ALIGNING OUR PURPOSE

TOWARDS A SUSTAINABLE FUTURE

Sustainability Report 2023
ESET Latin America

eseT® Digital Security
Progress. Protected.

At ESET, we believe that **secure progress is essential for sustainable development.**

This conviction is defined in our Corporate Purpose of *Protecting technology, which enables progress and a better future for all humanity.*

This commitment guides our actions and unites our teams.

In line with this vision, we have outlined a roadmap based on ESG (Environmental, Social, and Governance) indicators and have considered the expectations of investors, collaborators, business partners, and the community as crucial elements of our ecosystem. Each actor plays an essential role in achieving a balanced economic, social, and environmental outcome.

Likewise, we promote a culture that prioritizes respect for Human Rights, diversity, inclusion, and equal opportunities, with the belief that differences enrich us and contribute to the personal and organizational development.

Our motto also challenges us to look towards the future. It invites us to manage our Company with global challenges in mind and to align our Purpose externally and internally.

Accessible and inclusive sustainability report

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

Language

The version can be accessed in three languages: Spanish, English, and Portuguese. This document was originally drafted in Spanish and subsequently translated into English and Portuguese. In case of discrepancies between the original Spanish version and the translated versions, the content and meaning of the original document will prevail.

Navigability and readability

Everyone can find the specific information they are looking for through indexes, infographics and tables, links, the browsable pdf and the microsite, among other aids. To accommodate the particular needs of people with visual impairment or specific cognitive and/or neurological difficulties, we use text formats with appropriate sizes, colors, and contrasts.

Inclusive language

The writing and design of this Report incorporate the gender perspective. We prioritize the use of generic nouns whenever possible and as long as it does not affect the reading flow. Additionally, we use information and images free from biases and stereotypes (both gender and any condition of diversity). We also try to avoid technical terms, acronyms, jargon, or other content that people may find difficult, and we include explanations and clarifications in the corresponding sections.

Technological gaps

When reflecting on the existing technological access gaps, we consider the design should be accessible and adaptable across all technological devices, tablets, smartphones, etc.

Content

Federico Pérez Acquisto

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President of ESET Latin America

Letter from the President

GRI 2-22

We are proud to present a new edition of our Sustainability Report corresponding to 2023.

This year posed significant challenges to the region, with new business objectives that yielded valuable insights.

Globally, ESET was recognized for its economic performance and, in Latin America, we managed to grow compared to last year.

One of the main milestones of 2023 was the launch of new products, which led to a change in the positioning of our brand, now placing us as a company providing protection for people's digital lives. This confirms that, after more than 30 years of innovative work, our technology is much more than just an antivirus.

This positioning aligns with the new market trends where VPN security, password management, and identity protection are essential for users. In accordance with this demand, we focus on getting to know our client portfolio, understanding their expectations, and offering them our technologies based on the benefits they provide for their daily lives rather than on the proposed technical specifications.

All of this progress was achieved thanks to teamwork, constant communication with our sales channels and clients, and with the contribution of each of the people working in the Company.

Federico Pérez Acquisto

Welcome

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

Year after year, we seek for ways to surpass and improve our sustainability management, as well as the way in which we report it and measure our impacts. That is why this year we incorporated the SASB Standards, which include a sectoral approach and identify the sustainability issues most likely to affect the Company's operating performance or financial situation. Additionally, we continued to use the Global Reporting Initiative Standards (GRI Standards), the 10 Principles of the United Nations Global Compact, and the contribution to the Sustainable Development Goals of the UN 2030 Agenda.

All this management strengthens us and makes us proud, because it allows us to convey what we are and what we do, highlighting us as the only company in the industry committed to reporting at a regional level.

Carolina Kaplan
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Sustainability and Diversity Lead for the entire region

During 2023, we worked on the global and regional alignment of sustainable management, without losing sight of the different situations and identities of ESET in general and ESET Latin America in particular. Without a doubt, this alignment represents a major challenge to continue working on, where we can generate a unified strategy that includes all the diversities, situations, and cultures that make us up. At ESET we aim to identify with a diverse and inclusive culture.

As part of this work, at the regional level, we began to develop our risk matrix, which will allow us to prevent and mitigate impacts. At the same time, at a global level, new strategic Sustainability axes were defined, that will impact all the Company's regions. In addition to this, and in response to the new regulations of European legislation, the first carbon footprint measurement was carried out.

Annually, we showcase our best practices in various sustainability competitions. Since 2016, we have received more than 22 recognitions for our sustainability-based management:
- 4 for the sustainability report
- 10 for initiatives in education and the promotion of cybersecurity in the community
- 4 for diversity and inclusion management (2 as finalists)
- 1 for development initiatives for distribution companies
- 3 for work practices and promoting the development of our teams

This year, we received the Bronze distinction of the Aloic Foundation LATAM Award, the APSAL Award, the Ecumenical Social Forum Award, and we were recognized by RSC Comunicativa.

All this work is the result of our teams' commitment, the permanent collaboration of the 3 Sustainability Committees, and thanks to the support of all the areas of the Company.

We are proud to share this Report with you again.

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

Carolina Kaplan

SUSTAINABILITY AS A FORM OF MANAGEMENT

Our management approach

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

MATERIAL TOPIC 1, 4, 5, 6, 9, 10

Vision

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

Mission

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

Our Head Office in Slovakia is responsible for disseminating and communicating our Mission and Vision in all ESET offices in their local language.

As part of the commitment to the WEPs, we are in the process of incorporating inclusive language in all publications, internal and external communications, the website, etc.

We continue to uphold our commitment to the WEPs of UN Women.

Nota: The Women's Empowerment Principles (WEPs) are a joint initiative of the United Nations Global Compact and UN Women.

Our commitment

Provide excellent client service, responding to their needs.

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

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

Values

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

Courage
We do not take the easy road. We always push boundaries and have the determination to make a difference.

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

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

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

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.

Teamwork
We are convinced that, as a team, each person can achieve their full potential, enjoy the process, and thus achieve the best results.

The Company's Values, Mission, and Vision are communicated in both Spanish and Portuguese during induction sessions for new hires and within the framework of the activities of "Values Month."

These, along with our Institutional Policies and Corporate Principles, the Standards, and the Norms of Responsible Conduct to which we adhere, apply to all our activities and business relationships.

Likewise, they are communicated through the Sustainability Report, the institutional website, and reinforcement and update communications are periodically carried out through emails, the Intranet, newsletters, and training sessions.

Our Sustainability Report, aligned with the GRI Standards, the United Nations Global Compact, and the SASB thematic standards for Software and IT Services, is complemented by a report on the contribution to the Sustainable Development Goals. All of this constitutes the key mechanisms for integrating our Sustainability Strategy into operational management, and the consequent assignment of responsibilities.

Organizational communication and culture

Our three Sustainability Committees engage all personnel in the adoption of a responsible business conduct in all our activities and business relationships.

Likewise, our press area promotes awareness of diversity and inclusion issues related to our business, among other actions.

We developed 3 articles that had 301 publications in different media throughout the region and represent 12% of all institutional sustainability articles issued.

We feature three Sustainability Committees.

Other activities developed:

The importance of education to prevent cyberbullying
On World Anti-Bullying Day, together with *Argentina Cibersegura*, we analyzed the impact of cyberbullying, and the effectiveness of education and awareness to minimize its damage.

Stop Cyberbullying Day: Prevention is the responsibility of the entire community
On International Cyberbullying Awareness Day, we discussed the different forms of bullying, its early detection, the effects on victims, and the importance of promoting a culture of respect, with emphasis on education; we highlighted *Digipadres* (Digiparents) as a valuable resource for this purpose.

Values Month

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

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

Organized by the Global DEI Committee, coordinated by the Head Office, and involving all ESET offices in the world, we carried out the following, spanning all offices:

◉ Diagnosis on myths and biases, in which 24% of regional personnel and 10% of global personnel participated.

◉ Podcast featuring female representatives from the Company, in which our Country Manager from Brazil, Danielle Novais, was interviewed.

Locally:

◉ We participated in the annual event "*Encuentro en la Diversidad*" (Meeting in Diversity), organized by the *Encontrarse en la Diversidad* Foundation, with our volunteer team.

◉ Communication campaign to reinforce the importance of our Diversity and Non-Discrimination Policy and to explain the direct link between corporate values and this Policy, across all 3 offices.

◉ Posters and interventions on diversity were designed and placed in the Buenos Aires offices.

All these activities promote the creation of more inclusive and respectful spaces, in which all identities are valued and diversity is lived with pride.

Reinforcement of the Diversity and Non-Discrimination Policy

To continue raising awareness and sensitivity, and fostering ownership of our Diversity and Non-Discrimination Policy, from our Inclusion and Diversity Committee, in collaboration with the *Encontrarse en la Diversidad* (Meeting in Diversity) Foundation, we developed an internal and external communication campaign that included the following initiatives:

Diversity wallpapers for video calls and screens

Graphic pieces with awareness messages about non-discrimination and the importance of not remaining silent in the face of violence.

Interventions in the office

Posters and messages in the Buenos Aires office to promote a safe space for different identities and diversities, and facilitate access to the Diversity and Non-Discrimination Policy. This will be replicated in the rest of the offices next year.

8M Podcast

Digital violence transcends the border of virtuality: In the context of International Women's Day, we brought together different experts in the subject (the *Encontrarse en la Diversidad* (Meeting in Diversity) Foundation, the ESET Latin America Research Laboratory, and *Argentina Cibersegura*) to address the issue of digital gender violence. With 438 plays on just the first day, it became the 4th most listened-to episode in the history of the podcast.

ESET TV Campaigns – Mental Health

Guide of audiovisual content recommendations on diversity and inclusion in mental health. They encourage reflection on the topic through a series of triggering questions.

Microaggressions under scrutiny?

Internal and external communication campaign on microaggressions, in which we exemplify some of the situations of violence that can occur in the workplace and invite reflection on their consequences and their minimization.

Pride Day

Communications and interventions in the offices based on the question "And what makes you proud?" inviting responses to be left in a mailbox, which were then shared among everyone.

Externally, we created communication pieces with the same slogan and highlighted different texts that are outlined in our Diversity and Non-Discrimination Policy.

We worked on deepening our Diversity and Non-Discrimination Policy.

The pillars of our sustainable management

GRI 3-3, 2-25

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

Community development and education

Environmental care

Collaborators' well-being and talent management

Value chain enrichment

For the development of commercial activities, both in our offices and among our exclusive distribution companies, we require compliance with current legislation and international Human Rights treaties through various policies and actions.

Through the core of our business and our Mission, Vision, and Values, we seek to mitigate the negative impacts of technological advancements. Moreover, the foundation and participation of the NGO Argentina Cibersegura is our most relevant initiative in this regard. In this context, we do not implement a formal Human Rights risk assessment.

Our Diversity and Non-Discrimination Policy and our Code of Ethics and Anti-Corruption allow us to engage in dialogue with our stakeholders and redress negative impacts. We monitor complaints and claims mechanisms through the Ethics Commission.

Every year, we carry out a materiality analysis – or analysis of the main relevant topics – through consultations with our stakeholders on the economic, social, and environmental impacts applicable to our business and our sustainability management.

Sustainability management is overseen by the Finance, Human Resources, and Sustainability Department. It features a position specifically responsible for sustainability matters, tasked with coordinating and managing activities, projects, and initiatives across the three committees: the Community Relations Committee, the Inclusion and Diversity Committee, and the Environmental Affairs Committee.

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

Strategic investment in sustainability

EUR **716,491.30**

Sustainability investment by pillar

Community Development and Education Pillar

Strategy

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

Opportunities

- Generating more awareness, knowledge, and information initiatives and expanding the reach of the target stakeholders to achieve goal compliance in a more homogeneous manner across the region.
- Increasing the impact, results, and synergies through alliances with civil society organizations working towards inclusion.

EUR 62,969[1]

Investment

1. See comparative information in Annex 1
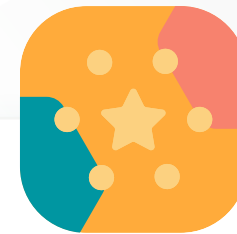
Environmental Care Pillar

Strategy

◉ Reducing the impact our activity causes on the environment by implementing new best practices that allow us to achieve this goal.

◉ Raising people's awareness about the importance of caring for the environment, so that they act as multiplying agents in their personal context.

Opportunities

◉ Broadening and deepening best practices for the care of the natural resources used. Generating a deeper awareness among collaborators, so that their multiplier actions are enhanced.

1. See comparative information in Annex 1

EUR 3,906.81[1]

Investment

Collaborators' Well-Being and Talent Management Pillar

Strategy

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

Opportunities

- Training collaborators more professionally.
- Developing clearer and more challenging career plans.
- Providing the necessary conditions and equipment for people to work optimally also remotely.

EUR 301,760[1]

Investment

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1. See comparative information in Annex 1

Value Chain Enrichment Pillar

Strategy

◉ Formally adhering our supplier companies to the concepts of sustainability.

◉ Aligning distribution companies throughout Latin America with sustainability management.

Opportunities

◉ Extending the triple-impact management throughout the value chain, generating more sustainable companies committed to social and environmental aspects.

EUR 627,315[1]

Investment

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1. See comparative information in Annex 1

Responsible business conduct commitments

GRI 2-23, 2-28

We adhere to the following initiatives:

WOMEN'S EMPOWERMENT PRINCIPLES

In 2019, we adhered to the Women's Empowerment Principles (WEPs), committing to implement an action plan focused on four axes:
- Leadership and Strategy
- Workplace
- Markets
- Community

During 2023, we implemented initiatives related to the "Workplace" axis.

THE GLOBAL COMPACT
APOYAMOS EL PACTO MUNDIAL

In 2013, we adhered to the 10 Principles of the United Nations Global Compact, which are related to upholding Human Rights, Labor Rights, the implementation of anti-corruption mechanisms, and the care of the environment. .

www.pactoglobal.org.ar
www.unglobalcompact.org

2030 Agenda: Sustainable Development Goals

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

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

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

In the section Our commitment with the 2030 Agenda, you will find a summary of the results achieved during the period.

SUSTAINABLE DEVELOPMENT GOALS

4 QUALITY EDUCATION

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Building bonds

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

In Argentina, we support this organization's cause by participating as speakers in their initiatives, among other actions.

[Argentine Institute of Corporate Social Responsibility](#)

We have a voluntary mutual collaboration agreement with the UTN, which involves the opening of a joint Malware Research and Analysis Laboratory, as well as spaces for improvement and training in IT Security.
This agreement also comprises the implementation of our Antivirus Tour in the 29 regional faculties, and the development of training sessions and courses at each university campus.

[National Technological University](#)

We continued to participate in the Program for Companies Committed to Human Rights of the City of Buenos Aires.

We concluded the BA Convive (BA Coexists) Program, managed by the Undersecretariat of Human Rights and Cultural Pluralism of the City of Buenos Aires.

We support the *Empujar* (Push) Foundation with financial assistance, volunteering, talks, etc.

Program for Companies Committed to Human Rights of the City of Buenos Aires

BA Convive Program

Empujar Foundation

Argentina Cibersegura®

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

Argentina Cibersegura

Pride Connection Ar
El éxito está en la **diversidad**

We joined this Network of companies that seeks to share, strengthen, and promote best practices for the labor inclusion of the LGBTIQ+ community in the private sector of Argentina.

Pride Connection Argentina

Stakeholders and Commitments

GRI 2-12, 2-29

Stakeholders

Stakeholders are those legal or natural individuals or entities with whom we have a two-way impact relationship. On the one hand, we influence them, and on the other hand, they impact our daily activities with their actions.

To identify them, we use the following criteria:

- ⦿ Capacity to influence the Company and vice versa
- ⦿ Importance for the business management
- ⦿ Proximity
- ⦿ Access to Company financing
- ⦿ Representation they provide for the Company

Dialogue and participation

GRI 2-6, 3-3

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

Surveys were carried out on users and clients, partner companies, supplier companies, the team of collaborators, and senior management, to find out what their main concerns are regarding economic, social, and environmental matters.

Below, the commitments to stakeholders and the relationship mechanisms (communication, participation, and/or complaint channels) that exist for each of them are described:

Commitments and relationship mechanisms

Management
(Head Office and Senior Management ESET Latam)

As the regional office for Latin America, we are committed to creating and maximizing the Company's economic value, always seeking business sustainability and caring for the following issues:

- Promoting transparency towards all our stakeholders.
- Disseminating, in a comprehensive and truthful manner, data related to the evolution of the Company and the business.
- Preserving and maintaining Company assets.
- Complying with best practices in relation to our Governance.

Means of communication[2]

Meetings, Management report presentations, Website, Office Visits, Yammer Internal Social Network, Sustainability Report.

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2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Users and/or Clients

GRI 417-1

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

In addition, we seek to:
- Listen carefully to the concerns raised by different users and clients and respond efficiently.
- 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 contracting of the service.
- Provide adequate and personalized after-sales service.

◉ Establish fair and competitive prices.
◉ Offer complete and truthful information, without fine print. In this regard, all the boxes that are for sale in retail stores, and the licenses, which are sold through the online store, disclose: product functionalities/benefits, system requirements, number of licenses the user is acquiring, and brand Copyright information. These requirements are transmitted to Distribution Companies and Partners who manufacture boxes and control their compliance.

Means of communication[2]

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

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Supplier Companies

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

In addition, we commit to:

⦿ Favor the hiring of supplier companies that uphold Human Rights (by requiring the signing of a letter of agreement as a commitment to the Principles of the United Nations Global Compact) and that are committed to community development and the care of the environment.

⦿ Promote mutually advantageous business relationships.

⦿ Comply with the assumed payment commitments.

⦿ Use the information provided by these companies confidentially.

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Means of communication[2]

Meetings, Management report presentations, Corporate blog, Website, Office Visits, Code of Ethics Channel, Sustainability Report.

Partner Companies and Commercial Alliances

We offer various recognition programs and foster a relationship of mutual benefit and respect with our business partners and with other companies with whom we celebrate commercial alliances. In this way, we assume the commitment to:

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

Means of communication[2]

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

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Collaborators

We have developed a Human Resources management approach based on compliance with labor rights, work-life balance, the management of each person's talent, and the care of their health and occupational safety.

The main commitments of ESET Latin America in this regard are to:
- Respect the rights and equal opportunities of each collaborator.
- Apply selection and recruitment processes with equity criteria.
- Offer fair and market-appropriate salaries.
- 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 for them to perform their tasks with excellence.
- Offer a close, fair, personalized, respectful, and non-discriminatory treatment.

Means of communication[2]
Meetings, Management report presentations, 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 sessions and committees), Sustainability Report, Fluent dialogue with Direct Superiors.

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Companies in the sector
(Competition)

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

Violations of the regulations are subject to rigorous sanctions, as indicated in our Code of Ethics. The market positioning of the Company must not go against the Law.

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

The personnel are not authorized to illegally obtain information about the competition or to intentionally divulge false information about a competing company and its products or services.

Means of communication[2]
Management report presentations, Website, Meetings with representatives from local institutions, Code of Ethics Channel, Sustainability Report.

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Community

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

In relation to this initiative, we are continuously developing various actions that seek to:
- Provide information and advice on information security, so that users know how to protect themselves while using IT tools.
- Promote that access to technology is as secure 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.

Similarly, the participation process in different sustainability contests and rankings allows us to dialogue with experts who serve on the jury teams. We also take part in various academic and/or research spaces that enable us to directly engage with the participating stakeholders.

Means of communication[2]
Management report presentations, Corporate blog, Website, Mailing lists, Events, Satisfaction surveys (internal and external), Brochures (commercial and institutional), Press releases, Meetings with representatives from local institutions, Code of Ethics Channel, Sustainability Report.

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Control Agencies and Public Sector

As a Knowledge-Based Service (KBS) company, we employ qualified personnel and transmit and generate knowledge for the entire economy. Our solutions are easily exportable and have a strong impact on the global and local economy.

