUNTRIES**  
IN THE REGION

**7 EXCLUSIVE**  
DISTRIBUTORS

MORE THAN  
**7.000**  
SALES CHANNELS

<sup>6</sup> ESET *Latinoamérica* is a Limited Liability Company. It was registered in the General Inspection of Justice of the Argentine Republic under number 10,418, of book 132 of the LLC volume.



## ESET Latin America in figures

GRI → 102-7, 103-2, 103-3, 201-1, 201-2, 201-4

In 2014, the Company reached 100 million users worldwide and, in just 4 years, by 2018, it had reached more than 10 million new users, surpassing the figure of 110 million globally and 8,2 million regionally.



**ISO 9001**  
RECERTIFICATION



**MORE THAN 7.000**  
SALES CHANNELS



PRESENCE IN  
**19 COUNTRIES**  
IN THE REGION



**17 YEARS**  
OF EXPERIENCE



**3 OFFICES**



**€ 39 MILLION**  
IN SALES  
DURING 2021



**7 ACKNOWLEDGEMENTS (★)**  
FOR OUR SUSTAINABILITY MANAGEMENT

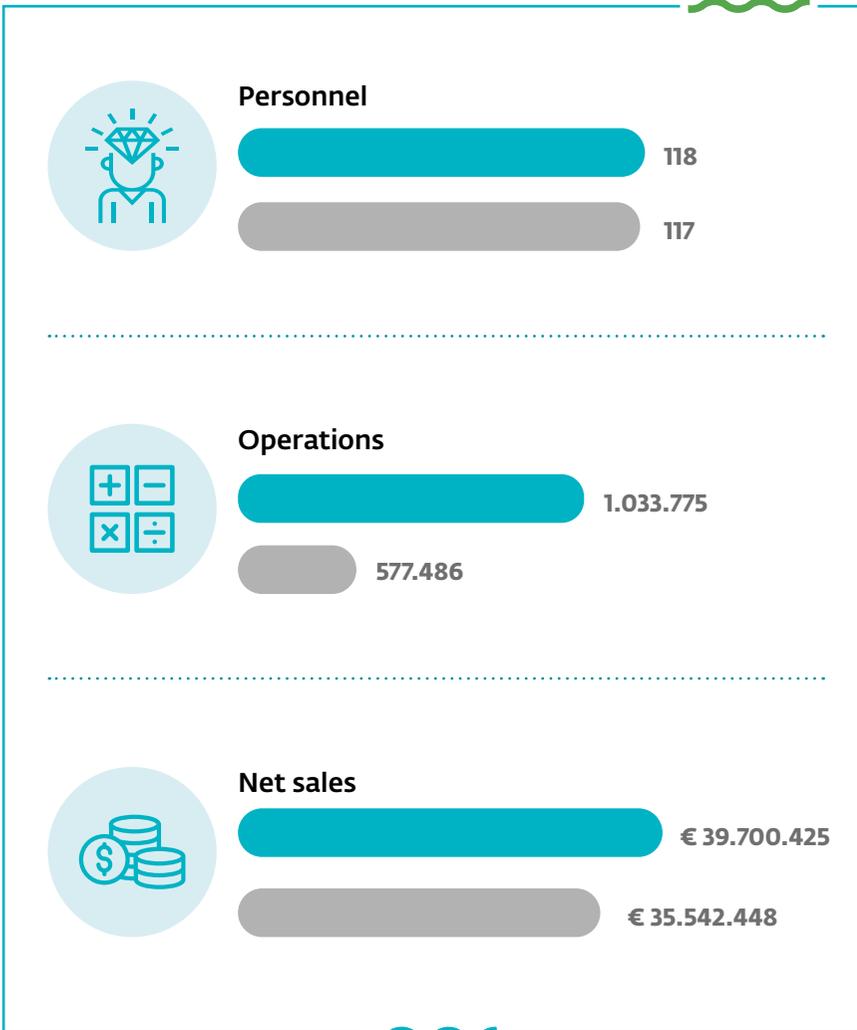
**5 RECOGNITIONS (★)**  
IN PRODUCTS AND SERVICES

↔ Between distinctions, awards, and rankings.



## Scale of the organization

● 2021 ● 2020





## 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 essential to obtain good levels of economic growth that guarantee us the correct retribution to the economic and social actors with whom we relate.

The economic indicators corresponding to the results of our activities in Latin America during 2021 are presented below. In this way, the creation of value for the Company and for society is shown, as well as the capital flow among our main stakeholders. The information is presented in euros, since that is how it is presented to the Head Office in Slovakia.

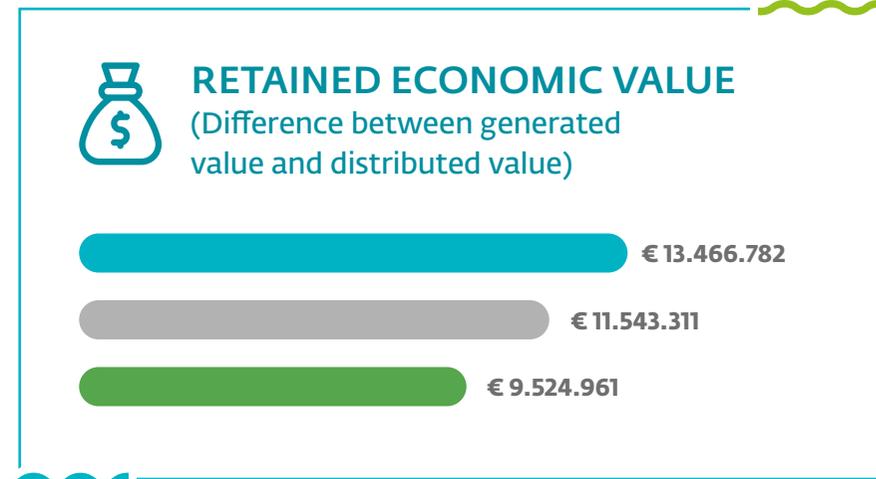
No consequences of climate change were recorded in the activities of the Organization in the reporting period. It should be clarified that no financial aid granted by government entities was received in the reporting period.

As the figures show, there was a significant recovery after the first year of the pandemic, where sales in the region grew by 11.7%. Sales through the online channel maintained the good growth levels achieved in 2020, but also sales through Distributors, Partners and Wholesalers exceeded expectations, resuming the growth trend.

As for expenses, they have remained at levels very similar to those of 2020. This is mainly because, as we are still suffering from the global pandemic situation, we continue with a remote work scheme, virtual events, and we avoid making trips that may put the health of collaborators at risk.

Finally, it is important to mention that the figures from 2019 and 2020 have been restated considering the 2021 US dollar-euro exchange rate, to ensure comparability between the different periods, and the homogenization with our financial report to the Head Office.

● 2021 ● 2020 ● 2019





## Direct economic value generated and distributed

		STAKEHOLDER	2021	2020	2019
<b>ECONOMIC VALUE GENERATED (A)</b>	ESET sales in Latin America	Clients	€39.700.426	€35.542.448	€33.846.727
	Income from financial investments		€57.689	€9.832	€20.544
	Income from asset sales		€561	€258	€149
<b>ECONOMIC VALUE DISTRIBUTED (B)</b>	Channel margin <sup>(*)</sup>		€20.151.038	€17.906.331	€17.298.934
	Operating costs		€2.792.967	€2.705.923	€3.168.873
	Salaries and social benefits	Collaborators	€2.942.522	€2.958.158	€3.149.939
	Payments to capital supply companies	Shareholders and banks	-	-	-
	Payments to the Government	Government	€359.126	€381.478	€607.200
	Voluntary donations	Community	€46.240	€57.337	€117.512
<b>TOTAL</b>	Total economic value generated (A)		€39.758.676	€35.552.539	€33.867.420
	Total economic value distributed (B)		€26.291.894	€24.009.227	€24.342.459

<sup>(\*)</sup> Net income obtained through our sales channels.



## 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 the executive functions within the Organization and those corresponding to the role of Chairman. The Management team is his direct report on whom the economic, environmental, and social aspects related to the business strategy are delegated.



The selection of the person designated for the General Management is 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. Also, the qualitative and quantitative assessment of the fulfillment of the objectives is conducted, in charge of the General Directorate.



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

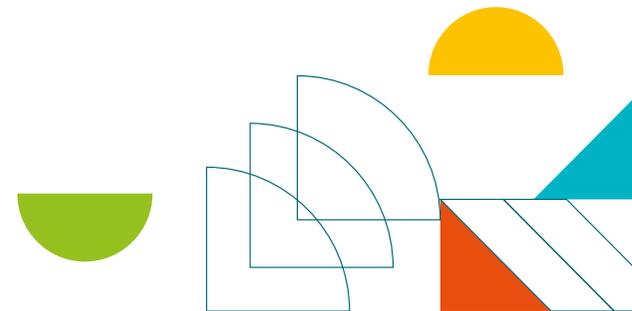
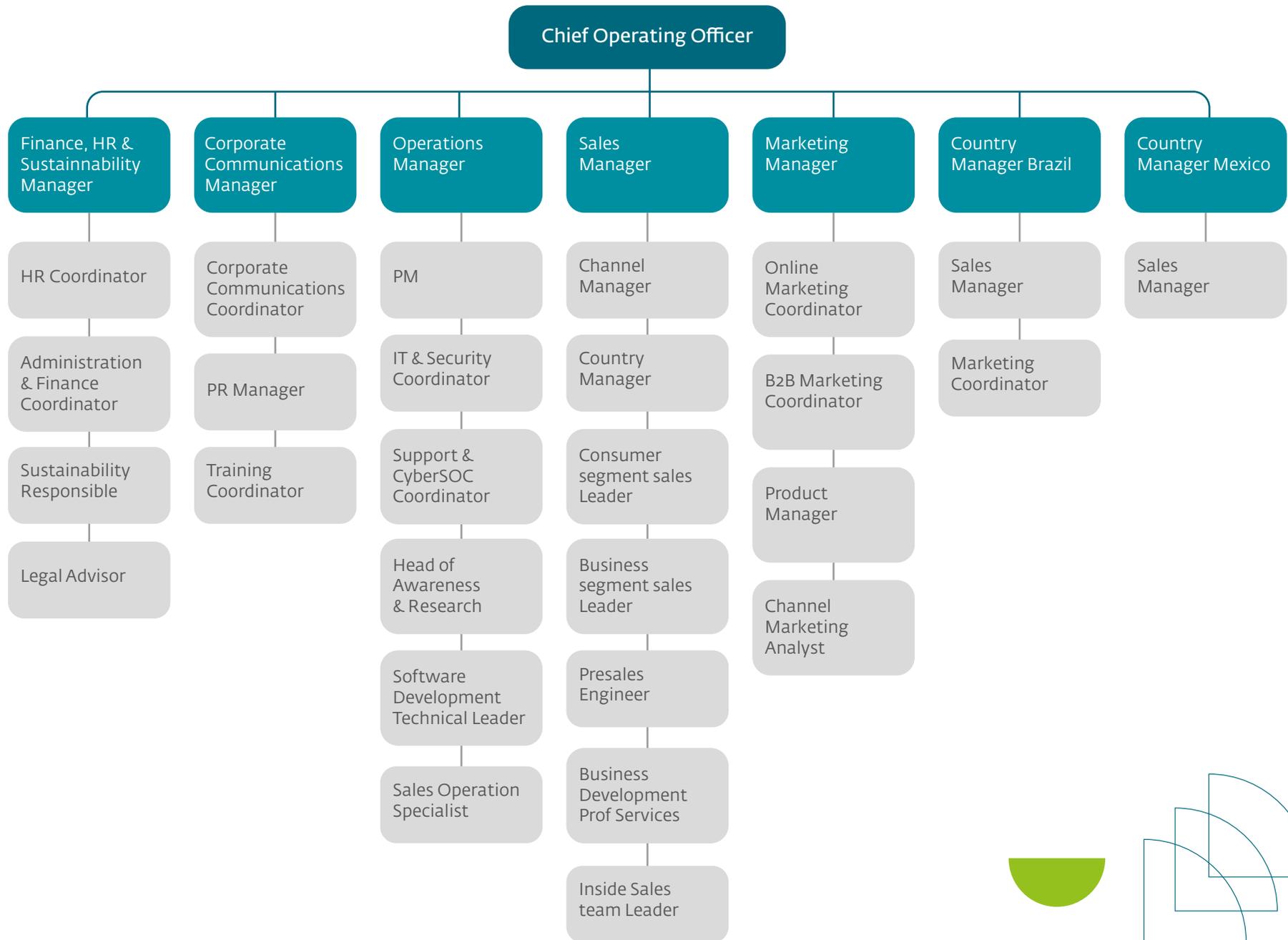
- 1 Company objectives at a global, regional, and national level
- 2 Individual, team, or role objectives
- 3 Skills and abilities

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

The assessment, in turn, has different complementary verification instances: self-assessment, feedback from colleagues, and consent by the person of the evaluation received.

It is semi-annual, and it is carried out by the team leaders. In the case of the COO, the performance assessment is carried out by the Head Office's Chief Sales Officer.







Our management team is made up of 8 people, one woman and the rest are men, all of whom belong to the age group between 35 and 65 years old. With the exception of one person, the rest have been in their positions for more than 3 years and, in addition to working in their specific area, 4 of them actively participate in the sustainability management of a Committee and/or in the NGO Argentina Cibersegura.



**Federico Pérez Acquisto**  
**Chief Operating Officer**

[Link - LinkedIn profile](#)

Degree in Administration from the University of Buenos Aires  
Executive MBA from the IAE Business School of the Austral University  
Postgraduate degree in Finance from the Universidad Argentina de la Empresa (UADE, lit. "Argentine University of Enterprise")  
President of the NGO Argentina Cibersegura  
7 years of seniority in the position



**Marcelo Carnero**  
**Finance, HR & Sustainability Manager**

[Link - LinkedIn profile](#)

Public Accountant from the University of Buenos Aires  
Executive MBA from the IAE Business School of the Austral University  
Sponsor of the Inclusion and Diversity Committee  
Treasurer of the NGO Argentina Cibersegura  
6 years of seniority in the position





**Andrés Tamburi**  
**Corporate Communications Manager**

[Link - LinkedIn profile](#)

Journalist from DeporTEA  
Sponsor of the Community Relations Committee  
Secretary of the NGO Argentina Cibersegura  
16 years of seniority in the position



**María Belén Roel**  
**Marketing Manager**

[Link - LinkedIn profile](#)

Degree in Marketing from the University of Business and Social Sciences (UCES)  
Sponsor of the Inclusion and Diversity Committee  
5 years of seniority in the position



**Leonardo Bernaschina**  
**Operations Manager**

[Link - LinkedIn profile](#)

Information Systems Engineering (UAI)  
Degree in Business Administration (Siglo 21 University)  
Technical Certifications in PMI, ITIL, and Executive Development Program  
No seniority in the position, he joined ESET in early January 2022



**Jerónimo Varela**  
**Sales Manager**

[Link - LinkedIn profile](#)

Systems Analyst from the University of Morón  
Postgraduate in Management from the University of Palermo (UP)  
Project Management (PMP)  
3 years of seniority in the position



**Carlos Baleeiro**  
**Country Manager Brazil**

Link - [Linkedin profile](#)

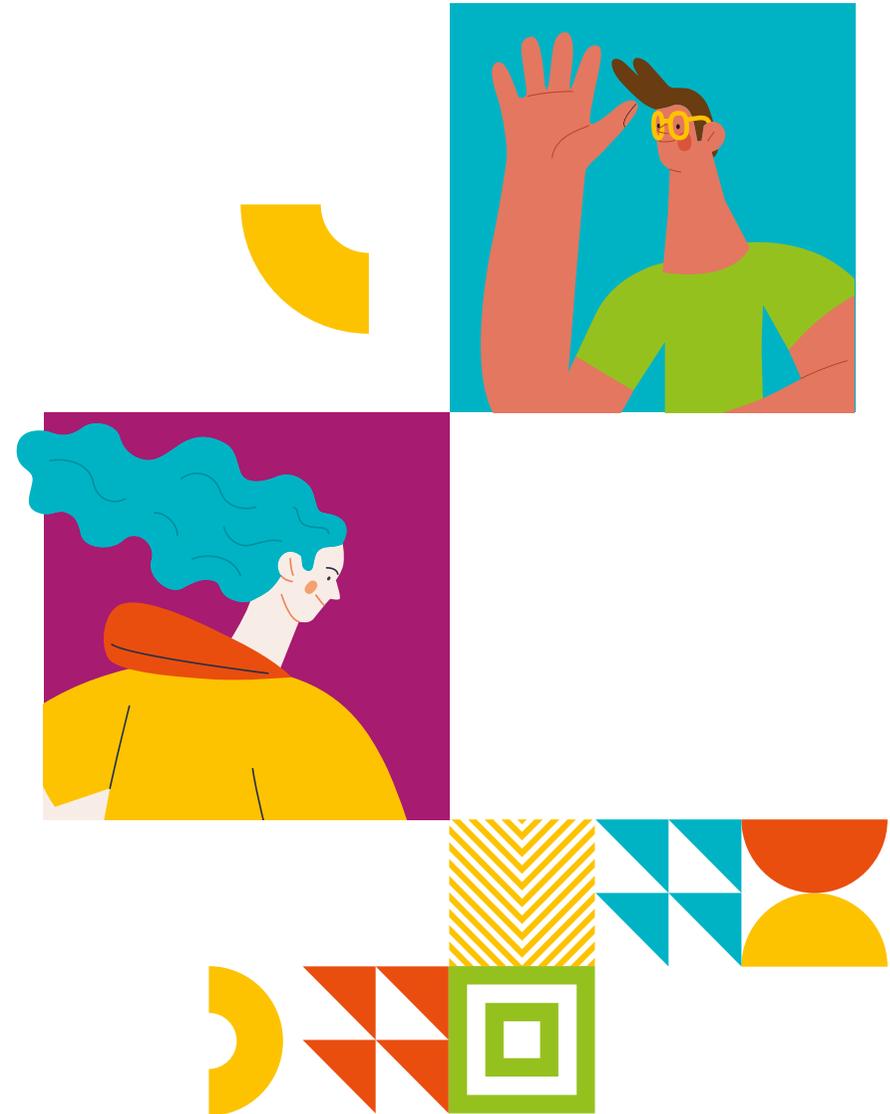
Degree in Social Communication from the United Metropolitan Colleges (*Faculdades Metropolitanas Unidas FMU*)  
MBA in Management, Getulio Vargas Foundation (*in progress*)  
3 years of seniority in the position



**Luis Arturo Vázquez**  
**Country Manager Mexico**

Link - [Linkedin profile](#)

Degree in Engineering from the National Autonomous University of Mexico  
Specialization in Communications  
6 years of seniority in the position

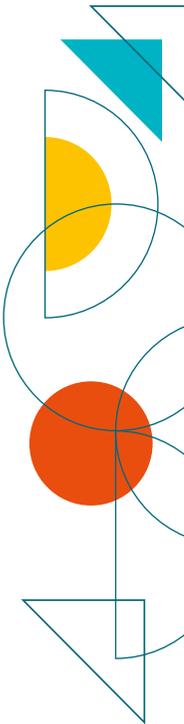




## Functions and characteristics of the highest governance body

**GRI** → 102-19, 102-26, 102-27, 102-29, 102-30, 102-31, 102-32, 102-33, 102-34, 102-35, 102-36, 102-37, 103-2

- ✓ Lead the Management team, setting management objectives and leadership style.
- ✓ Define annual business objectives, together with the management, for each work area.
- ✓ Supervise the area objectives in accordance with the business objectives.
- ✓ Supervise the performance assessment process of the Company, in order to unify the evaluation criteria.
- ✓ Accompany the salary increase actions in accordance with the results obtained in the performance assessment.
- ✓ Define the expenditure budget (operating costs and projects) of ESET Latin America.
- ✓ Accompany the defined Sustainability actions, to ensure a sustainable business management.
- ✓ Supervise and ensure the annual Sustainability Report in accordance with the GRI Standards.
- ✓ Train on issues related to the economic, social, and environmental impact of the management, constantly updating and aligning with the Sustainable Development Goals identified as part of the management.
- ✓ Plan, develop and implement strategies aimed at ensuring that the financial resources are sufficient and available to achieve the business objectives.
- ✓ Identify business and partnership opportunities with distributors throughout the region.
- ✓ Manage the creation, preservation, and approval of the corporate procedures, policies, and practices of the region in charge.
- ✓ Act as the accountable authority in the Company Statute and as its legal representative.
- ✓ Promote press actions and encourage the generation of contents in mass media, conferences, publications, and the exposure of Company specialists in these.



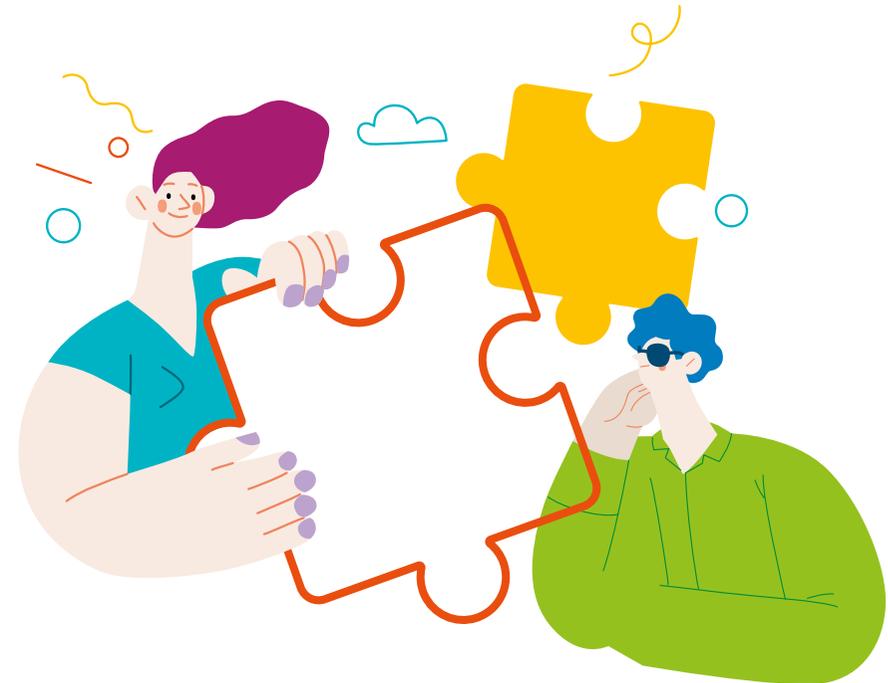


In the planning of objectives and job descriptions, the General Manager determines the scope of responsibilities of each member of the management team regarding economic, environmental, and social issues. All the Organization's managements have, within their job descriptions and performance assessments,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

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

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

To communicate critical concerns to the highest governance body, we hold meetings, in charge of the COO, for the presentation of results. They take place monthly and, at the end of each meeting, the COO provides a specific space for questions about the topics discussed in the presentation, and also opens the space for any other query/need. During the Reporting period, no critical concerns were raised; the consultations were mostly oriented to the return to the office and to logistics issues, that is, to the organization of work teams and the work modality.





Compensation is determined in accordance with a remuneration policy stipulated as a percentage of market wages and depends on the position in the hierarchy and the complexity. To determine the market wages for each position, an external salary survey is used. The multinational consulting firm from which the comparative salary market survey is purchased, only provides this service. These mechanisms are independent from the Board.

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

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

**In the planning of objectives and job descriptions, the General Manager determines the scope of responsibilities of each member of the management team regarding economic, environmental, and social issues.**





## Sustainability Committees

**GRI** → 102-19, 102-22, 102-27, 102-29, 102-43, 102-44, 103-2

Since 2019, we went from having a single Sustainability Committee in Argentina to having three, divided by thematic areas of work at the regional level. The people who make them up apply voluntarily and have one or two managers who integrate and sponsor them. The Committees are coordinated by the Sustainability Area, in charge of the sustainable development strategy. The call opens at the beginning of January (depending on the available positions).





## Inclusion and Diversity Committee

### Objectives

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

### Members

#### Sponsoring Leader

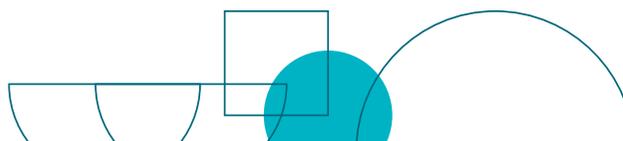
Marcelo Carnero, Finance, HR & Sustainability Manager; María Belén Roel, Marketing Manager

#### Team

Daniela Ramognino, Francisco de Assis Camurca, Leslie Pérez Bocanegra, María José Plantey, Martín Vindel, Josefina Auruccio, Juan Carlos Fernández, Juan Cruz Aramburu, Juan Haran and Valéria Paulino

### 2021 main results

- ▶ We launched our Diversity and Non-Discrimination Policy.
- ▶ We promoted 6 benefits and/or licenses with a gender perspective.
- ▶ Entrelatam was launched, a network for diversity and inclusion in Latin America, coordinated by the *Encontrarse en la Diversidad Foundation*, of which we are one of the 5 founding member companies.
- ▶ Within the framework of the Entrelatam network, the HR team conducted training on searches and interviews with a diversity and inclusion perspective.
- ▶ We carried out the ESET Diversity Day, an initiative of the Head Office to celebrate the World Day for Cultural Diversity for Dialogue and Development.
- ▶ We carried out different actions and strategies, as a result of the diagnosis carried out in 2020, on unconscious biases in diversity.
- ▶ We celebrated a strategic alliance with the NGO *Media Chicas*.





- ▶ We developed an inclusive and accessible communication workshop for all areas of the Company. The HR and Marketing areas participated in this workshop that will continue in 2022 for the remaining areas.
- ▶ We worked on the awareness, visibility, and reflection of different topics chosen through internal communications and 3 activities.
- ▶ We continued to participate in the Win-Win Program in Argentina.
- ▶ We joined the Program of Companies Committed to Human Rights of the City of Buenos Aires.
- ▶ We began to participate in BA Convive and carried out the first training on Sexual Diversity.



## Community Relations Committee

### Objectives

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

### Members

#### Sponsoring Leader

Andrés Tamburi, Corporate Communications Manager

#### Team

Belén Parragues, Giuliana Donofrio, Leda Januario, Jesica Córdoba, Juana Ferraro and Victoria Sestelo

### 2021 main results

- ▶ We carried out two volunteering activities within the framework of our initiative *Conectados, Entra en Acción* (Connected, take action).
- ▶ The entire region participated in the Nexos project with 8 mentors.
- ▶ We participated in the *Empujar* (Push) Project with the management team as a Partner Company and with the HR team in mock interviews.
- ▶ We held a talk for collaborators.
- ▶ We entered into a strategic alliance with *Potrero Digital* (Digital Paddock) and *Dar Sentido* (Give Meaning).



## Environmental Affairs Committee

### Objectives

To generate and maintain good practices in everything related to the care of natural resources.

### Members

#### Sponsoring Leader

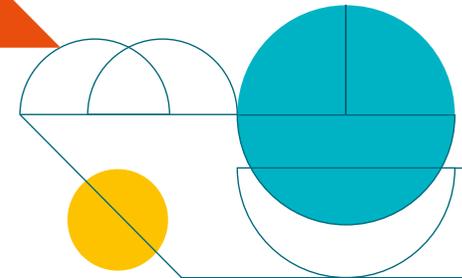
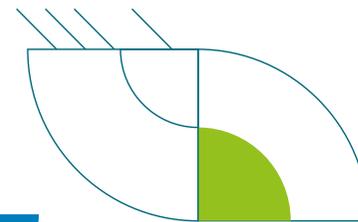
Leonardo De Vita, Operations Manager

#### Team

Christian Ali Bravo, Daiana Chocrón, Franco Fabricatore, Gustavo Sánchez and Melina Gvozdenovich

### 2021 main results

- ▶ We launched the *Eco Cambio* (Eco Change) campaign, sending 6 monthly newsletters, in which different environmental issues were addressed.
- ▶ We elaborated the project of Strategic Alliances for a positive environmental impact, in which we involved the organizations *Botellas de Amor* (Bottles of Love) and *Re Accionar* (Re Act).





# Code of Ethics and Anti-corruption

**GRI** → 102-16, 102-17, 102-25, 103-2, 103-3, 412-1, 412-2, 205-1, 205-2, 205-3, 206-1

**MATERIAL TOPIC** → 5, 6, 10



We are characterized by integrity and ethics in the conduction of the businesses, alliances, and agreements we make. This has earned us a good reputation in the region over the years.



During this year, we updated and launched our new Code of Ethics and Anti-corruption, which covers aspects of diversity and anti-corruption that were not previously specified. It was written from an inclusive perspective and is available in Spanish and Portuguese.



All people who work at ESET sign their consent upon entering; those currently working have signed it.



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



**The new document was written from an inclusive perspective and is available in Spanish and Portuguese.**

[Link Learn about our code of ethics](#)





## Main contents

### 1 General bases

- What we do
- Our values

### 2 Internal projection

This section describes the conduct expected of the collaborators in their performance, in their relationship with their colleagues, and in the use of the Company's information and assets.

- Compliance with the Law
- Respect for Human Rights
- Conflicts of interest
- Protection of tangible and intangible Company assets
- Raising concerns
- What is expected from a collaborator?
- What is expected from a manager?

### 3 External projection

Starting from the identification of the main interest groups or stakeholders with whom we relate, as in the previous section, a series of objectives and attitudes to be considered in the Company's relations with each of its stakeholders will be discussed.

- Stakeholders map
- ESET Latin America's commitment with its stakeholders

### 4 Compliance and complaint mechanism

We encourage our stakeholders to report any conduct that they believe, in good faith, to be a violation of the law or the Corporate Code of Ethics and Anti-corruption.

- How to file a complaint?
- Who will receive the complaint?
- Responsibilities of the Ethics and Diversity Commission
- Sanctions and breaches of the Code of Ethics and Anti-corruption
- What is the response and resolution mechanism of the complaint?

### 5 Adherence of collaborators

### 6 Annexes

- Universal Declaration of Human Rights
- UN Global Compact Principles



The Code of Ethics and Anti-corruption contains principles and standards related to the responsibilities and individual tasks of executives and collaborators, as well as for and with our customers, our sales channels, our supplier companies, and other related parties.