The main commitments of ESET Latin America in this regard are:
- Strict compliance with tax regulations, sales taxation, and tax management efficiency.
- Making the relevant contributions and submissions in a timely manner, in compliance with current legislation.

Means of communication[2]

Management report presentations, Sustainability Report, Accounting and Financial Statements.

2. These communication channels serve as mechanisms for communication, participation, and/or complaints with the relevant stakeholder group.

Material topics

GRI 2-12, 2-14, 3-1

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

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

⊙ Those in which the Company invests its greatest efforts.

⊙ Those relevant to stakeholders when making decisions about the Company.

⊙ Those that arise from the instances of dialogue with our stakeholders.

Definition of material topics

For the development of the Sustainability Report, aligned with the Global Reporting Initiative (GRI) Standards, we must declare the real and potential topics and impacts of our activity on the economy, the environment, and the people, including impacts on Human Rights.

This materiality analysis and update is carried out on an annual basis and allows us to:

Identify stakeholder expectations.

Align our sustainable management with relevant topics in the sector and with global challenges.

Define the most important topics to consider them in the short, medium, and long-term action plans and communicate them in our Sustainability Report.

For this, we analyze the sustainability context and conduct a benchmark of the main sustainability topics within the industry and key regulations. We use internal and external sources, as well as dialogue processes with the stakeholders.

This year we added the SASB thematic Standards for Software and IT Services. Likewise, with the approval of the Management team and the Board of Directors, we implemented a Risk Management Model based on the ISO 31001 Standard.

During this first period, progress was made in identifying sustainability risks and in linking the identified risks to the material topics recognized by ESET Latin America.

> You can find more information in the Risk Management Model section of this Report.

Through a virtual questionnaire, we renewed the consultation with stakeholders. We received 74 responses.

Diversity of the consulted stakeholders

The process initiated in the previous report was continued, improving the identification of who are our stakeholders and what are their expectations. To achieve this, we renewed the approach to identify and segment the consulted audiences.

Annex 2 shows some of the results of this approach.

Material topics

GRI 3-2

The material topics of ESET Latin America are presented below, organized according to the ranking resulting from the consultation process with stakeholders:

1 IT security

Impact explanation: 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).

Risk linked to the material topic:
Reputational (mainly) and Fraud.

2 Client satisfaction

Impact explanation: 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.

Risk linked to the material topic:
Reputational.

3 Ethics, compliance, and anti-corruption

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

Risk linked to the material topic:
Fraud and Financial Information.

4 Community education

Impact explanation: The awareness and education of the community, free of charge, on the safe use of technology, is essential to fully leverage the benefits of ICTs in human development.

Risk linked to the material topic: Sustainability and Reputational.

5 Responsible marketing

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

Risk linked to the material topic: Reputational, Sustainability, and Legal.

6 Occupational health and safety

Impact explanation: The health and safety of the people working in the Company are fundamental 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 way to prevent and mitigate possible negative impacts, such as those related to the physical, social, and emotional aspects of our collaborators.

Risk linked to the material topic: HR and Sustainability.

7 ## Innovation and research and development

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

Risk linked to the material topic:
Reputational and Strategic Management.

8 ## Economic performance and Market development

Impact explanation: The economic performance of the Company impacts all stakeholders and is essential for the Company's long-term sustainability. It results in the Company's expansion in the industry, its competitiveness in talent acquisition and the salary conditions of its collaborators, expressed in the ratio between the starting salary and the legal minimum wage, as well as the practice of fair trade and honest competition.

Risk linked to the material topic:
HR, Financial Information, Sustainability, and Legal.

9 ## Collaborators' well-being and talent management

Impact explanation: Betting on the talent and well-being of the people working in the Company is fundamental to achieve excellence in our products and services, which, in turn, results in the satisfaction of users and clients. Investing in the development of STEM talents in the labor market with a gender and social inclusion perspective.

Risk linked to the material topic:
HR and Sustainability.

10 Diversity and equal opportunities

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

Risk linked to the material topic:
HR and Sustainability.

11 Commitment to Human Rights

Impact explanation: The commitment to fundamental Human Rights (civil, political, social, economic, and cultural) enables compliance with national, regional, and international legislation. It pursues the promotion of human dignity among all our stakeholders, compensation for rights violations in the most vulnerable groups, and it involves communicating the progress achieved in the matter.

Risk linked to the material topic:
HR and Sustainability.

12 Product accessibility

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

Risk linked to the material topic:
Sustainability and Reputational.

13 Energy and Emissions

Impact explanation: Making an increasingly efficient use of energy, optimizing office equipment, and reducing the GHG emissions generated by our operations (commuting, travel, digital pollution, etc.) is the challenge we pursue in order to continue caring for the environment.
This issue is addressed not only from the corporate perspective, but also through the promotion of individual actions by each member of the Company.
Likewise, acknowledging and managing the generation of emissions will allow us to contribute to the global agenda on climate change.

Risk linked to the material topic:
HR, Reputational, and Sustainability.

14 Waste and recycling

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

Risk linked to the material topic:
Reputational, Sustainability, and HR.

15 Development of the value chain

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

Risk linked to the material topic:
Sustainability, Reputational, and Legal.

Corporate Social Responsibility at the Head Office

2023
- First in-person meeting of the Global Diversity, Equity, and Inclusion Committee
- Planning of the Global Diversity Strategy for the medium and long term
- Celebration of Environment Week
- First measurement of the carbon footprint

2022
- Celebration of the World Day for Cultural Diversity for Dialogue and Development
- First celebration of Cultural Diversity Week (May)
- First celebration of Diversity Awareness Month (October)

2021
Incorporation to the Diversity Charter Slovakia

2019
Launch of the first 2018 Sustainability Report

2018
Creation of the Corporate Social Responsibility Area

THIS IS WHAT
WE ARE

ESET in the world

GRI 2-6

TEMA MATERIAL 8

Founded in 1992, ESET is a Global Security Solutions Company that provides cutting edge protection against cyber-threats.

Head Office:
Bratislava (Slovakia).

Regional distribution centers:
San Diego (United States), Buenos Aires (Argentina), and Singapore.

Partners:
Commercial Partners covering 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), and Tokyo (Japan).

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).

ESET in Latin America

Since 2004, ESET Latinoamérica S.R.L.[3] operates for the Latin American region in Buenos Aires, Argentina, where it has a team of professionals trained to respond to market demands concisely and immediately. Moreover, it features a Research Laboratory focused on analyzing cybersecurity threats in the region. The Buenos Aires regional office is responsible for developing the Latin American market, together with its sales channels.

Presently, ESET has regional coordination offices in Buenos Aires (Argentina), and operational offices in São Paulo (Brazil) and in Mexico City (Mexico). It also has commercial presence through Distribution Companies, 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. It is currently present in 19 countries in the region, with 7 Exclusive Distribution Companies and more than 7,000 Sales Channels.

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

Our locations:

Offices
Mexico City, Mexico
Open map

Offices
São Paulo, Brazil
Open map

Offices
Buenos Aires, Argentina
Open map

ESET Latin America 2023 in numbers

More than
7,000
sales channels

19 years
of experience

3 offices

Presence in
19 countries
in the region

Recognitions[4]

4 for our sustainability management

5 for the quality and performance of our security solutions

3rd ISO 9001 Recertification

475,503 Operations[5]

135 Collaborators

47 million euros in sales

EUR 47,052,372 Net sales

See comparative information in Annex 3

4. Between distinctions, awards, and rankings.
5. Net income obtained through our sales channels.

Economic performance

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

The economic indicators corresponding to the results of our activities in Latin America in 2023 are shown below. The information is in euros, as this is how it is presented to the Head Office in Slovakia.
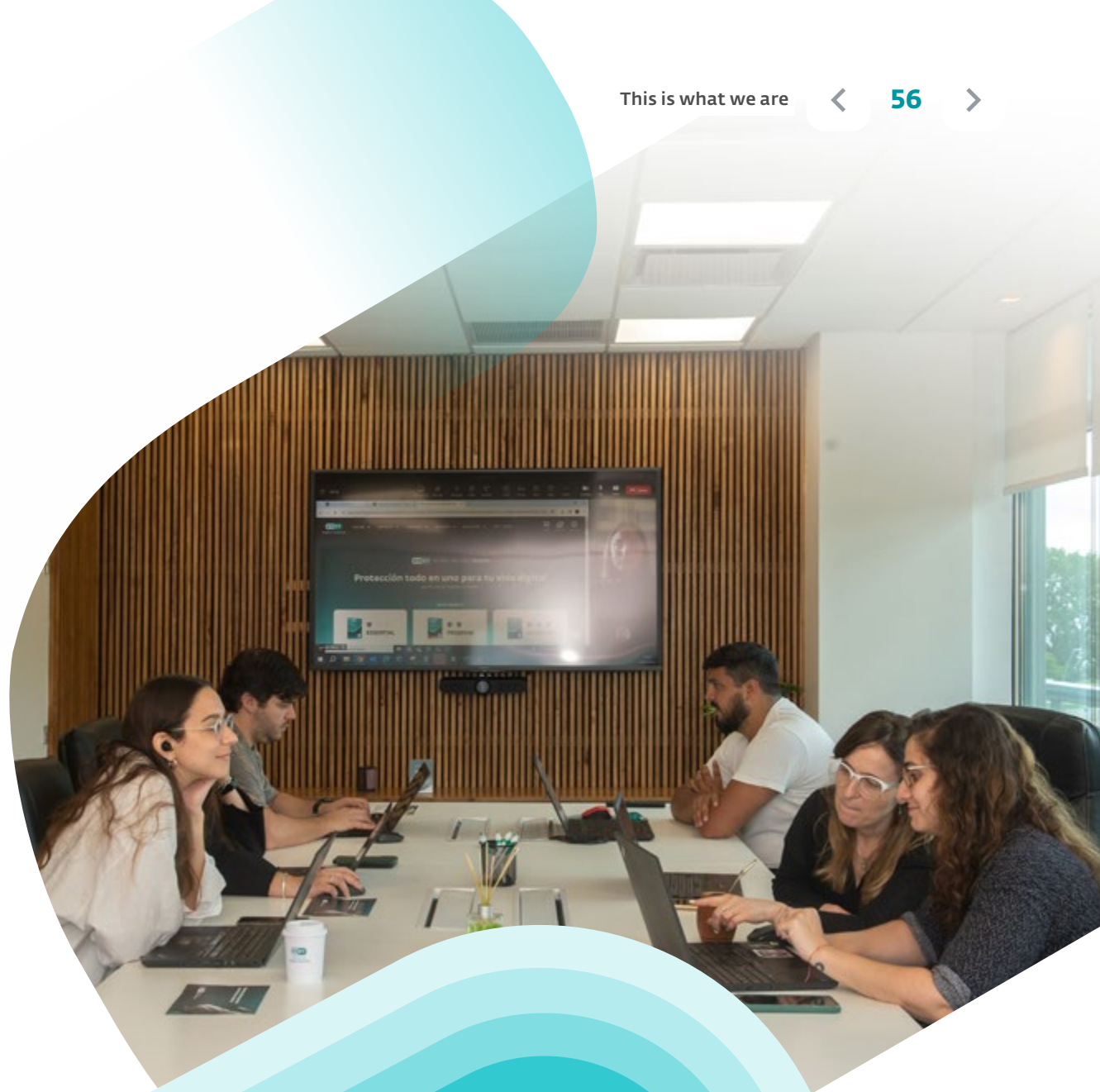
2023 Economic Indicators

		Stakeholder	2023
Economic value generated (A)	ESET sales in Latin America	Clients	EUR 47,052,372
	Income from financial investments		EUR 917,422
	Income from asset sales		EUR 0
Economic value distributed (B)	Channel margin	Partners and distribution companies	EUR 24,690,927
	Operating costs	Supplier companies	EUR 3,892,352
	Salaries and social benefits	Collaborators	EUR 5,391,901
	Payments to capital supply companies	Shareholders and banks	EUR 0
	Payments to the Government	Government	EUR 488,304
	Voluntary donations	Community	EUR 62,969
Total	**Economic value generated (A)**		**EUR 47,969,794**
	Economic value distributed (B)		**EUR 34,526,454**
	Total Economic Value Retained (A-B)		**EUR 13,443,340**

Nota: According to the information available in the Financial Statements reported to the Head Office to assess the Company's management.

The channel margin is the net revenue obtained through our sales channels.

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

See comparative information in Annex 4

The Company continued to grow in sales in its main markets across the region, although more moderately than in previous years due to new challenges, both external and internal.

For example, the launch of new products, changes in marketing policies, the political and economic context of each country, and mainly due to the presence of more aggressive competition with strong investment in the region.

Regardless, we achieved growth compared to last year, mainly in the corporate segments, while the residential segment felt the impact of these challenges more strongly.

Expenses also had an upward trend, mainly due to the economic situation and the inflation levels that Argentina is experiencing. In addition, the Company had new expenses this year, some temporary and others permanent, to address changes in processes and with the aim of strengthening sales in certain countries.

The main increases were due to:

- **Salaries:** because of the increase in the number of collaborators and the adjustments to the salaries paid, we seek to keep them competitive in the market, responding to inflation.
- **In-person events and trips:** organization of various events to strengthen sales and the Company's position in the market.

Governance structure

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

SASB TC-SI-330a.1, TC-SI-330a.2

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

Our Management team consists of eight people, 2 women and the rest men, who belong to the age group of 35 to 60 years. Except for one person, the others have more than 3 years of seniority in the position. They are in charge of specific management roles, and four of them actively participate in the sustainability management of a Committee and/or the NGO *Argentina Cibersegura*.

President of LATAM Region

Director of Finance, HR & Sustainnability
- Manager of HR
- Sustainability & Diversity Lead
- Legal Advisor
- Accountability Team Coordination
- Financial Team Coordination

Director of Corporate Communication
- Manager of Corporate Communication
- Manager of PR
- Manager of Training

Director of Operations
- Manager of Awareness & Research
- Business Systems Development Manager
- Manager of IT & Security
- Manager of Support CyberSOC
- Sales Operation Team Coordination
- Process & Quality Advisor
- BI Responsible

Director of Sales
- Manager of Inside Sales
- Channel Manager
- Business Development Prof Services
- Pre-sales Engineer
- Territory Account Manager
- Consumer Segment Sales Leader
- Business Segment Sales Leader

Director of Marketing
- Senior Manager of Online Marketing
- Manager of B2B Marketing
- Product Manager
- Channel Marketing Specialist

Country Manager Brazil
- Manager of Sales
- Manager of Marketing

Country Manager Mexico
- Manager of Sales

Federico Pérez Acquisto

President of ESET Latinoamérica

in LinkedIn profile

Augusto Bainotti

Director of Sales

in LinkedIn profile

Marcelo Daniel Carnero

Director of Finance, HR and Sustainability

in LinkedIn profile

María Belén Roel

Director of Marketing

in LinkedIn profile

Andrés Tamburi

Director of Corporate Communications

in LinkedIn profile

Danielle Novais

Country Manager Brasil

in LinkedIn profile

Leonardo Bernaschina

Director of Operations

in LinkedIn profile

Luis Arturo Vázquez

Country Manager México

in LinkedIn profile

Selection and appointment

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

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

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

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

100% of the executives hired belong to the local communities of Argentina, Brazil, and Mexico, which are the three Latin American countries with significant operations.

Two long-time collaborators assumed new positions, one as Director of Sales and the other as Country Manager for Brazil.

The search was open to everyone in the Company and followed the usual selection process.

Performance assessment

The qualitative and quantitative assessment of goal achievement is the responsibility of the Presidency.

The performance assessment consists of three instances, in which the following are evaluated: 1) Company objectives at a global, regional, and country level; 2) Individual, team, and role objectives, and 3) Skills and abilities. These are the same for all the people who make up ESET, with an additional fourth instance added only for leadership positions.

In turn, it features different complementary verification instances: self-assessment, feedback from colleagues, and consent from each person regarding the evaluation received. It takes place twice a year and it is carried out by team leads. In the case of the Presidency, it is conducted by the Head Office's President of Global Sales.

As a result of performance assessments, when defining semi-annual objectives, issues such as the need for training, the designation of new projects, changes in responsibilities, among others, may be proposed. However, this is not formally established.

Functions and characteristics of the highest governance body

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

- Lead the Management teams, setting management objectives and leadership style.

- Define annual business objectives for each area, together with the Directors.

- Supervise area objectives in accordance with business objectives.

- Oversee the Company's performance assessment process to unify evaluation criteria.

- Accompany salary increases according to the results obtained in the performance assessment.

- Define the budget for expenses (operating costs and projects) of ESET Latin America.

- Accompany sustainability actions to ensure a sustainable business management.

- Train in topics related to the economic, social, and environmental impacts of management, constantly updating and aligning with the Sustainable Development Goals identified as part of the management.

- Supervise and ensure the annual Sustainability Report in accordance with the GRI Standards, the United Nations Global Compact, and the Sustainable Development Goals.

- Plan, develop, and implement strategies to ensure that financial resources are sufficient to achieve business objectives.

- Identify business and partnership opportunities with distribution companies throughout the region.

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

- Act as the accountable authority in the Company Statute and as its legal representative.

- Promote press actions and encourage the generation of content in mass media, conferences, publications, and the exposure of Company specialists in these media.

The Presidency determines the scope of responsibilities of each member of Management concerning economic, environmental, and social issues. All Directorates have objectives related to these issues within their job descriptions and performance assessments, and are accountable for them.

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

Every year, Sustainability Inductions are held for new people joining the Company, including positions in the governance body.

To communicate critical concerns to the highest governance body, we hold meetings to present results, led by the Presidency. They take place monthly, and at the end of each session, there is space for questions regarding the agenda and to address any other inquiry or need that arises.

The critical concerns of the period were related to the organization of hybrid work, focused on mandatory in-person attendance (once or twice a week, depending on the country) and the organization of work teams. They were also related to the financial and economic situation of Argentina, mainly regarding salary updates due to inflation and the hiring of supplier companies.

Compensation

GRI 201-3

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

To determine the market salaries for each position, we use a salary survey developed by external consultants. These mechanisms are independent of Management.

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

Social security benefits are different in each country, in Argentina, Brazil, and Mexico. In all three countries, we exceed those legally established.

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

Risk Management Model

GRI 3-3

SASB TC-SI-130a.3, TC-SI-230a.1, TC-SI-230a.2, TC-SI-550a.1, TC-SI-550a.2

During the second half of the year, a new Risk Management Model was implemented to continuously and systematically identify and manage potential risks for the Organization. In this way, from a preventive perspective, we aim to avoid, control, and/or eliminate those events that could affect the achievement of ESET Latin America's objectives.

The update frequency is at least annual, but risks can be included and modified at any time during the year as the situation requires.

Main characteristics of the Model:

Preventive approach and awareness.

Collaborative identification and management of risks.

Continuous monitoring of risk management sponsored by Management.

Reporting and status updates on risk management.

Currently, it has an initial scope limited to the certifiable processes of the ISO 9001:2015 Standard, and both Senior Management and middle management, as well as all the people in the Company, can be risk managers as deemed appropriate..

Main processes involved:

Risk identification and linkage

All teams identify risks in relation to the achievement of the operational and strategic objectives of their area. Moreover, the strategic objectives of the entire Organization are considered.
The Quality area and Senior Management carry out risk linkage sessions that are recorded, as a guide, in the current Risk Matrix and, finally, each responsible actor defines the treatment to be implemented during the period.

Risk assessment

We adopt evaluation and classification criteria to determine the type of inherent risk, based on calculating the likelihood of occurrence and the severity of the risk. In a complementary way, we define risk appetite and tolerance to determine which risks are accepted.

Risk classification

We established a reference framework to facilitate the identification and understanding of the origin of the types of risks. To do this, we use the following risk categorization as criteria:
- Technological
- Fraud
- Security
- Financial information
- Operational
- Human Resources
- Compliance
- Sustanability
- Legal
- Reputational

Top Risk

These are classified risks that represent a risk of direct impact on the fulfillment of the Company's strategic objectives. We also use a second classification called "Strategic Risk." This classification implies a differential treatment by Senior Management for its monitoring, treatment, and/or approval of mitigation actions.

Current Risk Management Status

Throughout the year, certain risks were identified with each team, which are currently under review by Senior Management.

Likewise, various actions were determined, that continue to be executed and implemented in accordance with the lifespan of our model.

Current distribution of Strategic and Non-Strategic Risks

60.47%
Non-strategic risks

39.53%
Strategic risks

Current distribution of Strategic and Non-Strategic Risks according to their levell

Non-strategic risks (Total = 26)

31%
High

42%
Medium

27%
Low

Strategic risks (Total = 17)

59%
High

35%
Medium

6%
Low

Risks identified according to their category in treatment and percentage representation of the total

Category	High	Medium	Low
Technological		2.33%	
Sustainability		4.65%	
Security	2.33%	6.98%	
Reputational		2.33%	
Human Resources	4.65%	2.33%	2.33%
Operational	27.91%	20.93%	16.28%
Legal		2.33%	
Compliance	2.33%	2.33%	

Legend: Low, Medium, High
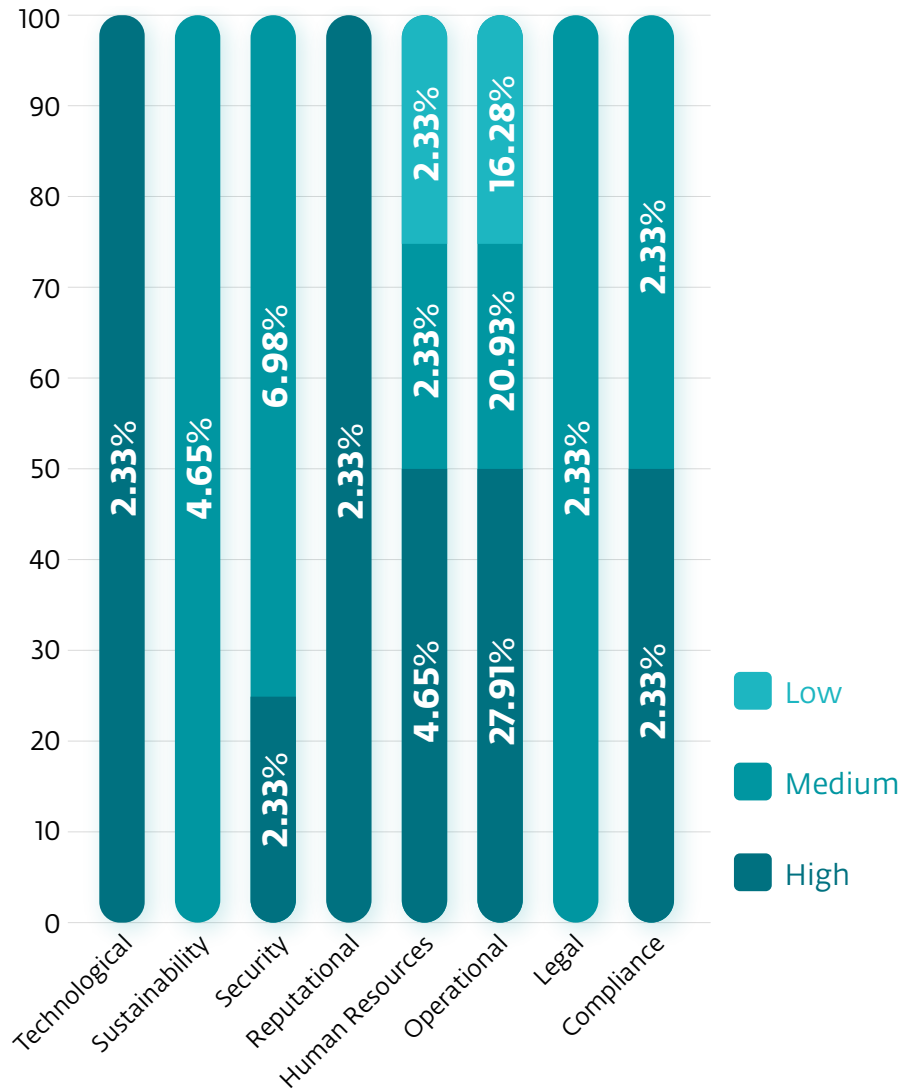
Top Risks identified according to category in treatment

Category	High	Medium	Low
Technological		5.88%	
Sustainability		5.88%	
Security	5.88%	11.76%	
Reputational		5.88%	
Operational	27.91%		5.88% / 5.88%
Legal		5.88%	
Compliance	5.88%	5.88%	

Legend: Low, Medium, High
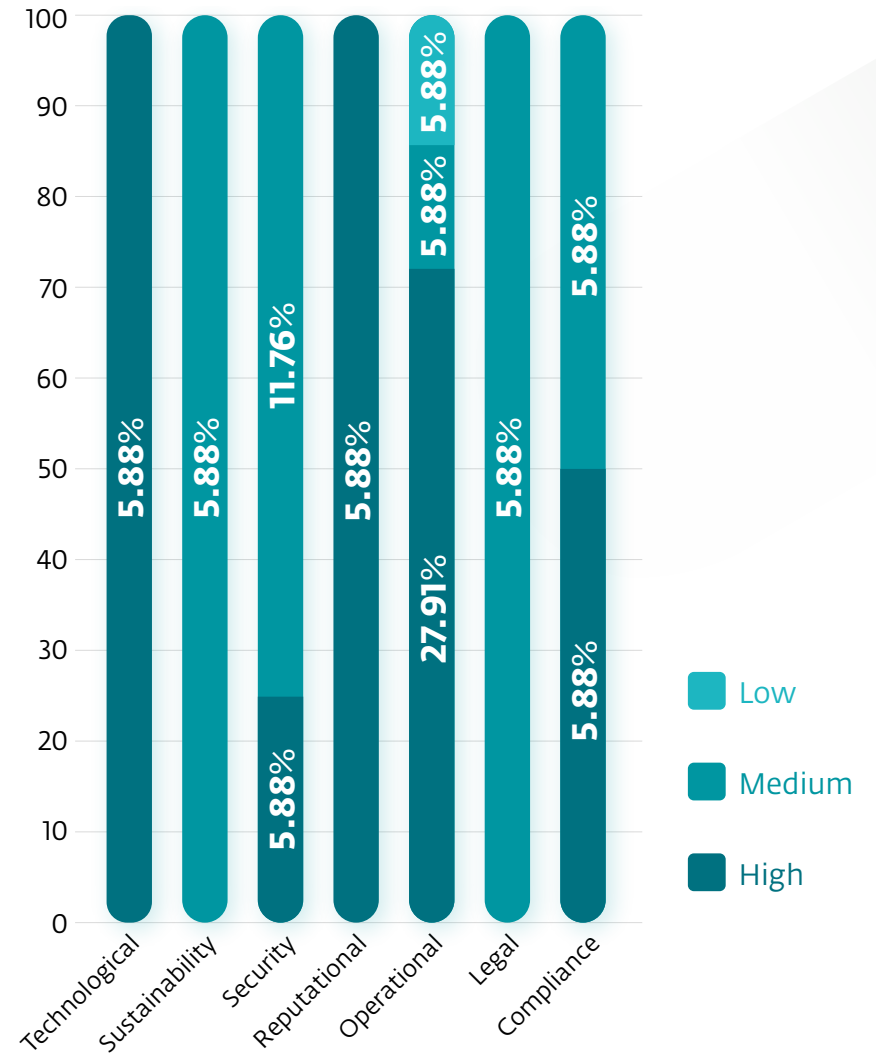
Risks linked to material topics

Material topics risks
(strategic and non-strategic)

39.53%
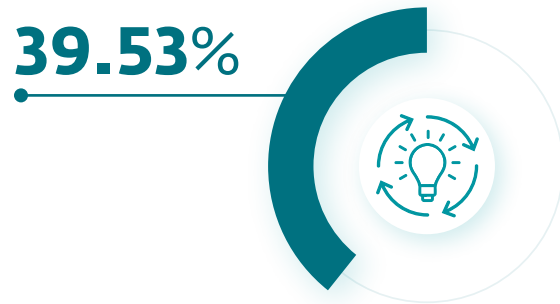
Top risks in material topics

20.93%
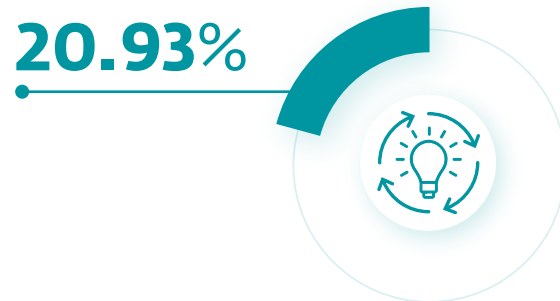
Percentage distribution of total risks linked to material topics

65%
Client satisfaction

17%
IT Security

12%
Economic performance
and market development

6%
Waste and recycling
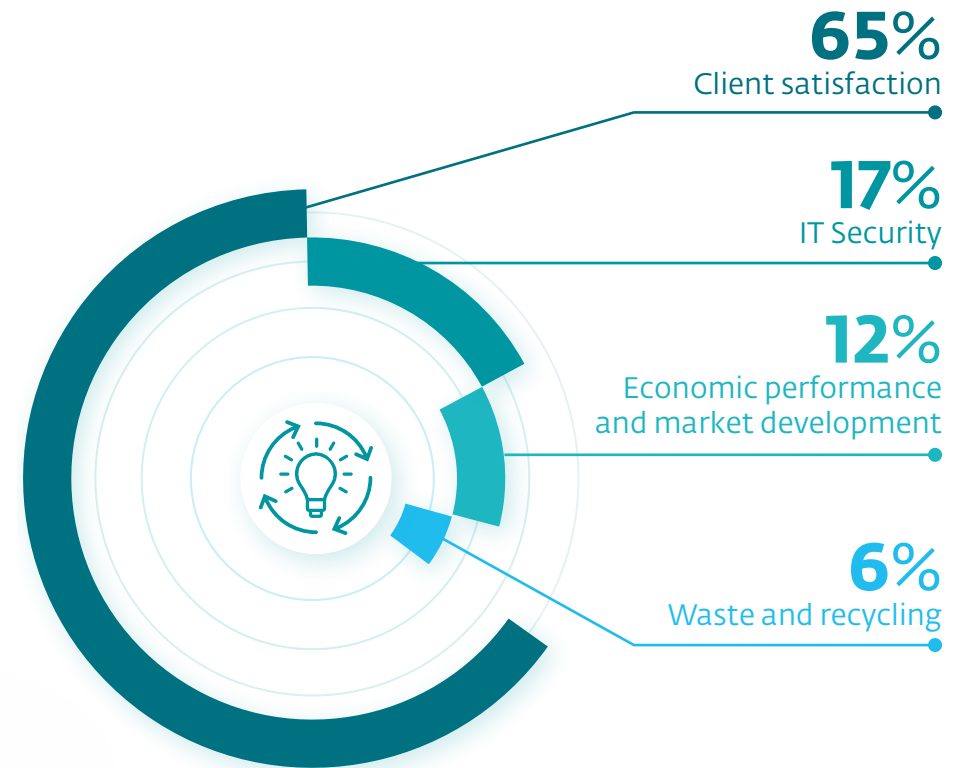
The approach we use to identify vulnerabilities is based on aligning the Security Committee in Latin America with the Head Office, adopting data security criteria and collaborative preventive practices.

Annually, random campaigns are planned to measure the security of internal data. Based on their results, gaps are identified, and awareness actions are defined.

The premises of information security and prevention are framed within the Global Security Policy. This Policy establishes the necessary conditions and considerations to prevent incidents in accordance with the requirements of the ISO 27001: 2023 Standard.

Additionally, our IT and Security areas identify potential risks in accordance with ESET Latam's risk management process and then take mitigating actions to address them.

For management, we consider the best practices of the ISO27001:2023 standard, although we are not certified.

There were no data breach incidents recorded in the Organization this year.

There have been no performance issues affecting clients, unplanned software interruptions leading to partial or total operational cessation for clients, nor periods of inactivity.

Risks to the continuity of operations

Potential risks:
Exploitation of OS (Operating System) EOL (End of Life) vulnerabilities in commercial systems.

Mitigation measures:
Protect servers with a global WAF (Web Application Firewall), which provides an extra layer of protection to prevent the exploitation of OS EOL vulnerabilities.
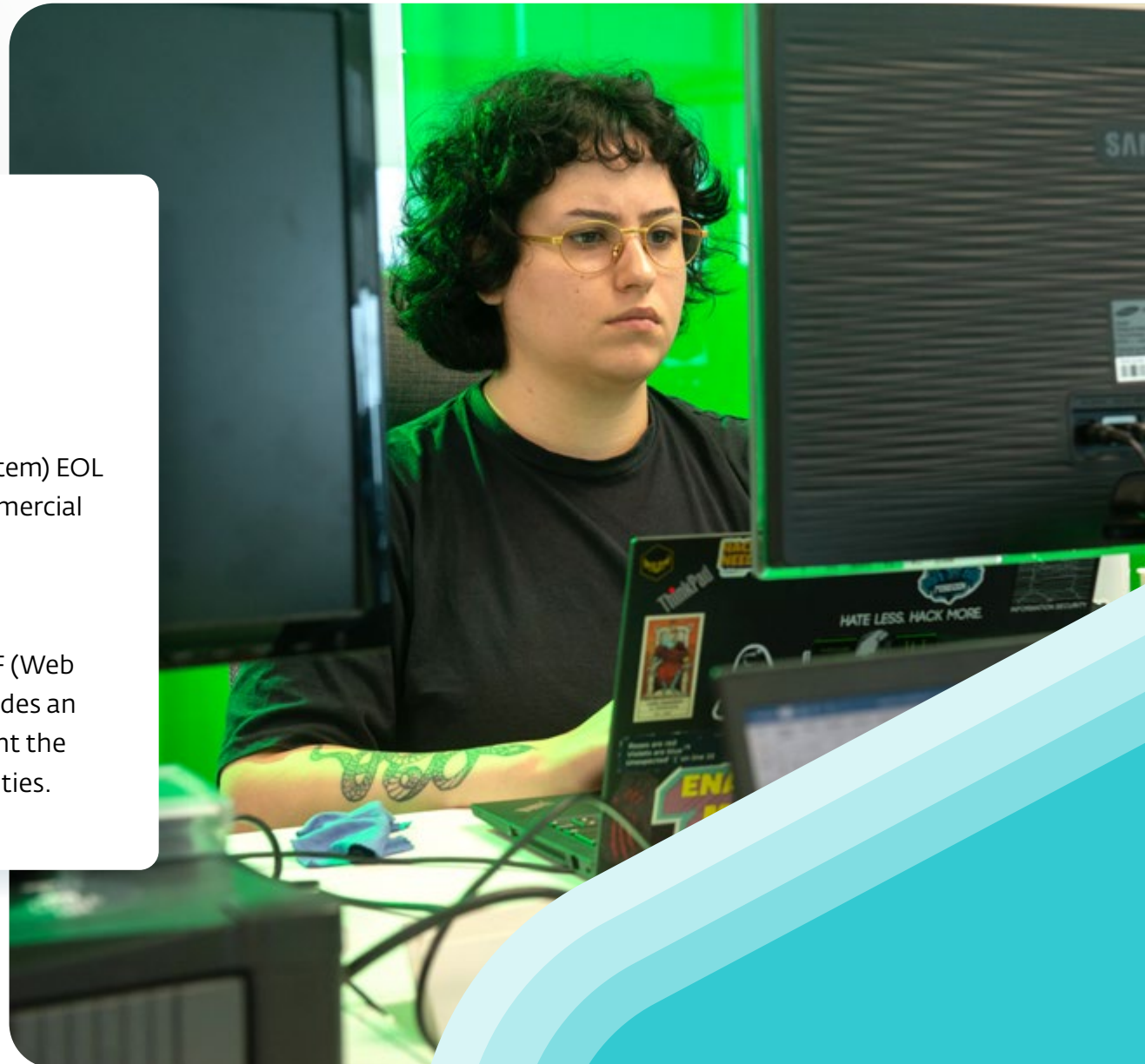
Sustainability Committees

GRI 3-3, 2-9, 2-24, 2-29

We feature three Sustainability Committees, divided by work themes, at the regional level. The people who make them up apply voluntarily and have one or two directors who integrate and sponsor them. They are coordinated by the Sustainability area, responsible for the sustainable development strategy.

Inclusion and Diversity Committee

Members

Sponsoring lead: María Belén Roel, Director of Marketing.
Team: Daniela Ramognino, Florencia Asmus, Francisco de Assis Camurça, Gustavo Quiñones, Juan Haran, Laura Méndez Quirós, Leslie Pérez Bocanegra, María José Plantey, and Nadia Slobodiuk.

Objective

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

Main results

⊙ We conducted a socialization campaign on our Diversity and Non-Discrimination Policy, using communications, activities, and interventions in the offices.

⊙ We continue participating in Entrelatam.

⊙ Together with the *Encontrarse en la Diversidad* (Meeting in Diversity) Foundation, we reflected on Microaggressions in the workplace.

⊙ We held the ESET Diversity Week and the Diversity Awareness Month, both initiatives proposed by the Head Office.

⊙ We offered a workshop on inclusive and accessible communication for exclusive distribution companies.

⊙ We worked on raising awareness, increasing visibility, and fostering reflection on various topics chosen by the personnel.

⊙ We organized a Mental Health workshop together with the organization *Cuestionarte*.

⊙ Through the *BA Migrante* Program, organized by the General Directorate of Communities of the Undersecretariat of Human Rights and Cultural Pluralism of the Government of the City of Buenos Aires and the International Organization for Migration (IOM), we conducted the workshop "Migration, human rights, and intercultural communication."

Community Relations Committee

Members

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

Team: Christian Ali Bravo, Fátima Rodríguez, Fernanda Duarte, Georgina Aguirre, Herminia Di Batista, Jésica Córdoba, Luciana Ramé, Nancy Araceli Jinesy, and Victoria Sestelo.

Objective

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

Main results

- We carried out 4 volunteering activities within the framework of our initiative *Conectate, entra en acción* (Connect, take action).
- The entire region participated in the *Empujar* (Push) project.
- Within the framework of International Women's Day, together with *Argentina Cibersegura*, we held an internal talk on digital violence.

Environmental Affairs Committee

Members

Sponsoring lead: Andrés Tamburi, Director of Corporate Communication.
Team: Ángeles Prados, Belén Parragués, Emiliano Doldán, Franco Fabricatore, Franco Lugones, Marcos Souza, Milton Astudillo, and Nicolás Martínez.

Objective

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

Main results

- We continued with the *Eco Cambio* (Eco Change) Campaign.
- We launched the new waste sorting initiative.
- We measured our carbon footprint.
- We generated waste metrics in the Argentina office.
- We conducted the Cleaning Week.
- We joined the Environment Week organized by the Head Office.

Code of Ethics and Anti-Corruption

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

SASB TC-SI-220a.1, TC-SI-520a.1

MATERIAL TOPIC 3, 5, 6, 10

Our Values, our Institutional Policies, and the Principles, Standards and Norms of Responsible Conduct to which we adhere, apply to all our activities and business relationships. These are communicated through the Sustainability Report, the institutional website and periodic reinforcement and update communications through emails, the Intranet, newsletters, and training sessions.

Since 2016, we have been working with our personnel on issues related to Human Rights; we conduct mandatory training sessions, workshops, and internal campaigns.

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

This Code contains principles and standards related to the individual responsibilities and tasks of Management, personnel, and our external stakeholders.

Everyone working at ESET, including the governance body and exclusive distribution companies, received our Code of Ethics and Anti-Corruption and have adhered to it and its guidelines on Human Rights.

We compiled written procedures approved by the Board of Directors in procurement and supplier contracting processes with the aim of ensuring compliance with the spirit of Law 27,401 (Criminal Liability of Legal Entities).