In relation to Human Rights, our Exclusive Distribution Companies in Latin America adhere to our Code of Ethics and Anti-corruption, and therefore, to its guidelines on the matter.

And regarding socialization on Human Rights issues, all collaborators, upon joining the Company, are instructed in this Code, as well as in the Diversity and Non-Discrimination Policy, and sign their adherence after reading it.

**Taking into account that success is based on what we do and say, all of the people who make up the Company must share and act along the same line of values and principles, which guarantee transparency in our business and the protection of our reputation.**





Since 2016, issues related to Human Rights and business have been worked on with our personnel. Likewise, mandatory trainings, workshops, and internal campaigns have been carried out, addressing topics related to these issues.



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



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



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



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

The stakeholders of the Company have our complaint form at their disposal for breaches of the Code of Ethics and Anti-corruption. By this means, additionally, any type of inquiry or complaint on social, Humans Rights, environmental, and economic issues can be channeled.



To make it effective, the **complaint form** available on our website must be filled out. [Our complaint form](#)

- ✓ Anyone can file a complaint. This means that they may be people who work for ESET Latin America or not.
- ✓ Complaints may be made by a third party that is not directly affected, but who has witnessed some type of violation of this policy.
- ✓ Complaints must be made based on a true fact or a well-founded suspicion in a detailed manner.



- ✔ Complaints must be reported to the Ethics and Diversity Commission, which will be made up by:
  - A person from the Legal department
  - A representative of the Inclusion and Diversity Committee
  - The ESET Ambassador elected in the corresponding year (this role is assigned to the people who best represent the values and is chosen among the peers prior justification).

In turn, alternate members will be designated, who can replace any of the people of this Commission in case of absence due to vacations, leaves, etc.

- ✔ Complaints are not anonymous, but they are confidential, guaranteeing that no type of retaliation will be taken against the complainant.

It is important to clarify that the Commission carries out an exhaustive monitoring of all the complaints received, so that they are answered and resolved in the shortest possible time.

Its responsibilities are the following:

- ▶ Resolve the inquiries and advise all stakeholders in the event of possible doubts regarding the Code of Ethics and Anti-corruption.
- ▶ Corroborate the complaints filed through the verification and investigation of the conduct of the collaborators or the organizational units reported.

- ▶ Draw up the action plans for the resolution of the complaints filed.
- ▶ Maintain an updated record of the process (queries, complaints, procedures, and communications to concerned parties).
- ▶ Maintain the claimants informed of the status and resolution of the queries or complaints filed, when so required.
- ▶ Prepare a final review report of the complaint and propose actions to improve the process.
- ▶ Maintain the confidentiality of the claimant at all times.
- ▶ Carry out its functions under the principles of independence, rigor, and equanimity.

The procedures to avoid and manage conflicts of interest of ESET Latin America, that is, how they are identified, how they are communicated and to whom, and how they are controlled, are detailed in a specific section of the Code of Ethics and Anti-corruption.





## Response mechanism, complaint resolution, and regulatory compliance

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



Depending on the type of complaint, the Ethics and Diversity Commission analyzes the case and conducts the pertinent investigations and assessments. These may involve contacting the claimant via email or telephone 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, providing the requested information and contributing with evidence that allows its analysis and resolution. In all cases, the analysis of the veracity of the information and the resolution of the conflict will be prioritized, to avoid negative situations that go against the compliance with this Code and the values of ESET Latin America.

Those who fail to comply with these principles will be subject to the sanctions regime in force for each particular case.

The compliance with all applicable laws and regulations must never be compromised. ESET Latin America and its collaborators are bound by the current legislation. In addition, they must adhere to internal rules and regulations, such as the Code of Ethics and Anti-corruption, the Diversity and Non-Discrimination Policy, the Environmental Policy, and the IT and Information Security Policy.

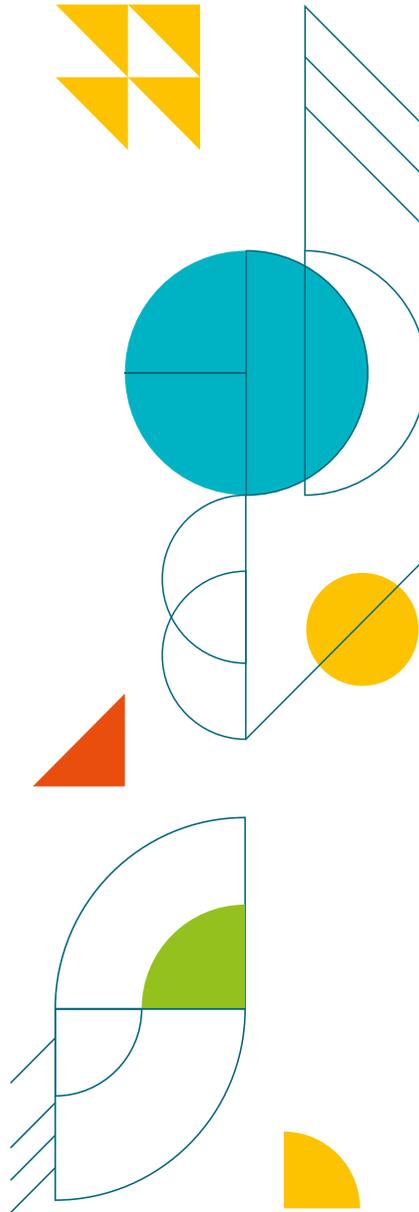




Such internal regulations are specific to the Company and may provide for greater or broader requirements than those prescribed by the Law. It is the responsibility of each collaborator to seek the appropriate advice on the relevant legal requirements.

During the reporting period, no significant fines or non-monetary sanctions were recorded for non-compliance with the legislation and regulations in general, or environmental, or in relation to the supply and use of services.

Neither have there been any cases of non-compliance with the regulations and voluntary codes concerning marketing, advertising, and promotional communications, or related to the safety impacts of our products.



There were no complaints on labor practices, Human Rights, environmental impacts, social impacts on the community, nor claims about privacy violation and client data leakage.

Throughout the period of the Report, we have worked together with the Marketplaces that we use to sell online with the aim of reinforcing the prohibition or cancellation of unauthorized third-party publications about our solutions.





# This is what we do





# Business model of ESET Latin America



**GRI 102-9, 103-2, 103-3**

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

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

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

The online store features local payment methods for the entire region, which allow prices and promotions to be managed with greater independence and speed, among other advantages. In this way, 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. For example, we have a 30-day money-back guarantee for purchases made in the store.



Learn about our [Return Policy – Official Online Store](#)

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



Next year the main projects will be the launch of the license and service auto-renewal functionality for our clients; the migration to the global store, where we will move the operation of several countries; and the opening of Mercado Libre Brasil to continue promoting our strategy in marketplaces.

**Our online store**



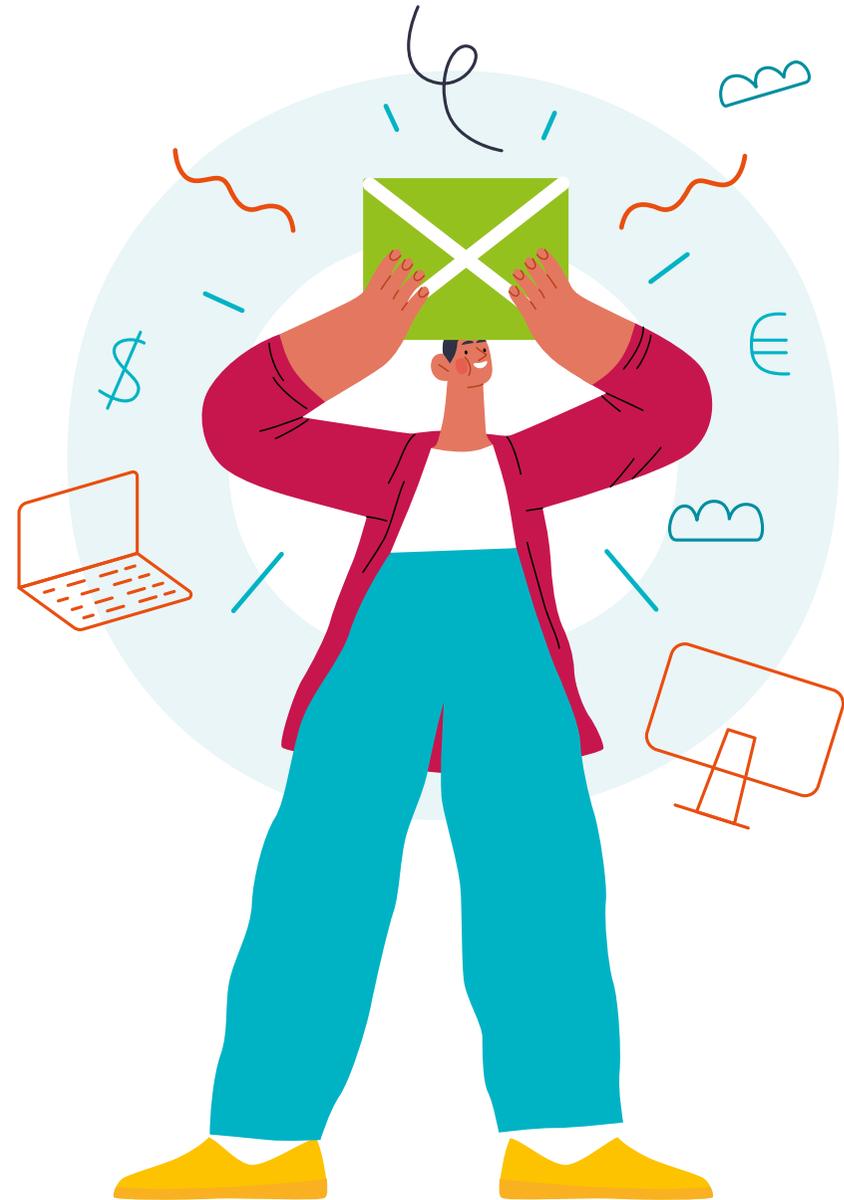
**MORE THAN 2 MILLION SESSIONS**



**6.210.208 USD IN LICENSES SOLD**



**11% GROWTH**





## Description of our value chain



### Supplier companies

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



### Head Office

It is responsible for the development of security solutions and the definition of the business strategy at a global level.



### ESET Latin America

We are in charge of developing the market in the region, providing support to our distribution chain.



### Exclusive Distribution Companies

They are the ones 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 our business partners in the different countries in the region.



### Clients and users

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





## Who choose us?

GRI → 102-6

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



### Residential sector

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



### Corporate sector

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

## This is how we protect your information

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





# This is how we protect our users and clients

GRI → 102-2, 103-2, 103-3, 416-1

## Protection for desktop PCs and laptops

### ESET NOD32 ANTIVIRUS



Risks  
 Protection



### ESET SMART SECURITY PREMIUM



Risks  
 Protection



### ESET INTERNET SECURITY



Risks  
 Protection



### ESET CYBER SECURITY



Risks  
 Protection





## Protection for desktop PCs and laptops

### ESET CYBER SECURITY PRO



Risks  
 Protection



## Protection for children

### ESET PARENTAL CONTROL FOR ANDROID



Risks  
 Protection



## Protection for smartphones and tablets

### ESET MOBILE SECURITY FOR ANDROID



Risks  
 Protection



## Family Protection

### ESET SMART TV SECURITY



Risks  
 Protection





## Protection for desktop PCs and laptops

**RISK OR THREAT** → Malware<sup>7</sup>. Phishing<sup>8</sup>. Ransomware<sup>9</sup>

**Security solution**      **Responding feature**

- ESET NOD32 ANTIVIRUS** →
  - Network security
  - Device security
- ESET INTERNET SECURITY** →
  - Network security
  - Device security
  - Online banking and payment security
- ESET SMART SECURITY PREMIUM** →
  - Network security
  - Device security
  - Online banking and payment security
  - Document security

**Security solution**      **Responding feature**

- ESET CYBER SECURITY** →
  - Network security
  - Device security
- ESET CYBER SECURITY PRO** →
  - Network security
  - Device security
  - Online banking and payment security

<sup>7</sup> Malware: any type of software that intentionally performs harmful actions on a computer system without the user's knowledge.

<sup>8</sup> Phishing: computer fraud that seeks to deceive a victim by gaining their trust by posing as a trusted person, company or service, to manipulate them and thus acquire sensitive and confidential information.

<sup>9</sup> Ransomware: a malicious software that encrypts and restricts access to certain parts or files of the infected operating system and demands a ransom in exchange for removing this restriction.



### Protección para smartphones y tablets Protection for children

#### 📍 RISK OR THREAT

Identity theft. Access to inappropriate content.

**🛡️ Security solution**      **✅ Responding feature**

**ESET MOBILE SECURITY FOR ANDROID** → • Access security

**ESET PARENTAL CONTROL FOR ANDROID** → • Access security

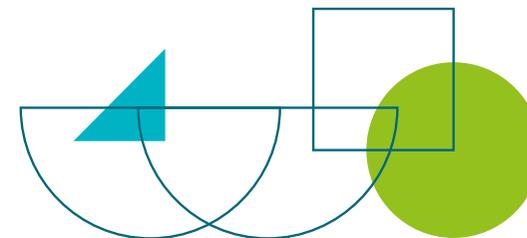
### Family protection

#### 📍 RISK OR THREA

Malware.

**🛡️ Security solution**      **✅ Responding feature**

**ESET SMART TV SECURITY** → • Device security





# This is how we protect companies



## New commercial bundles

In February we launched a new offer, primarily focused on our new cloud management console, ESET Protect Cloud, which allows to manage products on workstations and servers in a network environment from a central location.

This new development enables: instant visibility of network security; automated resolution of security incidents; administration of endpoints, servers, and mobile devices; full disk encryption and cloud sandbox management, and flexible reporting and configuration with pre-set policy templates.

In this way, new packages of security solutions that are better adapted to the different needs of our users were included.



Learn about the security we offer to [Large Corporations](#)

## Protection for Endpoints

### ESET ENDPOINT ANTIVIRUS



Risks

Protection



### ESET ENDPOINT SECURITY



Risks

Protection





## Protection for Endpoints

### ESET ENDPOINT SECURITY FOR ANDROID



Risks  
 Protection



## Two-Factor Authentication

### ESET SECURE AUTHENTICATION



Risks  
 Protection



### ESET DYNAMIC THREAT DEFENSE



Risks  
 Protection

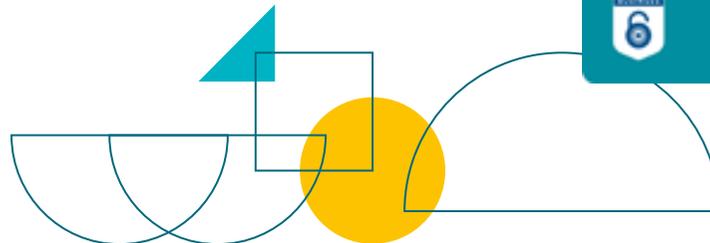


## Encryption

### ESET ENDPOINT ENCRYPTION



Risks  
 Protection





## Encryption

### ESET FULL DISK ENCRYPTION



Risks  
 Protection



## Security training

### ESET ACADEMY



Risks  
 Protection



## Detection and response

### ESET ENTERPRISE INSPECTOR



Risks  
 Protection



## Backup and recovery

### XOPERO BACKUP AND RESTORE



Risks  
 Protection





### New commercial bundles

#### ⦿ RISK OR THREAT

Malware. Phishing. Ransomware

#### 🛡️ Security solution

#### ✅ Responding feature

#### ESET PROTECT CLOUD



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

### Two-Factor Authentication

#### ⦿ RISK OR THREAT

Identity theft. Unauthorized access.

#### 🛡️ Security solution

#### ✅ Responding feature

#### ESET SECURE AUTHENTICATION



- Two-factor authentication

### New commercial bundles

#### ⦿ RISK OR THREAT

Malware. Phishing. Ransomware

#### 🛡️ Security solution

#### ✅ Responding feature

#### ESET ENDPOINT ANTIVIRUS



- Network security
- Device security

#### ESET ENDPOINT SECURITY



- Network security
- Device security

#### ESET DYNAMIC THREAT



- Network security
- Device security

#### ESET ENDPOINT SECURITY PARA ANDROID



- Network security
- Mobile device security



### Encryption

#### ⦿ RISK OR THREAT

Access to sensitive documentation

#### 🛡️ Security solution

#### ✅ Responding feature

##### ESET ENDPOINT ENCRYPTION



- Document security and disk, file, and email encryption

##### ESET FULL DISK ENCRYPTION



- Document security and disk encryption

### Security training

#### ⦿ RISK OR THREAT

Unawareness. Lack of information.

#### 🛡️ Security solution

#### ✅ Responding feature

##### ESET ACADEMY



- Training

### Detection and response

#### ⦿ RISK OR THREAT

Malware. Phishing. Ransomware

#### 🛡️ Security solution

#### ✅ Responding feature

##### ESET ENTERPRISE INSPECTOR



- Network security
- Device security
- Global audit
- Real-time monitoring

### Backup and recovery

#### ⦿ RISK OR THREAT

Loss of sensitive information.

#### 🛡️ Security solution

#### ✅ Responding feature

##### XOPERO BACKUP AND RESTORE



- Saving or backup of the information
- Document security
- Recovery of saved information



# This is how we protect infrastructure and information services

## Protection for Gateway servers

### ESET GATEWAY SECURITY



Risks  
 Protection



## Protection for mail servers

### ESET MAIL SECURITY



Risks  
 Protection



## Protection for virtualized environments

### ESET VIRTUALIZATION SECURITY



Risks  
 Protection



## Protection for file servers

### ESET SERVER SECURITY



Risks  
 Protection





### ESET CLOUD OFFICE SECURITY



Risks  
Protection



### Network traffic analysis

#### GREYCORTEX



Risks  
Protection



### Protection for Sharepoint servers

#### ESET SECURITY PARA MICROSOFT SHAREPOINT SERVER



Risks  
Protection





### Protection for Gateway servers

#### ⚠ RISK OR THREAT

Malware. Phishing. Ransomware

🛡 Security solution

✅ Responding feature

**ESET GATEWAY SECURITY**



- Network security
- Gateway security

### Protection for mail servers

#### ⚠ RISK OR THREAT

Malware. Phishing. Ransomware

🛡 Security solution

✅ Responding feature

**ESET MAIL SECURITY**



- Network security
- Mail server security

### Protection for virtualized environments

#### ⚠ RISK OR THREAT

Malware. Phishing. Ransomware

🛡 Security solution

✅ Responding feature

**ESET VIRTUALIZATION SECURITY**



- Network security
- Virtual machine security

### Protection for file servers

#### ⚠ RISK OR THREAT

Malware. Phishing. Ransomware

🛡 Security solution

✅ Responding feature

**ESET SERVER SECURITY**



- Network security
- File server security



### Protection for Office 365

#### ⚠ RISK OR THREAT

Malware. Phishing. Ransomware

#### 🛡 Security solution

#### ✅ Responding feature

**ESET CLOUD OFFICE SECURITY**



- Network security
- Office 365 security (teams, one drive, sharepoint, Exchange)

### Protection for Sharepoint servers

#### ⚠ RISK OR THREAT

Malware. Phishing. Ransomware

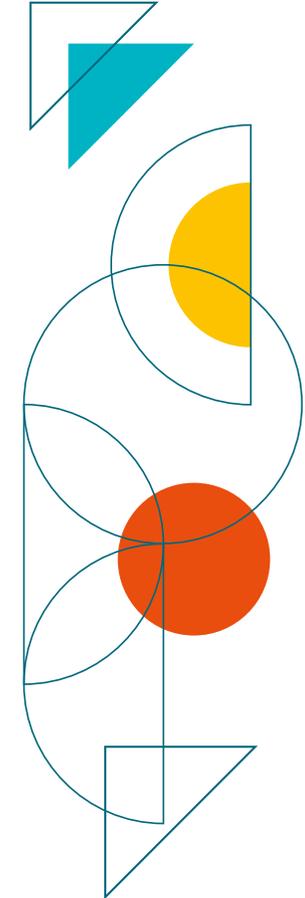
#### 🛡 Security solution

#### ✅ Responding feature

**ESET SECURITY FOR MICROSOFT SHAREPOINT SERVER**



- Network security
- Microsoft Sharepoint server security





# Accompaniment in the vision of security

## Data leakage prevention (DLP)

### SAFETICA



Risks  
Protection



### ESET THREAT INTELLIGENCE



Risks  
Protection



## Specialized security services

### ESET CyberSOC



Risks  
Protection



## Centralized management

### ESET PROTECT



Risks  
Protection





### Data leakage prevention (DLP)

#### ⦿ RISK OR THREAT

Data leak

🛡️ Security solution

✅ Responding feature

**SAFETICA**



- Document security

### Centralized management

#### ⦿ RISK OR THREAT

Vulnerabilidades. Malware. Ransomware

🛡️ Security solution

✅ Responding feature

**ESET PROTECT**



- Network security
- Device security
- Global audit
- Real-time monitoring

### Specialized security services

#### ⦿ RISK OR THREAT

Vulnerabilidades. Malware. Ransomware

🛡️ Security solution

✅ Responding feature

**ESET CYBERSOC**



- Specialized services
- Network security
- Access security
- Document security
- Audits

#### ⦿ RISK OR THREAT

Malware. Targeted attacks. Botnet activity. Phishing campaigns.

🛡️ Security solution

✅ Responding feature

**ESET THREAT INTELLIGENCE**



- Threat intelligence
- Malware statistics
- Custom reports



# Acknowledgements

**GRI** → 103-3, 102-11, 102-15, 416-1, 412-1

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



For the third consecutive year, we confirmed our position with a remarkable growth and the drive of the supplier companies, receiving the "Champion" title in the 2021 Cybersecurity Leadership Matrix, thanks to the feedback from our business partners.



We were elected Top Player in Radicati's Advanced Persistent Threat (APT) Protection quadrant. The report examined 12 market leaders in endpoint security, based on functionality and strategic vision, in relation to the protection against this type of threats that affect large companies and organizations.





We received the Major Player recognition in two IDC MarketScape reports: Worldwide Modern Endpoint Security Enterprise 2021 Vendor Assessment and Worldwide Modern Endpoint Security SMB 2021 Vendor Assessment. Both reports focus on the importance of a strong and modern endpoint security for small and large organizations.



We were recognized as an exemplary cybersecurity provider company in the Forrester reports: The Forrester Tech Tide™: Zero Trust Threat Detection and Response, Q2 2021 and The Forrester Tech Tide™: Threat Intelligence, Q2 2021. This reaffirms our capacity in detection and response services for endpoints in addition to intelligence against threats.



We obtained the AAA recognition, the highest possible, in the SE Labs' first quarter enterprise endpoint protection test for our ESET Endpoint Security solution. This is the third time we have won this award, having been recognized by SE Labs in both the first and third quarter of 2020.





# Apertura

It is the fourth year in which we participate and are acknowledged by this ranking. We were ranked 33rd among the Best Employers in Argentina, in the category "Under 200 employees," with a total score of 552.



For the second year in a row, we were recognized with the TrustRadius Tech Cares Award, which celebrates companies that have made a great effort in their Corporate Social Responsibility plans.



For the second consecutive year, we received the PAMOIC Award. We obtained the Bronze level in "Best Contribution in Social Responsibility" category, for the Sales Channel Development Program: "Aligning our work."





We won the 2021 LATAM Awards, organized by the Latin American Alliance of Organizations for Customer Interaction (ALOIC). We obtained the Silver level in the “Best contribution in social responsibility” category and the Bronze level in the “Best operation strategy in the citizen sector” category, for our Cybersecurity Program.



We were granted the APSAL 2021 Award, in the Social Responsibility Category, for the initiatives launched within the framework of the Cybersecurity Program, to promote the comprehensive health and safety (physical, economic, and psychological) of the community.



We were finalists in the Corresponsables Award, among 800 nominations from 16 Ibero-American countries, for our Cybersecurity Program.





# Client and channel service

GRI 103-2, 103-3



## Customer service modality at ESET



Our attention remains clearly differentiated into two main branches: on the one hand, technical assistance and, on the other, attention to inquiries of a commercial nature.

extended schedule which ranges from 09:00 a.m. to 07:30 p.m. (GMT -3:00, Buenos Aires).



Within the technical assistance, we continue with a detailed segmentation by client type, since each segment has particular and different needs. We feature a channel dedicated to serving users of the residential product line, and another one specialized in serving users of our corporate solutions. This allows us to have differentiated teams, with different skills and abilities in order to adapt to the needs, concerns, volume, expectations, and complexity of the queries of each type of client.

It is worth highlighting that we have incorporated assistance in Portuguese for residential clients in Brazil, through a service center in that country, which features the same structure and processes as our Regional Support Center.



The first line of support for our corporate sector continues to be in charge of the Distribution Channel, where Exclusive Distributors and authorized Partners are responsible for providing top-level technical and commercial assistance, thus guaranteeing that each client in the region has local and direct attention. For those inquiries whose complexity or urgency require further analysis, the Distribution Channel has exclusive communication lines with the team of technical support engineers at our regional headquarters, who analyze each case and provide an effective and timely response. Furthermore, we have the possibility of establishing remote support sessions, in which qualified technical people, together with the Channel, can provide solutions directly within the clients' infrastructure.



The Regional Residential Support Center, exclusive for Latin America, is responsible for the care of users of our residential products, with telephone assistance in Spanish and a local line for Argentina, Chile, and Mexico, along with attention via support form, email, and online chat for the rest of the countries of the Spanish-speaking region. It covers the entire time slot corresponding to Latin America, so we have an





In the same way as for the residential sector, corporate clients from Argentina, Chile, and Mexico have exclusive local telephone lines for a first contact in relation to their queries, 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 commercial support team, responsible for providing answers to questions or problems posed by any channel of our distribution line.

In order to cover all support needs (both technical and commercial), we have a team of 2 commercial support analysts in Argentina and one analyst in Brazil, a 2nd level technical support team made up of 6 people (3 in Argentina, 2 in Brazil, and 1 in Mexico), and our Regional Support Center personnel, which has two shifts, each with a supervisor and two operators. All these work teams are part of the Operations Area and are managed by the Support Coordinator.

It is important to highlight that the attention of the entire support area is certified under the ISO 9001 quality standard, which guarantees that its requirements in relation to a Quality Management System are met; within this framework, we have a Customer Service Manual.

The commitment to client and user satisfaction is reflected in our Quality Policy as follows:

**Ensure the efficiency and improvement of the processes and the achievement of the expected results, directing our efforts towards meeting the requirements and expectations of all stakeholders.**



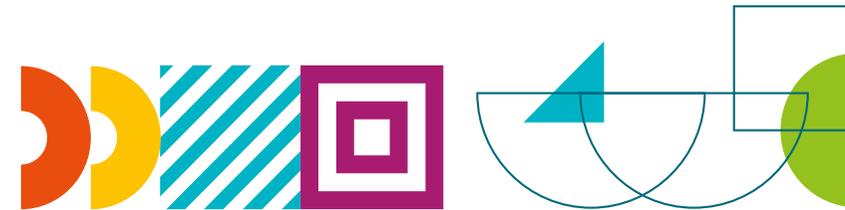


## Focal points developed in 2021

We continued with the challenge of maintaining and adapting our work in times of pandemic. We prioritized the health of the collaborators, which is why we continued to work under a home office modality practically throughout the year. We consolidated the processes adapted during 2020 to maintain our quality standards and care for the health of the team.

Another important focal point was the design of professional services based on technical support to be incorporated into the ESET service catalog. Deployment & Upgrade services were made available for Enterprise clients who needed direct support from the brand for the installation of our solutions in their infrastructure, and Healthcheck for those who required a diagnosis of the current state of installation, configuration, and operation of their solution.

We experienced changes in the internal discount approval policies for the channel, hence, commercial support played a fundamental role in assisting the channel with questions related to the new processes for authorizing discounts and the changes that these implied in our systems.



Like every year, we went through the usual internal and external audits that allowed us to maintain the certification of the Quality Management and Continuous Improvement System in the ISO 9001 standard, where excellent results were obtained, that confirm the good health of the Quality Management System, and that our efforts aimed at maintaining quality levels, despite the exceptional context caused by the pandemic, bore fruit.

Also, the development of value-added activities for both our users and our channel continued, with the generation of technical training materials for new certifications of corporate products, personalized attention to strategic clients, actions to promote the migration of clients to updated versions of our security solutions, and virtual classes, among other actions.

Finally, framed within our continuous improvement process, we carried out periodic reassessments of internal processes, in search of optimizations and automations that allow us to be more efficient in the use of resources.