You can access it by entering the following link:
Explore our Code of Ethics

We conduct annual audits to generate the financial statements and to report to the Head Office. In each one, executed by an External Audit Firm, we carry out various review processes that cover cash counts, accounting balances, review of payments to our supplier companies, salaries, assets, provisions, contingencies, invoices, receipts, and other actions.

We also have Information Security Policies in place to promote its responsible handling.

There have been no cases of corruption or losses, sanctions or legal proceedings for reasons related to unfair competition, monopolistic practices, or against free competition.

It is worth clarifying that there are no active legal proceedings against any sector of the Company.

Currently, the risks related to corruption are not evaluated, but there are plans to initiate a process to assess the general risks of the Organization in the medium term.

No member of the Management team has shareholding participation, serves on boards of supplier or client companies, shareholders, or other groups with which the Company relates.

Complaint mechanism for breaches of the Code

Our stakeholders have the complaint form for breaches of the Code of Ethics and Anti-Corruption at their disposal. Through this means, any type of inquiry or complaint regarding social, Human Rights, environmental, and economic issues can be channeled.

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

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

Complaint form available on our website:
Our complaint form

Its responsibilities are:
- Resolving inquiries and advising all stakeholders on possible doubts regarding the Code of Ethics and Anti-Corruption.
- Corroborating the complaints filed through verification and investigation.
- Developing action plans to resolve the complaints filed.
- Maintaining an up-to-date record of the process.
- Keeping claimants informed about the status and resolution of the queries or complaints filed, when required.
- Preparing a final review report of the complaint and proposing process improvement actions.
- Maintaining claimant confidentiality at all times.
- Performing their duties under the principles of independence, thoroughness, and equanimity.

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

Response mechanism, complaint resolution, and regulatory compliance

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

SASB TC-SI-220a.1, TC-SI-220a.2, TC-SI-220a.3, TC-SI-220a.4, TC-SI-220a.5, TC-SI-230a.1, TC-SI-230a.2, TC-SI-550a.1, TC-SI-550a.2

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

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

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

During the reporting period, there were no significant fines or non-monetary sanctions for non-compliance with the legislation or regulations in general, including environmental regulations and regulations related to the supply and use of services. There were also no cases of non-compliance with the regulations and voluntary codes concerning marketing, advertising, and promotional communications, information and labeling of products and services, or regarding the health and safety impacts of our products.

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

We continued working together with Marketplaces to prohibit or cancel unauthorized third-party publications about our solutions. Thanks to this effort, we achieved a significant technological improvement to reduce the risk of license misuse.

THIS IS WHAT WE DO

ESET Latin America business model

GRI 3-3, 2-6

TC-SI-000.A

MATERIAL TOPIC 1, 3, 4, 6, 7, 10, 12, 14

Our marketing model is strongly oriented to the sales channel; it is not a direct sales business model, but rather it is channeled through exclusive distribution companies 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 operates for countries where we do not have an Exclusive Distribution company. In turn, some territories decided to use the regional store to take advantage of the benefits of outsourcing its management, usability, dissemination, and promotions. Other countries opted 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 develop a policy of transparency and respect towards our business partners, with whom we establish a healthy and mutually beneficial relationship.

We have a 30-day return guarantee for purchases made in the store:
Learn about our Return Policy

We implemented various measures to continue improving our care and service:

⦿ We migrated the operations of Brazil and Peru to the global e-commerce platform, optimized processes, the user experience design (UX design), and added new payment options.

⦿ We updated the offer for the consumer segment by adding new protection plans for residential use.

⦿ We improved loyalty plans and unified customer surveys under the platform and guidelines of the Head Office.

⦿ We sought to expand service channels and improve the quality of our regional support to provide a better client experience and increase the retention rate.

2024 Objectives

Launch of the self-renewal functionality of licenses and services, migration of the Chilean and Colombian operation to the Global Store, and a SOHO offer for SMEs and entrepreneurs.

+ 14 million
sessions at the regional level

USD**6,293,400**
in licenses sold
through the online channel

5.3%
growth

Our value chain

Supplier companies

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

ESET Latin America

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

Sales Channels, Partners, and Wholesalers

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

Head Office

It develops the security solutions and defines the global business strategy.

Exclusive Distribution Companies

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

Clients and users

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

This is how we protect users and clients

GRI 416-1

SASB TC-SI-550a.1, TC-SI-550a.2

Residential

People interested in protecting their home equipment, such as computers and mobile devices, among others.

Corporate

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

- ◉ 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.
- ◉ Over 30 years of experience in research and development.
- ◉ We extend sustainability management throughout the value chain.
- ◉ We encourage business partners to align with our responsible practices.

Protection for desktop PCs and laptops

`GRI 416-1`

`SASB TC-SI-550a.1, TC-SI-550a.2`

To provide the highest levels of protection to our client portfolio, we adopted a modern subscription model that adapts to the changing behavior of users and, in particular, to their preference for online purchases. To this end, we established a new all-in-one protection product category.

This category includes three subscription levels:

ESET HOME SECURITY ESSENTIAL

Risk
Protection

ESET HOME SECURITY ULTIMATE

Risk
Protection

ESET HOME SECURITY PREMIUM

Risk
Protection

ESET NOD32 ANTIVIRUS

Risk
Protection

Protection for smartphones and tablets

ESET MOBILE SECURITY FOR ANDROID

Risk

Protection

Protection for the little ones

ESET PARENTAL CONTROL FOR ANDROID

Risk

Protection

Family protection

ESET SMART TV SECURITY

Risk

Protection

This is how we protect companies

ESET PROTECT

Risk

Protection

Protection for Endpoints

ESET PROTECT ENTRY

Risk

Protection

ESET PROTECT COMPLETE

Risk

Protection

ESET PROTECT ADVANCED

Risk

Protection

ESET PROTECT ELITE

Risk

Protection

Two-factor authentication

ESET SECURE AUTHENTICATION

Risk

Protection

Encryption

ESET ENDPOINT ENCRYPTION

Risk
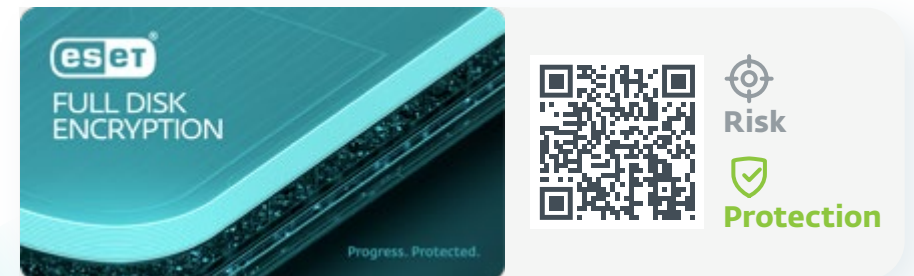
Protection

ESET FULL DISK ENCRYPTION

Risk
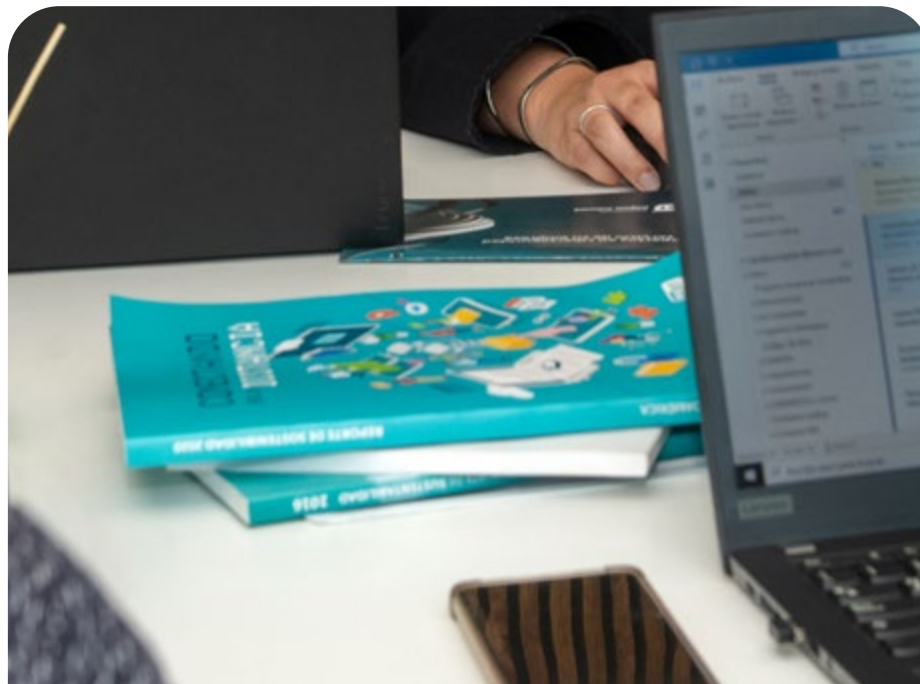
Protection

Extended detection and response

ESET INSPECT

Risk

Protection

Backup and recovery

XOPERO BACKUP AND RESTORE

Risk

Protection

Security training

ESET ACADEMY

Risk

Protection

This is how we protect infrastructure and information services

Protection for mail servers

ESET MAIL SECURITY

Risk

Protection

Protection for file servers

ESET SERVER SECURITY

Risk

Protection

Protection for Sharepoint servers

ESET SECURITY FOR MICROSOFT SHAREPOINT SERVER

Risk

Protection

Protection for Cloud Applications

ESET CLOUD OFFICE SECURITY

Risk

Protection

Network traffic analysis

GREYCORTEX

Risk

Protection

Accompaniment in the vision of security

Data leak prevention (DLP)

SAFETICA

Specialized security services

ESET CYBERSOC

ESET
CYBERSOC

Progress. Protected.

Risk

Protection

ESET THREAT INTELLIGENCE

ESET
THREAT
INTELLIGENCE

Progress. Protected.

Risk

Protection

Centralized management

ESET PROTECT

ESET
PROTECT

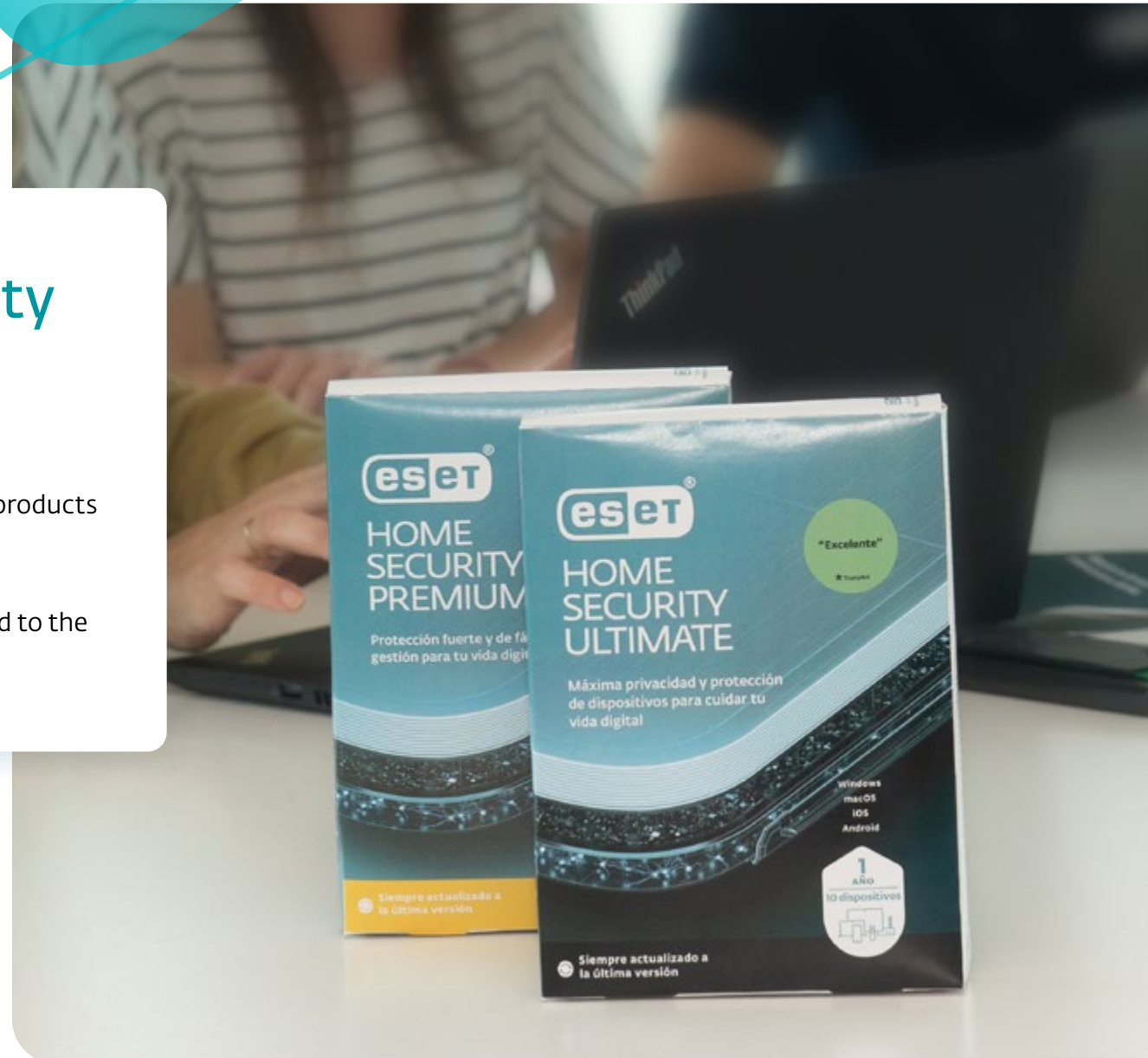Progress. Protected.

Risk

Protection

Client health and safety

GRI 416-1

SASB TC-SI-550a.1, TC-SI-550a.2

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

100% meet the following conditions that respond to the identified threats or risks.

Protection of people and families

Security Solution	Type of risk or threat mitigated and/or prevented	Responding feature/condition
ESET NOD32 ANTIVIRUS	⊙ Malware ⊙ Phishing ⊙ Ransomware	⊙ Network security ⊙ Device security
ESET HOME SECURITY ULTIMATE	⊙ Malware ⊙ Phishing ⊙ Ransomware ⊙ Identity theft ⊙ Privacy	⊙ Network security ⊙ Device security ⊙ Online banking and payment security ⊙ Document security ⊙ Digital identity protection
ESET MOBILE SECURITY FOR ANDROID	⊙ Malware ⊙ Information theft ⊙ Device loss	⊙ Antimalware protection ⊙ Application control ⊙ Anti-theft protection
ESET PARENTAL CONTROL FOR ANDROID	⊙ Identity theft ⊙ Access to inappropriate content	⊙ Access security
ESET SMART TV SECURITY	⊙ Malware	⊙ Device security

Note:

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

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

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

Protection of companies

Security Solution	Type of risk or threat	Responding feature/condition
ESET PROTECT ELITE		⊙ Cloud solutions ⊙ Network security ⊙ Device security ⊙ Global audit ⊙ Real-time monitoring ⊙ Server security ⊙ Extended detection and response ⊙ Cloud app security
ESET PROTECT ENTRY	⊙ Malware ⊙ Phishing ⊙ Ransomware	⊙ Network security ⊙ Device security
ESET PROTECT ADVANCED		⊙ Network security ⊙ Device security ⊙ Advanced protection
ESET PROTECT COMPLETE		⊙ Cloud solutions ⊙ Network security ⊙ Device security ⊙ Global audit ⊙ Real-time monitoring ⊙ Server security ⊙ Cloud app security
ESET SECURE AUTHENTICATION	⊙ Identity theft ⊙ Unauthorized access	⊙ Two-factor authentication

Security Solution	Type of risk or threat	Responding feature/condition
ESET ENDPOINT ENCRYPTION	◉ Access to sensitive documentation	◉ Document security and disk, file, and email encryption
ESET FULL DISK ENCRYPTION		◉ Document security and disk encryption
ESET INSPECT	◉ Malware ◉ Phishing ◉ Ransomware	◉ Network Security ◉ Device Security ◉ Global Audit ◉ Real-time monitoring
ESET ACADEMY	◉ Unawareness ◉ Lack of information	◉ Training
XOPERO BACKUP AND RESTORE	◉ Loss of sensitive information	◉ Saving or backup of information ◉ Document security ◉ Recovery of saved information

ENCRYPTION

Protection of infrastructure and information services

Security Solution	Type of risk or threat	Responding feature/condition
ESET MAIL SECURITY		⊙ Network security ⊙ Mail server security
ESET SERVER SECURITY	⊙ Malware ⊙ Phishing ⊙ Ransomware	⊙ Network security ⊙ File server security
ESET CLOUD OFFICE SECURITY		⊙ Network security ⊙ Office 365 (Teams, One Drive, Sharepoint, Exchange) security
ESET SECURITY FOR MICROSOFT SHAREPOINT SERVER		⊙ Network security ⊙ Microsoft Sharepoint server security

Accompaniment in security vision

Security Solution	Type of risk or threat	Responding feature/condition
SAFETICA	⊙ Data leakage	⊙ Document security
ESET CYBERSOC	⊙ Vulnerabilities ⊙ Malware ⊙ Ransomware	⊙ Specialized security services ⊙ Network security ⊙ Access security ⊙ Document security ⊙ Audits
ESET THREAT INTELLIGENCE	⊙ Malware ⊙ Targeted attacks ⊙ Botnet activity ⊙ Phishing campaigns	⊙ Threat intelligence ⊙ Malware statistics ⊙ Custom reports
ESET PROTECT	⊙ Vulnerabilities ⊙ Malware ⊙ Ransomware	⊙ Network security ⊙ Device security ⊙ Global audit ⊙ Real-time monitoring

SERVICIOS ESPECIALIZADOS DE SEGURIDAD

Acknowledgements

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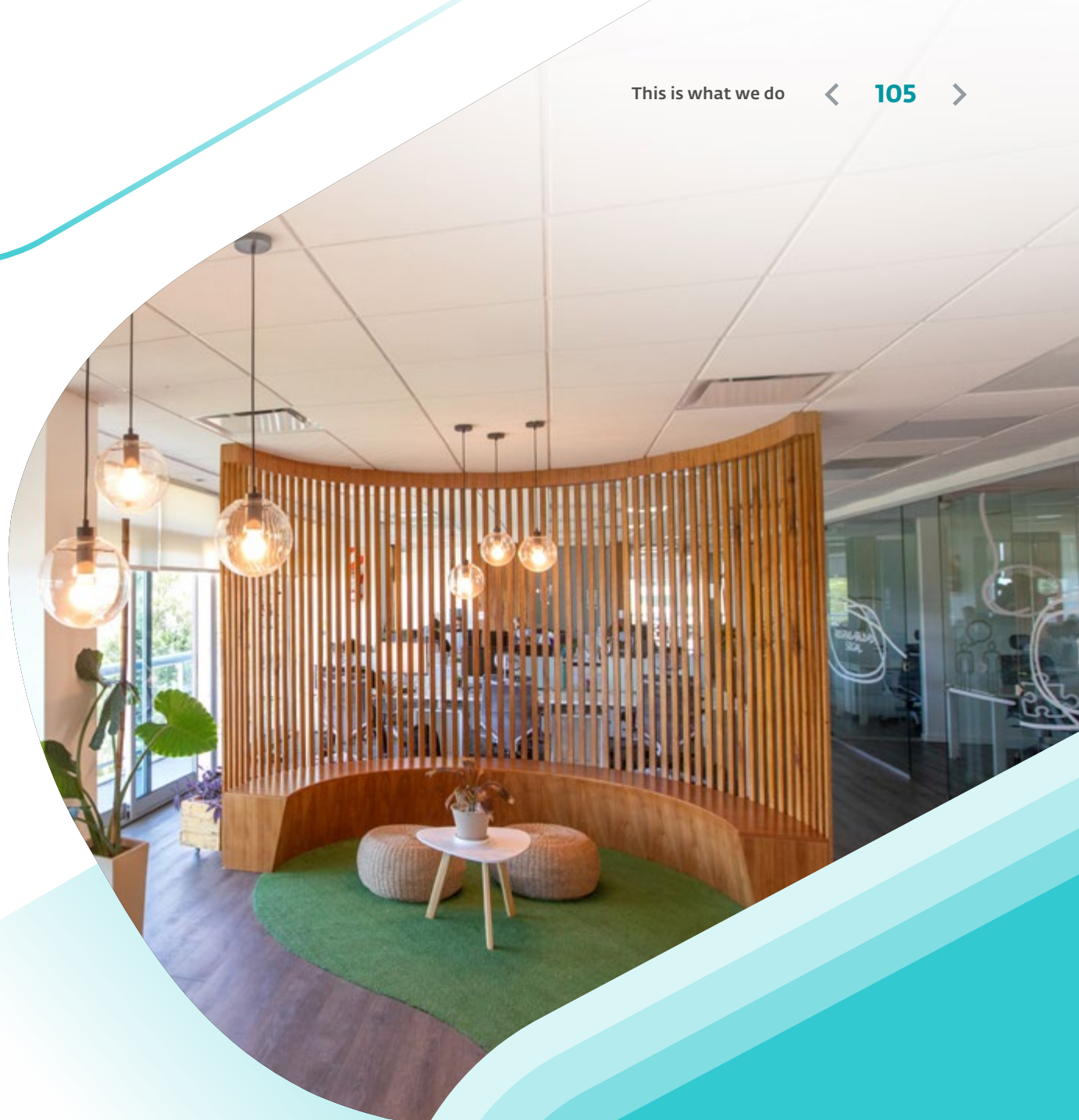
Canalys

For the fifth consecutive year, we were named "Champion" in the Canalys Global Cybersecurity Leadership Matrix.
According to Canalys, "ESET is one of the few vendors that cover the entire cybersecurity spectrum, as it offers solutions for the consumer sector, SMB, Enterprise, and MSP segments, giving it access to extensive threat intelligence."

Website

Top Player en Radicati APT Protection

For the fourth consecutive time, ESET was named Top Player in the Radicati 2023 Advanced Persistent Threat Market Quadrant. This recognition positions us as the best among all provider companies headquartered in the European Union.

Website

Latin American Award for Corporate Responsibility

We received the Latin American Award for Corporate Responsibility (Global Report), awarded by the Ecumenical and Social Forum, for our 2022 Sustainability Report that communicates our achievements at the regional level in our three offices in Argentina, Brazil, and Mexico.

Website

Gartner Voice of Customer EPP 2023. ARP

We were recognized as Customer's Choice among Endpoint Protection Platforms in Gartner's Peer Insight Voice of the Customer for Endpoint Protection Platform report.

The report summarizes real customer reviews of various information security supplier companies and focuses on their experiences regarding the implementation and operation of a solution.

Website

2023 APSAL Award

We were awarded by the Health and Food Professionals Association in the IT Security category for the contribution to employability of our Antivirus Tour, University Award, and ESET Academy initiatives.

Website

RSC Comunicativa Distinctions. Sustainability + Solidarity + Communication

We were recognized, among 184 applications, in the 20th edition of the RSC Comunicativa Distinctions Award, for the academic contribution of our Antivirus Tour, University Award, and ESET Academy initiatives.

Website

AV Comparatives

ESET Protect Enterprise scored highly in the EPR (Endpoint Prevention and Response) cyber risk quadrant in its 2023 benchmark report, recently published by the independent testing house AV-Comparatives.

According to the results, our products achieved the highest possible recognitions in all three tests, namely: Certified, Approved, and Strategic Leader. This proves, once again, that our solutions offer strong resistance to IT security and a perfect balance between protection, performance, and usability.

Website

IDC Worldwide Modern Endpoint Security Market Shares

The "Worldwide Modern Endpoint Security Market Shares" report by The International Data Corporation (IDC) places ESET among the 5 supplier companies that made up the endpoint security market in 2022.

The study highlights our long-term focus on research and development, adding that "ESET's R&D investments doubled from 2016 to 2022, and the Company plans to increase its R&D collaborator base in 2023."

[Website](#)

2023 Latam Award to the Best Organizations for Customer Interaction

We received the Bronze recognition of the Latam Award of the [Aloic Foundation](#) (Latin American Alliance of Organizations for Customer Engagement), for our strategy in inclusion and diversity.

[Website](#)

Client and channel service

Client service modality at ESET

Our service remains differentiated between technical and commercial.

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

The Regional Residential Support Center, exclusive to Latin America, offers telephone assistance in Spanish and a local line for Argentina, Chile, and Mexico. It also provides assistance via support form and email, and via online chat for the rest of the countries in the Spanish-speaking region. We have also incorporated service in Portuguese for the portfolio of residential clients in Brazil.

The support for our corporate sector continues to be handled by the Distribution Channel, where Exclusive Distribution Companies and authorized Partners provide top-level technical and commercial assistance, thus guaranteeing that each client in the region receives local and direct support. For inquiries that require a more detailed analysis due to their complexity or urgency, the Distribution Channel has exclusive communication lines with the technical support engineering team at our regional headquarters, who analyze each case and provide an effective and timely response. Remote support sessions can also be arranged.

For the corporate client portfolio in Argentina, Chile, and Mexico, there are exclusive local support telephone lines, while the rest of the region can contact us directly through our support form, available on the website.

As for commercial assistance, the Distribution Channel has exclusive contact with the commercial support team, which provides answers to questions or problems.

The service processes of the support teams are certified in accordance with the ISO 9001:2015 quality management systems Standard; within this framework, we have documented and controlled support processes for client service operations.

Our Quality Policy ensures effectiveness, process improvement, and achievement of expected results by defining commitments that guide our efforts towards meeting the requirements and expectations of all stakeholders.

Focal points developed

Hybrid work
The model that combines 20% in-person attendance with 80% home office was maintained. This flexibility is highly valued by the teams, promotes balance between work-life balance, and favors the good health and overall well-being of our people.
Likewise, to reinforce the sense of belonging and closeness among people, in-person meetings were established, and we sought that 20% of on-site work was carried out collaboratively with team members.

Preparation of the Technical Support team to offer support services
We focused on preparing the support team to be able to provide professional services in line with the Head Office offer.
The team received technical and process training that allows to standardize skills and technical knowledge for the proper execution of this type of services.
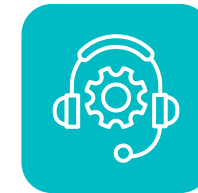
Technical and commercial service
We continued to engage in value-generating activities aimed at our users and sales channels; we offered virtual classes, webinars, and personalized attention to our strategic client portfolio.

Quality Management and Continuous Improvement

GRI 3-3, 417-1

MATERIAL TOPIC 2

Quality Management System (QMS)

We successfully completed a new cycle of recertification of our QMS.
With a robust focus on continuous improvement, in 2023 we achieved the following advancements:

Collaborative document management
Our QMS is housed on a collaborative SharePoint site, which maintains document control through a collaborative scheme with the people who own each document, allowing it to be available and updated for those people in the Company who wish to consult it.

Client satisfaction
We implemented a new satisfaction survey consisting of 3 modules and modified the way in which satisfaction is calculated for the support teams' surveys, to improve data quality and favor the process of analysis and identification of improvement and/or corrective actions.

Process and quality awareness
We conducted a cycle of training sessions and workshops to reinforce the commitment to the QMS and process improvement. We worked on methods and techniques aimed at improving the performance and quality of the Organization's activities.

Client service satisfaction

We carried out a survey module that addressed three aspects in a complementary manner:

- General Satisfaction (captures overall perception).
- Operational perception (perception regarding the attention received for the specific query).
- Transactional NPS (likelihood of recommending ESET to another person after having contact with the support team).

As a result of the implementation, two new indicators were generated:

- Internal Overall Satisfaction: Measures the satisfaction of IT Support and Development Support.
- - External Overall Satisfaction: Measures the satisfaction of CRS, Commercial Support, and Technical Support.

These indicators will evolve during the next year according to the identified needs.

Client service results

Results 2023

Corporate Sector

2,673
Query volume

6.5 working days
Average life span

86.8%
Satisfaction

Commercial Sector

5,529
Query volume

15:34 working hours
Average life span

96.17%
Satisfaction

Regional support center

19,753
Query volume

05:54 working hours
Average life span

73.08%
Satisfaction

Note: The information comes from the Active Directory commercial database.

See comparative information in Annex 5

Product End of Life Policy

This Policy defines support at the different stages of the life cycle of our products; it indicates, for example, which stages are supported, if it is up to date, until when it would be supported, and by which product or version it would be replaced, among other matters.

We updated the landing page of our End of Life Policy to correctly reflect the information related to the Operating Systems that are no longer supported, the various options available to those people and companies using our products to stay protected, and relevant clarifications to resolve any type of doubt.

Also, we continued to develop actions focused on highlighting the importance of keeping both Operating Systems and security solutions updated, as they are essential elements that should remain digitally protected. We implemented webinars, training sessions, promotional materials, and awareness campaigns

Learn about our End-of-Life Policy
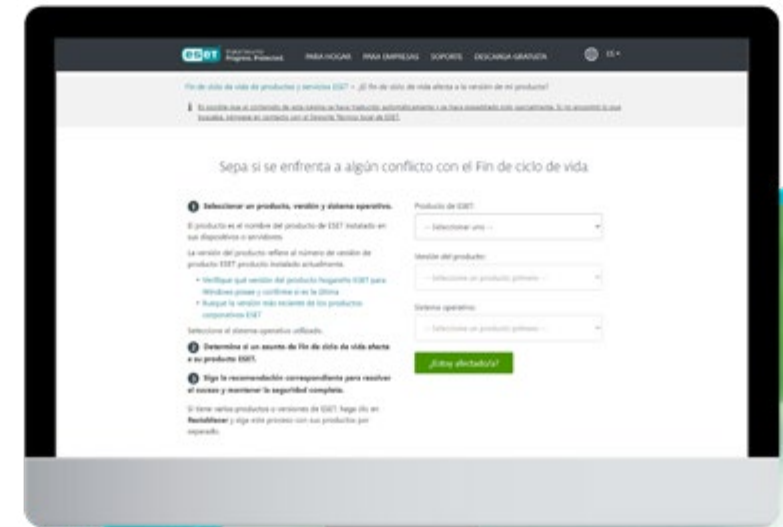
End of life Home | End of life Business

Responsibilities and Performance Assessment

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

Monthly, we keep SLA (Service Level Agreement)[6] and satisfaction surveys statistics to ensure the results. If deviations or non-compliant results are detected, we conduct a thorough evaluation of the root cause and propose corrective actions, monitoring their effectiveness (as required by the ISO 9001 Standard).

6. SLA refers to the service level agreement, which is the maximum amount of time in which we commit to resolving the query. The acronym SLA is commonly used in these systems.

Objectives and goals achieved

Technical support

90% compliance with high-priority ticket response times.

94.6% compliance with standard priority tickets.

98.8% compliance with response times for tickets from the Regional Support Center.

Satisfaction

3.85 in time   **4.1** in cordiality   **3.86** in effectiveness

Commercial support

80.72% compliance with urgent priority ticket response times.

91.39% compliance with important priority ticket response times.

89.76% compliance with regular priority ticket response times.

Satisfaction
96.17%

Note: Out of a maximum of 5.

COLLABORATORS

SDG

Overview

GRI 3-3, 2-25, 406-1

MATERIAL TOPIC 3, 6, 8, 10, 11

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

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

◉ The Diversity and Non-Discrimination Policy

◉ The Code of Ethics and Anti-Corruption with a Human Rights perspective

◉ Inclusive job searches

◉ We participate in the Company's global initiatives, such as the Carbon Footprint Measurement, Diversity Week, and Diversity Awareness Month

◉ We carry out workshops and debate, reflection, and training activities on environmental, inclusion, and diversity issues

◉ Benefits and leave policies with a diversity perspective

◉ Use of inclusive language in the drafting of communications and policies

◉ Inclusive and Accessible Communication Workshop for all areas and countries of the Company, including exclusive distribution companies

◉ We participate in Entrelatam

◉ Diagnosis of biases and myths related to diversity and inclusion

◉ We adhere to the Women's Empowerment Principles of UN Women

◉ We adhere to the Program for Companies Committed to Human Rights of the City of Buenos Aires

We respect the Universal Declaration of Human Rights.

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

We ratify this commitment in our Code of Ethics and Anti-Corruption, in the Diversity and Non-Discrimination Policy, and in the various corporate policies. Likewise, we promote compliance throughout the value chain (supplier companies, distribution companies, and partners).

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

There were 2 complaints filed within the framework of our Diversity and Non-Discrimination Policy. The cases were analyzed and managed jointly by the Human Resources and Sustainability areas. A dialogue was held with the people involved, a consensus was reached regarding the unfortunate behaviors and comments reported, and corrective actions were proposed.

Corrective actions:

◉ HR will keep track of the people involved to ensure their well-being.

◉ Attention will be sharpened to prevent the recurrence of these behaviors in the future.

◉ Mandatory training on microaggressions in the workplace will continue, reaching all staff in the 3 offices (Buenos Aires, São Paulo, and Mexico), with emphasis on team leads.
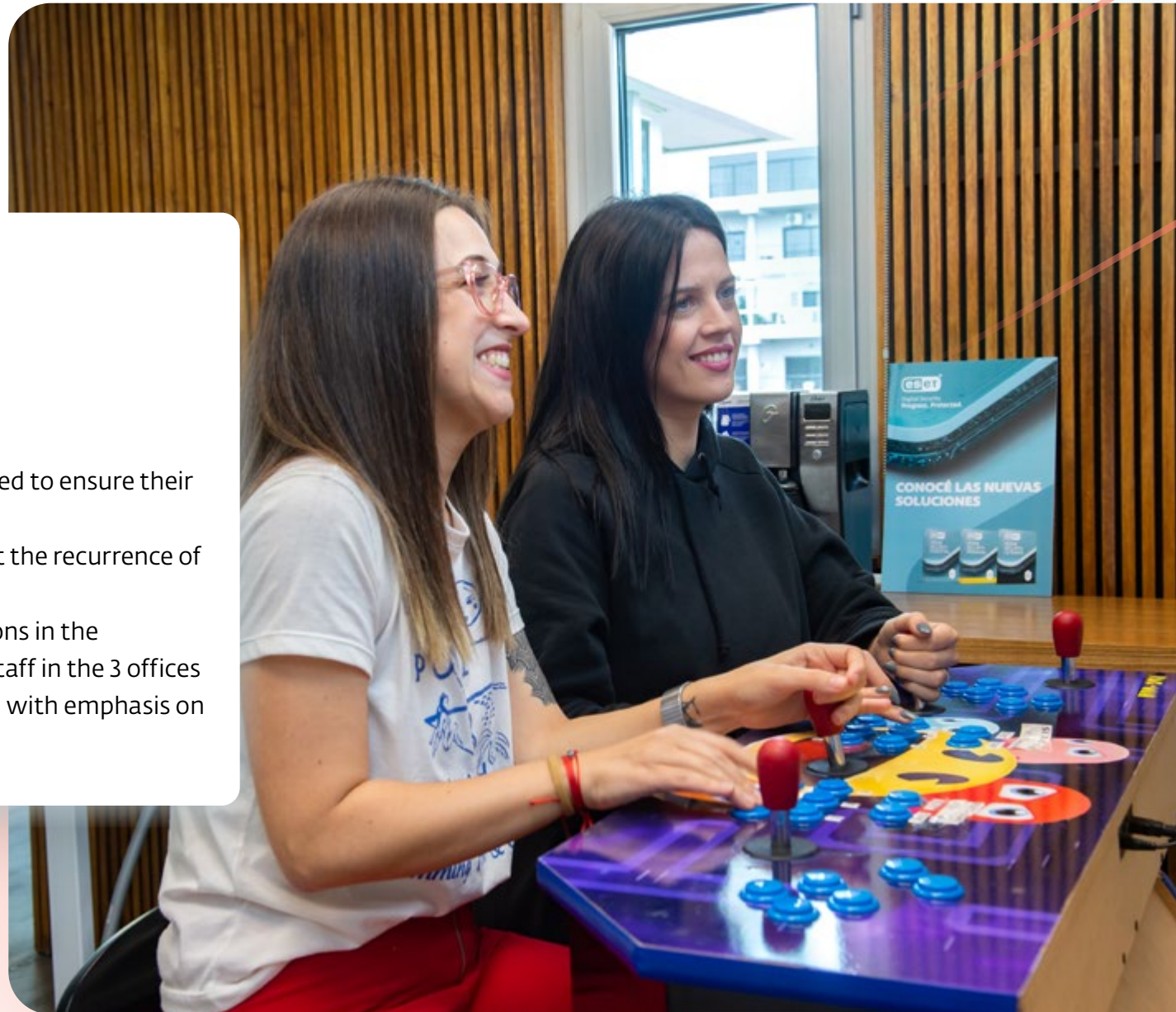
Breakdown of collaborators

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

SASB TC-SI-330a.1, TC-SI-330a.2, TC-SI-330a.3

2023 | Gender

TOTAL
136

WOMEN
66
49%

MEN
70
51%

ARGENTINA

TOTAL
93

WOMEN
45
48%

MEN
48
52%

MEXICO

TOTAL
21

WOMEN
10
47%

MEN
11
53%

BRAZIL

TOTAL
22

WOMEN
11
50%

MEN
11
50%
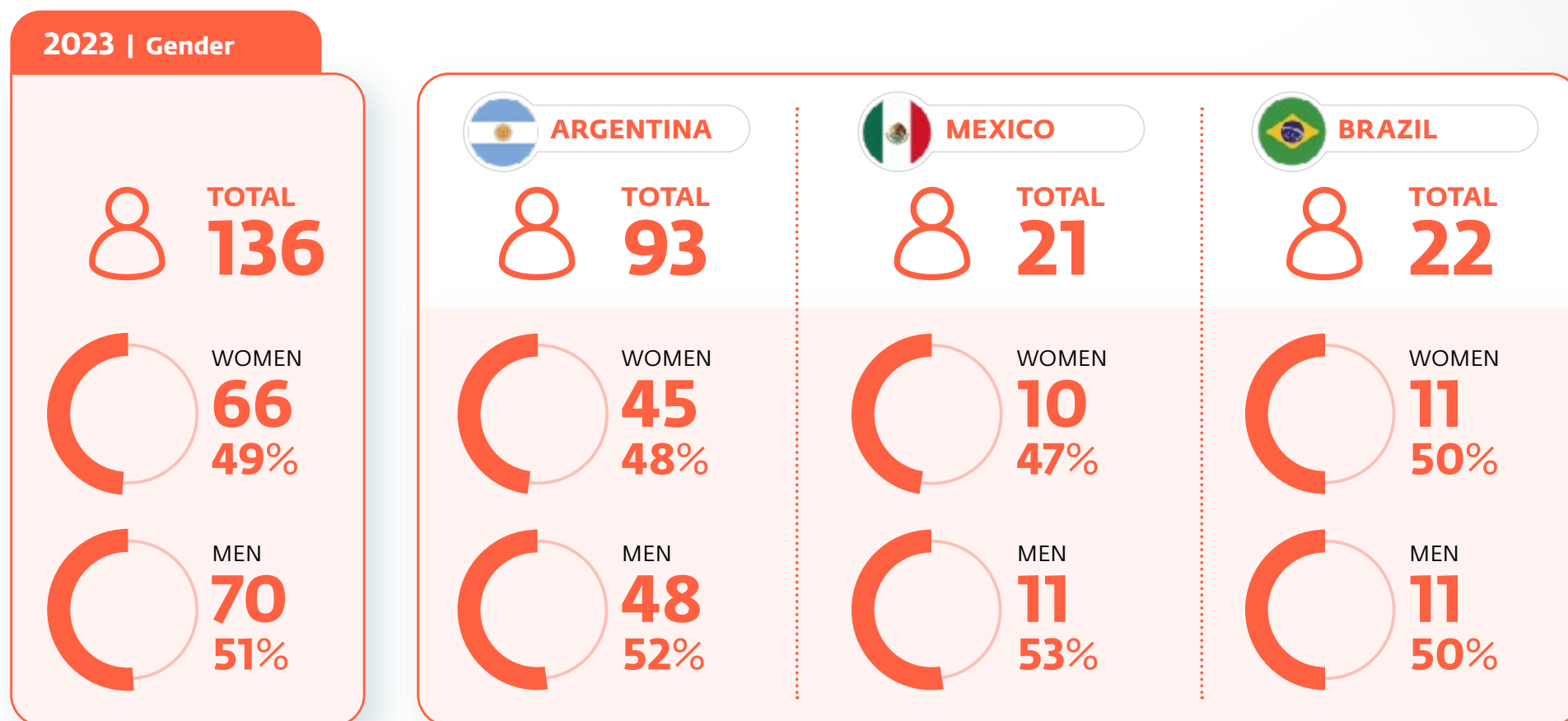
Note: All quantitative information about collaborators comes from the Workday Human Resources Management System.