## General customer service results

### CORPORATE SECTOR



**2.702**  
Technical inquiries

Average total lifetime

**7**  
Days

#### Satisfaction survey results

**89%**

People satisfied with the response time received

**91%**

Considered their inquiry was resolved satisfactorily

**99%**

Reported receiving cordial treatment

### COMMERCIAL SECTOR



**7.219**  
Technical inquiries

Average total lifetime

**15**  
Hours

#### Satisfaction survey results

**88%**

People satisfied with the response time received

**93%**

Considered their inquiry was resolved satisfactorily

**99%**

Reported receiving cordial treatment

### RESIDENTIAL SECTOR



**23.941**  
Technical inquiries

Average total lifetime

**5**  
Hours

#### Satisfaction survey results

**82%**

People satisfied with the response time received

**80%**

Considered their inquiry was resolved satisfactorily

**99%**

Reported receiving cordial treatment



# Quality Management and Continuous Improvement

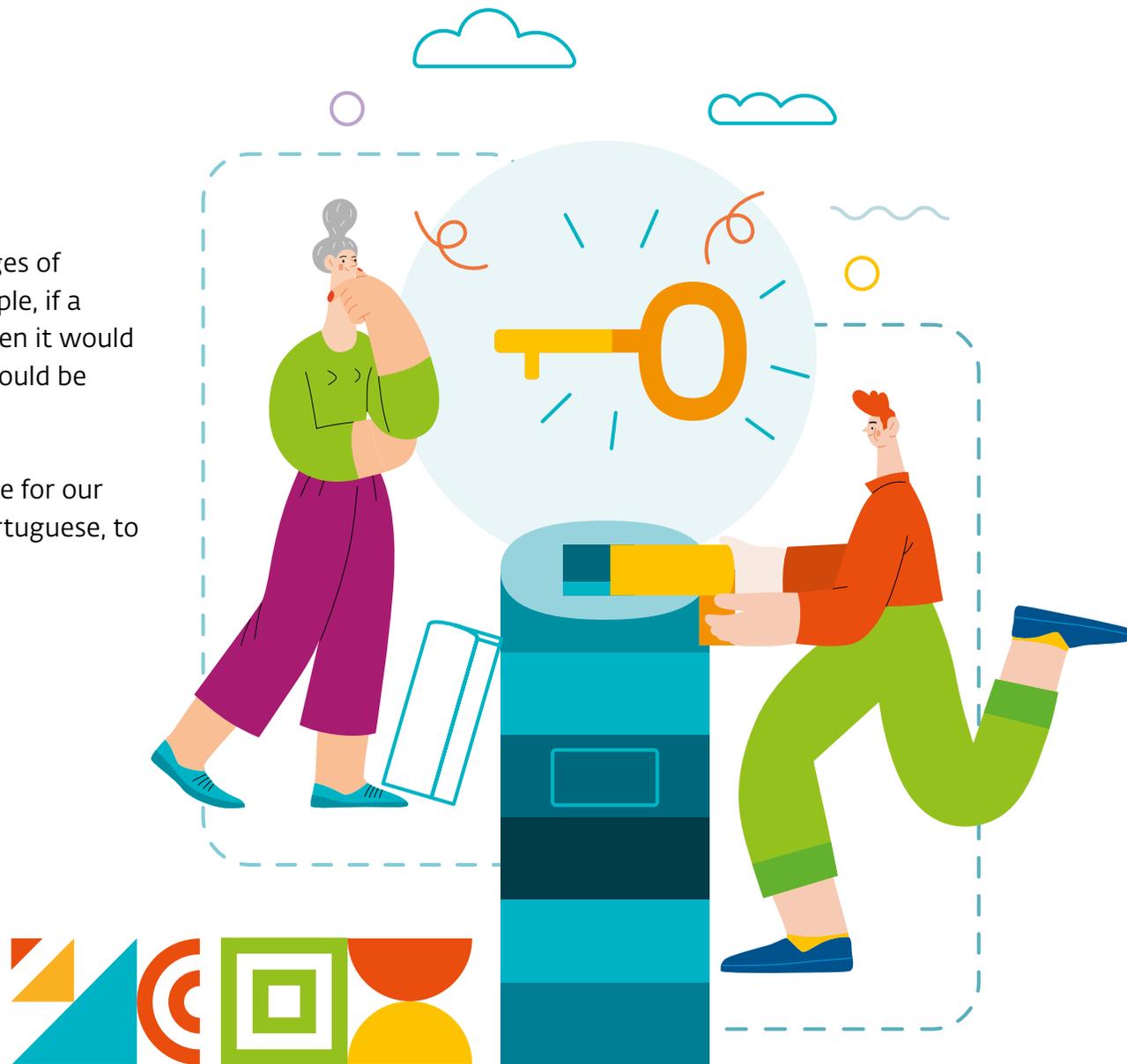
## Product End Of Life Policy

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

Additionally, we published an exclusive landing page for our end-of-life policy, available in both Spanish and Portuguese, to clarify any questions our users may have:



Page about our [product End Of Life policy](#)





**The following actions were carried out:**



Webinars



Training



Communication and dissemination materials



We ran multiple campaigns to make clients aware of the importance of keeping their security solutions up to date, always with the aim of providing them with the highest levels of protection against new threats and emerging malicious codes.



End of Life Residential



End of Life Companies

**Responsibilities and Performance Assessment**

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

Monthly, SLA (Service Level Agreement)<sup>10</sup> statistics and satisfaction surveys are kept to guarantee the results. In case deviations or non-conforming results are detected, a thorough evaluation of the root cause is made, and corrective actions are proposed, with a monitoring of their effectiveness, as required by the ISO 9001 standard.



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



## Objectives and goals 2021

### Technical support

We met our objectives. We achieved 95% SLA compliance for high priority ticket response times, 98% compliance for standard priority tickets, and 99% compliance with SLA response times for tickets from our Regional Support Center. Also, with the averages of the satisfaction survey, we reached 4.42 in time, 4.82 in cordiality and 4.47 in effectiveness (out of a maximum of 5).

### Commercial support

Due to a combination of factors, among which we can highlight the changes in the commercial discount approval policies, team capacity, and changes in the development team, for the first time we did not reach the proposed objectives. We achieved 85% SLA compliance for urgent priority ticket response times, 90% compliance for important priority tickets, and 85% compliance for regular priority tickets. This triggered a root cause analysis that allowed to detect areas for improvement, and by 2022 changes in categories and SLAs will be implemented, along with the hiring of more personnel to enlarge the team.

Despite the complex year, the objectives of the satisfaction surveys were met with averages of 4.44 in time, 4.6 in effectiveness, and 4.78 in cordiality.

As previously mentioned, the objective of recertifying the ISO 9001 standard for commercial and technical support was also met.



**TECHNICAL SUPPORT**  
COMPLIANCE IN  
RESPONSE TIME  
**HIGH PRIORITY TICKETS**



**COMMERCIAL SUPPORT**  
COMPLIANCE IN  
RESPONSE TIME  
**URGENT PRIORITY TICKETS**



**COMMERCIAL AND TECHNICAL SUPPORT**  
**ISO 9001 STANDARD**  
RECERTIFICATION



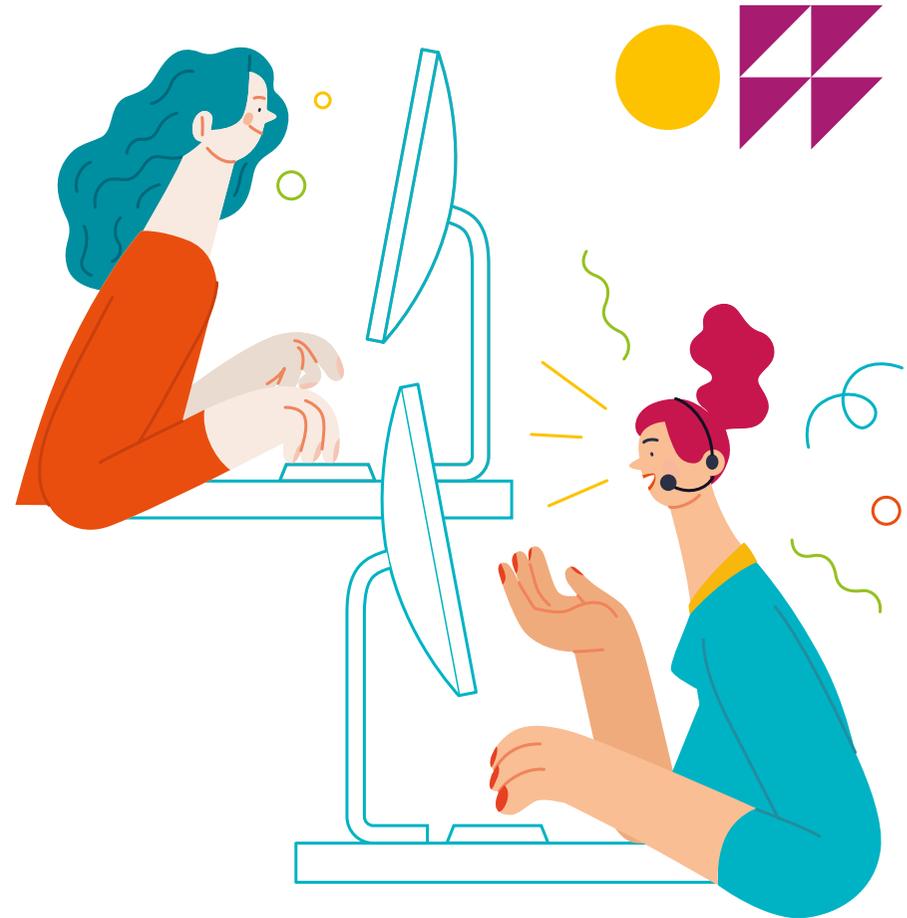
## Actions implemented

We passed the maintenance of the ISO 9001 certification, which consisted of a full review of the scope of the system, both in the internal and external audit. In this particularly challenging year, having had deviations from the commercial support objectives, we were able to present a consistent action plan that will allow us to adapt to the changes that have arisen and implement the necessary adjustments to maintain our security standards within the new context.

Constant maintenance of our Product End Of Life Policy was carried out to promote the migration of clients and users to the latest versions of our products, which are those that provide the most advanced technology and additional layers of protection.

We delivered our first professional services related to technical support, completing installation and update projects for clients in Argentina, Chile, Mexico, and Peru, and diagnostic services in Brazil, Argentina, and Mexico.

Moreover, we conducted a constant monitoring of the performance of the RSC (Regional Support Center) and detected training needs or required adjustments. We also controlled the performance of the RSC with the analysts who worked remotely.





# Collaborators

*#WeAreATeam*





# Overview

**GRI** → 102-38, 102-39, 103-2, 103-3, 406-1

**MATERIAL TOPIC** → 2, 4, 5, 8, 9

We intend to find the best professionals for each position, without discrimination and with equal opportunities. Our search and selection processes are transparent in the publication of the knowledge and experience requirements, and are respectful throughout the interviews and assessments.

In this sense, we carried out a series of actions, initiatives, and processes that aim to respect and promote Human Rights (they will be described in more detail throughout the Report):





Actions and initiatives:

- ✓ Diversity and Non-Discrimination Policy
- ✓ Code of Ethics and Anti-corruption with a Human Rights perspective
- ✓ Inclusive job searches
- ✓ We participated in the ESET Diversity Day global initiative
- ✓ We carried out various debate and reflection activities, workshops and training on inclusion and diversity
- ✓ Benefits and leave policies with a diversity perspective
- ✓ Use of inclusive language in the writing of communications and policies
- ✓ We participated in Entrelatam
- ✓ Diagnosis and action plan on unconscious biases in diversity
- ✓ Strategic alliance with the NGO *Media Chicas*



- ✓ We participated in the Win-Win Program in Argentina.
- ✓ We adhered to the Program of Companies Committed to Human Rights of the City of Buenos Aires.
- ✓ We joined the *BA Convive* Program.

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



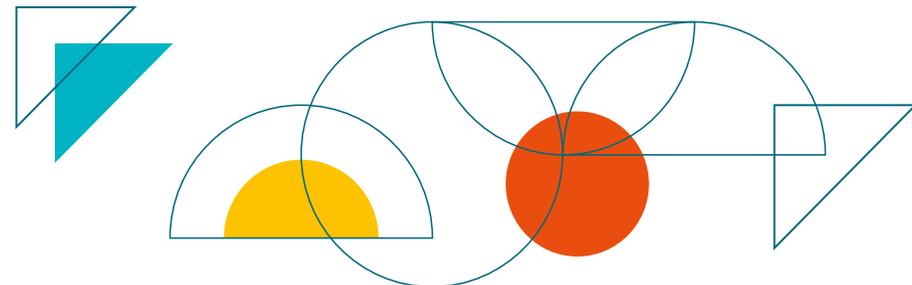
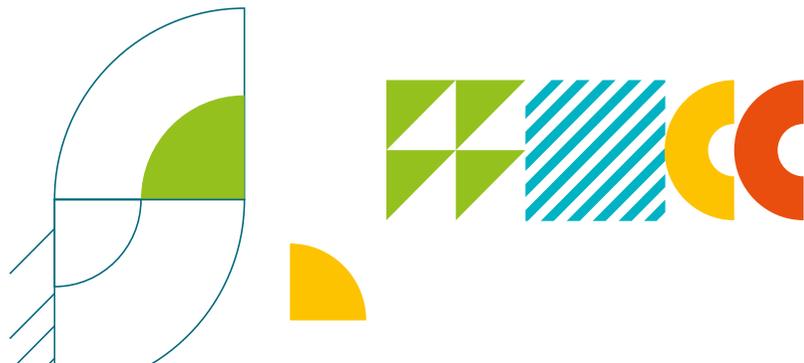
We ratify this commitment in our Code of Ethics and Anti-corruption, and in the different corporate policies, through which we promote their compliance throughout the entire value chain (supplier companies, collaborators, distributors, and partners).

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



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

**In the reporting period, no discrimination cases have been recorded. Moreover, we have provided training on the subject for all the people who work in the Company, covering our three offices (Buenos Aires, São Paulo, and Mexico).**





# Employment management

We seek to stand out by offering added value to those who choose to develop their professional career in our Company. Our collaborators come from the local labor market and their remuneration levels exceed, in all operations, the initial minimum wages of the countries in which we operate.

We continued to manage our job searches with different organizations that work with vulnerable persons, with the aim of contributing to the generation of opportunities for social and labor insertion.

To achieve this goal, with regard to the group of persons with disabilities, we continued to publish our searches on the *Inclúyeme* Portal. Also, in terms of gender inclusion, we continued to work with the *Impacto Digital Contrata Trans* project, and *Chicas en Tecnología*, from Argentina and for the entire region, and *Transempregos* in Brazil.

**Stand out by offering added value to those who choose to develop their professional career in our Company.**

Together with the Inclusion and Diversity Committee, we continued to work on the language and information used in job search publications, with the aim of reflecting an inclusive language and our culture of inclusion and respect for diversity, guaranteeing fair treatment and equal opportunities.





## Internal diagnosis of labor inclusion and disability

**GRI** → 102-43, 102-44, 103-3, 413-1, 412-1

In order to understand the vision on disability issues of the people who work in the Company, from the Inclusion and Diversity Committee, and together with *Inclúyeme*, we carried out a diagnosis in our three offices. The goal was to understand the collaborators knowledge regarding disability issues, specifically, about working with people with disabilities, and identifying them in order to adapt to their needs.

To delve into these issues, and in response to the action plan defined according to the results obtained the previous year, we held different awareness talks and developed an accessible and inclusive communication workshop that was initially given in the HR and Marketing areas. Our goal is to provide it to the rest of the areas during 2022.



## Diagnosis of gender and diversity biases

At the end of 2020, together with the [Encontrarse en la Diversidad Foundation](#), a tool was built to be able to make an internal diagnosis of the existing biases regarding gender and diversity issues in the people who work in the Company:



The survey was carried out virtually and was disseminated among all the people of the Company.



An instrument in Portuguese and one in Spanish were developed, to answer in the native language, and then the results were unified for analysis.



84 people participated and 67 variables were analyzed.



It was carried out and elaborated by the [Encontrarse en la Diversidad Foundation](#) in collaboration with the Inclusion and Diversity Committee.



### As a result of this work, the following conclusions were reached:

- 💡 There is a high percentage of agreement regarding speeches and statements that particularly reproduce gender stereotypes. This is a good way of acknowledging the work we have been carrying out, it reconfirms the path we have traced, and accounts for the correct depth of the approaches we develop.
- 💡 From an intercultural perspective, working specifically on common issues with each office, but with particular approaches that address the local reality, public agendas, and regulatory frameworks of each country could be considered.
- 💡 The results showed the importance of deepening and improving the communication of certain actions and policies in terms of diversity and inclusion, in order to involve more people.
- 💡 The internal perception of the gender salary gap and the diversity policies, beyond the specific data regarding what topics are worked on, or in what depth, or how developed these policies are, or the exact information regarding salaries, shows an opportunity for improvement in terms of the communication of actions to involve more people in the activities.

### Suggestions to put into practice:

#### ▶ Leadership

Involve the Company leaders to a greater extent, so that more people feel involved and taken into account, not only in the issues but also in daily tasks.

#### ▶ Gender

Continue delving into gender issues, focusing on practices and relationships.

#### ▶ Diversity policies

There is some confusion or lack of clarity about what the term "diversity" means, or what diversity policies refer to. Perhaps it is due to a communication matter, given the high percentage of responses to the survey, as well as the fact that the vast majority expressed the relevance of taking the time to complete it.



Considering these conclusions and suggestions, the Inclusion and Diversity Committee developed a medium-term action plan. The following was worked on:

✓ Adherence to *BA Convive*. Within the framework of this program, a talk on Sexual Diversity was held, mandatory for team leaders and optional for the rest of the Company. In 2022, we will continue with the training cycle proposed by the program.

✓ Within the framework of our *Debates en Medias* (Debates in Socks), which emerged as spaces for reflection when the pandemic began (hence the name, which refers to being relaxed, at home), two activities on discrimination were carried out by the *Dale más afro*, initiative, adapted to the problems in each of the countries.

✓ We began to analyze the gender salary gap using the tool provided by [UN Women](#).

✓ We developed our own workshop on Accessible and Inclusive Communication, to implement the use of inclusive language proposed in the previous year's training in the UN Women's [Win-Win program](#). In this first stage, the HR and Marketing areas participated, and we hope to replicate it to the rest of the Company during 2022.

✓ We launched the Diversity and Non-Discrimination Policy within the framework of Values Month.

✓ We carried out awareness activities on diversity and gender issues for the entire Company.

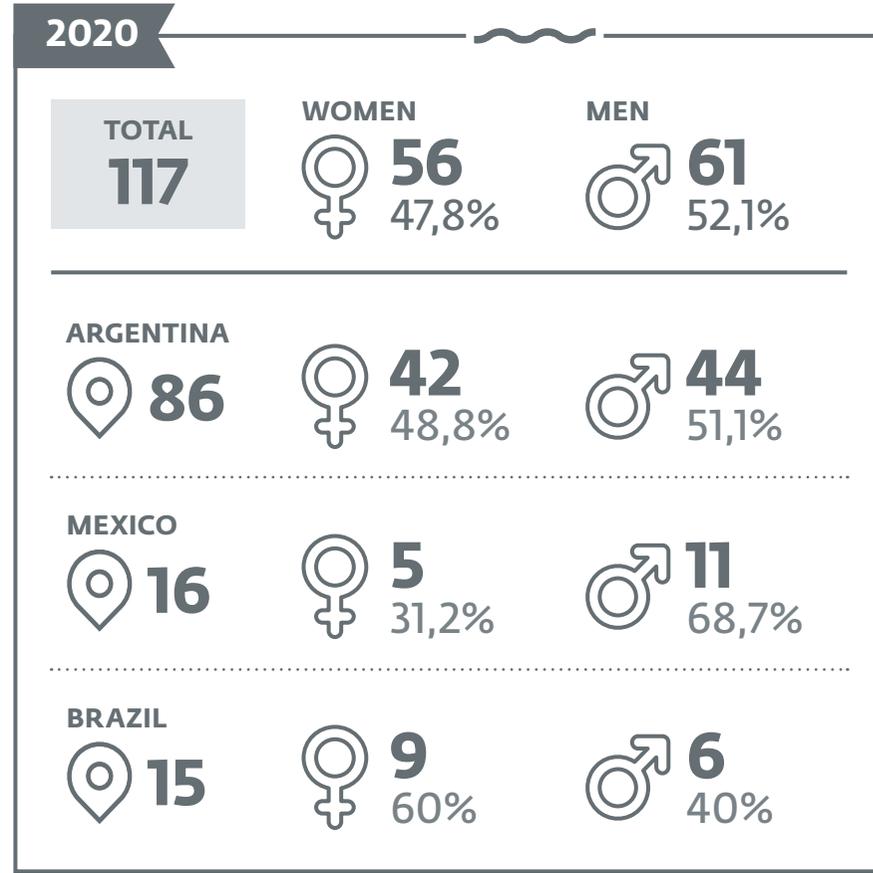
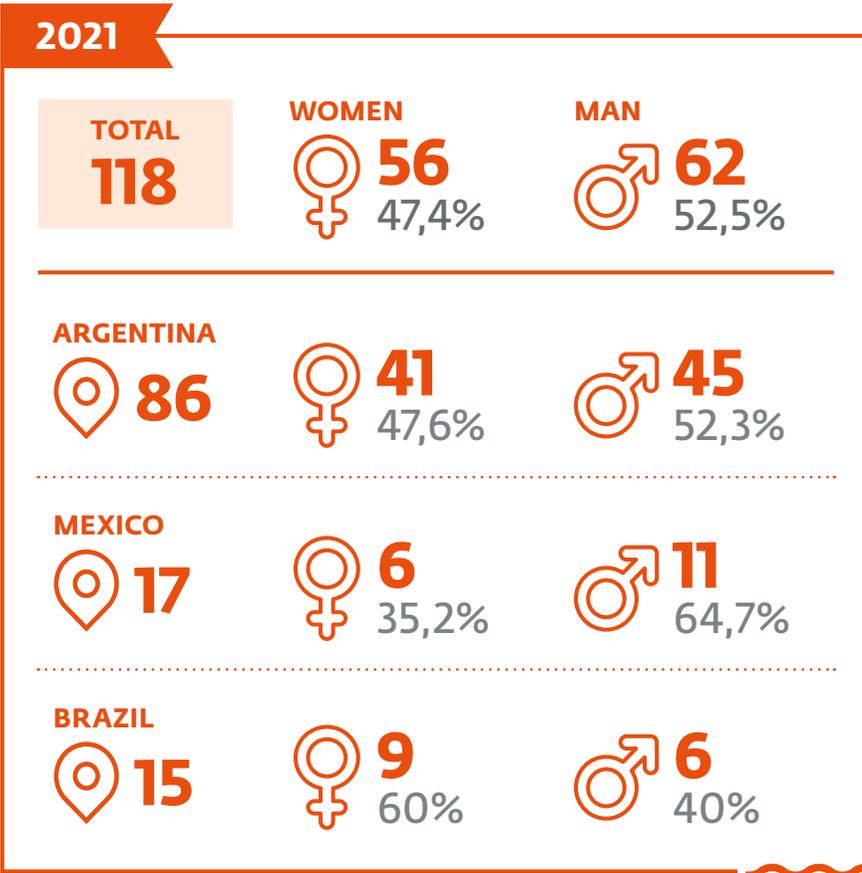




# Breakdown of collaborators

GRI → 102-8, 202-2, 405-1

Our work teams are diverse in terms of gender and nationality. This enriches daily work, promoting the cultural and social exchange that is reflected in the results achieved and in the prevailing work environment.

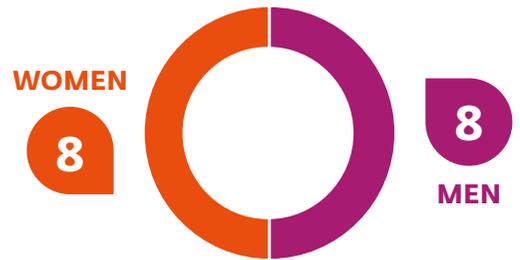




2021

### By age

#### Up to 25 years

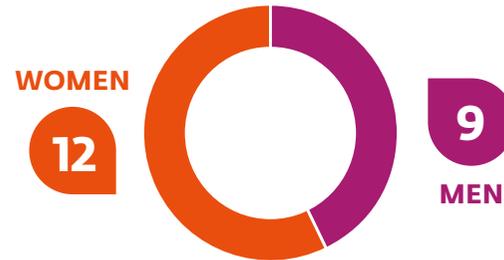


♀ **5** ARGENTINA ♂ **5**

♀ **1** MEXICO ♂ **1**

♀ **2** BRAZIL ♂ **2**

#### Between 26 and 30 years



♀ **10** ARGENTINA ♂ **7**

♀ **0** MEXICO ♂ **2**

♀ **2** BRAZIL ♂ **0**

#### Over 31 years



♀ **26** ARGENTINA ♂ **33**

♀ **5** MEXICO ♂ **8**

♀ **5** BRAZIL ♂ **4**

### By nationality

 **ARGENTINE**  
♀ **39** ♂ **39**

 **MEXICAN**  
♀ **6** ♂ **11**

 **BRAZILIAN**  
♀ **9** ♂ **6**

 **VENEZUELAN**  
♀ **2** ♂ **4**

 **COLOMBIAN**  
♀ **0** ♂ **1**

 **URUGUAYAN**  
♀ **0** ♂ **1**

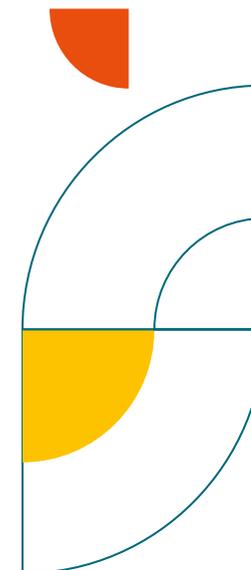




2021

## By type of contract and category

		TOTAL		ARGENTINA		MEXICO		BRAZIL	
		W	M	W	M	W	M	W	M
CONTRACT	Open-ended	53	59	38	43	6	11	9	5
	Fixed term	1	0	1	0	0	0	0	0
	Outsourced	0	0	0	0	0	0	0	0
	Interns	2	3	2	2	0	0	0	1
CATEGORY	Analyst	48	49	35	34	5	10	8	5
	Middle-manager	7	6	5	6	1	0	1	0
	Manager	1	7	1	5	0	1	0	1





2020

### By age

#### Up to 25 years



♀ 5 ARGENTINA 3 ♂

♀ 0 MEXICO 1 ♂

♀ 1 BRAZIL 2 ♂

#### Between 26 and 30 years



♀ 9 ARGENTINA 8 ♂

♀ 2 MEXICO 0 ♂

♀ 2 BRAZIL 0 ♂

#### Over 31 years



♀ 28 ARGENTINA 33 ♂

♀ 3 MEXICO 10 ♂

♀ 6 BRAZIL 4 ♂

### By nationality

 ARGENTINE  
♀ 40 ♂ 37

 MEXICAN  
♀ 5 ♂ 11

 BRAZILIAN  
♀ 9 ♂ 6

 SWEDISH  
♀ 0 ♂ 1

 VENEZUELAN  
♀ 2 ♂ 4

 COLOMBIAN  
♀ 0 ♂ 1

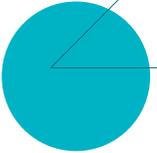
 URUGUAYAN  
♀ 0 ♂ 1



2020

## By type of contract and category

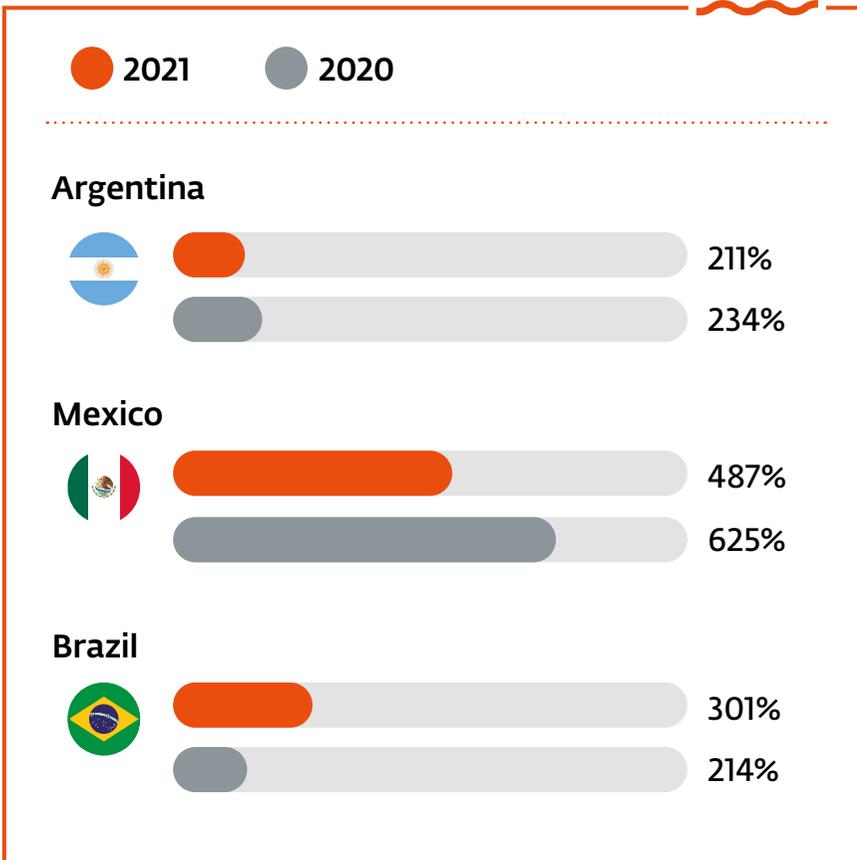
		TOTAL		ARGENTINA		MEXICO		BRAZIL	
		W	M	W	M	W	M	W	M
CONTRACT	Open-ended	55	60	41	43	5	11	9	6
	Fixed term	0	0	0	0	0	0	0	0
	Outsourced	0	0	0	0	0	0	0	0
	Interns	1	1	1	1	0	0	0	0
CATEGORY	Analyst	37	42	26	27	4	10	7	5
	Middle-manager	18	12	15	12	1	0	2	0
	Manager	1	7	1	5	0	1	0	1





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

GRI → 202-1, 405-2



To maintain the external competitiveness of wages, in addition to considering local inflation, we use information from private wage surveys. On this basis, how to maintain the purchasing power of wages is defined.

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 211% higher than the MVMS<sup>11</sup>. To contemplate the starting salaries, what is established by the National Council of Employment, Productivity, and the Minimum Vital and Mobile Salary is taken into account, and it is considered by position, regardless of whether it is performed by men or women.

**So that salaries do not lose their value in the face of inflation, and in order not to lose external competitiveness and obtain greater internal equity, measures were taken in the three offices.**

<sup>11</sup> In Argentina, the Minimum Vital and Mobile Salary is defined in Article 116 of Law 20,744 as "the lowest remuneration that a worker without family dependents must receive in cash, in his or her legal working day, to ensure adequate food, decent housing, education, clothing, healthcare, transportation and recreation, vacations and social security." It is periodically updated by the National Council for Employment, Productivity, and the Minimum Wage.



In Argentina we carry out salary reviews twice a year, in April and October. They are 100% aimed at reviewing inflation issues, taking into account official data, and they have scope on the remuneration of all the people who work in the Company.