See comparative information in Annex 6

2023 | Age

UP TO 25 YEARS

8 WOMEN   **8** MEN

🇦🇷 **4** WOMEN   **3** MEN

🇲🇽 **0** WOMEN   **2** MEN

🇧🇷 **4** WOMEN   **3** MEN

BETWEEN 26 AND 30 YEARS

15 WOMEN   **12** MEN

🇦🇷 **12** WOMEN   **6** MEN

🇲🇽 **2** WOMEN   **4** MEN

🇧🇷 **1** WOMEN   **2** MEN

MORE THAN 31 YEARS

43 WOMEN   **50** MEN

🇦🇷 **29** WOMEN   **39** MEN

🇲🇽 **8** WOMEN   **5** MEN

🇧🇷 **6** WOMEN   **6** MEN

See comparative information in Annex 6

2023 | By type of contract

OPEN-ENDED

62 WOMEN   **66** MEN

🇦🇷 **43** WOMEN   **47** MEN

🇲🇽 **10** WOMEN   **10** MEN

🇧🇷 **9** WOMEN   **9** MEN

INTERNS

4 WOMEN   **4** MEN

🇦🇷 **2** WOMEN   **1** MEN

🇲🇽 **0** WOMEN   **1** MEN

🇧🇷 **2** WOMEN   **2** MEN
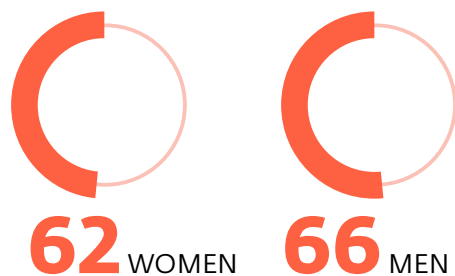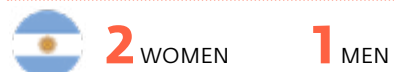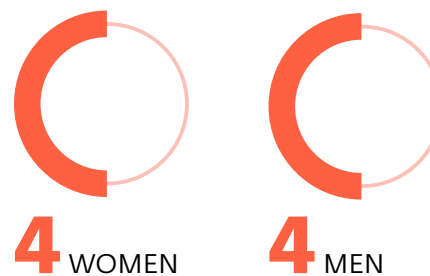
Note: There are no employees on unguaranteed hours or non-employee workers. There is only one person with a part-time contract, in addition to the people who work under internship contracts.

See comparative information in Annex 6

2023 | By category

ANALYSTS

57 WOMEN   **55** MEN
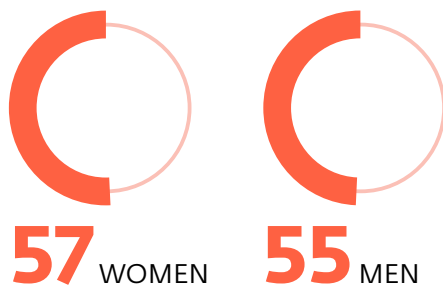
	WOMEN	MEN
🇦🇷	**39** WOMEN	**35** MEN
🇲🇽	**9** WOMEN	**10** MEN
🇧🇷	**9** WOMEN	**10** MEN

MANAGERS

7 WOMEN   **9** MEN
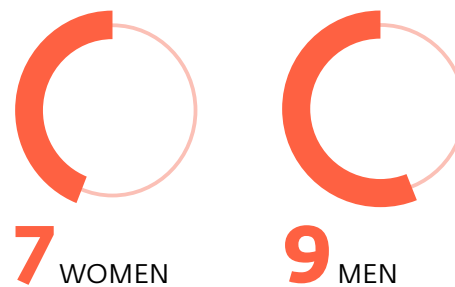
	WOMEN	MEN
🇦🇷	**5** WOMEN	**8** MEN
🇲🇽	**1** WOMEN	**0** MEN
🇧🇷	**1** WOMEN	**1** MEN

DIRECTORS

2 WOMEN   **6** MEN
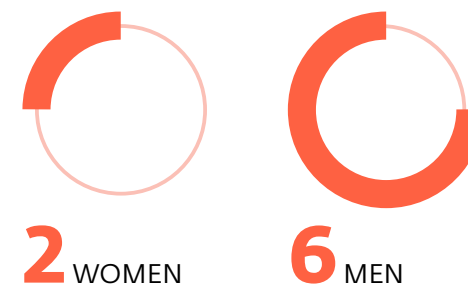
	WOMEN	MEN
🇦🇷	**1** WOMEN	**5** MEN
🇲🇽	**0** WOMEN	**1** MEN
🇧🇷	**1** WOMEN	**0** MEN

See comparative information in Annex 6

2023 | By nationality

ARGENTINE

43 WOMEN **37** MEN

VENEZUELAN

2 WOMEN **6** MEN

BRAZILIAN

11 WOMEN **11** MEN

MEXICAN

10 WOMEN **11** MEN

COLOMBIAN
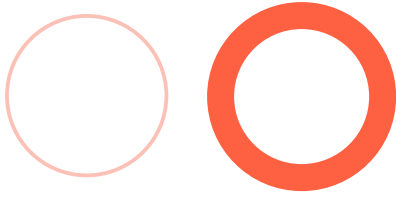
0 WOMEN **2** MEN

URUGUAYAN
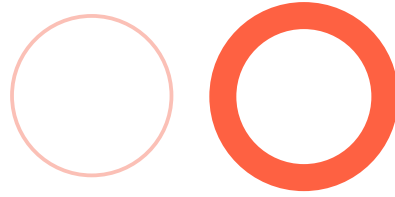
0 WOMEN **2** MEN

SWEDISH
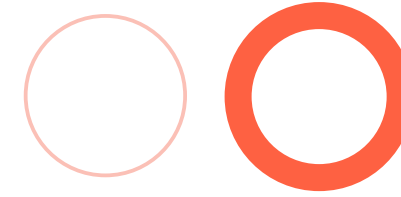
0 WOMEN **1** MEN

Note: No foreign individuals are currently employed at ESET.

See comparative information in Annex 6

Personnel hiring and turnover

GRI 401-1

SASB TC-SI-330a.1, TC-SI-330a.2

2023 Personnel hires

TOTAL
4

TOTAL
6

TOTAL
14

Hires | Age group

7
UNDER 25 YEARS

6
25 TO 30 YEARS

11
OVER 30 YEARS

Hires | Gender

15
WOMEN

9
MEN
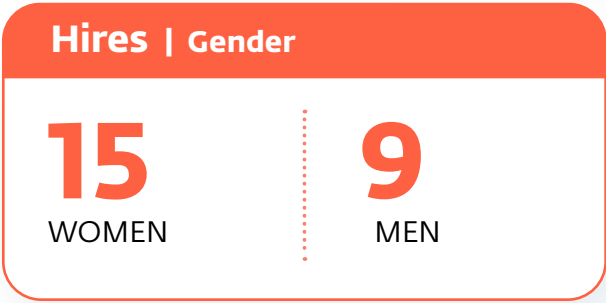
Note: Hires and departures as of 12/31/2023 corresponding to the headcount (each full-time employee of ESET Latin America's own staff, excluding outsourced personnel and part-time educational internships).

See comparative information in Annex 8

2023 Personnel turnover

TOTAL
33.33%

TOTAL
9.52%

TOTAL
13.19%

Turnover | Age group

9.29%
UNDER 25 YEARS

21.37%
25 TO 30 YEARS

24.71%
OVER 30 YEARS

Turnover | Gender

19.75%
WOMEN

23.93%
MEN
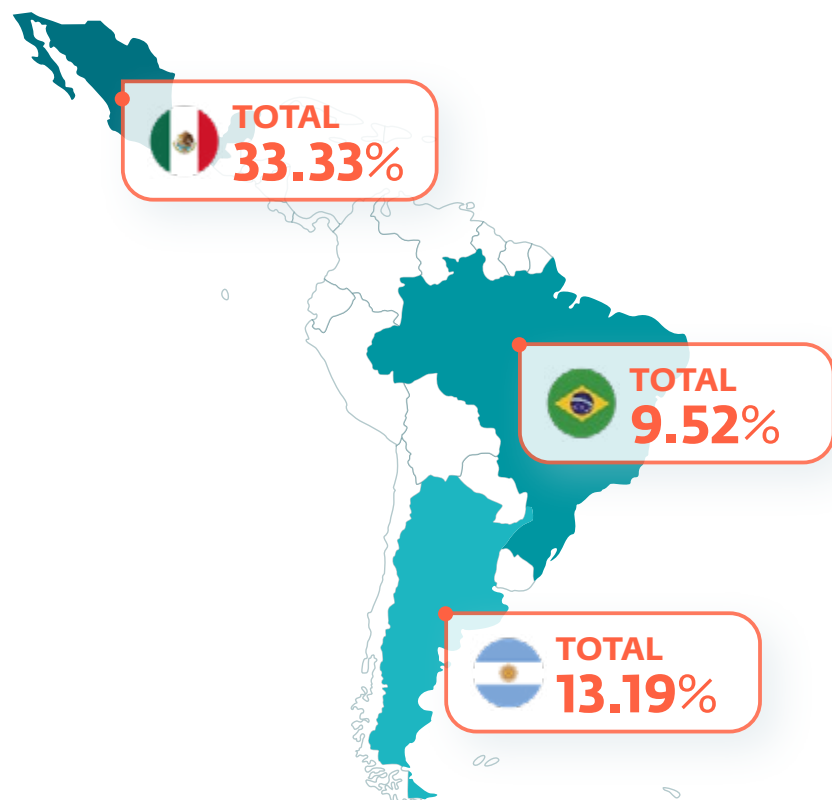
See comparative information in Annex 8

Inclusive employment management

Our team of collaborators comes from the local labor market, and their remuneration levels exceed, in all operations, the minimum initial salaries of the countries where we operate.

Together with the Inclusion and Diversity Committee, we seek to reflect our culture of inclusion and respect towards diversities, equitable treatment, and equal opportunities in each job search description that we conduct in organizations and inclusive recruitment spaces such as *Contrata Trans* (Hire Trans), *Empujar* (Push), the Employment Intermediation Services of the Government of the City of Buenos Aires, and the Forge Foundation.

As a reflection of this process, for several years now, we have incorporated inclusive language and a clear, explicit invitation to all identities to apply in our job postings.

Furthermore, in coordination with the *Empujar* (Push) Foundation, we participated in mock interviews for young people to prepare them for their first job search experience.

Together with *Contrata Trans* (Hire Trans), we incorporated a transgender person into our work team. All areas involved participated in the process; the selection personnel were trained to conduct interviews with a diversity perspective and spaces were created to address doubts and inquiries in this matter.

As a result of this success story, we decided to create more opportunities for inclusion.

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

Global Diversity Survey

From the Head Office, together with the 2Muse Consulting Agency, a survey was conducted reaching all people from all offices around the world, to assess the perception of diversity and inclusion of the Company. As a result of this diagnosis, in 2023, the Global Diversity, Equity and Inclusion Committee convened in Slovakia to define a medium and long-term global strategy that will begin to be implemented next year.

Likewise, various global initiatives were implemented such as Cultural Diversity Week and Diversity Awareness Month. Both delved into topics of diversity and inclusion through surveys, activities, interviews, and messages from global leaders.

WEPs self-assessment

60% rating achieved in the self-assessment tool of the Women's Empowerment Principles (WEPs)
of UN Women (advanced level).

Beginner	**Intermediate**	**Advanced**	**Leader**
0 - 25%	25% - 50%	50% - 75%	75% - 100%

60%

Considering the opening of the 4 axes of the tool, the results are:

64%
Leadership and strategy

69%
Workplace

22%
Markets

79%
Community
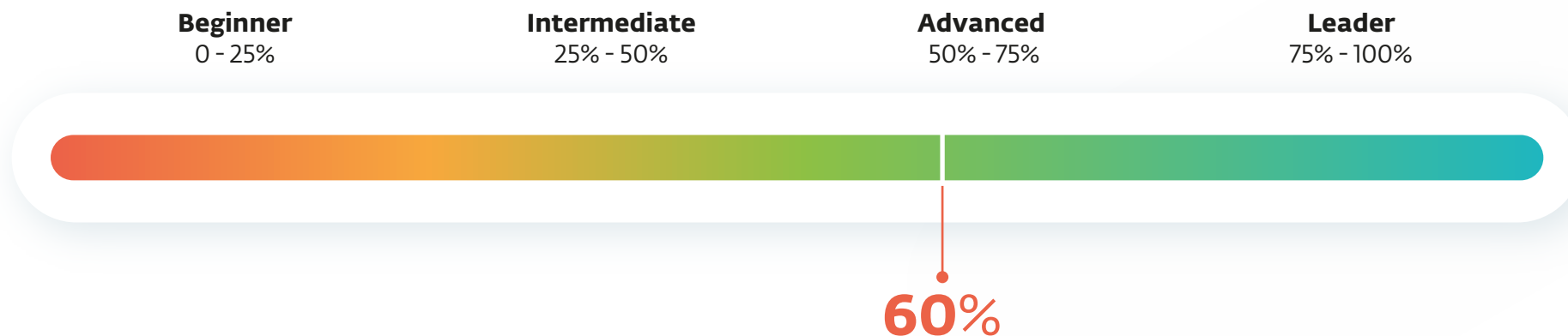
Note: Detailed information is available at www.weps.org

See comparative information in Annex 6

Starting salary

GRI 3-3, 202-1, 405-2

The following ratio shows the difference between ESET's starting salary and the minimum wage in each country, applying to all personnel without any distinction.

2023
Difference between ESET starting salary and minimum wage by country

130%
SMVM

87%
SM

227%
SM

To maintain external salary competitiveness, in addition to considering local inflation, we use information from private salary surveys.

To estimate starting salaries, we consider the legal minimum wage established by each country and the type of position.

In Argentina, we carry out salary reviews 4 times a year and are considering implementing a fifth retroactive adjustment for 2023, in January 2024, of at least an additional 20%.

In Brazil, an annual inflationary adjustment was made.

The ratio of the base salary and compensation of women compared to men will be assessed next year as part of the annual report of the Head Office.

See comparative information in Annex 7

Salary digitization system

In Argentina, we changed the company that provides payroll digitization services to align with the one that performs the settlements. This decision will mean that, in the future, we should be able to digitize employee records and add additional modules that automate the work.

Payment for displacement

We provide daily financial compensation to personnel who spend days away from home, and those travel days that exceed the working week (Saturdays, Sundays, holidays) entitle them to compensation in days off. These days cannot be accumulated with holidays and/or vacations.

In the case of Mexico and Brazil, those people who are required to work outside of regular business hours due to travel, are compensated with days off.

Transportation and meal vouchers

According to Brazilian labor law, the full amount of meal vouchers must be provided. We calculate the benefit based on days worked per month, generally 20 days.

Improvement opportunity implemented: In the Brazil office, the value of the meal voucher we provide was adjusted, exceeding the amount set by the union.

100% of the personnel in Brazil used the meal vouchers.

Additionally, we pay a transportation bonus for those who use bus and metro transportation, proportional to the days commuted to the office, which is usually 8 days a month; according to legislation, we can deduct 6% from their salary.
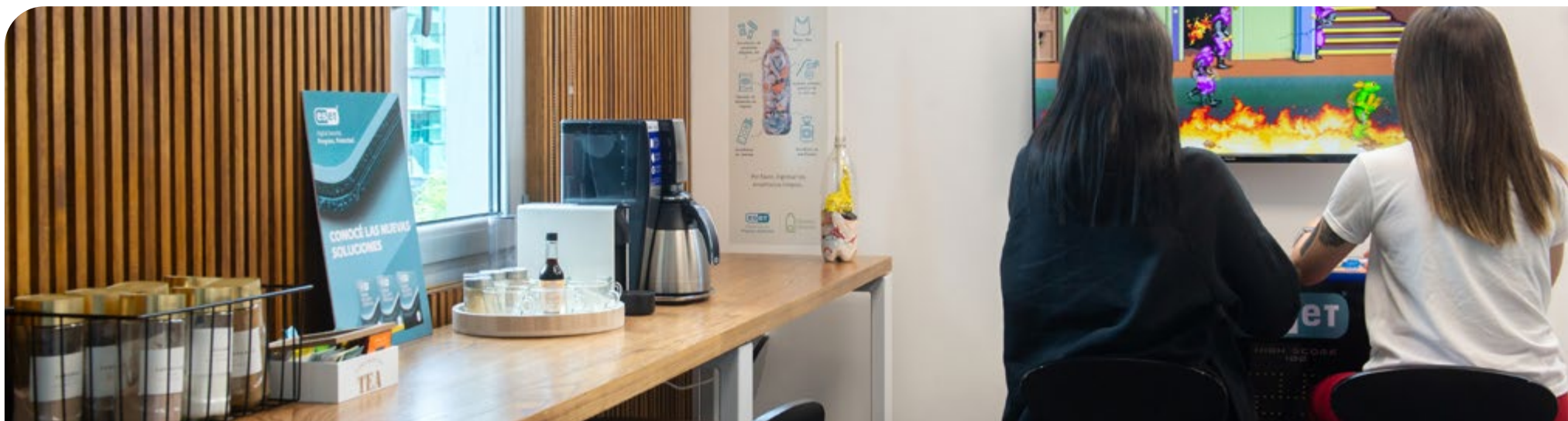
Collective Agreements

GRI 2-30, 3-3, 407-1

The percentage of personnel covered by Collective Bargaining Agreements remained the same as the previous year; that is, in the case of Argentina, it remained at 5%, in the case of Mexico, there are no people covered, and in Brazil, all people except for the Country Manager position are covered.

In Argentina, Collective Bargaining Agreement No. 130/75 of the Argentine Federation of Commerce and Services Employees applies.

In Brazil, the *Sindicato Dos Agentes Anônimos* (Union of Anonymous Agents) from São Paulo applies.

We ensure that personnel under collective agreements receive equal or equitable conditions to the conditions received by non-covered personnel, as appropriate.

Benefits

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

SASB TC-SI-330a.1, TC-SI-330a.2

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

First Global Benefits Survey

We carried out the first global benefits survey, proposed by the Head Office and managed together with an international external supplier company.

For the design of the questionnaire, additional questions were proposed to adapt it to the regional context. From ESET Latin America, we collaborated with the launch, monitoring, and effective participation.

Then, together with the Head Office, we analyzed all the results by country and thought of proposals for improvement.

We were able to achieve certain improvements that did not imply an increase in the budget; we optimized some current benefits and implemented new ones, reaching the offices in Mexico and Brazil.

We relaunched the Benefits Policy by country, and it was communicated on the Intranet. Additionally, to give greater visibility to the characteristics of each benefit, a microsite was created in Argentina, available on the Intranet. In this way, each person can consult the details of the benefits more effectively and quickly, as they are grouped by categories.

93%
Participation at the regional level

79.42%
Satisfaction

Benefits
WORK-LIFE BALANCE

Flex time
In Argentina, we have a flexible hours policy. Each lead analyzes the dynamics with each member of their team.