On the other hand, we look into reports from external consulting firms to have market references.

During October, in Mexico, an inflationary adjustment was made, based on what was agreed with the Union, and in Brazil adjustments were also made to adapt them to the inflationary environment in the same month.

### Uprooting payment

Collaborators are granted financial compensation 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 beyond their working schedule due to travel are compensated with days off.

This benefit was not used due to the pandemic context. Trips abroad were totally suspended.

### Transportation and meal vouchers

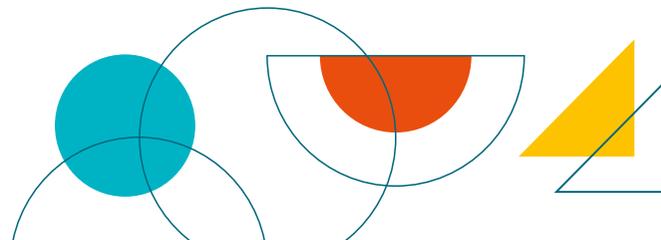
According to Brazilian labor law, a daily allowance must be granted for the personnel to use for lunch and deduct 6% from the per diem card they receive through the Union. We increased the sum granted for food by 4% and subsidized 3% of the discount that must be made for travel expenses.

100% of the collaborators in Brazil made use of the meal vouchers; in the case of the transportation vouchers, due to the pandemic context, they were suspended because their use is solely for transportation to the office.

## Percentage of the workforce covered by Collective Agreements

GRI → 102-41

In 2021, the percentage of personnel covered by CLA remained the same as in the previous year, that is, in the case of Argentina it remains at 6.98% and in the case of Mexico and Brazil there are no people covered by an Agreement.





# Employee hiring and turnover

GRI → 401-1



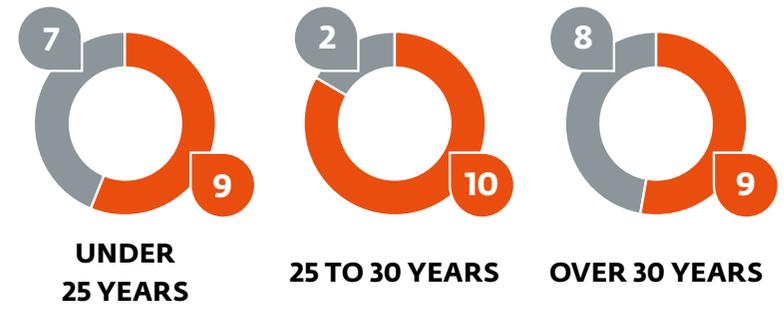
## Hiring

● 2021 ● 2020

### By region



### By age group



### By gender





### Turnover

● 2021 ● 2020

#### By region (%)



#### By age group (%)



#### By gender (%)





# Open dialogue

GRI → 102-11, 102-33, 102-34



We have an “open door” Communication Policy, which provides the possibility 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 capacities and joint work, conveying opinions to any member of the Organization.

## Measures against COVID:

### *Estar cerca (To Be Close) Plan*

With the aim of accompanying collaborators in remote work and promoting well-being, we designed the "Estar Cerca Plan" with different actions. Throughout the different sections of the Chapter/Report, you will see an icon that identifies the measures related to this plan.

- ✓ We reinforced internal communication
- ✓ We provided talks and training
- ✓ We launched new benefits
- ✓ We maintained and generated new internal socializing activities

## Our main communication channels are:

### **Global Intranet**

The aim of this tool is to centralize all the local and global information that collaborators need to know about the Company (from useful information for new entrants, to policies, manuals, and procedures of the different areas). Also, it will allow us to connect, inform ourselves, and interact with our colleagues from all over the world.

### **Mailing lists**

We have mailing lists to differentiate informal communications from formal ones, thus establishing a centralization mechanism and an agenda for internal communications.

### **Yammer**

We have an internal social network where all the people who are part of the Company can interact through membership groups. Through this channel we share:



informal communications, contests, challenges, internal videos, among others. In all cases, it keeps our culture alive and generates greater contact between people.

### **All Leaders Meeting - Quarterly meetings**

On a quarterly basis, we meet to review all the results achieved during that period and to generate actions that could include the participation of more than one area, in addition to sharing the experiences and developments of each one. Middle managers, executives, and managers participate, representing 35% of the personnel. In this way, we promote internal communication, we generate synergy between the different areas, and we provide transparency in the information.

Four meetings were held, in which managers, middle managers, and executives of the Company participated, and each leader committed to transmit to their work teams everything that happened there.

### **Review Meeting**

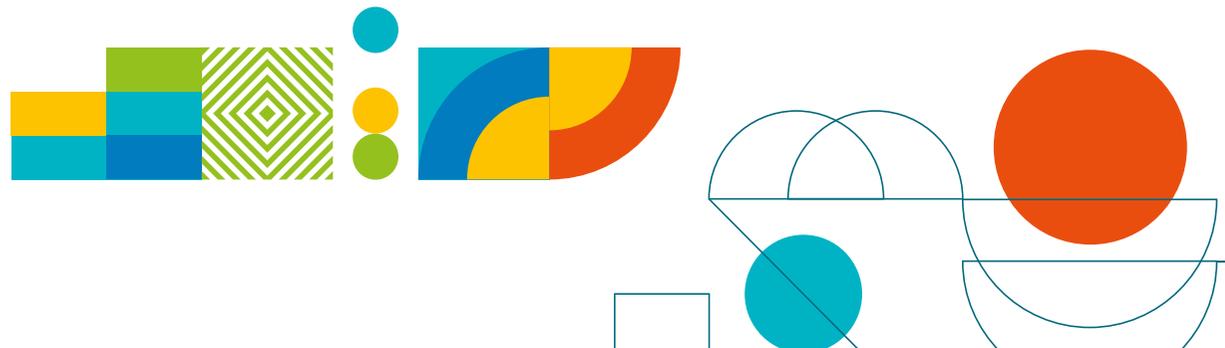
Twice a year, our Head Office organizes a conference for all the collaborators in the world, through which the leaders show the results achieved and the planning for the coming months.

### **Monthly results presentation**

#### **ESTAR CERCA PLAN**

Since 2020, with the arrival of 100% remote work, in Latin America, the Chief Operating Officer (COO) presents the monthly results to the 3 offices in the region, showing both local and global business results. In each presentation, a space for questions and answers is provided to address concerns.

We encourage internal communication, we generate synergy between the different areas, and we provide transparency in information.





**1:1 Meetings with HR · ESTAR CERCA PLAN**

As part of the measures taken in 2021, new listening spaces were created to promote closeness with people. From the HR area, 1-on-1 meetings were offered with people interested in solving a need.

**Lunches with the COO · ESTAR CERCA PLAN**

Upon admission of new collaborators, we organize group lunches with the General Manager. The goal is to create a space for dialogue in which they can learn more about the culture of ESET Latin America and its way of working. Likewise, it is a good opportunity for the General Manager to learn more about the new entrants and strengthen ties with each one of them. Managers from different areas and Human Resources representatives also participate in this meeting.

This year, it was held virtually between Argentina, Mexico, and Brazil, and 26 Company collaborators participated.

**Suggestion box · ESTAR CERCA PLAN**

To provide yet another tool for internal communication, that allows all personnel to submit concerns, suggestions, comments and/or proposals, we feature a suggestion box. The person who wishes to send his or her comment can write to the following email address: [sugerencias@eset-la.com](mailto:sugerencias@eset-la.com)

This is reviewed by the Human Resources Management. 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 mailbox does not disable the possibility of making suggestions through other more direct and daily means, such as, for example: a direct talk with a coordinator or manager, the direct proposal to the area affected by the improvement, the direct suggestion to the Human Resources and/or Sustainability area, among others.

During this year, we did not receive any suggestions.

**Sustainability Committees**

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





# Think & Talk, sustaining ideas

GRI → 412-2

This cycle of talks and activities, proposed by the Sustainability Committees, aims to provide our personnel with a space for talks, workshops, and activities on relevant awareness-raising topics regarding sustainable development. During this year, we continued to carry out the activities virtually in the three offices.

## 1

From the Inclusion and Diversity Committee, we continued with our *Debate en Medias* (Debate in Socks), a space whose main idea is to raise debates to address diversity and inclusion issues in a thoughtful, innovative, and relaxed way:

- ✓ Within the framework of International Women's Day, the workshop "The cone of silence" was convened, with the slogan of building the future of history. The objective was to rescue life experiences

by reviewing our own stories and those of women from previous generations to understand what they kept quiet about and why. Connect, recognize, and reflect on the diversity of these experiences to pave the way for new generations.

- ✓ In the second *Debate en Medias*, the topic "The stereotypes of success" was discussed and Candela Yatche, from the [Bellamente](#) project, was invited to reflect on the stereotypes of success and beauty.
- ✓ In the third activity, we debated in Mexico and Argentina about the privileges of being a white person and the challenges of racism, with the aid of *Dale más afro*.
- ✓ We held a *Debate en Medias* specifically for Brazil on the same topic, but in Portuguese, and focused on the Brazilian context, also with the help of [Dale más afro](#).
- ✓ Within the framework of the *BA Convive* program, we had the first workshop on Sexual Diversity, in which team leaders participated on a mandatory basis, and it was opened to the rest of the Company on an optional basis.



## 2

From the Community Relations Committee, and together with *Argentina Cibersegura*, a panel of experts was held with the participation of Ariel Kapustiansky, Educational Mentor of *Argentina Cibersegura* and Systems Analyst, and Laura Pires, Psychologist, Director of primary level, and spokeswoman for *Argentina Cibersegura*. The theme that brought them together was: How do we accompany the youngest in the digital world?





# Talent management

GRI → 103-2, 103-3, 404-1, 404-2, 404-3

The development of our collaborators is an issue that concerns us. For this reason, we have an Annual Training Plan, through which they can access training according to their interests and consistent with the needs that their work roles demand. Moreover, we have performance assessments and a competency-based management, which promote the development of the people in the Company.

## Annual training plan

We have a specific policy that gives us the framework to be able to plan the year of training for each collaborator, according to the needs of the area to which they belong. On the other hand, the people who work in the Company provide training to their colleagues, they pass on their knowledge on a particular topic, and they collaborate with the proper development of their work.

We decided to conduct some training activities virtually, focused on certain Company profiles, to enhance their development and professional growth. In turn, and as part of our action



plan within the Win-Win Program of UN Women and our commitment with diversity, issues related to inclusion and diversity were worked on:

- ✓ Bias-free people management
- ✓ CV who are you? Human Resources, inclusion and action
- ✓ Public speaking program
- ✓ Media training program
- ✓ Time management training
- ✓ Accessible and inclusive communication workshop
- ✓ Technological tools
- ✓ Tools for measuring the salary gap

The main training topics were: Diversity and Inclusion, Public Speaking, Time Management, Safety and Hygiene.

**2.335** Hours of training



Despite the conditions imposed by the health context in recent years, the commitment to training was maintained. In 2020 they were increased, by taking advantage of the virtual modality and promoting the space as a means to keep us united; for its part, in 2021, we returned to pre-pandemic levels.

● 2021 ● 2020 ● 2019

HOURS INVESTED

**2.335**  
2.968 2.382

TOTAL COLLABORATORS

**108**  
116 109

AVERAGE TRAINING PER PERSON

**19 hs**  
25 hs 21 hs

TRAINED WOMEN

**65** 55 52

Hours of training

**1.415** 1.666 1.113

Average training per person

**21** 30 21

TRAINED MEN

**44** 61 57

Hours of training

**920** 1.302 1.269

Average training per person

**20,9** 21 22

TRAINED MANAGERS

**7** 8 8

Hours of training

**61** 102 97

Average hours

**8** 12 12

TRAINED MIDDLE MANAGERS

**15** 19 17

Hours of training

**430** 521 610

Average hours

**28** 27 35

TRAINED ANALYSTS

**86** 89 84

Hours of training

**1.844** 2.345 1.675

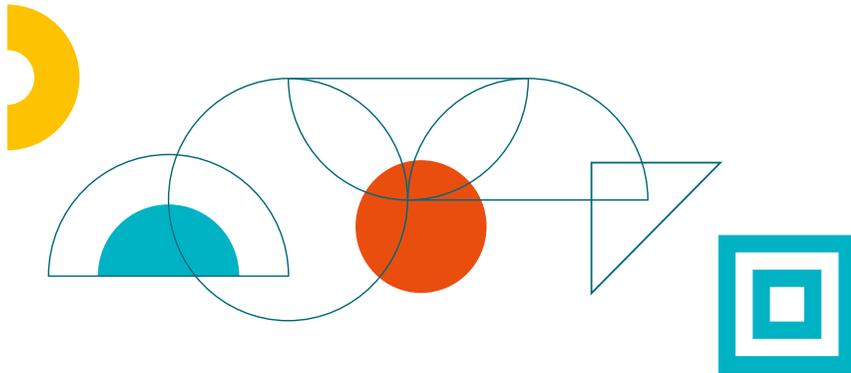
Average hours

**21** 26 19



To determine the level of satisfaction with the Training Plan, satisfaction surveys were implemented among the participating collaborators. Through these, the contents, the performance of the supplier companies, the overall level of satisfaction perceived, the usefulness, and the knowledge acquired are assessed, and, also, additional training needs are identified.

The learning assessment is carried out through a survey addressed to the superiors of each participant, 3 months after the completion of the training. 100% considered that, after the completion of the course, the person was trained in the subject or field of study. In addition, he or she has the knowledge or the ability to transfer it to his or her job.



### Results of the satisfaction surveys on the Training Plan:

The aspects that concern the content, the supplier company, and the knowledge acquired were evaluated in the satisfaction surveys. The results were the following:





# Induction plan for new entrants

**GRI** → 102-17, 205-2

Each new entrant has an induction plan defined according to the position he or she occupies in the Company. This allows us to cover the initial knowledge that is needed to navigate the first few months.

**23** New entrants were able to access the new induction plan.

## 15 inductions available:

### ✔ Corporate

A journey through the history of the Company, its achievements, its areas, the mission, vision, and values that shape it, and the code of ethics and anti-corruption.

### ✔ Product

History of ESET, its mission, its research laboratory, its products and services, its commitment with the community, and the appropriate use of its brand.

### ✔ IT Security

Basic concepts of information security, tools that allow the protection of sensitive data, and the main cyber threats.

### ✔ Security Policies

The correct use of information and its safe handling. A behavioral guide to ensure the proper handling of information.

### ✔ EPP

Advantages of the new ESET Partner Portal system.

### ✔ Sustainability

Detail of the fundamentals and axes of the sustainable management carried out by ESET Latin America, the integration with our distributors and Partners, and the different local actions.

### ✔ IT

Distribution of the assets, induction to the systems and software configuration used.

### ✔ HR

General HR policies: benefits, vacations, leaves of absence, training, diversity and non-discrimination, among others.





✔ **Administration**

Purchasing process and payment to supplier companies, accounting reports (FF, CC, and cash), billing and collection process.

✔ **Legal framework**

Procedures regarding legal issues.

✔ **Safety and hygiene**

Fires, Labor Risk Insurance Companies, work accidents, occupational diseases, ergonomics, evacuation.

✔ **Sales**

Explanation about the members of the sales process and the different structures we have in each of the markets in the region.

✔ **Brand use**

Basic brand guidelines and good practices.

✔ **Partner Program and Training Program**

Explanation of what the ESET Training Program is.

✔ **Quality Management System**

Explanation on the quality management system for people who are part of the ISO 9001 processes.





# Language lessons

Despite the pandemic context, the lessons of all languages were maintained and taught virtually.



## English lessons

English lessons during working hours, 100% of the cost covered, for the entire region.

**52** People accessed this benefit and **1,146 hours** of training were given.

**22**  
WOMEN TRAINED

**30**  
MEN TRAINED

## Portuguese lessons

In Argentina, depending on the requirements of the position and the tasks to be performed, during working hours, 100% of the cost covered.

**17** People participated and **44 hours** of training were given.

**11**  
WOMEN TRAINED

**6**  
MEN TRAINED

## Spanish lessons

In Brazil, depending on the requirements of the position and the tasks to be performed, during working hours, 100% of the cost covered.

**11** People participated and **60 hours** of training were given.

**7**  
WOMEN TRAINED

**4**  
MEN TRAINED



## Performance assessment by competencies and objectives

Managing our collaborators by competencies implies understanding their way of working, their capacities, and the fulfillment of the proposed objectives. It also implies understanding that our differences are what make us competent to perform each job successfully.

The purpose of implementing a competency-based management system is founded on two interrelated axes: the first one is to procure that each collaborator aligns with the business strategy; the second one is to develop their capacities, so that this alignment is more effective and beneficial for both parties.

The same assessment model implemented by our Head Office in 2020 was maintained for all its subsidiaries. The main changes were:



- ✔ It went from being annual to semi-annual.
- ✔ The term “competencies” was changed to “skills and abilities.”
- ✔ A management tool began to be used to carry out the assessments (*Workday*).
- ✔ The self-assessment and the feedback from internal colleagues are carried out anonymously and include the possibility of giving, or not, consent on it and the objectives set.



**100%** of the personnel from the 3 countries (Argentina, Mexico and Brazil) received their performance assessment.



# Occupational health and safety

**GRI** → 103-2, 103-3, 401-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-8



We care for the people who work in the Company, complying with the legal requirements in matters of Occupational Health and Safety, and ensuring hygiene and order conditions that propitiate a comfortable environment.

We do not feature an occupational health and safety management system; and although we also do not have a Health and Safety Committee, these issues are routinely addressed at management meetings.

We do not have positions whose performance has an incidence or poses a high risk to health. All health and safety issues are contained in the Commercial Collective Bargaining Agreement, under which 6.90% of the personnel of Argentina are grouped.

In Argentina, we continue to provide the private health coverage OSDE 410 for Managers and *Galeno* Plata 330 or Oro 400 for the rest of the collaborators and their primary family group, without having to pay any difference. In Mexico and Brazil, a medical insurance is granted for major expenses.

All ESET personnel in Argentina are covered by the Labor Risk Insurance Company (ART) *Experta*.

Annually, we offer all collaborators the following training in matters of occupational health and safety at work:

- ✓ Safety and Hygiene Induction: Safety at work, occupational accidents, and collaborator rights with regard to the ART. These inductions, in the past two years, were focused on addressing the COVID problem, with a view of returning to the office. It was attended by 64 people from the Buenos Aires office, 17 in Brazil, and 19 in Mexico.
- ✓ Training for fire evacuation leaders.
- ✓ Annual fire drill.
- ✓ Training in first aid and ART.



# Absenteeism and leave rates

GRI → 401-3, 403-9, 403-10

● 2021 ● 2020

TOTAL DAYS OF ABSENTEEISM

701

TOTAL DAYS OF ABSENTEEISM

504



SICK LEAVES

62 58



STUDY DAYS

31 36



ABSENCES WITH NOTICE

76 72

There were no absences due to illness of a family member, nor absences without notice

LEAVE DAYS



Pregnant persons

345 139

Extended leave of pregnant persons

173 199

There were no licenses for non-pregnant persons due to births



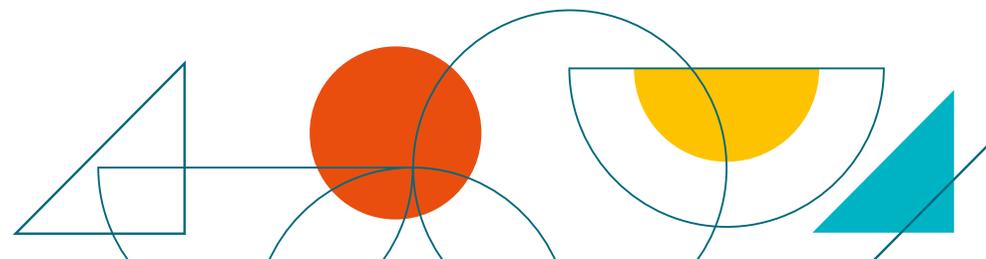
UNPAID LEAVE DAYS

14 0



## ABSENTEEISM 2021

TYPE	WOMEN	MEN	UNDER 25	BETWEEN 25 AND 30	OVER 30	ARGENTINA	MEXICO	BRAZIL
Sick leaves	28	34	5	13	44	62	0	0
Study days	22	9	12	8	11	31	0	0
Absences with notice	51	25	8	15	53	76	0	0
Unpaid leave days	14	0	0	14	0	14	0	0
Pregnancy leave days	345	0	0	0	345	345	0	0
Extended leave days of pregnant persons	173	0	0	0	173	173	0	0



**ABSENTEEISM 2020**

TYPE	WOMEN	MEN	UNDER 25	BETWEEN 25 AND 30	OVER 30	ARGENTINA	MEXICO	BRAZIL
Sick leaves	22	36	7	8	43	45	0	13
Study days	33	3	11	14	11	36	0	0
Absences with notice	43	29	5	11	56	69	0	3
Pregnancy leave days	139	0	0	0	139	139	0	0
Extended leave days of pregnant persons	199	0	0	0	199	199	0	0

During the reporting period, it was not possible to collect information on absenteeism in the Mexico office due to various administrative difficulties. In turn, since most of the year the people from the 3 offices have worked from home due to the pandemic, many of the leaves were not recorded; they were carried out in a more “informal” manner, as an agreement with the corresponding Superior/s, that is, without notifying the HR Area. This type of action reflects the flexibility with which work was conducted. For this reason, the comparison with the previous period is not relevant to draw conclusions.

During 2020 and 2021, there were no days of absenteeism due to work lost (ART), nor due to occupational illnesses, nor was there a number of work-related fatalities.

There were also no reports of occupational accident injuries or occupational illnesses.





# Well-being management

GRI → 103-2, 103-3, 403-6

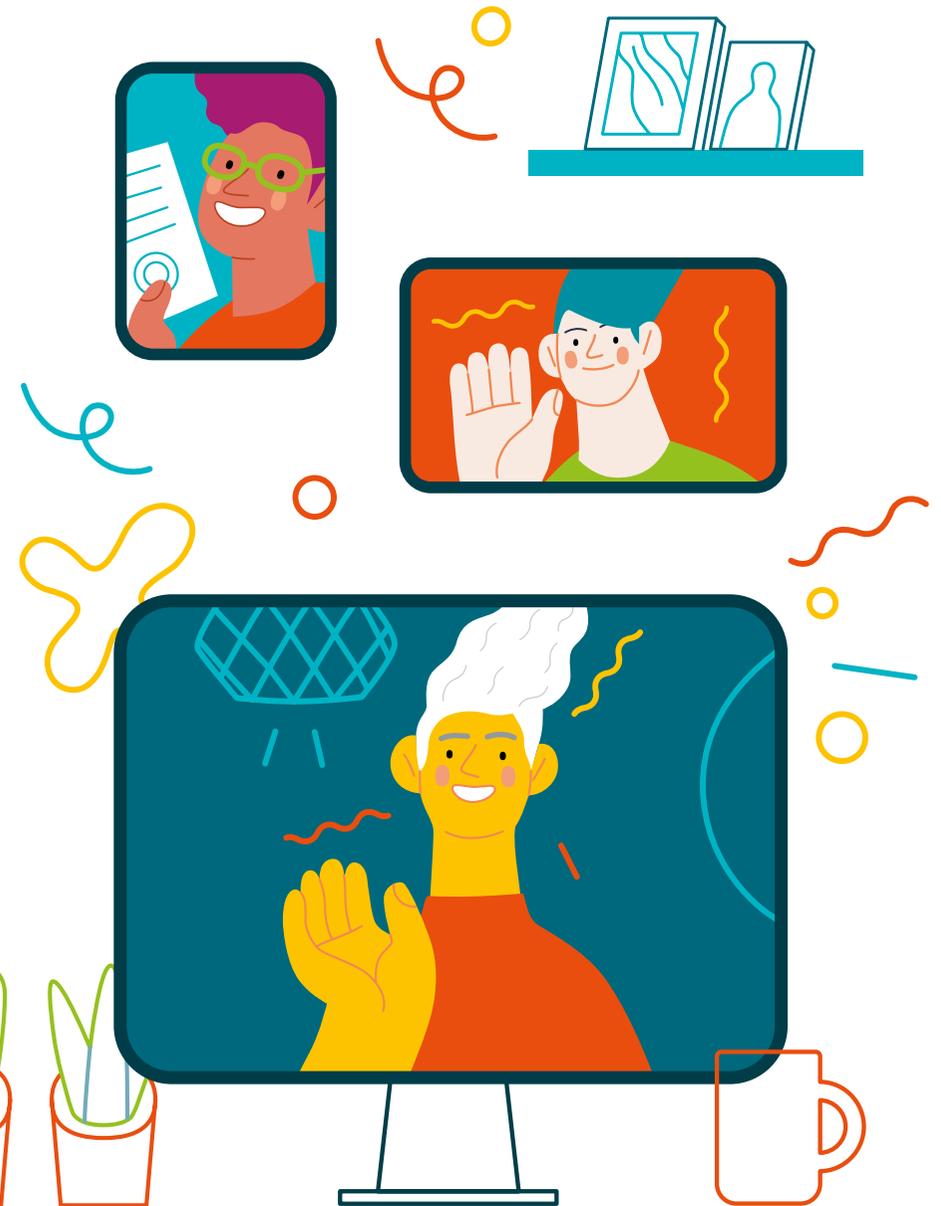
## Ergonomics and Telework · ESTAR CERCA PLAN

In the context of the COVID-19 pandemic, we took care of the health of all the people who make up ESET - both collaborators and their families. This allowed remote work, flexible hours, and the possibility of taking the necessary ergonomic elements from the offices (chairs, monitors, keyboards, and mice), in addition to the individual delivery of a Home Office Kit to ensure comfort when working from home.

## Work environment survey

As of 2020, we joined the global initiative and carried out a biennial work environment survey. The last one took place in February 2020 and the next one will be held in February 2022.

The variables evaluated in the survey were: Work environment; Work satisfaction; Personal fulfillment; Tasks, processes and tools; Compensation and benefits; Direct Superior; Corporate Management; Work team; Information exchange and communication; Employer (the company in general), and some open questions.





As we did not have the global climate survey during 2021, we decided to carry out a climate and benefits canvass to maintain the metrics of general satisfaction, the work climate, the benefits, and to know the perceptions of work in a pandemic.

The most notable results of the canvass are:

**95%** Feel satisfied to work at ESET in Argentina, and 100% in Brazil and Mexico.

**96%** Feel satisfied with the work flexibility to solve personal situations in the Argentina office, and 100% in Brazil and Mexico.

**97%** Feel satisfied with the atmosphere in their work team in Argentina, and 100% in Brazil and Mexico.

**100%** Feel satisfied with the open work environment and with individual differences being accepted in the 3 offices in Latin America.

**83%** Feel satisfied with the non-monetary benefits in Argentina, 92% in Mexico, and 100% in Brazil.

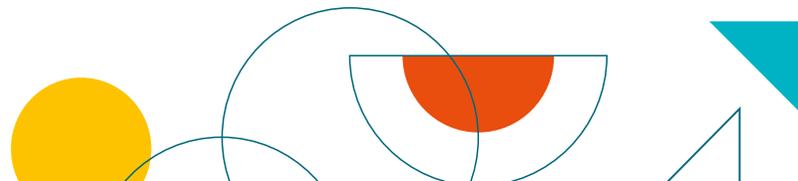
**90%** Feel satisfied with the agility with which work was adapted in the face of the pandemic.

**89%** Feel satisfied with the understanding and empathy for their personal situation in the face of COVID.

**82%** Feel satisfied with the communication and leadership in this context.

**88%** Consider that the Company is communicating the necessary information.

Based on these results, we developed the  **Estar cerca plan**, to implement in the 3 offices, reaching everyone. The actions were divided into different axes: Communication, Benefits and Work Tools, and Integration Activities.





# Benefits

**GRI** → 401-2, 403-6, 403-7

We designed our Benefits Policy to achieve a balance between work and private life, generate healthy habits that take care of the health, and support the professional development of each person.

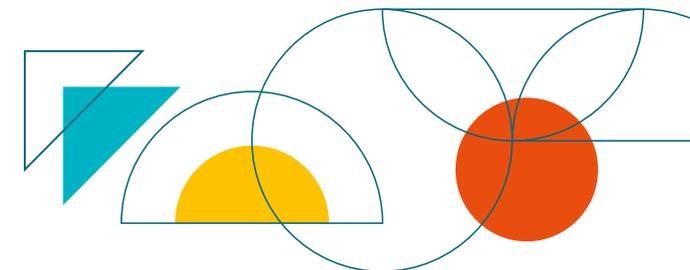
We joined the *“Empresas que cuidan”*, initiative of [UNICEF Argentina](#), which aims to promote and improve policies for reconciling work and family life in the private sector, and guarantee children’s right to care.

In order to participate, we carried out a self-diagnosis on the Care Policies platform, which delivers a situation result based on the different evaluated axes: Commitment, Implementation and Measurement. This free and confidential platform invites companies to reflect on their situation regarding the care agenda, through self-diagnosis. And it is also an opportunity to obtain recommended tools, guides, and materials to help them implement good care practices.

In this first diagnosis, we obtained a 69% in our final report based on the policies, benefits, and measures adopted.

We adapted our benefits to the different needs of the COVID context, incorporating an inclusive perspective and the use of gender-neutral language.

**We joined the “Empresas que Cuidan” initiative of UNICEF Argentina.**





# Balance between professional and personal life

## 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 the cases where their job position allows it.

## Home office · ⚡ NEW

Prior to the pandemic situation, and as a global policy adopted by the Headquarters, we extended the number of home office days from one to three times a week. Each person has the possibility of working 3 days a week from home. In addition, we seek to promote the care of the environment by avoiding – in this way – the commute from home to the workplace every day. The three offices in Latin America enjoy this benefit on a weekly basis.

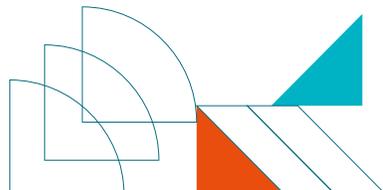
On March 16, 2020, the mandatory home office was generalized in the 3 offices for 100% of the personnel. This measure was extended throughout 2020 and part of 2021 for the people of Brazil and Mexico, who returned to physically attending the office in November and October with this new 3x2 modality.