Hybrid work model
In Argentina, we have in-person attendance at least once a week.
In the offices of Brazil and Mexico, home office is implemented three times a week.

Flex Fridays
The possibility of ending the workday 3 hours early every other Friday is available in the 3 offices in Latin America, without the need to compensate for these hours.
Improvement opportunity implemented: we added the possibility of extending this benefit throughout the entire calendar year in the 3 offices in Latin America.
100% of the personnel use this benefit.

4th month of paid leave for birthing persons
Birthing persons can enjoy an additional month of paid leave after the period covered by current legislation in Argentina and Mexico. In Brazil, this additional month is granted mandatorily by law.
This benefit was used by 2 people from the Argentina office.
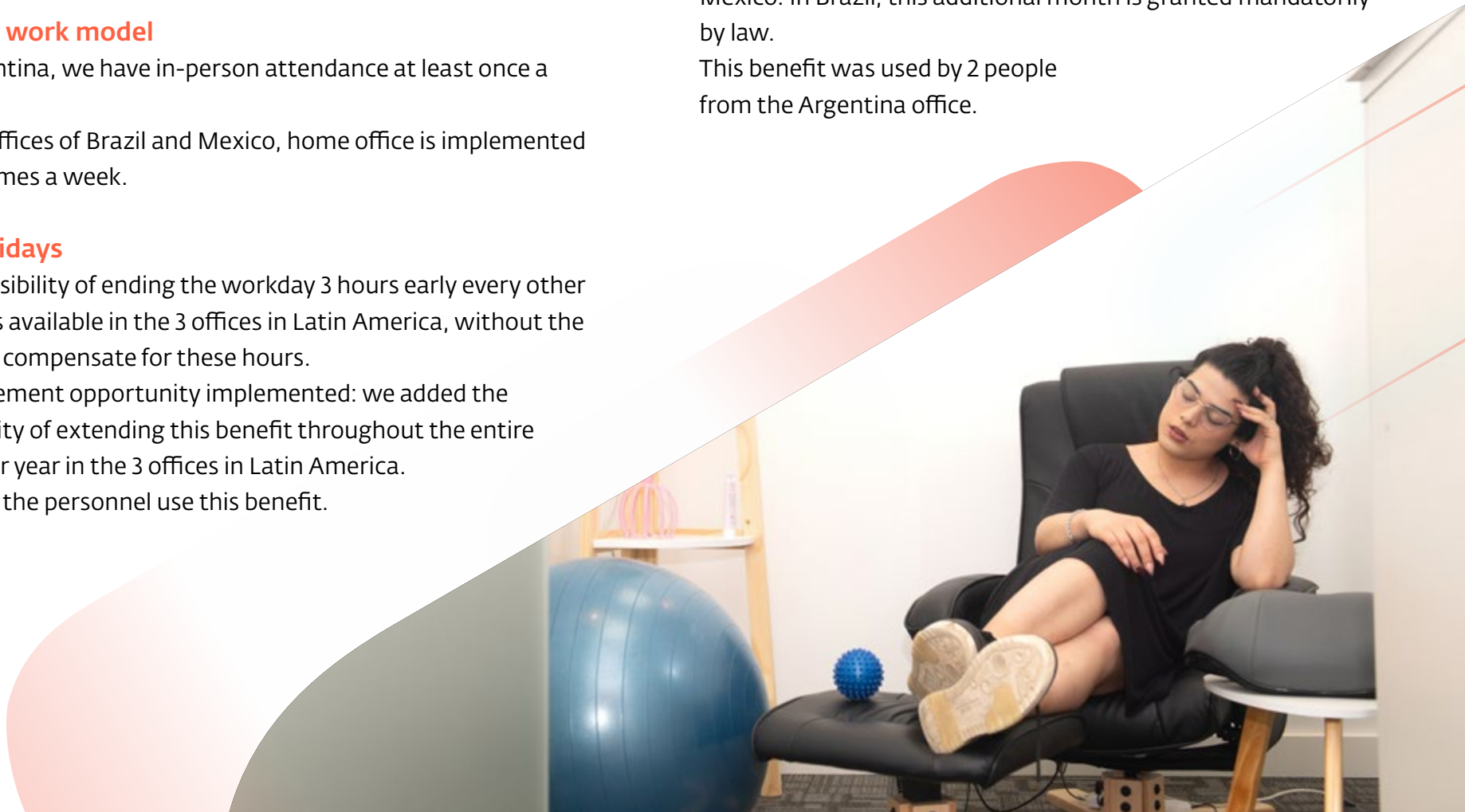
Softlanding for birthing persons

This benefit proposes a gradual return after parental leave, with a limit on weekly working hours; during this period, we maintain the salary of a full-time work schedule.
This benefit was used by 2 people from the Argentina office and 1 from Mexico.

Lactation room

In the Buenos Aires office, we feature a lactation room.

Extended leave for non-birthing parents

Non-birthing parents have 1 month of leave from the birth of the baby.
This year, no one used this benefit

Extended adoption leave

We incorporated the possibility of adding 6 months of unpaid leave to the adoption leave existing by Law.
This year, no one used this benefit.

Day off for children's birthdays

It applies to minors under the age of 18 and extends to those people living with children who are not their biological children in all 3 offices.
19 people enjoyed this benefit.

Birthday day off

It applies to all 3 offices during the birthday week or the following.
95% of the personnel enjoyed this benefit,

Flex time during school adaptation

We offer flexible hours in the offices of all 3 countries during school adaptation at the beginning of the school year.
This benefit also extends to extends to those people living with children who are not their biological children.

Give More

For all of those people who have participated in at least two volunteering activities organized by the Company, we offer one workday off to allocate to their chosen social causes.
This year, no one used the benefit.

ESET Hours

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

ESET in the world

All personnel in the region can work for one week at an ESET office when travelling for vacation or personal matters.

Product discounts

In Argentina, we made an alliance with various organizations to obtain discounts on the purchase of groceries, and cleaning and household products.

Benefits
HEALTH AND HEALTHY LIFE

✓ Vaccination campaign
All people in Argentina have the possibility of receiving the annual flu vaccine, free of charge, at the office.
38 people vaccinated.

✓ Relaxation room
We have a Relaxation Room in the Argentina office, equipped with yoga items and massage tools.

✓ Healthy nutrition
We make fresh fruits and healthy snacks available in the common areas of all 3 offices. We also offer healthy snacks during team meetings and internal events.

✓ Gym
Improvement opportunity implemented: In our 3 offices, we contribute with the payment of 50% of the gym fee. In Buenos Aires, we work with the Vilo and Legado gyms; in Brazil we cover 50% of *Gympass*, and in Mexico 50% of *Totalpass*.
This was used by 2 people in Argentina, 4 people in Brazil, and 4 in Mexico.

✓ Menstrual rest disconnection
We have no record of the use of this benefit because each person arranges and coordinates its management with their lead.

✓ Enjoy Your Choice
Program aimed at middle managers and specialists in Argentina, which allows them to choose between a prepaid Mastercard card, in which money is deposited to be used according to the points each person earns based on their position and seniority, and/or an upgrade in the category of their health insurance.
31 people accessed this program.

✓ Life and health insurance
Improvement opportunity implemented: In Brazil, the life insurance proposal was improved, and in Mexico, we implemented a mental health support application. In Argentina, the Galeno Oro prepaid health insurance is provided.

Benefits
PERSONAL DEVELOPMENT

✅ Graduation award

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

2 graduation awards were given in the Argentina office and 1 in Mexico.

✅ ESET licenses

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

90 packs were delivered.

Other Benefits

Integration events

At the regional level:
- Year-End Party

Argentina:
- 19th anniversary of ESET Latin America
- Quarterly lunches by area
- Team-building activities by area (a recreational activity outside the office aimed at strengthening bonds)
- Monthly birthday celebrations
- In-person lunches for new hires

Mexico:
- Birthday celebrations
- Quarterly lunches to review results and objectives

Brazil:
- Children's Day celebration
- Birthday celebrations

Parking

In all 3 offices, free parking spaces are assigned according to the person's category and seniority.

Gifts on special dates

We deliver gifts on important anniversaries and Christmas boxes in the Argentina office. In the case of Brazil and Mexico, vouchers were delivered for Christmas.

Anniversary gift

As of the fifth anniversary, in all 3 countries, each person receives a gift voucher and additional days off.
9 team members accessed this benefit.

Reimbursement of services

It consists of the monthly reimbursement of internet and electricity expenses in all 3 offices.
90% of the personnel accessed the benefit.

School kit for parents (voucher for use in bookstores or shops)

This benefit also extends to those people living with children who are not their biological children.
26 people accessed this benefit in the Argentina office and 2 in the Mexico office.

Early refund of withholdings

In the Argentina office, people subject to Income Tax can receive the corresponding refunds in advance, according to their withholdings.

Open dialogue

GRI 2-16

Our Open Door Policy provides the possibility for all people to communicate, without intermediaries, with any member of the Management team. In this way, we ensure that opinions are conveyed to any member of the Organization.

Our main communication channels are:

Global Intranet
It centralizes all the local and global information about the Company. We also inform ourselves and interact with colleagues worldwide.

Mailing lists
They serve to differentiate between informal and formal communications, and to establish a centralization mechanism and an agenda for internal communications.

Yammer
Internal social network to interact through membership groups. It keeps our culture alive and generates greater contact among people.

All Leaders Meeting
They were discontinued in 2023. We are looking for a new communication mechanism to replace them

Review Meeting

Conference for collaborators worldwide, organized by the Head Office twice a year. In this activity, leads showcase the results achieved and outline plans for the upcoming months.

Monthly results presentation

In Latin America, the President presents the monthly results, both at the local and global level, to the 3 offices in the region.

1:1 meetings with HR

Listening spaces sponsored by the HR Area to promote closeness and address multiple needs.

Lunches with the Presidency

Aimed at groups of new hires, to create spaces for dialogue with the Company's President.

Suggestion box

It allows the submission of concerns or proposals to the following email address: sugerencias@eset-la.com

Sustainability Committees

From the Finance, HR, and Sustainability Department, 3 Committees are coordinated. As part of their strategic role, they are responsible for identifying relevant topics to communicate to Management.
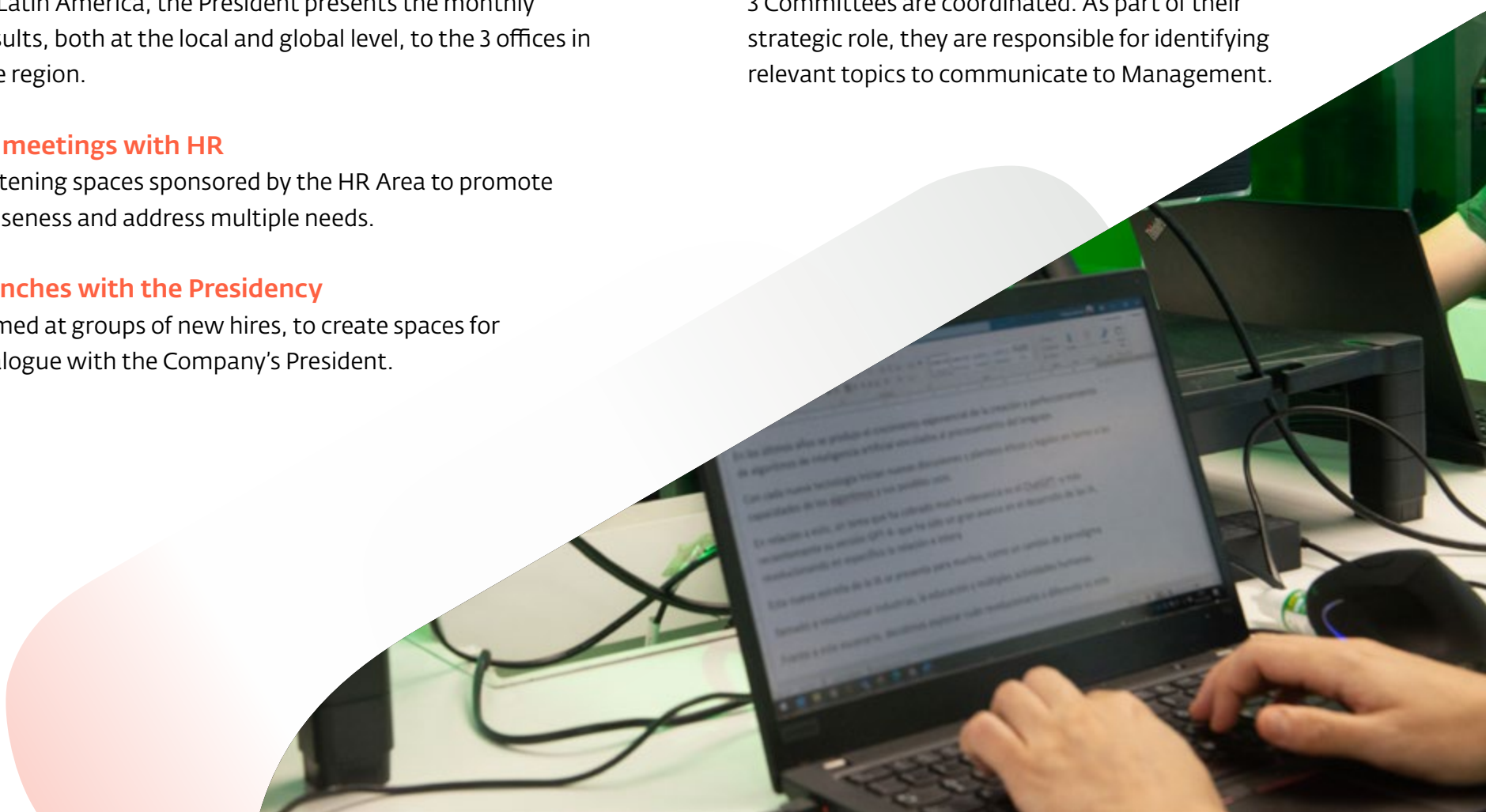
Think & Talk, sustaining ideas

GRI 2-23, 3-3, 404-1

SASB TC-SI-330a.1, TC-SI-330a.2

It is a cycle of talks and activities aimed at the entire personnel to address relevant issues regarding sustainable development, framed within the management of the Sustainability Committees.

From the Community Relations Committee, together with *Argentina Cibersegura*, and within the framework of International Women's Day, we held the talk "Being digital amid violence and attacks on identity." We reflected on the stereotypes that industries continue to create and promote; we see them reflected in the digital world and in the behavior on social media and applications.

From the Environmental Affairs Committee, for Cleaning Week, we organized the talk "Digital Waste." In this activity, we learned about best practices related to email filtering, unsubscribing, message management, and other useful tips to keep our digital environments clean.

27 people participated

38 people participated

from the **3 offices**
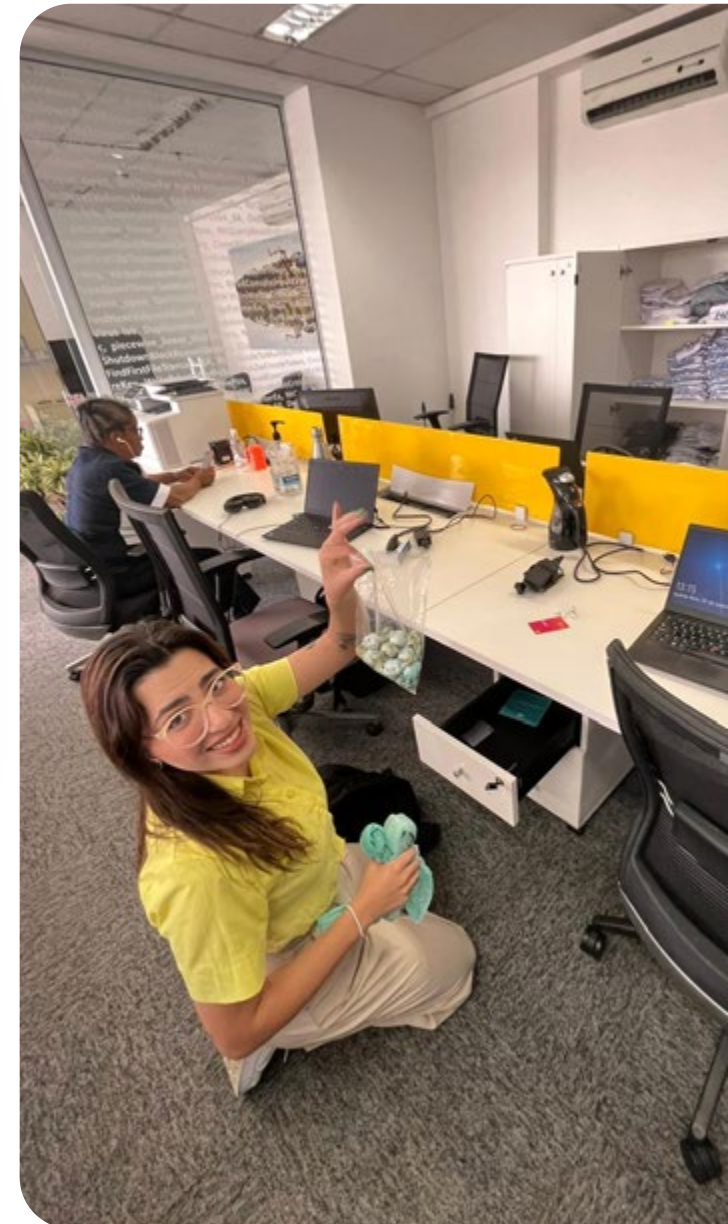
From the Inclusion and Diversity Committee, we carried out the following activities:

Together with the *Cuestionarte*, organization, we developed a Mental Health Workshop for the first time, in which we addressed what mental health is, how it affects us, and its understanding from a biopsychosocial perspective.

Through the *BA Migrante* Program, organized by the General Directorate of Communities of the Undersecretariat of Human Rights and Cultural Pluralism of the Government of the City of Buenos Aires and the International Organization for Migration (IOM), we conducted the workshop "Migration, human rights, and intercultural communication."

Together with the *Encontrarse en la Diversidad* (Meeting in Diversity) Foundation, we reflected on microaggressions in the workplace. We questioned whether "micro" corresponds to small or invisible; then, we debated about improving our relationships at work and the impact our words and actions have on our peers.

45 people participated

19 people participated

55 people participated

from the **3** offices

A total of **9** hours of training were allocated

37 people participated in each activity

Talent management

GRI 3-3, 2-17, 205-2, 404-1, 404-2, 404-3

SASB TC-SI-220a.1, TC-SI-330a.1, TC-SI-330a.2

We have an Annual Training Plan tailored to the needs identified for each position and for each person.

Following the Head Office guidelines, we implemented a platform from which multiple LinkedIn Learning trainings can be accessed. Each leader defined the people on their teams to be trained and, based on this, we granted access licenses to the platform.

Training sessions are chosen freely, according to each person's particular interests and in line with the proposed development plan, whether related to their current position or not.

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

As a result of the climate survey, this year we implemented action plans to respond to the expectations expressed regarding Personal and Professional Development. For example, we offered more leadership training and professionalization, as well as career opportunities by sharing open positions worldwide.

We do not have transition assistance programs provided to facilitate continued employability and manage the end of professional careers due to retirement or dismissal.

"Grow with ESET" Development Program

It is a personnel development initiative, promoted by the Head Office. It was launched during Development Week and consisted of a series of talks and presentations aimed at encouraging people to reach their full potential.

The training puts people at center stage, defining them as protagonists of their own journey.

Se lanzó en octubre pasado para toda la región, con el diseño de la estructura del propio plan de desarrollo, dentro del Sistema Workday. Para ello, realizamos entrenamientos destinados a los/las líderes, focalizando en su rol de acompañamiento de su equipo, y luego se ampliaron a todas las personas de la Compañía, en los 3 países.

La encuesta de satisfacción del Programa arrojó muy buenos resultados. Se brindarán herramientas complementarias en 2024.

It utilizes the 70-20-10 learning methodology

70% + **20**% + **10**%

PRACTICE | LEARNING WITH OTHER PEOPLE | FORMAL EDUCATION

GROW WITH ESET

Annual training plan

We have a Training Policy that provides us the framework to define the annual planning.