## Flex Friday · ⚡ NEW

We extended this benefit from 3 to 6 months. During that time, people have the possibility of finishing their working day 3 hours early every other Friday. This occurs from October to March in the case of Argentina and Brazil, and from March to August in the case of Mexico. 100% of the personnel uses this benefit.

## 4<sup>th</sup> month paid leave for pregnant persons · ⚡ NEW

This benefit allows pregnant persons to enjoy one more month of paid leave, after the end of the period covered by current legislation in Argentina and Mexico. In Brazil this month is granted in a compulsory way by law. It has not been used yet.





### **Softlanding for pregnant persons** ⚡ NEW

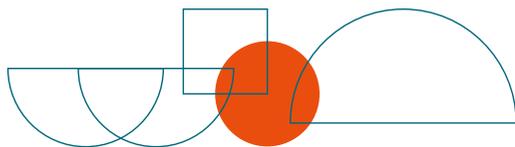
This optional benefit proposes a gradual return after pregnancy leave, with a limit of weekly working hours, and the salary of a full-time shift is maintained.

### **Lactation room**

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

### **Extended leaves for non-pregnant persons** · ⚡ NEW

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



### **Extended adoption leave**

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

### + **Leave due to family member sick with COVID** · ⚡ NEW · **ESTAR CERCA PLAN**

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

### **Children's birthday**

All the people who have children under the age of 18 have the possibility of taking the day off on their birthdays. 22 parents enjoyed this benefit.



### **Birthday day off**

We grant collaborators in our three offices the possibility of taking the day off during the week of their birthday or the next. 98% of the personnel enjoyed this benefit.

### **Flex time during school adaptation** ⚡ NEW

This new benefit offers time flexibility for parents of the offices in Argentina and Mexico, while school adaptation lasts at the beginning of classes.

### **Give More**

We encourage our collaborators to get involved with different social causes, offering all of those who have participated in at least two volunteering activities organized by the Company, a working day off to address social causes of their choice.

### **ESET hours**

We offer the possibility of taking half a day off per quarter to carry out personal procedures. This benefit can be used without having to compensate for it and is aimed at those who work full time in the three offices in the region. 25 people enjoyed this benefit.

### **ESET in the world**

All collaborators in the region have the possibility of working in an ESET office for a week when traveling on vacation or on personal business. Due to the pandemic context, this benefit was not used.





## Health and Healthy Life

### **Massages**

Once every fortnight, the people from the Buenos Aires office can enjoy a 20-minute massage session during working hours and completely free of charge. Due to the pandemic context, this benefit is suspended.

### **Vaccination campaign**

Collaborators in Argentina have the possibility of receiving the influenza vaccine annually. Its application is free of charge and takes place during working hours in the offices. Due to the pandemic context, this benefit could not be carried out.

### **Active breaks**

This activity consists of low-difficulty mobility, relaxation, and stretching exercises, which are uploaded to a web platform so that the people from the 3 offices can enter and carry out the practices of their choice.

### **Healthy nutrition**

We make fresh fruit and healthy snacks available to all collaborators in the common areas of the three offices. In turn, we also offer healthy snacks at team meetings and internal events. Due to the pandemic context, this benefit could not be carried out.





### Functional training · ⚡ NEW

In our Buenos Aires offices, we contribute with the payment of 50% of the monthly fee for functional training. These classes are offered both virtually and in person in different areas of the city. It was launched in October and 6 people used it.



### Menstrual rest disconnection ⚡ NEW

This benefit offers women the possibility of resting, if necessary, during the menstruation period.



### EAP Assistance Program

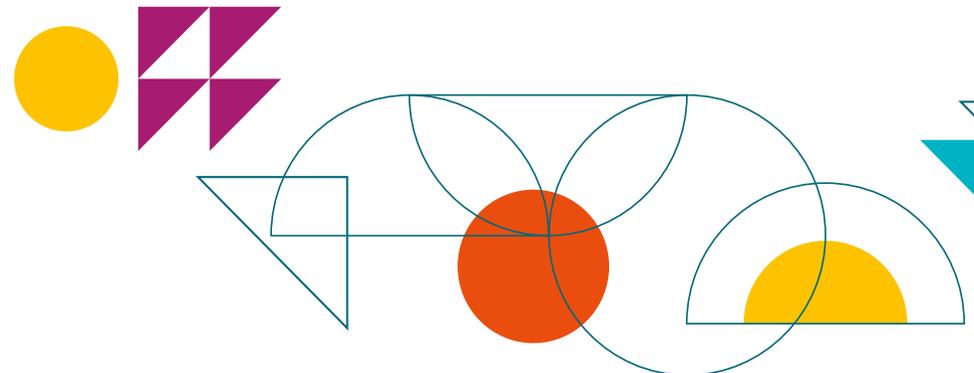
We decided to continue with this benefit to provide comprehensive support to people. The program offers psychological, nutritional, financial, and legal assistance, and can be accessed by collaborators from Argentina, Brazil, and Mexico, and their partners, free of charge. 29 people used this benefit.



### Enjoy Your Choice

It is a benefits program, especially aimed at coordinators, executives, and managers in Argentina, which allows them to select from a menu the benefits they prefer and change them according to their needs. 33 people accessed this program.

The benefits of free movie/theater tickets and discounts on sports, cultural, education, and health activities were suspended due to the pandemic.





# Personal Development

## Graduation award

All the people from the Buenos Aires, São Paulo, and Mexico offices who graduate, receive a financial recognition. The payment of an extraordinary sum is granted – paid as a one-time bonus – 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, whether national or international, public or private. There were no graduation awards.

## Discount in Universities

We made agreements with higher education institutions in Brazil, in order to offer a significant discount in the tuitions for Undergraduate, Technology, Postgraduate, MBA, and Specialization courses.



## ESET licenses

We delivered, free of charge, an ESET Internet Security Pack to all Company personnel at the regional level, which includes various antivirus solutions for different devices and operating systems. 92 packs were delivered.





## Other Benefits



### Integration events

We carried out the following integration events:



#### Argentina:

- ▶ ESET Anniversary Party: we held a virtual event between Argentina, Mexico, and Brazil, in which we had raffles, special mentions, and recreational activities.
- ▶ *Copa América* Sports Bets: a regional sports betting game was launched in June. Participation was optional, it was played by areas, and the 3 teams that obtained the higher scores received prizes.
- ▶ Quarterly Lunches: team meetings were quarterly organized to share a relaxed moment among colleagues.
- ▶ End-of-the-Year Party: it was held in person, in December. We enjoyed a day in a country house, with prizes, raffles, and special mentions.



#### Mexico:

- ▶ Teambuilding: in September, a teambuilding event took place with a mixology class in which all the people from ESET Mexico participated.

- ▶ Quarter Business Review: in April and October, a lunch was held to share the results of the previous four-month period and the objectives of the next one.
- ▶ End-of-the-Year Dinner: an in-person dinner was held at a restaurant and foreign people were invited.



#### Brazil:

- ▶ End-of-the-Year: an in-person dinner was organized at a restaurant.
- ▶ Quarterly lunches: quarterly meetings were held with the teams, in which group wine tastings and finger food were enjoyed, among other things.



### 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.

Brazil and Mexico each have 8 available parking spaces, which are distributed free of charge under the same criteria.

This benefit was used again in the offices of Brazil and Mexico.



## Gifts on special dates

In the month of their birthdays, we entertain collaborators throughout the region by sending individual cakes to their homes, as well as gifts on dates such as Mother's Day and Father's Day. In Argentina, Children's Day and Spring Day were also added. In addition, Christmas boxes were delivered in the three offices.

## Anniversary gift

All collaborators who celebrate 5, 10, 15 and 20 years at ESET are recognized with a gift voucher, in the 3 countries, and with working days off in the case of Argentina and Mexico. 19 people from the team accessed this benefit.



## Reimbursement of services **NEW** · **ESTAR CERCA PLAN**

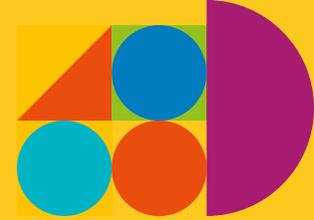
A monthly reimbursement of internet and electricity service expenses is made in the Argentina office. 100% of the collaborators accessed the benefit.

## School kit for parents · **NEW**

Financial support is provided to parents with school-age children through the delivery of a voucher to be used in affiliated bookstores or businesses.

## Early refund of withholdings · **NEW**

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



# Community

#WeAreCommunity





# Community

**MATERIAL TOPIC** → 1, 2, 4, 5, 14

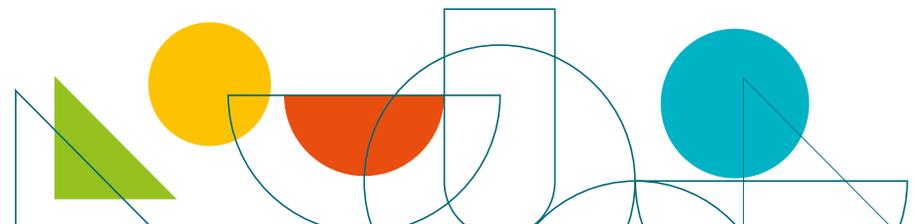
We identified two methodologies for the assessment of the needs to address the work towards the community:

## **Bidirectional perspective:**

To be used in education, information, and awareness-raising projects and programs on the safe use of technology. Being a central part of our business model, the innovations, updates, technological threats, etc. that emerge during the usual operation, set the agenda of the topics. Moreover, the various needs arising from the community and identified through the different projects that we carry out (*NGO Argentina Cibersegura*, *Digiparents*, *Antivirus Tour*, among others) are incorporated, and based on these, the projects implemented from the #WeAreCommunity Axis are developed.

## **Alliances with civil society organizations:**

These serve to address other issues that arise from needs identified by the Sustainability Committees, as well as the needs and expectations of vulnerable populations. In this case, we work through alliances and collaboration agreements with expert civil society organizations: *Ashoka*, *Encontrarse en la Diversidad*, the *Empujar* program of the *Pléroma* Foundation, *Media Chicas*, among others. Likewise, in some cases, it implies the adherence and/or alignment to management models that take the expectations of these populations into consideration; such as, for example, our adherence to the UN Women WEPs and the Program of Companies Committed to Human Rights of the City of Buenos Aires.





## Education on IT Security

**GRI** → 102-11, 103-2, 103-3, 413-1, 413-2

**MATERIAL TOPIC** → 3, 7

One of the main goals is education and awareness-raising in the field of information security in the community. To this end, we continuously develop diverse actions that seek to provide guidance and advice on information security, so that users know how to protect themselves while using IT tools.

This year the pandemic also allowed us to deepen the impacts on education, promoting the democratization of quality knowledge.

This is a pending task for society. The pandemic, far from slowing down our goals in this regard, allowed us to expand its impacts, broadening the range of topics addressed and the populations reached.

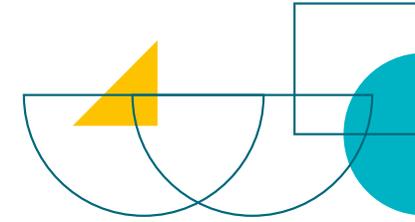
**We deepen the impacts on education by promoting the democratization of knowledge.**



It is one of our strongest educational initiatives in the region. Since 2004, our security specialists have toured various countries and visited different universities to provide up-to-date information to students of careers related, mainly, with technology and information systems.

Given the particular scenario that we have been going through in recent months, we continue to bet on virtual talks, to reach a greater number of students.

Within the usual activities of the Antivirus Tour, we highlight the participation in two events in particular: the [Ekoparty](#), the most important security conferences in Latin America, and the [NotPink Con](#), a conference open to the public composed only of female speakers, which seeks to promote the inclusion of women in technology.





All these activities were open to the general public and we participated thanks to the activities of our Research Laboratory. We managed to convey the significance that information security has attained in recent years to different audiences.

- ✔ **+10,000 attendees**
- ✔ **102 universities and security events**
- ✔ **15 Latin American countries**
- ✔ **Since 2004, we have reached more than 90,000 students**



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

The site, free and open, seeks to satisfy the general public, regardless of their level of knowledge. Thus, the contents are written in such a way that they are interesting, both for the more technical profiles as for the community user.

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 research. Currently, the news portal is available in English, Spanish, Portuguese, and German.

- ✔ **WLS in Spanish = 5,457,057 visits**
- ✔ **WLS in Portuguese = 1,102,538 visits**





It is a cycle of free on-site events that we have been carrying out in the region since 2011. For each year/cycle, exclusive educational contents are developed, and the main trends related to IT security are presented. It aims to train and strengthen the ties between ESET Latin America, its Exclusive Distributors, its Partners, its main users and clients, and the wider community throughout Latin America. In this way, ESET Security Days turn out to be an interesting educational initiative made available to all those people interested in learning more about IT security.

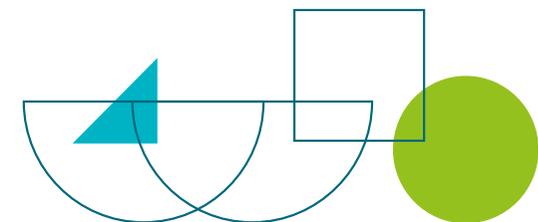
As a consequence of the pandemic, for the second consecutive year, we carried out the cycle 100% online, with live streaming every day. This allowed us to reach all the countries in the region, and even places we could not reach in person. We shared high-value content in each meeting and profiled the attendees at the same time, through strategically thought-out calls. This year, the focus was set on the main cyber threats, digital transformation, trends, and complementary topics, such as information protection in ISPs and information on technological solutions.

Unlike 2020, this year each country held its own event, which allowed us to offer a local vision in each edition that, without a doubt, brought us closer to the public.

- ✓ **9 events held**
- ✓ **+3,500 attendees**



Virtuality allowed us to reach all the countries in the region, even places we could not reach in person.





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 protection methods, have the possibility of taking free or paid courses on our portal. Once the content has been completed, registrants can take an online exam and, if they pass it, they obtain a certification that endorses the knowledge obtained.

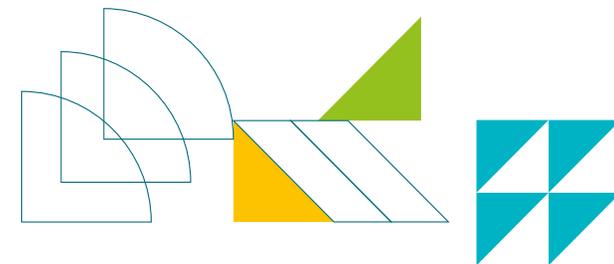
- ✓ **+5,000 people registered**
- ✓ **135,977 active users**
- ✓ **Largest security e-learning platform in Latin America.**



We carry out this contest that seeks to promote research in IT security, through a CTF (Capture The Flag), used to refer to the activity of solving IT challenges in order to obtain a text.

Through this award, we seek to distinguish the work of university and/or tertiary level students from across the region, with a competition in which different knowledge is evaluated through challenges. This initiative emerged with the aim of recognizing and rewarding the work and dedication of those who share with ESET the importance of research in information security, to prevent the complex attacks that compromise the user. The winners are awarded with materials and devices, so that they can continue with their research activities.

- ✓ **62 people**
- ✓ **20 Latin American universities**
- ✓ **7 countries in Latin America**
- ✓ **4 Winners**
- ✓ **6 Special distinctions**





This initiative is unique in the region and aims to distinguish the work of the 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 their security on the Internet.

✔ **170 works received**

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 judges, made up of renowned journalists and IT specialists from the region.

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

The author of the best journalistic work is awarded with a trip to the Mobile World Congress, the most important mobile communication congress in the world, which is currently held at the Fira de Barcelona, Spain. Likewise, he or she is invited to visit 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 per region (Brazil, Mexico, Andes, Rio de la Plata, Central America, and the South American Caribbean) with an *E-Reader*.



## Winners:



Winner of the 2021 ESET Award for IT Security Journalism: Facundo Iglesia, from *Crisis Magazine*, Argentina, for his article [“Más bueno que un hacker”](#) (Better than a hacker).



Winner of the Graphic Press category: Javier Méndez, from *Enter.co Magazine*, Colombia, for his report [“Viejas técnicas, nuevas trampas”](#) (Old techniques, new traps).



Winner of the Digital Press category: Gabriel Francisco Ribeiro, from *UOL*, Brazil, for his story [“STATUS: VASCULHANDO... - Tilt mostra como peritos varrem celulares e descobrem até informações que dono tentou esconder”](#) (STATUS: SCROLLING... - Tilt shows how experts scan cell phones and even discover information the owner tried to hide).



Winner of the Multimedia Press category: Julio López, from *ARTEAR*, Argentina, for his work [“Estafas virtuales”](#) (Virtual scams).

**We believe in recognizing the work and dedication of those who are committed to information security research.**

## Special distinctions by region:



**Brazil Region:** Gracielly Bittencourt Machado, from *TV Brasil*, for [“As definições de fraude foram atualizadas”](#) (Fraud definitions have been updated).



**Mexico Region:** Christopher Holloway, from *IT Masters Mag*, for [“Ransomware, la más peligrosa amenaza”](#) (Ransomware, the most dangerous threat).



**Andes Region:** Ricardo Zambrano, Ecuador, from *El Universo*, for [“Una cuenta robada de Instagram se comercializa hasta en \\$15 en el mercado negro de Ecuador; un perfil de Fortnite en más de \\$40”](#) (A stolen Instagram account is sold for up to \$15 on the black market in Ecuador; a Fortnite profile for over \$40).



**Rio de la Plata Region:** Desirée Jaimovich, Argentina, from *Infobae*, for [“Crean perfiles falsos de bancos en Instagram para cometer fraudes”](#) (Fake bank profiles are created on Instagram to commit fraud).



**Central American Region:** Ingrid Reyes, Guatemala, from *Prensa Libre*, for [“Cuán vulnerables somos a los ataques cibernéticos”](#) (How vulnerable we are to cyber attacks).



**South American Caribbean Region:** Johana Fiallo García, Colombia, from *El País*, for “Las redes, enredadas” (The networks, tangled).



The organization held more than 220 online and in-person talks for educational, sports, and government institutions, as well as for companies. Through these, we reached more than 39,000 people from different locations across the country thanks to spokespersons that collaborated voluntarily providing each of these encounters. Ten years after the beginning of Argentina Cibersegura, nearly 4,000 meetings have already been held with the aim of raising awareness about a safer digital world.

To continue strengthening the messages and strategic scope within the NGO, in 2021, more than 90 special projects were carried out throughout the country: 16 teacher training sessions, 54 talks with content adapted to companies and institutions, 8 workshop meetings, and participation in updating conferences, events, and massive meetings.





It is important to highlight the commitment to the social campaigns that continue to be strengthened, such as “#NoalGrooming” (NoToGrooming), which promotes the fight against this problem that affects minors in the digital world, and “#MiRedSegura” (MySafeNetwork), which encourages children of the country to work on raising awareness on the Internet with an interactive proposal of videos and graphic posters.

Finally, the annual educational event was carried out, with the aim of providing formal and non-formal educators with tools for the digital world. The event was held online and consisted of 4 strategic encounters about the legal reality that we experience as teachers on the Internet, and a proposal for reflection on the limits and realities of digital violence. More than 500 people participated and, with the aid of leaders in education, law, and technology, spaces for consultation, dynamic talks, and tools for work were offered.

- ✔ **Monetary donation: €13,153**
- ✔ **Valuation of the resources provided by ESET as a donation: 96 hours of pro bono work, equivalent to €1,212**





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 needing to be a technology expert. For this reason, we invite fathers, mothers, educators, and adult persons to improve their knowledge and experience on the Internet. To this end, we created Digipadres, which makes valuable educational content available so that they learn to care for minors while using the web and create a healthy and safe space for them.

We were invited to participate in two events: **“TED Entramar: Teachers for teachers, without borders”**, in which we gave the talk “Practical advice for a safe virtual school”, and the workshop **“I am a Cyber Mom”**, organized by the Ibero-American Association for Data Protection, in which we talked about how to prevent digital violence and accompany children on the Internet.





The new content addressed the following topics:

- ▶ How accessible are the different layers of the Internet to children?
- ▶ Modern Classrooms: how to protect your children from technology?
- ▶ Do you feel distanced from your children due to technology?
- ▶ *Sharenting*<sup>12</sup>: why it influences the future of your children
- ▶ Smart watches: How to choose the ideal one for your children?
- ▶ Are your children gamers?
- ▶ Identity theft affects children too
- ▶ The dangers of false information and how to help children recognize it
- ▶ Zoom and webcams: how to protect minors
- ▶ *Bullying*<sup>13</sup> on the internet: what is cyberbullying and how to stop it
- ▶ Back to school: allies in the organization
- ▶ How safe are your children while playing?
- ▶ How to create strong passwords?

## We propose to generate a healthy and safe space for minors.

Our sales channel, especially distributors, also carries out actions promoting this campaign. For example, in Ecuador we closed the year with a talk for parents and their children; in Venezuela, two interviews were coordinated (TV and Radio), named "Security in Mobile Devices for the Browsing of Children and Adolescents" and "Dangers to which children and adolescents are exposed when they access the Internet."



### New allies

- ✔ *Asociación Iberoamericana de Protección de Datos (Ibero-American Association for Data Protection)*
- ✔ *Eduktech*
- ✔ *Si nos reímos, nos reímos todos (If we laugh, we all laugh)*
- ✔ *Fundación en Movimiento (Foundation in Motion)*

<sup>12</sup> Term that comes from joining "share" and "parenting". It implies the action of constantly sharing photos or videos of children on the internet.

<sup>13</sup> Physical or psychological harassment that schoolmates inflict on another student.



**642.538**

Sessions in Latin America



**783**

Users registered on the platform



## Webinars

1

Back to school: a shared responsibility.

**53** attendees + **238** enrollees

2

How and when to talk about pornography with minors?

**78** attendees + **207** enrollees

3

Let us reflect on digital violence.

**40** attendees + **142** enrollees



**Digipais**

UMA INICIATIVA DA **saferkidsonline** by **CS&T**

Digipais, our Portuguese version of Digiparents, reached 306,168 sessions (600% growth compared to last year) and 54 users registered on the portal. In addition, we gained our first 2 allies for the portal: *Fofuuu*, a social impact company whose mission is to use technology in a playful manner to include it in children's education; and PAC, an NGO that aims to promote the personal and social development of children, adolescents, and families at risk and/or socially vulnerable, through socio-educational, cultural, and professional actions.

The generated content was:

- ▶ Device and file protection in the modern classroom
- ▶ Do you feel distanced from your children due to the few technologies? Set healthy limits
- ▶ What is sharing and why is it the influence or the future of your children?
- ▶ Smart watches: How to choose the ideal one for your children?
- ▶ Are your children gamers? 5 tips to take care of their safety while playing



- ▶ Identity theft affects children too
- ▶ The dangers of giving false information and how to help children reconceptualize it
- ▶ Zoom and webcams<sup>15</sup>: How to protect the privacy of the little ones?
- ▶ Children and screens: how to develop healthy habits
- ▶ Harassment on the Internet: what is cyberbullying and how to stop it
- ▶ Childhood and cybersecurity: keys and challenges of the current country
- ▶ How safe are your children when they play?
- ▶ Children in lockdown: at home and with the family
- ▶ Children and social networks: main risks and challenges
- ▶ How to create strong passwords

✔ **306,168 sessions**

✔ **600% growth compared to last year**

✔ **54 users were registered in the portal**

## Awareness talks

Several years ago, we set out to create ties with the sustainability areas of other companies and organizations, in order to be able to work on and articulate joint initiatives.

Through these alliances, we were able to provide awareness talks on privacy and safe technology for the personal use of networks, devices, etc. According to the needs of the collaborators of each organization, content from our Digiparents initiative was proposed for parents, or general content for any user.

**We set out to create ties with sustainability areas of other companies and organizations.**

We held a virtual talk for the Herbalife company, in which more than 30 people participated.

Moreover, in this same line, we collaborated with the content of one of the classes of the Sustainable Development Program of AG *Sustentable-HSBC*, we participated in the Chair of the United Nations Global Compact, and we presented the Cybersecurity Program as a business experience in the ["Compilation of business experiences and tools on due diligence in the field of Human Rights in Latin America and the Caribbean"](#) of RBCLAC, EU and UN.



<sup>15</sup> Web cameras



## Voluntariados Corporativos

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 encourage community contribution. For this reason, we develop volunteering activities, articulating with different civil society organizations that respond to the needs of our environment and the concerns raised by the people who work in the Company.

We have to generate continuity, a bond beyond the specific activity that is carried out. For this reason, we develop different proposals that transcend the activity itself: our contribution with the NGO *Argentina Cibersegura*, the relationship with the San Fernando Social Diner, and our support and participation in the *Nexos* project from Ashoka and the *Empujar* (Push) project. These are examples of the approach that we initiated a few years ago and that we intend to strengthen over time.

Due to the pandemic, we focused on those projects that continued virtually. Although voluntary participation in these decreased notably, we maintained the participation of the Exclusive Distributors.



**Conectados, entra en acción**  
**(Connected, take action)**

**2 volunteering activities**

in the San Fernando Social Diner



**Donation of**

**60 presents** for Children's Day

**60 presents** for Christmas



**NEXOS**

**15 entrepreneurs**

**10 different countries** in the region



**EMPUJAR**

**550**

participants



**MEDIA CHICAS**

**3.000**

participants



**ECO HÉROES**

**300**

participants



**POTRERO DIGITAL**

**2.290 participants trained** of which

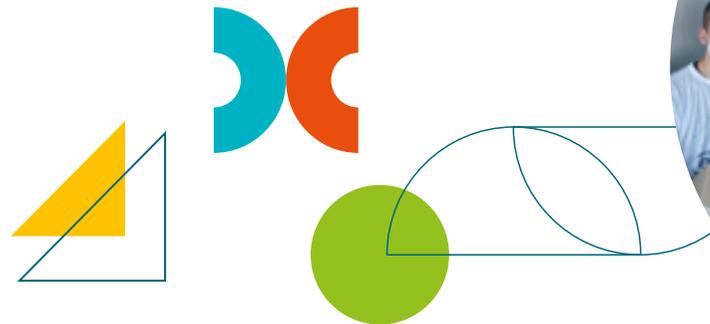
62% were women



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

It is our direct-action volunteering program. We offer our collaborators and business partners several actions each year, in which, in coordination with a civil society organization, they participate in specific activities for half a day.

We believe in teamwork; for this reason, we work with different organizations, generating joint projects and supporting some already existing ones. Due to the pandemic, this project represented a great challenge and we finally managed to resume it in Argentina.





## Children's Day and Christmas at the San Fernando Social Diner

We carried out 2 activities in which we were able to get involved in a more personalized way, thanks to the participation of people from [Hacer para Ser](#) (HPS, for its acronym in Spanish) (Do to Be). The first was held for Children's Day, together with 18 volunteers, in which we prepared surprises so that the 60 children at the social diner could enjoy their day.

We divided into 3 commissions in which each team was responsible for a different task: presents and snacks, tutorials, and magazine. Thanks to the work and passion of our volunteers, we managed to bring each child a box full of surprises, a magazine with activities, elements to put together a different and fun afternoon snack, games and toys, and we digitally sent them videos made by us in which we showed them how they could put together the afternoon snack, what activities they could do with the boxes, and some recorded stories.

For Christmas, the 11 volunteers put together a game library for the social diner and we prepared little presents for them. We divided into 2 commissions in which each team was responsible for a different task: presents and snacks, games for the game library. Thanks to the great work of our volunteers, we managed to put it together so that they could use it in the social diner and give them a present.





## Social and labor inclusion at ESET

As part of our commitment to the Sustainable Development Goals (SDGs), we began to work strongly on issues of social and labor inclusion. For this purpose, we operated with different organizations, generating joint projects and supporting some already existing ones. We worked with Ashoka, Pléroma Foundation, Media Chicas, among others.



As part of our support for the development of projects that promote inclusion and social innovation, we joined Nexos, carried out by the NGO [Ashoka](#). It is the new initiative designed to accompany, strengthen, and empower new Ashoka Fellows in their first year of membership in the organization's lifelong network. Every year, a new cohort of social entrepreneurs from the region participates in a series of training, network building, and leveling activities around concepts and skills with the purpose of equipping them to enhance the impact of their initiatives and contribute to systemic changes in their fields of action.

For 10 weeks, the social entrepreneurs participated in a course in which they reviewed the key concepts of systemic change, designed their strategies to achieve it according to their intervention models, and received feedback from their colleagues. From ESET Latin America, we maintained our alliance with the NGO and our collaborators, together with the Exclusive Distributors, participated as mentors, providing consulting on specific topics, based on their skills and knowledge, and taking into account the needs of each team.

- ✓ **15 social entrepreneurs from 10 countries in the region participated: Brazil, Costa Rica, Mexico, Saint Lucia, Argentina, Uruguay, Paraguay, Chile, Bolivia, and Venezuela.**





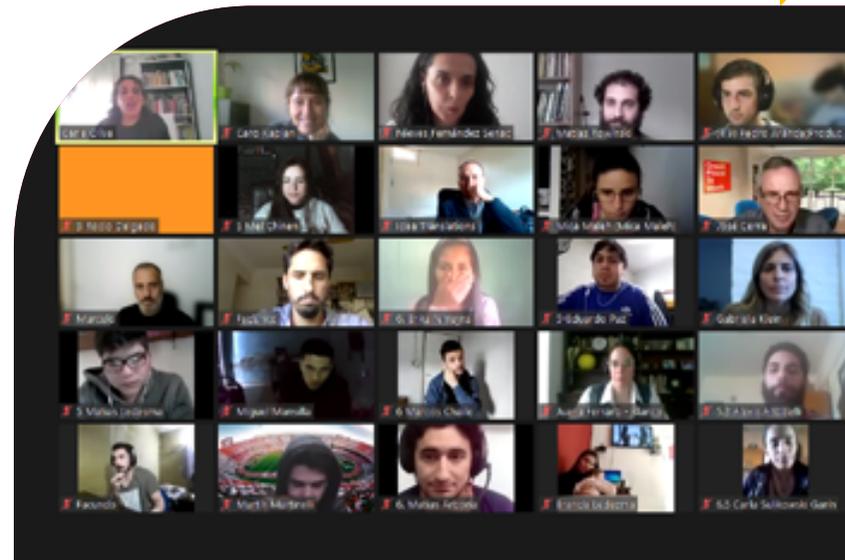
For the third consecutive year, we joined the *Empujar* Project of the *Pléroma* Foundation. This organization aims to provide employment opportunities to young people between 18 and 24 years old in vulnerable economic and/or social conditions and with a desire to progress. It promotes their personal and social development through an educational program that trains them in skills and abilities for employment.

**Provide employment opportunities to young people between 18 and 24 years old in vulnerable economic and/or social conditions and with a desire to progress, by promoting their personal and social development.**

We participated in the different virtual activities that were developed, among them, "Partner Company." Within the framework of this activity, the management team accompanied a group of more than 30 youths in the development of their final project based on our Company,

providing all the necessary information to carry it out, and feedback on the different aspects of the project throughout the process. In turn, from the Human Resources area, we participated in mock job interviews.

- ✓ **550 youths were accompanied.**
- ✓ **From ESET, 10 people participated.**
- ✓ **28 hours were given to this project.**



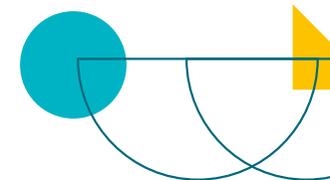


As part of our strategic alliance with Media Chicas (a non-profit organization that aims to reduce the digital gender gap through the inclusion of women in science and technology), we carried out several activities:

We participated as a jury in the [STEM Impact Awards](#). The call was addressed to all those women, trans women, or non-binary people who undertake or generate impact in spaces linked to science and technology, both professionally and personally, in Latin America.

For the second consecutive year, we joined [JUMP](#), the virtual conference on technology with gender inclusion in Latin America. During the event, workshops, talks, and conferences were imparted to achieve learning, connect people, empower talents, make the culture of diversity visible and influence, in this way, a paradigm shift that enables women's access to technological spaces. Martina López, IT security specialist at ESET Latin America, participated in the "IT Security 101" workshop.

✔ **More than 3,000 people participated in this free event. 62% of the public perceived themselves as women, there were 32 speakers, and 17 hours of live transmission.**





Eco Heroes proposes a campaign that promotes art, childhood, and caring for the planet. During Children’s Month (August), *Dar Sentido* launched a nationwide contest that invited children from various schools across the country to participate, under the slogan “Create your Eco Hero. You have the power to change the world.” They were invited to devise and create their ideal ecological superhero in a drawing. The winning drawings were recreated by great and renowned artists and will be part of the new *Artistas con Sentido* (Artists with Meaning) 2021 collection. We supported this initiative by disseminating it on our networks and donating licenses to the winning institutions and children.

✔ **The contest had 300 participants and 10 winners.**



This project, run by the [Compromiso](#) (Commitment) Foundation, is based on a network of learning centers for digital trades aimed at people over 16 years old. It contributes to the

democratization and inclusion in the access to the opportunities presented by the digital economy, through the development of digital skills for the labor insertion and progression of individuals without access to training possibilities. In this framework, Sol González, our IT security specialist, gave a talk on safe practices in the use of technology and the Internet.

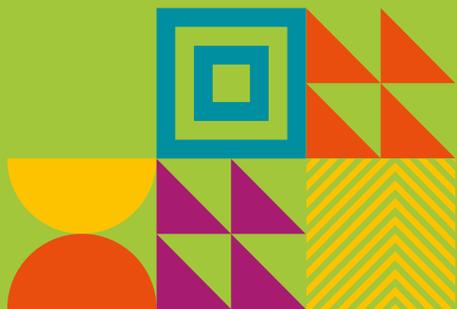
✔ **2,290 people trained, of which 62% are women.**





# Environmental dimension

#WeAreAware





# Environmental Dimension

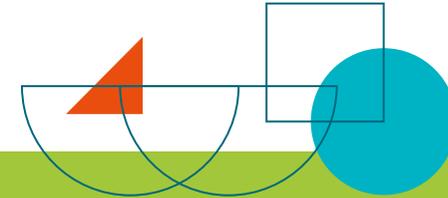
**GRI** → 103-2, 103-3

**MATERIAL TOPIC** → 12, 13

We have an active commitment with the care of the environment, and we are concerned that our collaborators act accordingly, not only within the facilities, but also in their private sphere as agents of change.

Although our activity does not generate a great environmental impact, we are aware of the effect that our operations can have on the environment, which is why we feature an Environmental Policy.

Since the SPMI (Social, Preventive and Mandatory Isolation) instituted in March 2020, the collaborators of our three offices have worked from their homes. For this reason, it was not possible to closely monitor the environmental impact measurements. Still, it can be clearly appreciated that, thanks to the almost complete cessation of activities in the office, the environmental impact was significantly reduced, since they were virtually uninhabited all year round.



**We continued to focus on raising awareness and implementing good practices that transform consumption habits and favor the efficient use of natural resources. We approached this task, especially, promoting the adoption of good practices in the personal and family sphere.**





## Awareness actions



### Municipality of Vicente Lopez

For more than 8 years now, we have had a very fluid contact with different areas of the Municipality of Vicente Lopez, the locality where our offices are located. Within the framework of this relationship, we continued to accompany the “Green Days” of differentiated waste collection of the Municipality.

 LINK

[Municipality of Vicente López](#)



### Urban Gardens

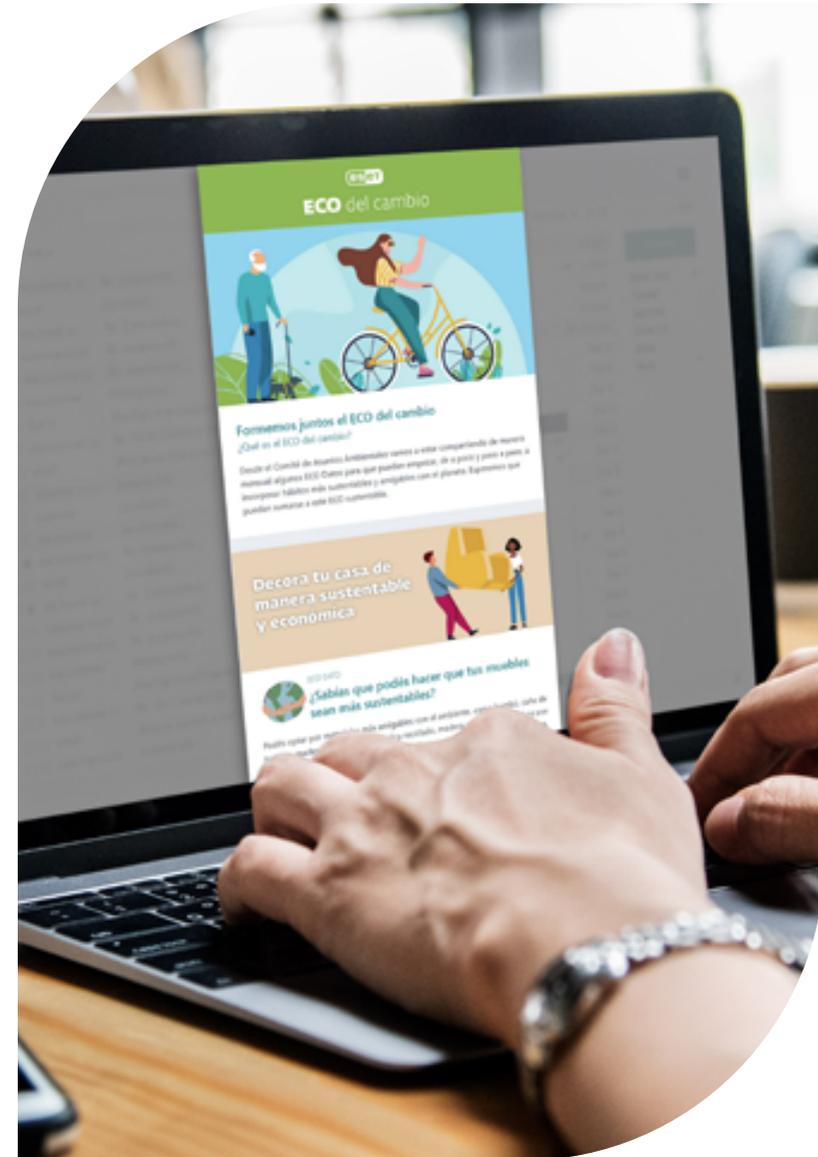
We believe in the importance of creating green spaces within our offices and raising awareness about their care. For this reason, at the Buenos Aires office we continued with the maintenance of our plants and vertical gardens.





## “Eco Cambio” (Eco Change) Campaign

From the Environmental Affairs Committee, we developed an internal campaign in which a monthly newsletter was sent with ideas for responsible consumption, suggestions of environmentally friendly entertainment and audiovisual content focused on environmental problems, with the aim of becoming conscious consumers.





# Energy consumption

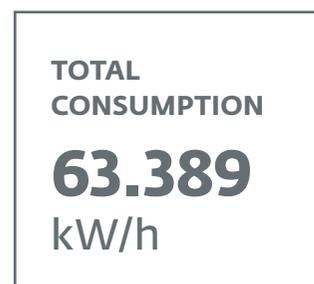
GRI → 302-1, 302-4

CONSUMPTION IN KW/H ARGENTINA	2021	2020	2019
January	3.898	8.919	9.264
February	3.174	10.509	10.420
March	3.501	8.780	7.984
April	3.361	7.629	5.997
May	3.027	3.091	6.484
June	2.956	3.458	7.898
July	4.678	3.626	7.089
August	4.140	3.338	8.317
September	3.483	3.034	7.810
October	3.460	3.333	6.832
November	3.385	3.774	7.094
December	4.350	3.898	8.415



## Consumption Argentina

● 2021 ● 2020 ● 2019





CONSUMPTION IN KW/H BRAZIL	2021	2020	2019
January	311	482	832
February	322	757	1.196
March	316	589	812
April	363	410	851
May	302	295	757
June	292	270	665
July	261	286	456
August	252	299	507
September	257	275	566
October	274	287	646
November	251	1.031	597
December	271	399	618



## Consumption Brazil

● 2021 ● 2020 ● 2019



TOTAL CONSUMPTION  
**3.472** kW/h

TOTAL CONSUMPTION  
**5.380**  
kW/h

TOTAL CONSUMPTION  
**8.503**  
kW/h

We reduced energy consumption by 31.5% in the Argentina offices and by 35.5% in the Brazil offices. This decrease is due, almost entirely, to the fact that during 2021 they both continued to work remotely. The measurement of this consumption in the Mexico offices 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

**GRI** → 103-2, 103-3, 302-5, 306-1, 306-2, 306-3

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



### Monthly maintenance of air conditioners

We implemented temperature control and preventive maintenance, avoiding inefficient energy consumption.



### Virtualization of servers

We optimized the use of energy resources in servers. In addition, we migrated the old IBM physical servers to new HP ones; in this way we aspire to lower energy consumption with more modern and efficient servers.

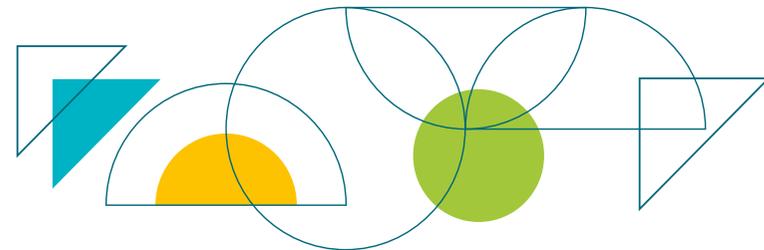
This is how we continue to bet on this solid technology, which, in addition to being a very good solution, is effective in terms of energy saving.

## Waste management and reduction

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

Our Company adheres to the differentiated collection system of the Municipality of Vicente López, which is implemented through a collection schedule for specific piles, nightly waste collection, sweeping, and “Green Day” (collection day for recyclables, such as paper, plastic, cardboard, metal, textiles, and glass in bags).

Our products are not physical but digital, therefore there is no direct connection between the activities and waste generation. Likewise, delivery logistics is also 100% digital. We maintain the policy of not generating packaging as a traditional marketing tool if it is not strictly necessary.





### Waste Sorting Program

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

During 2021 we worked entirely remotely, and we do not have metrics on waste sorting, since we did not attend the workplace.

We continued to raise awareness with emphasis on the importance of source separation.



### Reduction of single-use plastics

To reduce the amount of plastic packaging and plastic bags, we incorporated a bag, a container, and a reusable straw into our welcome kit. 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 coordination with shops in the area, we procured different agreements and discounts available only for those people who bring the plastic container to put the purchased food in.

For several years now, in the Buenos Aires offices, our coffee machines do not provide disposable plastic cups as a default option. In this way, we reduced consumption by 10,162 disposable cups annually.

To reduce the amount of plastic packaging and bags, we incorporated a bag, a container, and a reusable straw into our welcome kit.

### Reuse of plastic bags



For several years now, we have incorporated the habit of collecting plastic bags in our three offices, so that they recirculate among those who need them and delay their final disposal.

### Double-sided printing



We feature a printer configuration manual to reduce and optimize paper consumption. It is sent periodically every quarter.



### Reduction of sweetener sachets

Sweetener sachets are made from a material that, for the time being, cannot be recycled in Argentina. In order to reduce this type of waste, we offer light sugar<sup>16</sup> in bulk and liquid sweetener as an alternative. In this way, the generation of this residue is reduced by approximately 50%.



### Installation of hand dryers

To reduce the consumption of paper towels in the bathrooms, we installed 4 electric hand dryers. In this way, the consumption of paper towels is reduced by 55%.

Paper towel consumption is reduced by 55%.

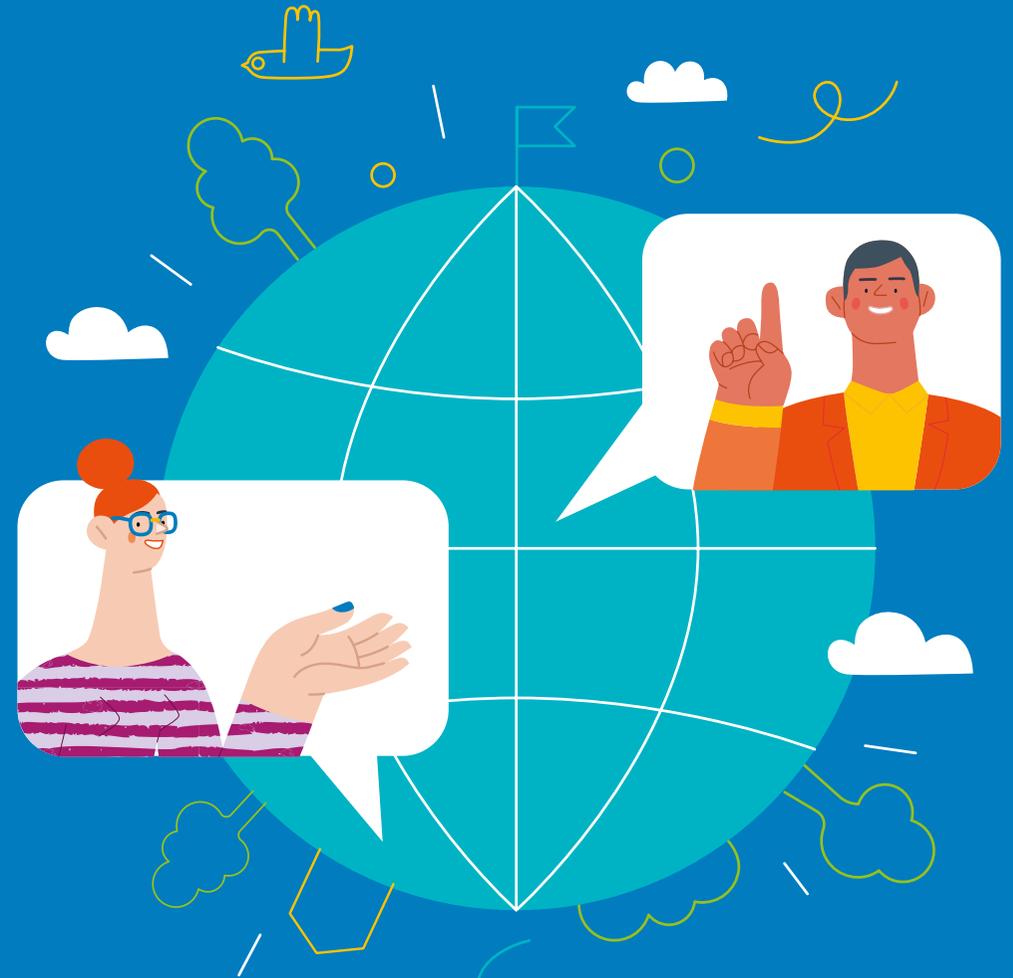


<sup>16</sup> Light sugar tastes like regular sugar but with half the calories; it contains more than 99% refined sugar combined with aspartame and acesulfame K. In this way, it doubles the sweetening power of sugar.



# Value chain

*#WeAreReliable*





# Our Exclusive Distributors

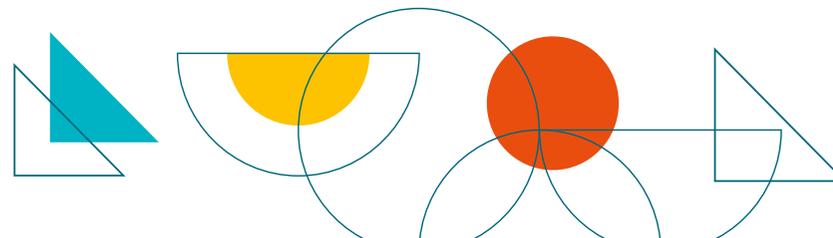
**GRI** → 102-9, 413-1

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

During this year, the people who work in the Exclusive Distributors continued to do so sporadically, almost entirely, with a mixed scheme between on-site and remote work, prioritizing the health of their collaborators.

90% participated in the Nexos Program, which is described in the Community Chapter, not only supporting the initiative financially, but also as volunteers.

The workforce of our 7 Exclusive Distributors is generationally mixed, mostly between 31 and 45 years old. Likewise, we highlight that 5 of them feature personnel over 60 years of age.





## Breakdown of collaborators

### ESET Venezuela



**Under 30 years**

♂ 31% ♀ 15%

**Between 45 and 60 years**

♂ 15% ♀ 8%

**Between 31 and 45 years**

♂ 15% ♀ 8%

**More than 60 years**

♂ 8% ♀ 0%

### ESET Central America



**Under 30 years**

♂ 11% ♀ 18%

**Between 45 and 60 years**

♂ 5% ♀ 5%

**Between 31 and 45 years**

♂ 37% ♀ 29%

**More than 60 years**

♂ 3% ♀ 3%

### ESET Peru



**Under 30 years**

♂ 12% ♀ 7%

**Between 45 and 60 years**

♂ 16% ♀ 14%

**Between 31 and 45 years**

♂ 21% ♀ 16%

### ESET Colombia



**Under 30 years**

♂ 21% ♀ 10%

**Between 45 and 60 years**

♂ 3% ♀ 3%

**Between 31 and 45 years**

♂ 28% ♀ 28%

**More than 60 years**

♂ 3% ♀ 3%



### ESET Ecuador



**Under 30 years**

♂ 26% ♀ 10%

**Between 45 and 60 years**

♂ 5% ♀ 10%

**Between 31 and 45 years**

♂ 69% ♀ 80%

### ESET Panama



**Under 30 years**

♂ 0% ♀ 22%

**More than 60 years**

♂ 11% ♀ 0%

**Between 31 and 45 years**

♂ 56% ♀ 11%

### ESET Uruguay



**Between 31 and 45 years**

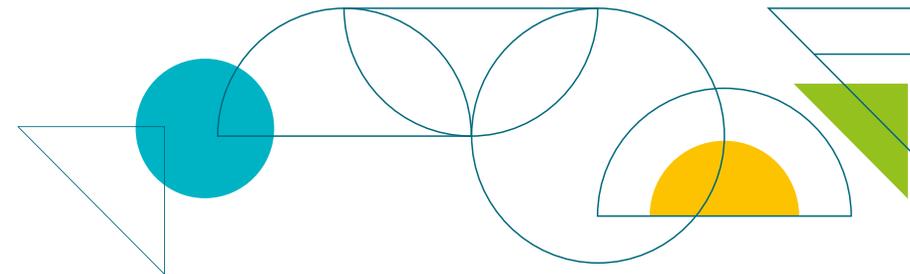
♂ 33% ♀ 0%

**More than 60 years**

♂ 17% ♀ 17%

**Between 45 and 60 years**

♂ 17% ♀ 17%





## ESET Venezuela

Represented by Logintel



### Community

Investment 1.235 USD

#### Actions implemented:

- ✓ Continuing the alliance with the *Fe y Alegría* Monterrey School, they donated a refrigerator and school supplies for the students.
- ✓ They supported several initiatives of the student group "Association of Young Entrepreneurs of the Simón Bolívar University" (AJE-USB), as sponsors and speakers at the Smart Caracas Initiative.
- ✓ Teaching and outreach activities at the Simón Bolívar University and at the Monteávil University.



### Collaborators

Investment 4.699 USD

#### Actions implemented:

- ✓ They worked with different schemes: "supervised partial flexibilization", "general flexibilization," among others<sup>17</sup>.

- ✓ In alliance with the business partner *ALTERinfo*, they carried out PCR tests, providing workers with a kit containing masks, a faceshield, antibacterial gel, alcohol, gloves, and liquid soap.
- ✓ They continued with the Health and Life Insurance Plan with broad coverage for collaborators.
- ✓ They celebrated the birthdays of each month and a Christmas lunch was held at the Sartenejas Technological Park.



### Environmental dimension

Investment 400 USD

#### Actions implemented:

- ✓ Digitization of documents and reuse of single side printed paper for printing. This made it possible to reduce paper consumption by more than 95%.
- ✓ Paper recycling activities continued through the recycling company REPAVECA. By means of 3 ecological boxes arranged at strategic points in the office, they collected more than 80kg of paper.
- ✓ Collection of cell phone batteries, toner cartridges, energy-saving and fluorescent light bulbs, and plastic containers, which were disposed of at the USB *Ecological Kiosk* to later be reconditioned, recycled and/or disposed of safely.

<sup>17</sup> The Venezuelan Executive Power implemented different confinement and flexibility schemes, such as the so-called 7+7, which consists of seven days of activation of ten economic sectors and seven days of strict quarantine, segmented by states based on the curve or expansion phase of COVID-19 presented by each region.

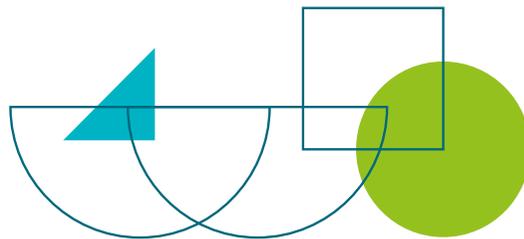
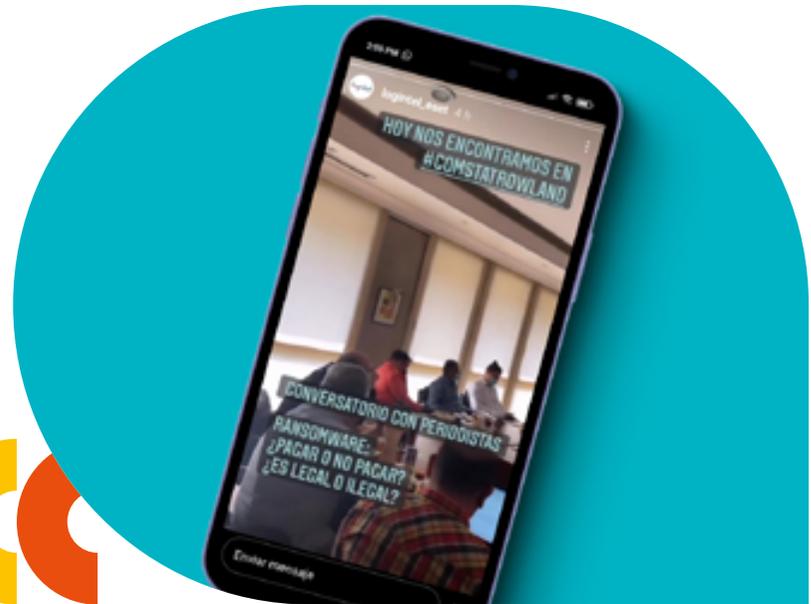


- They placed awareness posters about saving electricity and about the benefits of drinking water next to the dispensers in the facilities of the Sartenejas Technology Park, and, given the home office work context, they were also disseminated through bimonthly newsletters via corporate mail.

 **Value chain**  
Investment 0 USD

**Actions implemented:**

- Meetings with the main sales channels to provide feedback regarding their performance, as well as receiving it regarding Logintel's attention as Exclusive Distributors and second level support, define strategies for identifying new clients, and marketing strategies for products in the country.
- Technological breakfast* aimed at journalists from the Technology area, in which information security was discussed.





# ESET Peru

Represented by Sistec

**Community**  
Investment 700 USD

### Actions implemented:

- ✓ Within the framework of the Digiparents initiative, the Municipality of Lima, together with its *Lima Educación* project, organized the 1<sup>st</sup> Congress of the Peruvian Family, an awareness space on “Technology and Social Networks,” which featured more than 130 participants. This led to recognition by the Municipality of Lima.
- ✓ Together with the “Pro Ayuda A Caminar” Association, whose mission is to help socioeconomically vulnerable families, they organized a clothing collection campaign “Together we can keep warm.”
- ✓ Volunteering for Christmas: “Give a smile to the children of Pacayzapa,” which benefited 200 children from that community, located in the San Martín region. For this initiative, the collaborators raised funds to buy toys and organized a chocolate milk party in the community, in coordination with the local parish. Also, they were in charge of buying and selecting the toys, wrapping the gifts, and writing letters for the children.





## Collaborators

Investment 10.000 USD

### Actions implemented:

- ✓ They began to implement the hybrid work modality: twice a week in the office and three times a week doing telework.
- ✓ Constant monitoring of the health situation of each collaborator. Similarly, support was provided to those people who were affected by COVID-19.
- ✓ They developed the Benefits Policy considering the adaptation to the new work reality.
- ✓ They continued with the training plan, activities, and talks. They carried out: a talk on mental health, active break sessions, personalized job assessments, a prevention talk, and a communication about the correct posture.
- ✓ Monthly virtual integration meetings with all the people of the Company.
- ✓ Collaborators were given licenses to protect the devices in their homes and those of their family members, and breakfasts were sent on each birthday.





### Environmental dimension

Investment 500 USD

#### Actions implemented:

- ✓ Awareness on the final disposal of facemasks<sup>18</sup> for collaborators and on the proper use of reusable bags.
- ✓ They promoted the development of urban gardens: seeds of coriander, chamomile, parsley, among others, were distributed to those who make up the Company, for them to plant and harvest at their homes, producing oxygen and, at the same time, having organic home-produced food.



### Value chain

Investment 496.000 USD

#### Actions implemented:

- ✓ Communications to business partners on the recycling of facemasks and the proper use of reusable bags to raise awareness on the care for the environment.
- ✓ They involved the Partners in the preparation of the gifts for the Christmas volunteering activity.

- ✓ They organized “The ESET Awards 2021” event, which seeks to recognize the management and work of the *Partner* at a commercial level. It took place in the La Rosa Náutica restaurant, with all the biosafety protocols.



<sup>18</sup> Due to the pandemic, large amounts of waste were generated in the streets, as a result of the disposal of protective masks.



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

Represented by SIAT



### Community

Investment 7.548 USD

#### Actions implemented:

- ✓ Awareness talks on the safe use of technology.
- ✓ Within the framework of the Digiparents initiative, through an alliance with the Sagrado Corazón School, they held 12 virtual talks provided by collaborators and business partners, aimed at students between 10 and 19 years old, their teachers, and parents. More than 200 people participated.
- ✓ The contents of Digiparents were disseminated monthly, both internally and externally.
- ✓ "I am and I am going to" initiative in support of the treatment, both medical and emotional, of women affected by breast cancer.
- ✓ Donation of 270 antivirus licenses to the Telethon project.

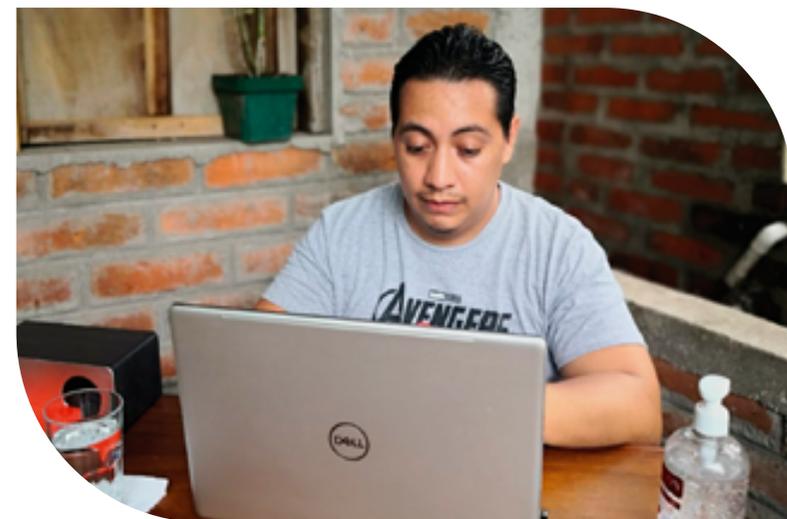


### Collaborators

Investment 28.655 USD

#### Actions implemented:

- ✓ They continued to work remotely.
- ✓ They shared infographics related to productivity and well-being in telework, they were trained in team management and remote work, and continued with flexible schedule schemes.
- ✓ They redefined and relaunched the Benefits Policy, adjusted to the realities of all the countries: study scholarships, training, celebrations, longer paternity leaves than those granted by law, weekly gym classes, festivities, among others.





 **Environmental dimension**  
**Investment 539 USD**

**Actions implemented:**

- ✔ Internal awareness campaign for the people who work in the Company with the aim of generating environmental care practices.
- ✔ Internal contest that proposed thinking of possible actions to take care of the environment.
- ✔ The winning idea of the contest was implemented, which involved installing an automated irrigation system with recycled water in the Home *Nuestros Pequeños Hermanos* in Honduras.



 **Value chain**  
**Investment 1.239 USD**

**Actions implemented:**

- ✔ Training and tools on products and services continued to be provided to business partners, and also awareness was spread on the safe use of technology.
- ✔ Commercial partners were an active part of the activities, by giving awareness talks on the safe use of technology and, also, in the installation of the irrigation system in the Home *Nuestros Pequeños Hermanos* in Honduras.





# ESET Colombia

Represented by Frontech Ltda.



## Community

Investment 500 USD

### Actions implemented:

- ✓ They resumed contact with the organization *Redpapaz*.
- ✓ Within the framework of the Digiparents initiative, they held an awareness talk on Sexting, Grooming, Privacy, and Cyberbullying, for young leaders from the different neighborhoods of Bogotá who belong to this organization.
- ✓ Refreshments were sent to the youth of the Organization for Christmas.



## Collaborators

Investment 1.500 USD

### Actions implemented:

- ✓ They continued to work remotely, prioritizing the health and safety of their collaborators.
- ✓ Training, talks, activities, and individual counseling, virtually,

that sought to positively impact mental health. Some of the topics addressed were: nutrition, active breaks, resilience, managing emotions, stress, and emotional intelligence.

- ✓ They created the Communications Committee as a strategy to launch more frequent internal communications to keep the team united in the distance.
- ✓ They launched an internal monthly newsletter, in which all kinds of relevant information were shared.
- ✓ To encourage reading and participation, they organized a contest in which people were invited to share a video, which was later included in the newsletter.
- ✓ They continued to provide free licenses so that everyone could protect their personal computers and those of their family members, and also offered the day off on birthdays.



## Environmental dimension

Investment 1.000 USD

### Actions implemented:

- ✓ They planted 200 native trees in the *Piedra Gorda* village, in the Municipality of Sora in Boyacá. Adults, children, and youth from the region participated<sup>19</sup>.

<sup>19</sup> Since 2013, they have had a business forest in the La Poma Ecological Park (natural reserve). It is estimated that, given the age and the number of planted specimens, an average CO2 capture of 2,100 t/ha per year is obtained.



**Value chain**  
Investment 2.000 USD

**Actions implemented:**

- ✓ Training for business partners on specific products and topics.
- ✓ The Communications Committee was in charge of identifying and carrying out external communication strategies for Partners.
- ✓ Biweekly newsletter for Partners, from the corporate and retail sectors, with the aim of generating brand positioning and reporting on events, sustainability issues, and news.

 **ESET Ecuador**  
Represented by BSmart

 **Community**  
Investment 1.000 USD

**Actions implemented:**

- ✓ Within the framework of the Digiparents initiative, they carried out an awareness campaign to generate good use practices for social networks and give advice on existing

threats, and gave talks for employees of the CNT company (National Telecommunications Corporation).

- ✓ Campaign open to the entire community on the adequate protection of electronic equipment and the care of information<sup>20</sup>.
- ✓ *Regalando Sonrisas* (Giving Away Smiles) Project, in the Salate Community, through which recycled clothing and 300 Christmas bags were delivered to the families.



<sup>20</sup> After the cyber-attack and ransomware suffered by the CNT company and the Banco del Pichincha (Pichincha Bank).



## Collaborators

Investment 20.792 USD

### Actions implemented:

- ✓ New work modality as of December 2021: 90% teleworking and 10% on-site work or coworking.
- ✓ Vacation and leave policy adjusted to the new work modality.
- ✓ Constant follow-up so that the entire team received the COVID-19 vaccine.
- ✓ Plan for the progressive return to on-site work, and biosafety and personal protection campaigns were carried out, in addition to delivering personal protection equipment.
- ✓ Occupational exams for the entire personnel.
- ✓ Climate survey that showed job satisfaction by more than 78% of the workers.
- ✓ Education and training plan for the entire work team. Special emphasis was placed on the training of leaders with a diversity and inclusion workshop in which discrimination-free recruiting was worked on, and a talk on discrimination and aggression in the rules of coexistence was given.
- ✓ Performance management system.
- ✓ Recruitment of a person with disability for the reception, complying with the labor quota regulations that have been in force in the country since 2009.
- ✓ New benefits of discounts in stores and services included in the Internal Benefits Policy. They continued to deliver gifts on commemorative dates.





### Environmental dimension

Investment 1.200 USD

#### Actions implemented:

- ✔ Campaigns to promote the care of the environment, so that the practices have an effective continuity and do not become fortuitous actions.
- ✔ Certification from the Ministry of Environment and Water, which evidences the low environmental impact of the Company.
- ✔ 3R Program – RECYCLE, REDUCE, REUSE: This internal action and awareness program started in 2015 and has been implemented for all these years. Recycle: A recycling plan for bottles, cardboard, and electronic devices was carried out together with awareness campaigns, 512 plastic bottles were recycled. In addition, contact was made with “environmental managers certified by the Municipality of Quito,” who are in charge of the recycling in the city, in addition to generating sources of employment.  
Reduce: The management of digital files and electronic signatures was promoted, significantly reducing the use of paper.  
Reuse: The reuse of paper was promoted and they managed to get the team to use reusable bottles to avoid plastic bottles inside the building.
- ✔ A Certification was obtained from the Ministry of Environment and Water. This evidences that the Company has a low environmental impact, unlike other industries, and is environmentally friendly.

### Value chain

Investment 17.992 USD

#### Actions implemented:

- ✔ Technical and commercial training for channels and wholesalers to strengthen their knowledge and, thus, obtain a better performance in the service to end clients and, in turn, build loyalty.
- ✔ They worked with Supplier Companies that proved having a CSR plan:  
Pacari: This company was chosen to attend a chocolate tasting, since its main objective is to diversify its economy in different communities and generate sources of employment.  
Dos Hemisferios: Wine producer; it complies with a social responsibility plan and generates sources of employment in a community that is responsible for harvesting the vineyards.  
Delizie Coffee: An endeavor that manufactures its products with organic ingredients and ecological packaging. From their income, they assign a percentage for nutrition campaigns and support for communities.





## ESET Panama

Represented by Microtechnology



### Community

Investment 300 USD

#### Actions implemented:

- ✓ Donations were made to the NGO *Casa Esperanza*, whose mission is to offer development opportunities to children and adolescents living in poverty, especially those identified as child laborers, and to the *Sacred Heart of Jesus Church*, a local parish in the city of David.



### Collaborators

Investment 0 USD

#### Actions implemented:

- ✓ Adjustments were made in the operation to adapt to the pandemic: improvements in health controls prior to accessing the office, quick tests in private laboratories in case of possible COVID infections, implementation of teleworking on a routine basis, full-time integration of the entire personnel.
- ✓ Year-end gifts were given to everyone in the Company.



### Environmental dimension

Investment 0 USD

#### Actions implemented:

- ✓ Support was provided for reforestation activities in the rural area of Palmira.

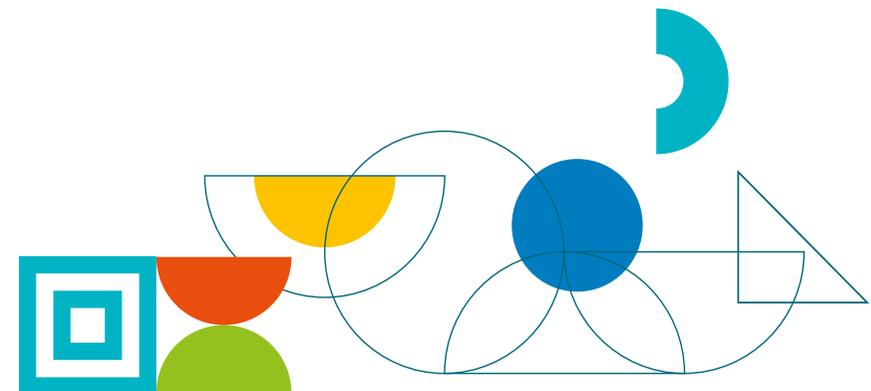


### Value chain

Investment 0 USD

#### Actions implemented:

- ✓ For several years now, the Company has made a food donation together with its business partner NetConsulting, but due to the lockdown measures and sanitary cordons throughout the country, this activity was suspended.





## ESET Uruguay Represented by Videosoft



### Community Investment 182 USD

#### Actions implemented:

- ✓ Within the framework of the Digiparents initiative, schools in the departments of Maldonado, Rocha, and Minas were offered material focused especially on the exposure time of children in front of devices.
- ✓ Likewise, the various monthly contents of Digiparents were shared on social networks.
- ✓ Donation of protective equipment against COVID to *ÁNIMA*, a technological high school that provides training in information technology to young vulnerable persons. Organization with which the Company has worked for several years.



### Collaborators Investment 909 USD

#### Actions implemented:

- ✓ Due to the particular situation in Uruguay, it was not necessary to work remotely, so the collaborators continued to work from the office.

- ✓ The Benefits Policy continued to be implemented, with some adaptations so as not to generate so much traffic of people and supplier companies in the offices: virtual English classes, virtual stretching classes, etc.



### Environmental dimension Investment 120 USD

#### Actions implemented:

- ✓ Battery collection campaign *#YoRecicloPilas* (*#IRecycleBatteries*), which year after year calls on the community and its business partners to join in by placing containers in different parts of the city, which are then delivered to *WERBA* (comprehensive recycling and waste solutions).
- ✓ Waste sorting in the offices and placement of awareness posters on the care of the natural resources used there (water, electricity, etc.).





- ✔ Plastic collection as part of the Plasticoint Program, which consists of taking said material as the Uruguayan ecological virtual currency, giving value to plastic waste<sup>21</sup>.
- ✔ To the trees already planted in the offices, a new Surinam cherry tree was added for Earth Day. From the Company, it is considered important to continue with these practices, which not only seek to spread the importance of caring for the environment, but also generate a healthy exchange with the community, since the fruits of the trees are shared with the neighbors of the area.

 **Value chain**  
Investment 386 USD

**Actions implemented:**

- ✔ To extend sustainability actions to their business partners, along with the 2020 Sustainability Report, they sent each one a bamboo brush with a brief description of its manufacturing process and the benefits of using this type of utensil.



<sup>21</sup> It is a triple impact venture whose objective is to promote changes in the irresponsible treatment given to plastic waste on a daily basis, educating and rewarding in the process.



# Aligning our work

GRI → 103-2, 103-3, 416-1



With the aim of aligning our awareness actions and guarantee their quality, we feature the Digipadres initiative certification. Through it, we offer tools, develop concepts, and guarantee that the awareness talks of each Distributor are delivered correctly. Only certified personnel from each Exclusive Distributor can do it.

- ✓ 9 people started the certification and 6 were certified.
- ✓ In total, we have 51 people on the certification platform and 15 certified people.



It is ESET Latin America's channel program for 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:



## 1. Categorization

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





### 2. Training

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



### 3. 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 clientele. Within this pillar is the ESET Sell & Win Program for vendors, which awards them prizes for the sales achieved. More than 10,000 points were redeemed, among the Partners in Argentina, Mexico, and Chile.



### 4. Acknowledgments

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



**We continue to reinforce the new identity that seeks to reflect collaboration, transparency, and progress, with the aim of providing more value and ease of work to our chain.**



Partners are the main ambassadors of our brand and one of the most important axes of the 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 be able to provide an excellent service to their clientele, offering complete and efficient advice on their solutions, in order to maximize their business opportunities.



**3.639**

Students throughout the region



**446**

People achieved all their certifications



**1.870**

Participants with memberships



**1.769**

Participants with free memberships



**75**

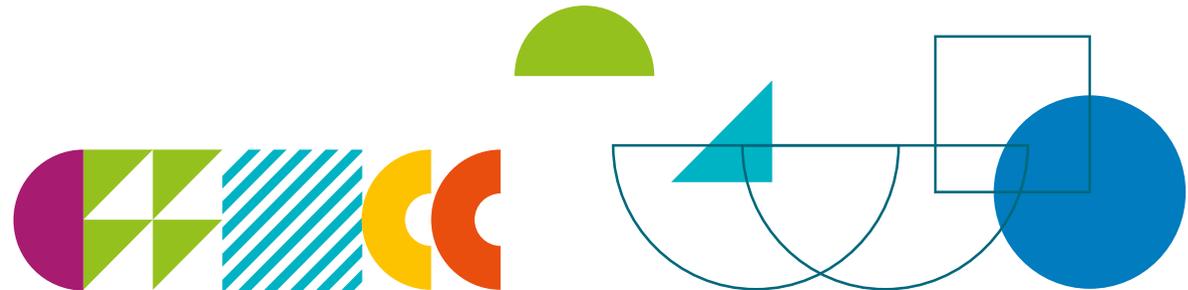
Companies obtained the ESET Partner Certified status



It is an annual event that we organize for the channel, looking for different venues each year. The 2021 edition, unlike previous editions and similar to the one held in 2020, was carried out 100% online on Tuesday 16, Wednesday 17, and Thursday 18 November. Thanks to this modality, we had the participation of more than 200 people from all over the region, including Exclusive Distributors, Partners, and Wholesalers.

In addition to this, the live broadcasts were made from a recording studio, which allowed us to provide a high-quality event. During the 3 days of live streaming, ESET speakers made various presentations in which they shared both the objectives achieved during the year and the challenges to be met, tools available for business development, new releases, product news, etc.

In addition to the streaming sessions, recorded presentations were shared, which were available during the week of the event and are still available for consultation. These complement those offered live, providing relevant information to the users. Moreover, a private group was created on social networks to generate a relaxed space for contact, to share comments, questions, and photographs.





Since 2011, we have developed the ESET Partner Day, a cycle of events aimed at sales channels from different countries of Latin America, whose main objective is to strengthen ties with our business partners and offer them updated content on the industry and the trends on information security. Likewise, they are a good occasion to discuss the needs and opportunities that each sales channel has 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 smaller Partners, and reinforced institutional developments and product launches.

We continued with the 100% online event modality, since the pandemic situation did not allow us to return to on-site events. We managed to unify and offer a regionally structured and standardized agenda, common to all countries.

Specific talks were also held for each channel, according to the particular needs of the markets, personalizing the information

focal points. For example, in Mexico, the participating public was able to sign up for various talks according to their interest.



**It took place in Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Mexico, Paraguay, Peru, and Uruguay.**  
**8 meetings were held with more than 600 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 yet 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, the ESET World Partner Conference is organized. It is a meeting especially designed for all the Exclusive Distributors worldwide, in which collaborators from the different offices also participate. It is a unique space to make presentations, hold work meetings, and share information among the different offices and the Exclusive Distributors of ESET. It takes place in a different country every year, with the participation of some of the collaborators.





Due to the pandemic, the 2021 edition was held virtually on June 8, 9, and 10. On this occasion, the staging was much more impressive - despite its virtuality - by offering a hybrid event, that is, without an audience present, but with speakers who gave live presentations from a professional television studio.

In terms of content, the event had - as usual - a very varied agenda, in which different professionals made live presentations and, also, complementary recorded presentations were offered for guests to access at any time. Some of the contents exhibited were oriented to results, objectives, product launches, and many other topics related to the channels and the development of the brand.

Without a doubt, this event, regardless of its presentation format, continues to be a very important space for the Company, which allows us to stay connected, offer spaces for dialogue, work together, and access news for the work and daily development of each country.

**This event, regardless of its presentation format, continues to be a very important space for the Company.**





# The Supplier Companies

GRI → 102-9, 103-2, 103-3, 204-1

## Operating costs and payments at ESET Latin America offices<sup>(\*)</sup>

In 2021, the investment in Argentina was €1,622,773, which represents 56% of the total investment; that of Mexico was €700,708, representing 24% of the total investment; and that of Brazil was €577,690, which represents 20% of the total investment. The figures from 2020 have been restated considering the 2021 US dollar-euro exchange rate, to ensure comparability between the different periods, and the homogenization with our financial report to the Head Office.

INVESTMENT BY COUNTRY	2021		2020	
COUNTRY	Investment	% of expenditure	Investment	% of expenditure
ARGENTINA	€1.622.773	56%	€1.323.762	57%
MEXICO	€700.708	24%	€461.955	20%
BRAZIL	€577.690	20%	€529.561	23%
<b>TOTAL</b>	<b>€2.901.171</b>	<b>100%</b>	<b>€2.315.279</b>	<b>100%</b>

<sup>(\*)</sup> This information considers only the VAT on purchases, not the accounting imputation.



## Classification of companies by size

**2021**

	SUPPLIER COMPANY		TOTAL
	NATURAL	LEGAL	
<b>INVESTMENT</b>			
<b>Argentina</b>	€67.269	€1.555.505	<b>€1.622.773</b>
<b>Brazil</b>	€78.691	€498.999	<b>€577.690</b>
<b>Mexico</b>	€24.303	€676.405	<b>€700.708</b>
<b>NUMBER OF SUPPLIER COMPANIES</b>			
<b>Argentina</b>	113	217	<b>330</b>
<b>Brazil</b>	29	58	<b>87</b>
<b>Mexico</b>	39	120	<b>159</b>
<b>INVESTMENT PERCENTAGE</b>			
<b>Argentina</b>	4%	96%	<b>100%</b>
<b>Brazil</b>	14%	86%	<b>100%</b>
<b>Mexico</b>	3%	97%	<b>100%</b>

**2020**

	SUPPLIER COMPANY		TOTAL
	NATURAL	LEGAL	
<b>INVESTMENT</b>			
<b>Argentina</b>	€49.867	€1.273.895	<b>€1.323.762</b>
<b>Brazil</b>	€77.969	€451.592	<b>€529.561</b>
<b>Mexico</b>	€31.198	€430.757	<b>€461.955</b>
<b>NUMBER OF SUPPLIER COMPANIES</b>			
<b>Argentina</b>	81	177	<b>258</b>
<b>Brazil</b>	21	72	<b>93</b>
<b>Mexico</b>	38	102	<b>140</b>
<b>INVESTMENT PERCENTAGE</b>			
<b>Argentina</b>	4%	96%	<b>100%</b>
<b>Brazil</b>	15%	85%	<b>100%</b>
<b>Mexico</b>	7%	93%	<b>100%</b>



## Classification of companies by type of contract


**2021**

	SERVICES	INPUTS	TOTAL
<b>INVESTMENT</b>			
<b>Argentina</b>	€1.548.126	€74.648	<b>€1.622.773</b>
<b>Brazil</b>	€560.360	€17.331	<b>€577.690</b>
<b>Mexico</b>	€686.694	€14.014	<b>€700.707</b>
<b>NUMBER OF SUPPLIER COMPANIES</b>			
<b>Argentina</b>	315	15	<b>330</b>
<b>Brazil</b>	84	3	<b>87</b>
<b>Mexico</b>	156	3	<b>159</b>
<b>INVESTMENT PERCENTAGE</b>			
<b>Argentina</b>	95%	5%	<b>100%</b>
<b>Brazil</b>	97%	3%	<b>100%</b>
<b>Mexico</b>	98%	2%	<b>100%</b>

**2020**

	SERVICES	INPUTS	TOTAL
<b>INVESTMENT</b>			
<b>Argentina</b>	€1.288.827	€62.145	<b>€1.350.971</b>
<b>Brazil</b>	€524.232	€16.213	<b>€540.446</b>
<b>Mexico</b>	€462.021	€9.429	<b>€471.450</b>
<b>NUMBER OF SUPPLIER COMPANIES</b>			
<b>Argentina</b>	223	35	<b>258</b>
<b>Brazil</b>	80	13	<b>93</b>
<b>Mexico</b>	121	19	<b>140</b>
<b>INVESTMENT PERCENTAGE</b>			
<b>Argentina</b>	95%	5%	<b>100%</b>
<b>Brazil</b>	97%	3%	<b>100%</b>
<b>Mexico</b>	98%	2%	<b>100%</b>



## Classification of companies by place of residence

**2021**

SUPPLIER COMPANIES	ARGENTINA	MEXICO	BRAZIL
Local	300	84	154
Foreign	30	3	5
<b>Total</b>	<b>330</b>	<b>87</b>	<b>159</b>

**2020**

SUPPLIER COMPANIES	ARGENTINA	MEXICO	BRAZIL
Local	228	89	136
Foreign	30	4	4
<b>Total</b>	<b>258</b>	<b>93</b>	<b>140</b>

## Discount program for sustainable companies

As experts in information security, we support companies committed to carrying out a sustainable management, providing them with tools so that they can develop their businesses safely. Within this framework, we offered a 30% discount on some of our IT security solutions for those companies that met a requirement that would account for a management aimed at sustainability. In order to disseminate this project, an alliance was made with *Sistema B*, using its dissemination channels to publicize the initiative among B companies. Likewise, other organizations and/or companies were called to help in its dissemination, such as *IARSE*, *Dar Sentido*, *Encontrarse en la Diversidad Foundation*, *AG Sustentable*, among others.

[LINK](#)
[Sustainable companies](#)




## Sustainable Supplier Companies

We place emphasis on hiring supplier companies that have a commitment to the environment and the community. We continue to focus on changing the concept of the gifts that we give to our collaborators on different occasions, trying to make them environmentally friendly, that they propose a new good practice, and/or that they are made by civil society organizations (that work with some type of vulnerable population).

### Recognition plaques

We changed our acrylic recognition plaques (which we give to those people who excelled during the year for some reason) for ones made of recycled plastic; a venture carried out by *Re Accionar* (Re Act).



[Link - Re Accionar](#)





### Preparation of the Sustainability Report and strategy

For several years now, *AG Sustentable* has accompanied us in the preparation of our Sustainability Report and in the sustainability management strategy in general. This consultancy firm belongs to the community of B Companies.



Link - [AG Sustentable](#)

### Inclusive job searches

For more than 3 years we have been publishing searches on the portal of the *Inclúyeme* organization, which is especially aimed at people with disabilities. We also receive their support regarding the strategy for the inclusion of people with disabilities.



Link - [Inclúyeme](#)



### Diversity Management

We have been working with *Encontrarse en la Diversidad* on issues of diversity and inclusion for more than 4 years. We convoke the Foundation to carry out different activities and actions on these topics.



Link - [Encontrarse en la Diversidad](#)



### Gift to volunteers

In gratitude for their volunteer work in the Sustainability Committees, each member received an afternoon snack kit with a biodegradable bamboo straw for *mate*. This, in addition to being environmentally friendly, preserves fair trade and local production. For this action, we worked with local entrepreneurs.



[Link](#)  
[Nodo Pastelería](#)



[Link](#)  
[Simple y Mente](#)

### Welcome kit

Notebooks made by the social enterprise *Dar Sentido* (Give Meaning) were included in the welcome kits. They are designed and manufactured with 100% ecological materials (recycled cardboard, ecological paper, and recyclable rings), to promote the care of the planet. All of them are made and distributed by vulnerable persons, thus promoting social integration and decent work. For each sale they make, *Dar Sentido* donates other products, services, and/or money to various NGOs, which will use these to develop their own programs, encouraging solidarity, education, good nutrition, and the regeneration of the planet. In our case, we chose option 1 = SCHOLARSHIP. This means that scholarships are awarded with the purchase of a notebook.



[Link - Dar Sentido](#)





## Labor policy

**GRI** → 103-2, 103-3, 407-1, 408-1, 409-1, 412-3

By adhering to the United Nations Global Compact, we are committed to respecting and promoting basic Human Rights, the fight against child labor and forced labor, freedom of association and collective bargaining. These aspects are internally guaranteed in our operations in each of the countries in which we operate. Although our main supplier companies are not considered to be of high risk, due to the type of activity they carry out, we conduct a monitoring that allows us to affirm this commitment in the supply chain.

We continued with the design and assembly of a new labor policy and management approach with the companies that supply us, which has three axes: analysis, incorporation, and management. For this purpose, the *Letter of adherence to the fundamental principles for a responsible management*, which is sent with each new contract, was essential.

We strive to make this Policy effective, by deepening the way we work internally with each area of the Company for its full implementation. 76 companies have signed the Letter of adherence.





## Analysis

A mapping study was conducted to determine the relevance of the active supplier companies. It 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 initiative was incorporated into different variables of the Contracting Policy for Supplier Companies, thanks to the joint work carried out with the Administration area. This change involved not only an assessment of the level of the products and services offered, but also the impact they have on the environment, their collaborators, Human Rights, and society at large.



## Incorporation

Upon the incorporation of a new supplier company, this one must sign the aforementioned Letter of adherence to the management principles of ESET Latin America, complete a form, and answer what are the bases on which it manages its business. In addition, this process will be applied for the current companies that supply ESET Latin America, in order to have a real and up-to-date database.



## Management

Once the first two steps have been completed, we will work on the management of strategic suppliers, so that they align with the Sustainability Strategy and grow together with the Company.





## Letter of adherence to the fundamental principles for a responsible management

Each supplier company, new or regular, must sign the following:

- 

**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

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- 

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

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- 

**Freedom of association**  
Respect freedom of association and recognizing 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**

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

**Environmental care**

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**

Working 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.

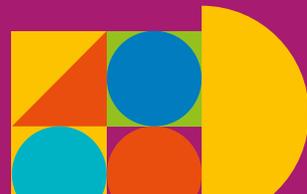


## Code of Ethics and Anti-Corruption for the value chain

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



# Commitment with the 2030 agenda



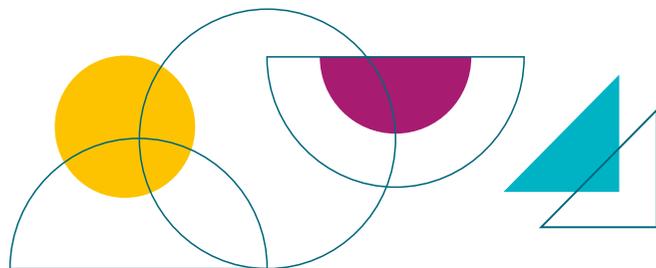
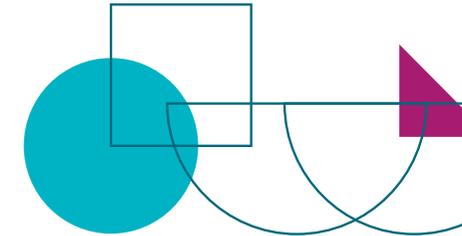


# Our commitment with the 2030 Agenda

**GRI** → 103-2, 103-3, 102-15

**MATERIAL TOPIC** → 5

We carried out different actions and adapted some of the existing ones, to respond to the multiple needs generated by the internal and external context of the Organization. Below, you will find the summary of all the results achieved during the period.





## Linking between relevant practices and prioritized SDGs:

PRIORITIZED SDG	ADAPTED GOAL	RESULTS ACHIEVED
 <p><b>4</b> <b>QUALITY EDUCATION</b></p>	<p><b>4.4</b> Annually increase the number of youth and adults who have the necessary skills to access employment, decent work, and entrepreneurship. <b>Responsible Area/Management:</b> Inclusion and Diversity Committee, Community Relations Committee, HR Area, Sustainability Area, Managements</p>	<p>More than 64,500 people were directly reached by the following programs: Antivirus Tour: 10,000; University Award: 62; ESET Academy: 5,000; ESET Security Day: 3,500; Digiparents: 783; Empujar Project: 550; Argentina Cibersegura: 39,000; Media Chicas: 3,000; Eco Héroes: 300 (indirect impact); Potrero Digital: 2,290; Awareness talks: 30; Nexos: 15 fellows</p>
	<p><b>4.7</b> Ensure that more and more initial and intermediate level students acquire the necessary theoretical and practical knowledge to promote sustainable development, in all its dimensions, especially on issues of Human Rights, with a focus on digital security and on matters of diversity and equal rights. <b>Responsible Area/Management:</b> Community Relations Committee, Awareness and Research Area</p>	<p>39,000 children and adolescents took awareness workshops provided by the NGO Argentina Cibersegura</p>

**PRIORITIZED SDG****GENDER EQUALITY****ADAPTED GOAL****RESULTS ACHIEVED**

**5.5** Promote actions for the full, effective, and equitable participation of all gender diversities or all femininities and equal leadership opportunities within our Organization.

**Responsible Area/Management:** HR Area, Inclusion and Diversity Committee, Managements

8 people who identify as female, occupy a managerial or middle management position; 3 Sustainability Committees with 25 members, of which 56% define themselves as women

**5.b** Promote digital inclusion, among other things, by improving the use of information and communication technologies, to promote the empowerment of all the people who identify as women.

**Responsible Area/Management:** Awareness and Research Area, Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee

3,280 people who identify as female were impacted by the initiatives developed by the NGO Media Chicas and Potrero Digital, with which ESET has a strategic alliance

**5.c** Support policies and initiatives in the public, civil and private sectors that promote gender equality and the empowerment of women and girls at all levels.

**Responsible Area/Management:** Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee, Press Area, Awareness and Research Area, HR Area

Active involvement and support in 3 new initiatives: BA Convive, Red Entrelatam, and the Program of Companies Committed to Human Rights of the City of Buenos Aires, in addition to the existing ones (WEPs and Win-Win Program); 6 benefits and/or leaves with gender/co-responsibility perspective



## PRIORITIZED SDG

## ADAPTED GOAL

## RESULTS ACHIEVED

DECENT WORK  
AND ECONOMIC  
GROWTH

**8.2** Support the improvement of the economic productivity of our value chain through diversification, technological modernization, and innovation, among other things, focusing attention on SME sectors and companies that align with our commitments to Sustainable Development.

**Responsible Area/Management:** Marketing Area, Operations Area, Sales Area, Training Area, Sustainability Area

**8.3** Support policies and initiatives of the public, civil, and private sectors that promote productive activities, the creation of decent employment, entrepreneurship, creativity, and innovation, and encourage the formalization and growth of micro, small and medium-sized enterprises.

**Responsible Area/Management:** Community Relations Committee, Sustainability Area, Administration and Finance Area (on behalf of all the areas that hire supplier companies)

**8.4** Progressively improve the efficient management of the resources linked to our activity and try to decouple economic growth from environmental degradation.

**Responsible Area/Management:** Environmental Affairs Committee, Operations Area, HR Area, Sustainability Area

7 Exclusive Distributors and more than 7,000 Partners throughout the region; 10,000 points between the Partners of Argentina, Mexico, and Chile; 1,870 participants in the ESET Training Program and 446 people achieved all their certifications; 200 participants, including Exclusive Distributors, Partners, and Wholesalers, at the ESET LATAM Partner Conference; 6 supplier companies and sustainable entrepreneurs. Strategic investment in the distribution chain: EUR 358,136

181 natural supplier companies; 395 supplier companies with legal status; 15 social entrepreneurs from the Nexos Program; 6 sustainable entrepreneurial supplier companies. We participated as a jury in the STEM Impact Awards

Strategic investment in the environment: EUR 4,628; Actions implemented/ Programs with Community-Environment: We optimized the use of energy resources in servers; Internal awareness campaign "Eco Change"; 6 sustainable entrepreneurial supplier companies; 300 participants in Eco Héroes Campaign (indirect impact); Energy consumption: 31.5% reduction in Argentina and 35.5% in Brazil (due to home office)

**PRIORITIZED SDG****DECENT WORK  
AND ECONOMIC  
GROWTH****ADAPTED GOAL**

**8.5** Promote full and productive employment and ensure decent work for men and women, including youth and people with disabilities, and equal pay for work of equal value.

**Responsible Area/Management:** HR Area, Community Relations Committee, Inclusion and Diversity Committee, Sustainability Area

**8.8** Respect labor rights and promote a safe and protected work environment for all the people that make up the Organization and in the value chain.

**Responsible Area/Management:** Inclusion and Diversity Committee, Sustainability Area, HR Area, Marketing Area, Sales Area

**RESULTS ACHIEVED**

33 benefits in total (Balance between work and personal life, Health and Healthy Living, Personal Development, among others), 6 benefits and/or leaves with a gender perspective; 108 people trained (41% male collaborators and 59% female collaborators); 100% of the personnel of the 3 countries (Argentina, Mexico, and Brazil) received their performance assessment; 550 youth participated in the Empujar Project. Salaries and social benefits: EUR 2,942,522. Strategic investment in Collaborators: EUR 213,274

Private health insurance for collaborators and their primary family group, at no extra charge; 62 sick days (55% men, 45% women); 3 talks on Safety and Hygiene; 33 benefits in total (Balance between work and personal life, Health and Healthy Living, Personal Development, among others), 6 benefits and/or leaves with a gender perspective. Strategic investment in Collaborators: EUR 213,274; Development of the value chain: 7 development, certification/training, communication, and management transfer initiatives

**PRIORITIZED SDG****INDUSTRY,  
INNOVATION, AND  
INFRASTRUCTURE****ADAPTED GOAL**

**9.c** From the Company and ACS, we develop skills and promote motivation and confidence to use digital tools safely, that better the quality of life of communities in Latin America. To achieve this, we address the aspects of USE (to understand the importance, meaning and usefulness of ICTs) and APPROPRIATION (to be able to act in the digital space and get the most of it) of digital inclusion.

**Responsible Area/Management:** Community Relations Committee, Awareness and Research Area, Marketing Area, Sustainability Area

**9.5** Stimulate scientific research and increase the number of people who work in the field of research on cybersecurity issues.

**Responsible Area/Management:** Awareness and Research Area, Communication Area

**RESULTS ACHIEVED**

More than 64,500 people were directly reached by the following programs: Antivirus Tour: 10,000; University Award: 62; ESET Academy: 5,000; ESET Security Day: 3,500; Digiparents: 783; Argentina Cibersegura: 39,000; Media Chicas: 3,000; Potrero Digital: 2,290; Awareness talks: 30; 39,000 children and adolescents took awareness workshops offered by the NGO Argentina Cibersegura

LWe have our Research Laboratory; 10 people working in the CyberSoc (Security Operations Center); 62 works presented in the University Contest; 170 works in the IT Security Journalism Award; 5,000 people registered in the ESET Academy; +5,400,000 visits to the WeLiveSecurity Portal in Spanish and +1,110,000 to the WeLiveSecurity Portal in Portuguese

**PRIORITIZED SDG****ADAPTED GOAL****RESULTS ACHIEVED****REDUCED  
INEQUALITIES**

**10.2** Promote the social and economic inclusion of all people, regardless of their age, gender, disability, race, ethnicity, origin, religion, economic situation, or other condition.

**Responsible Area/Management:** HR Area, Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee, Managements

550 participants in the Empujar project; 3,000 participants in Media Chicas; 2,290 in the Potrero Digital initiative; 30 participants in awareness talks; 15 fellows in Nexos; work was done with 5 organizations to promote inclusive job searches

**10.4** Adopt policies, especially regarding salary and social protection, and progressively achieve greater equality.

**Responsible Area/Management:** HR Area, Sustainability Area, Inclusion and Diversity Committee, Managements

6 benefits and/or licenses with a gender perspective; ratio between the starting salary and the local minimum wage: 211% Argentina, 487% Mexico, 301% Brazil.

**RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION**

**12.2** Promote sustainable management and the efficient use of natural resources.

**Responsible Area/Management:** Environmental Affairs Committee, Operations Area

Strategic investment in the environment: EUR 4,628; Actions implemented/ Programs with Community-Environment: We optimized the use of energy resources in servers; Internal awareness campaign "Eco Change"; 6 sustainable entrepreneurial supplier companies; 300 participants in Eco Héroes Campaign (indirect impact); Energy consumption: 31.5% reduction in Argentina and 35.5% in Brazil (due to home office)

**PRIORITIZED SDG**

12

**RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION****ADAPTED GOAL****RESULTS ACHIEVED**

**12.5** Substantially reduce waste generation through prevention, reduction, recycling, and reuse policies.

**Responsible Area/Management:** Environmental Affairs Committee, Operations Area

Internal awareness campaign “Eco Change”; 6 sustainable entrepreneurial supplier companies; 300 participants in Eco Héroes Campaign (indirect impact); 100% digital license delivery logistics and policy of not generating packaging as a traditional marketing tool. Initiative: Reuse of plastic bags, disposable cups, double-sided printing, hand dryers, reduction of sweetener sachets and single-use plastics. 1 Environmental Policy

**12.6** Adopt sustainable practices and incorporate sustainability information into reporting cycles; and encourage other companies to do so.

**Responsible Area/Management:** Sustainability Area

Publication of 9 Sustainability Reports in accordance with the GRI Standards, which also respond to the Communication on Progress (COP) requested by the UNGC. Report on the management of the Distributors included in the ESET Latin America Report. Report submitted to the GRI “SDG Mapping Service.” Adoption of the CoP Early Adopter Programme 2021. Testimonial participation in the UNGC Chair. Discount Program for Sustainable Companies

**12.8** Ensure that people around the world have relevant information and knowledge for sustainable development.

**Responsible Area/Management:** Sustainability Area

Sustainability inductions for the members, including the positions of the governance body. Testimonial participation in the UNGC Chair. Participation in the IARSE Panel “IT security and ethics in the new digital economy.

**PRIORITIZED SDG**

16

**PEACE, JUSTICE,  
AND STRONG  
INSTITUTIONS****ADAPTED GOAL**

**16.5** Substantially reduce corruption and bribery in all their forms.

**Responsible Area/Management:** Sustainability Area, Legal Area

**16.6** Promote effective, responsible, and transparent management in all the levels of the Organization.

**Responsible Area/Management:** Sustainability Area, Managements, Operations Area, HR Area

**16.7** Guarantee the adoption of inclusive, participatory, and representative decisions that respond to needs at all levels.

**Responsible Area/Management:** Sustainability Area, Managements, HR Area

**RESULTS ACHIEVED**

100% of the collaborators signed the acceptance of the Code of Ethics and Anti-corruption. Renewal of the Code to include a gender perspective

4 All Leaders Meeting; 26 participants in lunches with COO, 1 on 1 meetings with HR. Integration events: 4 in Argentina, 3 in Mexico, 2 in Brazil. Suggestion box. Product End of Life Policy, ISO 9001 standard recertification. SLA Statistics Technical Support (Service Level Agreement): 95% compliance with response times, 98% compliance with standard priority tickets, and 99% compliance with response times from the Regional Support Center. SLA Statistics Commercial Support (Service Level Agreement): 85% compliance with response times for urgent priority tickets, 90% compliance with important priority tickets, and 85% compliance with regular priority tickets

3 Sustainability Committees with 25 members, of which 15 identify as female. Open Door Communication Policy



**PRIORITIZED SDG**



**PARTNERSHIPS FOR THE GOALS**

**ADAPTED GOAL**

**17.17** Establish effective alliances in the public and public-private spheres, and with civil society, building on mutual experience and promoting synergies that enhance results.

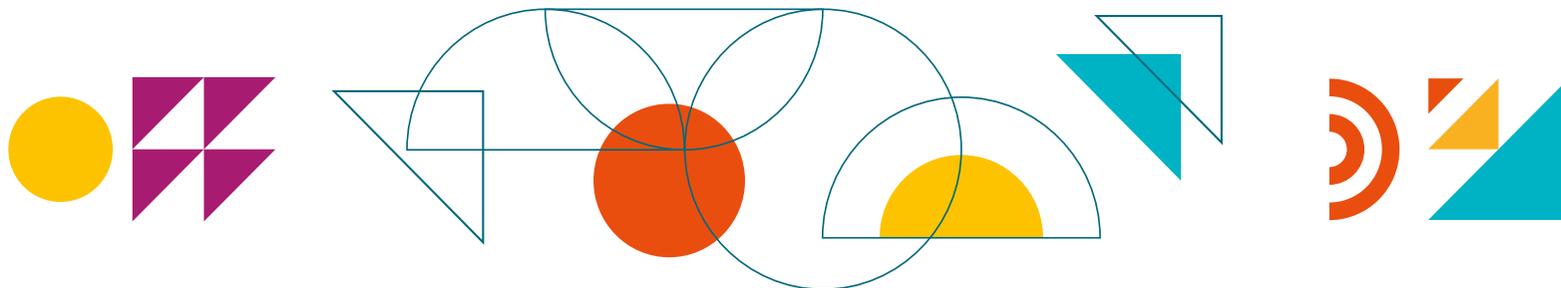
**Responsible Area/Management:** Sustainability Area, Managements, HR Area, Community Relations Committee, Inclusion and Diversity Committee

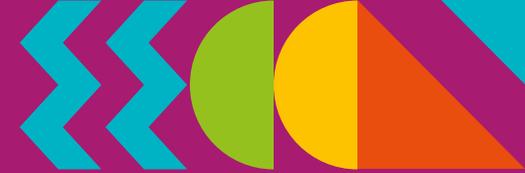
**RESULTS ACHIEVED**

Participation in public/private/NGO initiatives: Entrelatom, Win-Win Program in Argentina, Program of Companies Committed to Human Rights of the City of Buenos Aires, BA Convive Program, Adhesion to the UNGC and WEPS.

7 NGOs: ACS, Ashoka, Pléroma Foundation, Media Chicas, Dar Sentido, Compromiso Foundation, Encontrarse en la Diversidad.

Conectados, entra en acción Program: 2 volunteering actions at the San Fernando social diner and donation of 60 presents for Children's Day and 60 for Christmas.





# Preparation of the Sustainability Report





# 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 ESET Latin America Sustainability Report was developed by the Sustainability Area, with the collaboration of all the areas of the Company, and was reviewed by the area Manager, the Corporate Communication Coordination, the General Management, the COO, and by the consulting firm AG Sustentable, which advised us on its assembly.

This is our tenth report, which responds to the commitment to report annually. The previous report corresponded to the 2020 financial year, published in May 2021.

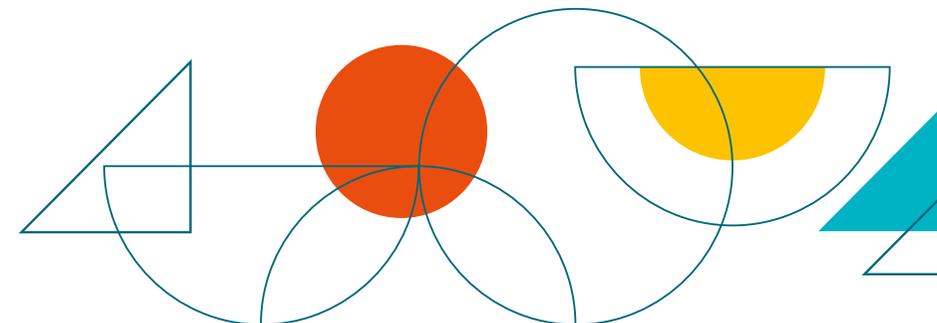
There are no significant changes in the expression of the information with respect to the previous report, nor are there significant changes that affect the scope and coverage of the topics addressed. There were no significant changes in the structure, ownership, or value chain of the Organization, beyond the corresponding modifications and adaptations that the COVID-19 pandemic forced us to adopt.

This report was elaborated in accordance with the Comprehensive option of the GRI Standards, and it

communicates the Company's results in the period between January and December 2021. We include information on ethics and governance, the performance of economic, environmental, and social dimensions throughout the region where we have offices (Argentina, Mexico, and Brazil), as well as the activities carried out by our Exclusive Distributors in the different countries of the region.

We also report on the alignment and progress in relation to the Sustainable Development Goals (SDG) of the United Nations 2030 Agenda.

Finally, this document is the Communication on Progress (COP) of our commitment to the 10 Principles of the United Nations Global Compact.





For the preparation of the report, we take into account the Content and Quality Principles of the GRI Standards. For the development of this edition, in addition to the aforementioned principles and the vision of the Company's Sustainability Strategy, we especially took into account the requirements of the Principle of Clarity of the GRI Standards, and the commitments made to the WEPs and Human Rights, which allow a more accessible and inclusive writing and design.

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

### UNGC CoP Early Adopter Programme

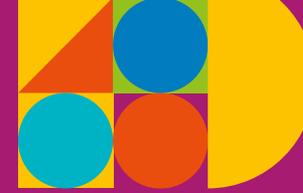
We highlight that we were selected to participate in the [CoP Early Adopter 2021](#), Programme, through which we commit to:

- ✔ Provide/Renew the annual statement expressing continued support for the UN Global Compact and ongoing commitment to the initiative.

- ✔ Complete the online CoP questionnaire during the 2022 submission period (from April 1 to May 31, 2022).
- ✔ Provide feedback on the new digital platform as well as the CoP questionnaire.

In this way, we will have the opportunity to help test the new digital platform to enrich the continuous improvement process before its implementation for all participating companies in 2023.





# GRI Standards content index



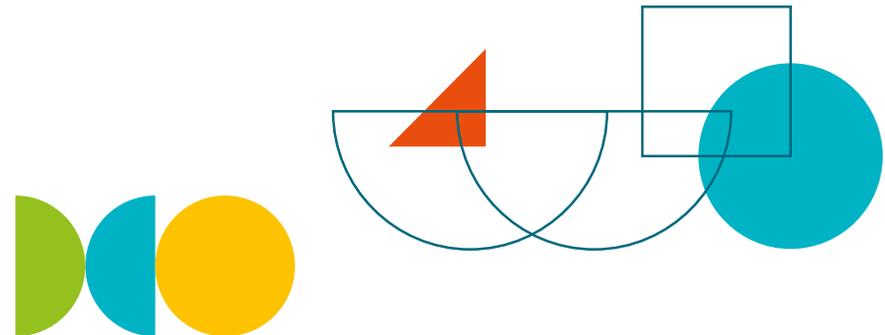


# GRI Standards content index

**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 contents of the GRI standards, the United Nations Global Compact principles, and the Sustainable Development Goals.

This Report was submitted to the GRI “SDG Mapping Service” in order to confirm that the Sustainable Development Goals (SDGs) are correctly mapped to the GRI contents. This allows the sustainability information to be more traceable and usable, and the link to the SDGs to be clearer.





GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>GRI 101 - FOUNDATION (2016)</b>					
<b>GRI 102 - GENERAL CONTENTS (2016)</b>					
<b>1. ORGANIZATIONAL PROFILE</b>					
<b>102-1</b>	Name of the organization	53			
<b>102-2</b>	Activities, brands, products, and services	82			
<b>102-3</b>	Location of headquarters	51, 53			
<b>102-4</b>	Location of operations	51, 53			
<b>102-5</b>	Ownership and legal form	53			
<b>102-6</b>	Markets served	53, 81			
<b>102-7</b>	Scale of the organization	54			
<b>102-8</b>	Information on employees and other workers	117		6	8.5 - 10.3
<b>102-9</b>	Supply chain	78, 184, 207			
<b>102-10</b>	Significant changes to the organization and its supply chain	230			
<b>102-11</b>	Precautionary principle or approach	18, 97, 126, 155			
<b>102-12</b>	External initiatives	18, 27			
<b>102-13</b>	Membership of associations	27			



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>2. STRATEGY</b>					
<b>102-14</b>	Statement from senior decision-makers	3			
<b>102-15</b>	Key impacts, risks, and opportunities	18, 97, 219			
<b>3. ETHICS AND INTEGRITY</b>					
<b>102-16</b>	Values, principles, standards, and norms of behavior	12, 18, 70		10	16.3
<b>102-17</b>	Mechanisms for advice and concerns about ethics	70, 134		10	16.3
<b>4. GOVERNANCE</b>					
<b>102-18</b>	Governance structure	59			
<b>102-19</b>	Delegating authority	63, 66			
<b>102-20</b>	Executive-level responsibility for economic, environmental, and social topics	58			
<b>102-21</b>	Consulting stakeholders on economic, environmental, and social topics	31, 40			16.7
<b>102-22</b>	Composition of the highest governance body and its committees	58, 66			5.5 - 16.7



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
102-23	Chair of the highest governance body	58			16.6
102-24	Nominating and selecting the highest governance body	58			5.5 - 16.7
102-25	Conflicts of interest	70			16.6
102-26	Role of the highest governance body in setting purpose, values, and strategy	63			
102-27	Collective knowledge of highest governance body	63, 66			
102-28	Evaluating the highest governance body's performance	58			
102-29	Identifying and managing economic, environmental, and social impacts	43, 63, 66			16.7
102-30	Effectiveness of risk management processes	63			
102-31	Review of economic, environmental and social topics	63			
102-32	Highest governance body's role in sustainability reporting	40, 63, 256			
102-33	Communicating critical concerns	63, 126			



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
102-34	Nature and total number of critical concerns	63, 126			
102-35	Remuneration policies	63			
102-36	Process for determining remuneration	63			
102-37	Stakeholders' involvement in remuneration	63			16.7
102-38	Annual total compensation ratio		Confidentiality issues. The information was deemed confidential as of this report to safeguard the security of personnel.		
102-39	Percentage increase in annual total compensation ratio		Confidentiality issues. The information was deemed confidential as of this report to safeguard the security of personnel.		



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>5. STAKEHOLDER ENGAGEMENT</b>					
<b>102-40</b>	List of stakeholder groups	30			
<b>102-41</b>	Collective bargaining agreements	123		3	8.8
<b>102-42</b>	Identifying and selecting stakeholders	30			
<b>102-43</b>	Approach to stakeholder engagement	31, 66, 114			
<b>102-44</b>	Key topics and concerns raised	31, 66, 114			
<b>6. REPORTING PRACTICE</b>					
<b>102-45</b>	Entities included in the consolidated financial statements	230			
<b>102-46</b>	Defining report content and topic Boundaries	40			
<b>102-47</b>	List of material topics	43, 49			
<b>102-48</b>	Restatements of information	230			
<b>102-49</b>	Changes in reporting	230			
<b>102-50</b>	Reporting period	230			
<b>102-51</b>	Date of most recent report	230			



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>102-52</b>	Reporting cycle	230			
<b>102-53</b>	Contact point for questions regarding the report	258			
<b>102-54</b>	Claims of reporting in accordance with GRI Standards	230			
<b>102-55</b>	GRI content index	233			
<b>102-56</b>	External assurance	230			
<b>GRI 200 - ECONOMIC STANDARDS</b>					
<b>ECONOMIC PERFORMANCE</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	32, 54			
<b>103-3</b>	Evaluation of the management approach	54			
<b>GRI 201 - ECONOMIC PERFORMANCE (2016)</b>					
<b>201-1</b>	Direct economic value generated and distributed	54			8.1 - 8.2 - 9.1 - 9.4 - 9.5
<b>201-2</b>	Financial implications and other risks and opportunities due to climate change	54		7	13.1



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
201-3	Defined benefit plan obligations and other retirement plans		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.		
201-4	Financial assistance received from government	54			
<b>MARKET PRESENCE</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
103-1	Explanation of the material topic and its Boundary	43			
103-2	The management approach and its components	63, 110			
103-3	Evaluation of the management approach	110			
<b>GGRI 202 - MARKET PRESENCE (2016)</b>					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	122		6	1.2 - 5.1 - 8.5
202-2	Proportion of senior management hired from the local community	116		6	8.5



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>PROCUREMENT PRACTICES</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	32, 207			
<b>103-3</b>	Evaluation of the management approach	207			
<b>GRI 204 - PROCUREMENT PRACTICES (2016)</b>					
<b>204-1</b>	Proportion of spending on local suppliers	207			8.3
<b>ANTI-CORRUPTION</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	70			
<b>103-3</b>	Evaluation of the management approach	70			
<b>GRI 205 - ANTI-CORRUPTION (2016)</b>					
<b>205-1</b>	Operations assessed for risks related to corruption	70			16.5
<b>205-2</b>	Communication and training about anti-corruption policies and procedures	70, 134			16.5



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>205-3</b>	Confirmed incidents of corruption and actions taken	70			16.5
<b>ANTI-COMPETITIVE BEHAVIOR</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	32, 70, 75			
<b>103-3</b>	Evaluation of the management approach	70, 75			
<b>GRI 206- COMPETENCIA DESLEAL (2016)</b>					
<b>206-1</b>	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	70			16.3
<b>GRI 300 - ENVIRONMENTAL STANDARDS</b>					
<b>ENERGY</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	66, 175			
<b>103-3</b>	Evaluation of the management approach	175			



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>GRI 302 - ENERGY (2016)</b>					
<b>302-1</b>	Energy consumption within the organization	178		7 - 8	7.2 - 7.3 - 8.4 - 12.2 - 13.1
<b>302-2</b>	Energy consumption outside of the organization		Information not available. Our challenge is to start measuring the energy consumption of our exclusive distributors.	8	7.2 - 7.3 - 8.4 - 12.2 - 13.1
<b>302-3</b>	Energy intensity		Information not available. There are plans to change the luminaires for LEDs, to be reviewed according to the current context of our offices.	8	7.3 - 8.4 - 12.2 - 13.1
<b>302-4</b>	Reduction of energy consumption	178		8 - 9	7.3 - 8.4 - 12.2 - 13.1
<b>302-5</b>	Reductions in energy requirements of products and services	180		8 - 9	7.3 - 8.4 - 12.2 - 13.1



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>WASTE</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	66, 175, 180			
<b>103-3</b>	Evaluation of the management approach	175, 180, 219			
<b>GRI 306 - WASTE (2020)</b>					
<b>306-1</b>	Waste generation and significant waste-related impacts	180		8	3.9 - 6.3 - 6.6 - 11.6 - 12.4 - 12.5
<b>306-2</b>	Management of significant waste-related impacts	180		8	3.9 - 6.3 - 11.6 - 12.4 - 12.5
<b>GRI 306 - WASTE (2020)</b>					
<b>306-3</b>	Waste generated	180		8	3.9 - 6.6 - 11.6 - 12.4 - 15.1



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>306-4</b>	Waste diverted from disposal		Information not available. Currently we do not have detailed information on the quantities managed.	8	3.9 - 11.6 - 12.4 - 12.5
<b>306-5</b>	Waste directed to disposal		Information not available. Currently we do not have detailed information on the quantities managed.	8	3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1
<b>ENVIRONMENTAL COMPLIANCE</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	70, 75			
<b>103-3</b>	Evaluation of the management approach	70, 75			
<b>GRI 307 - ENVIRONMENTAL COMPLIANCE (2016)</b>					
<b>307-1</b>	Non-compliance with environmental laws and regulations	75		8	16.3



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>EMPLOYMENT</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>GRI 103- ENFOQUE DE GESTIÓN (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	18, 32, 110, 219			
<b>103-3</b>	Evaluation of the management approach	18, 110, 219			
<b>GRI 401 - EMPLOYMENT (2016)</b>					
<b>401-1</b>	New employee hires and employee turnover	124		6	5.1 - 8.5 - 8.6 - 10.3
<b>401-2</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees	138, 144			3.2 - 5.4 - 8.5
<b>401-3</b>	Parental leave	139		6	5.1 - 5.4 - 8.5
<b>OCCUPATIONAL HEALTH AND SAFETY</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	138, 142			



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>103-3</b>	Evaluation of the management approach	138, 142, 219			
<b>GRI 403 - OCCUPATIONAL HEALTH AND SAFETY (2018)</b>					
<b>403-1</b>	Occupational health and safety management system	138			8.8
<b>403-2</b>	Hazard identification, risk assessment, and incident investigation	138			8.8
<b>403-3</b>	Occupational health services	138			8.8
<b>403-4</b>	Worker participation, consultation, and communication on occupational health and safety	138			8.8 - 16.7
<b>403-5</b>	Worker training on occupational health and safety	138			8.8
<b>403-6</b>	Promotion of worker health	142, 144			3.3 - 3.5 - 3.7 - 3.8
<b>403-7</b>	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	144			8.8
<b>GRI 403 - OCCUPATIONAL HEALTH AND SAFETY (2018)</b>					
<b>403-8</b>	CWorkers covered by an occupational health and management system	138			8.8



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>403-9</b>	Work-related injuries	139			3.6 - 3.9 - 8.8 - 16.1
<b>403-10</b>	Work-related ill health	139			3.3 - 3.4 - 3.9 - 8.8 - 16.1
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>GRI 103- ENFOQUE DE GESTIÓN (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	131			
<b>103-3</b>	Evaluation of the management approach	131			
<b>GRI 404 - TRAINING AND EDUCATION (2016)</b>					
<b>404-1</b>	Average hours of training per year per employee	131		6	4.3 - 4.4 - 4.5 - 5.1 - 8.2 - 8.5 - 10.3
<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	131			8.2 - 8.5
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	131		6	5.1 - 8.5 - 10.3



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<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	43			
<b>103-2</b>	The management approach and its components	18, 66, 110, 219			
<b>103-3</b>	Evaluation of the management approach	18, 110, 114, 219			
<b>GRI 405 - DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>					
<b>405-1</b>	Diversity of governance bodies and employees	117		6	5.1 - 5.5 - 8.5
<b>405-2</b>	Ratio of basic salary and remuneration of women to men	122		6	5.1 - 8.5 - 10.3
<b>NON-DISCRIMINATION</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	16, 18, 70, 110			
<b>103-3</b>	Evaluation of the management approach	18, 70, 110, 114			



GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
<b>GRI 406 - NON-DISCRIMINATION (2016)</b>					
<b>406-1</b>	Incidents of discrimination and corrective actions taken	110		6	5.1 - 8.8
<b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>					
<b>GRI 103 - MANAGEMENT APPROACH (2016)</b>					
<b>103-1</b>	Explanation of the material topic and its Boundary	43			
<b>103-2</b>	The management approach and its components	214			
<b>103-3</b>	Evaluation of the management approach	214			
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GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
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GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
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GRI	CONTENT	PAGE OR REFERENCE	OMISSION	UNGC	SDGS AND TARGETS
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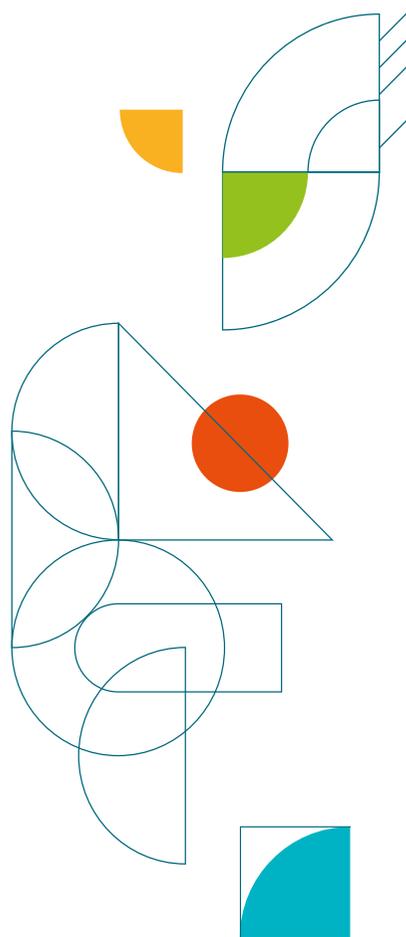
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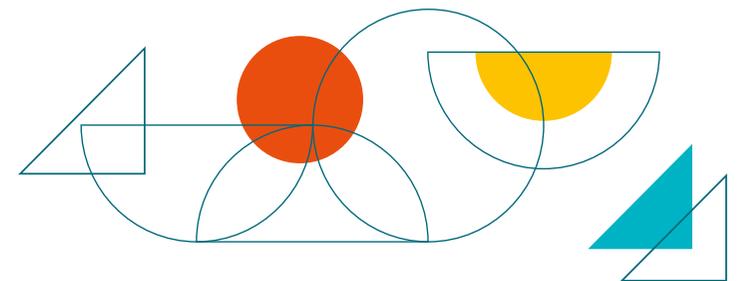
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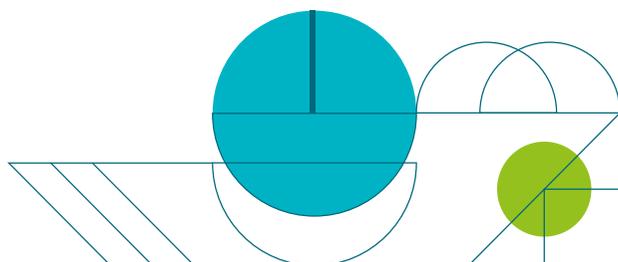
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