The main topics of the training sessions developed were:
- Effective communication and inclusive interviews workshop
- HTML
- Information Security
- Media Training
- Public Speaking

This year, we continued with in-person training sessions to provide learning spaces and contexts similar to those we had before the pandemic. However, many sessions remain in virtual format, as they allow for better time management and expand the options for course themes and offering institutions.

We had a significant increase in training hours compared to 2022, thanks to the hybrid model and because Human Resources rigorously monitored each area.

We conducted a total of **85 hours of training** on topics related to **Human Rights and the Environment**

with **53%** participation by **men** and **47%** by **women**

Training indicators

2023

🕐 **HOURS INVESTED**
4,383

💎 **COLLABORATORS**
125

👤 **AVERAGE TRAINING PER PERSON**
35

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58 **TRAINED MEN** | 🕐 **2,294** TOTAL TRAINING HOURS | 👤 **40** AVERAGE TRAINING PER PERSON

67 **TRAINED WOMEN** | 🕐 **2,089** TOTAL TRAINING HOURS | 👤 **31** AVERAGE TRAINING PER PERSON

---

5 DIRECTORS | **71** TOTAL HOURS | **14** AVERAGE HOURS

17 MANAGERS | **683** TOTAL HOURS | **40** AVERAGE HOURS

103 ANALYSTS | **3,630** TOTAL HOURS | **35** AVERAGE HOURS

See comparative information in Annex 9

Induction plan

We offer an induction plan tailored to the position to be filled.

We have 16 inductions available

1	Corporate	9	HR
2	Product	10	Administration
3	IT Security	11	Legal
4	Information Security	12	Safety and hygiene
5	Security Policy	13	Sales
6	PPE	14	Brand use
7	Sustainability	15	Partner Program and Training Program
8	IT	16	Quality Management System

75%
of the people who entered, **completed the inductions required for their position**

25%
of the remaining inductions are scheduled to **be carried out during January 2024**

We added an induction related to Information Security, which was implemented from the Head Office through its Training Platform.

In Latin America, we had to ensure that all the content applied to our region, and we translated certain content from it.

Additionally, we worked on the possibility of recording certain inductions to upload them to the Training Platform. In this way, internal management times would be optimized, providing greater flexibility and speed to new entrants so that they can complete them as soon as possible after their entry. This initiative is an improvement project to be implemented in 2024, and the first 7 inductions that have the potential to be recorded and uploaded to the platform have already been identified.

Language classes

Classes are held during working hours, with 100% of the cost covered. This depends on the requirements of the position and the tasks to be performed. The languages provided, depending on the country, are Spanish, English and Portuguese.

67 people accessed this benefit and **1,000 hours** of training were delivered

29 men
38 women

Competency and objective-based performance assessments

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

The competency-based assessment is conducted every six months, and we use the Workday management tool. The self-assessment and feedback from internal colleagues are carried out anonymously and include the option to give or withhold consent regarding this and the objectives set.

95% of the personnel across the 3 countries received their performance assessment.

The people who were not formally assessed are those who worked less than half of the semester. That is to say, for all entrants who joined after April 1st or after October 1st, objectives are not defined, nor are they evaluated through this system.

During that period, we worked extensively on the calibration of the evaluation and on the meaning of what each score represents, with the leadership team and with the people who must self-assess to highlight the differences between each score.

Talks were held and an effort was made to reinforce the Skills & Abilities manual, so that people can be consistent between the score and the justification.

Occupational health and safety

GRI 3-3, 201-3, 401-2, 401-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-7, 403-8, 403-9, 403-10

SASB TC-SI-330a.1, TC-SI-330a.2

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

Health and safety matters are contained within the Collective Bargaining Agreement for Commerce and the Labor Contract Law (LCL).

In Mexico, we are governed by mandatory regulation NOM037. This regulation has several requirements related to occupational health and safety, which are audited by the Mexican Government to ensure the office's compliance and enable its operation.

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

Employee participation, consultations, and communications

Each new hire receives the Safety and Hygiene induction, conducted by an external specialist. In this talk, the concepts of "accident" and "risk" (such as electrical hazards, dangers when handling heavy boxes or items, among others), good safety practices, and ergonomic measures are explained. They are also informed on how to act in the event of a workplace accident, whether arriving to or leaving work.

This induction is complemented by other instances, in response to needs arising from the detection of faults or changes in context, such as the COVID-19 pandemic.

This year we added the Induction to the Training Platform, so that it is available whenever it is requested.

Consultations and communications are carried out by the HR and Sustainability areas. The latter integrates the different perspectives and expectations expressed within the Sustainability Committees.

We also receive sporadic visits from an external specialist to verify the overall operation, receive suggestions for improvement or aspects to take into account, and/or make necessary modifications. In this instance, doubts or inquiries regarding what the legislation establishes are conveyed.

HR is the recipient of any notification concerning a situation that is deemed potentially dangerous at work. Likewise, work teams have a designated contact person, to whom they can turn if any type of risky situation arises; this person will work together with the HR team and the external specialist to mitigate the identified risk.

If the personnel wish to withdraw from work because they are facing a situation that may lead to injuries, ailments, or illness, we abide by the provisions of the current legislation of each country where we operate (ordinary and extraordinary leaves). If any situation falls outside the legal scope, it is dealt with individually with the direct superior and/or the HR area, as stipulated in our open door policy.

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

Health services

The external advisory service identifies possible risks in the office and, together with Human Resources, works to gradually implement mitigation measures for the identified risks.

In **Argentina**, personnel are covered by the Labor Risk Insurance Company (ART) *Experta*. Furthermore, we provide the private health insurance *OSDE 410* for the Management team and *Galeno Plata 330* or *Oro 400* for the rest of the teams and their primary family group, without having to pay any difference.

In **Mexico**, we provide medical insurance for major expenses only for personnel, which is complemented by another insurance for minor medical expenses that extends to children under their care.

In **Brazil**, we offer medical coverage through a private insurer and provide a differential service compared to that supplied via the union, which only covers personnel.

Prevention and mitigation measures

All work spaces, equipment, and furniture in the office were reviewed to respond to aspects of health, safety, and the well-being of people.

Likewise, to meet the demands of hybrid work, we provide items that allow the home space to be adapted to work needs (lumbar support, mousepad, laptop stand, among others).

Due to our specific activity, we are not exposed to the risk of injuries due to workplace accidents, ailments, or occupational diseases. We also do not have positions whose exercise implies an incidence or high risk to health.

At the end of 2020, we worked with an Architecture firm to carry out certain reforms in the Company, which were not only aesthetic but also functional.

Every year, we take the following preventive measures:
- Evacuation drills for collaborators
- Physicochemical analysis of water
- Grounding measurement
- Lighting report
- Annual recharging of fire extinguishers
- Inspection of fire hoses, as appropriate

Moreover, several times a year, we conduct:
- Training on Occupational Risks and Office Safety Law for new hires
- Fumigation
- Bacteriological analysis of water

We reworded all evacuation maps and placed them visibly in the office.

In our office in Mexico, according to current legislation, we must comply with the <u>NOM-035-STPS-2018 standards (Psychosocial risk factors in the workplace - Identification, analysis, and prevention)</u>, which requires conducting a study to identify and analyze psychosocial risks in the workplace; and in turn, we must also comply with <u>NOM-037-STPS-2023 (Teleworking - Health and safety conditions in the workplace)</u>, which requires establishing health and safety conditions in teleworking locations to prevent accidents and illnesses, and to promote a safe and healthy environment.

Actions implemented according to the NOM 035 standard:
- Increase in the budget allocated to healthy snacks
- Flex Fridays to have a better work-life balance
- Integration initiatives to strengthen good interpersonal relationships, improve communication, and promote collaboration between areas
- Gym benefits to promote good health.

Actions implemented according to the NOM 037 Standard:
- Delivery of equipment
- Communication mechanisms

In 2024, we will develop more actions in relation to these standards.

Absenteeism and leave rates

2023 Breakdown of Absenteeism | Total

TOTAL DAYS OF ABSENTEEISM

394

SICK DAYS
86

STUDY DAYS
32

ABSENCES WITH NOTICE
12

PARENTAL LEAVE
194

UNPAID LEAVE
70

Note: The hours worked in 2023 were 289,497. There were no work days lost due to absenteeism (ART) caused by occupational illnesses, and there were no work-related fatalities. There were also no injuries reported due to work accidents or occupational illnesses.

See comparative information in Annex 10

Breakdown of Absenteeism | Gender

TOTAL DAYS OF ABSENTEEISM

252 WOMEN

142 MEN

SICK DAYS
29 women
57 men

STUDY DAYS
14 women
18 men

ABSENCES WITH NOTICE
4 women
8 men

UNPAID LEAVE
11 mujeres
59 men

PARENTAL LEAVE
194 women
0 men

Note: No days of extended parental leave were taken in any country.

See comparative information in Annex 10

Breakdown of Absenteeism | Age
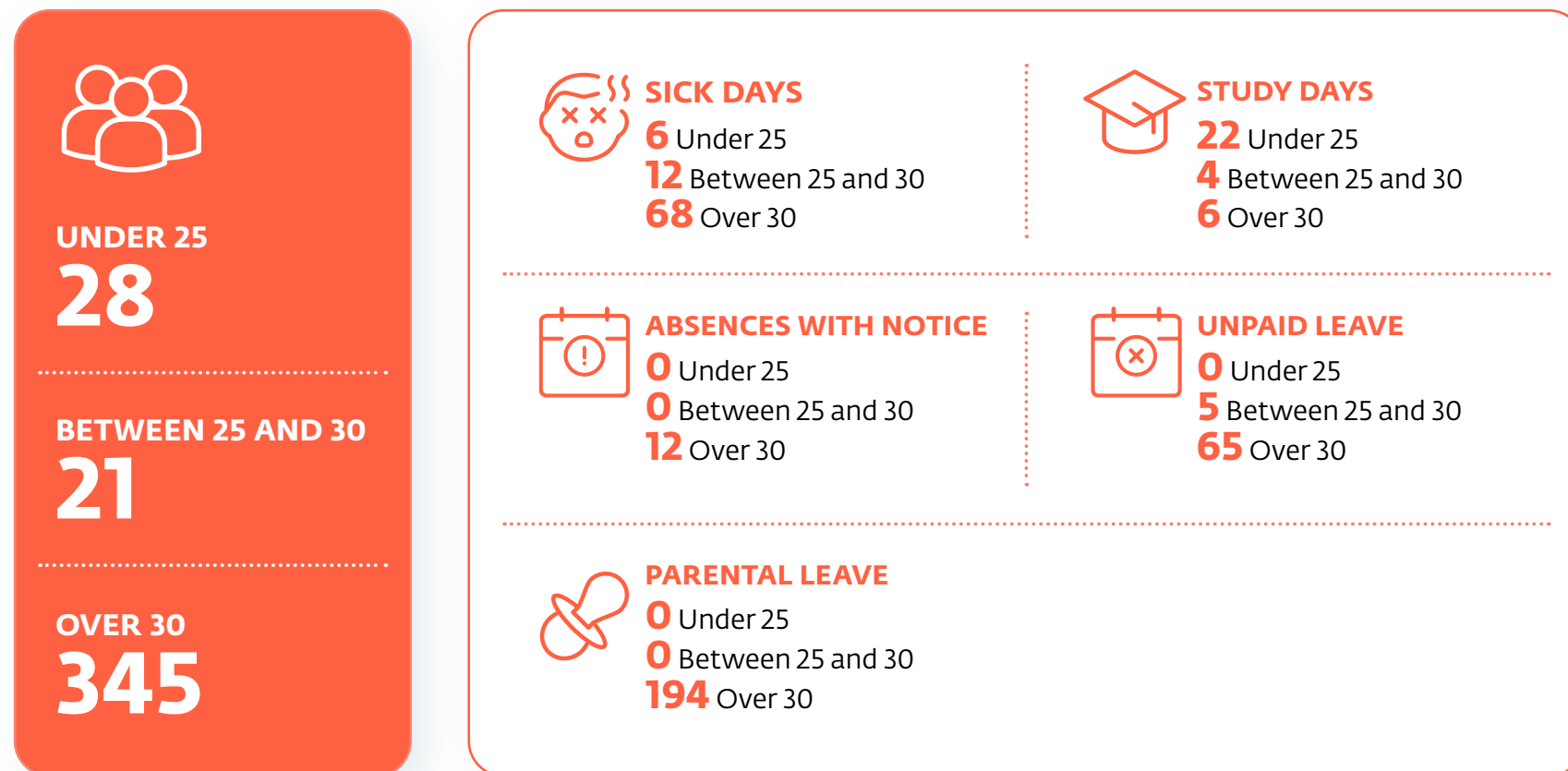
UNDER 25
28

BETWEEN 25 AND 30
21

OVER 30
345

SICK DAYS
6 Under 25
12 Between 25 and 30
68 Over 30

STUDY DAYS
22 Under 25
4 Between 25 and 30
6 Over 30

ABSENCES WITH NOTICE
0 Under 25
0 Between 25 and 30
12 Over 30

UNPAID LEAVE
0 Under 25
5 Between 25 and 30
65 Over 30

PARENTAL LEAVE
0 Under 25
0 Between 25 and 30
194 Over 30

Note: No days of extended parental leave were taken in any country.

See comparative information in Annex 10

Breakdown of Absenteeism | Country

ARGENTINA
372

BRAZIL
0

MEXICO
22

SICK DAYS
86 Argentina

STUDY DAYS
32 Argentina

ABSENCES WITH NOTICE
12 Argentina

UNPAID LEAVE
70 Argentina

PARENTAL LEAVE
172 days in Argentina
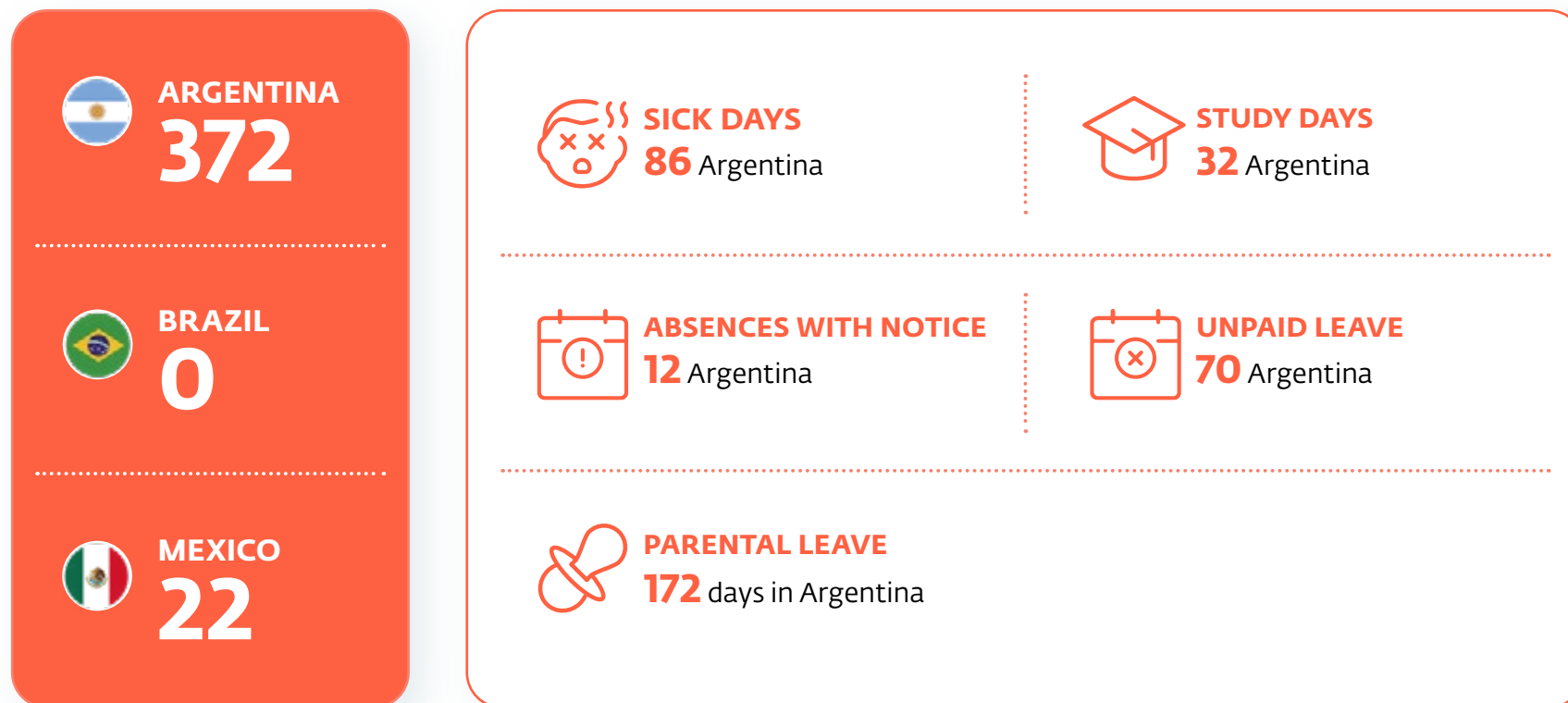
Note: There were no days of absenteeism due to illness, study, absences with notice, or unpaid leave in Brazil or Mexico.

See comparative information in Annex 10

Personal well-being

GRI 3-3, 2-29

SASB TC-SI-330a.2

Climate survey

It is carried out from the Head Office on a biennial basis; it was recently changed to every three years. Nonetheless, from Latin America, we implement annual surveys.

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

The results of the latest survey were the following:

◉ 73% of personnel feel satisfied working at ESET in Argentina, 72% in Brazil, and 74% in Mexico.

◉ 91% of personnel feel satisfied with the flexibility to address personal situations in the Argentina office, and 93% in Brazil and Mexico.

◉ 93% of personnel feel satisfied with the atmosphere in their work team in Argentina, 100% in Brazil, and 95% in Mexico.

◉ 90% of personnel are satisfied with the open work environment and acceptance of individual differences in the Argentina office, 92% in Brazil, and 80% in Mexico.

◉ 92% of personnel feel satisfied with the time available for family/personal life in the Argentina office, and 100% in Brazil and Mexico.

◉ 97% of personnel feel satisfied with the work carried out by the Sustainability Committees in the 3 offices in Latin America.

◉ 80% of personnel consider their objectives and tasks to be realistic in the 3 ESET offices in Latin America.

The Survey was scheduled to take place in the first months of 2024, but the Head Office decided to postpone it, as we have not yet been able to measure, at a global level, the effectiveness of the action plans proposed following the analysis of the results of the 2022 Climate Survey.

These action plans have 2 main axes:
1. Personal and professional development
2. Introduction of Changes

COMMUNITY

SDG

Our communities

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

MATERIAL TOPIC 1, 4, 5, 7, 10, 11, 12, 14, 15

100% of our operations are involved in activities with the local community. We have institutional ties established with the local government of Vicente López, of the City of Buenos Aires, and representatives of civil society organizations, with whom we implement various social investment initiatives.

This year, we began to analyze the impact of our activities on society and the environment in conjunction with risk management (See information in the This is Who We Are Chapter of this Report).
We have also started to evaluate the environmental impact of our operations in terms of emissions.
See information in the Environmental Dimension Chapter of this report.

We have not identified operations with significant real or potential negative impacts on local communities.

To define our action plans in the community, the following approaches allow us to identify which are the impacts, real or potential, associated with the protected use of the progress brought about by technology:

- Dialogue with stakeholders and feedback from regular operations

- Management of the Sustainability Committees

- Research Laboratory

Below, we detail the initiatives that have been set in motion to eradicate and/or mitigate negative impacts and enhance positive impacts associated with our activity:

Education on IT Security

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

We deepened the impacts in the field of education by promoting the democratization of quality knowledge.

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

Among the usual activities, we emphasize the participation in these events:

 Nerdearla: international conference, focused on science and technology content.

 H4ck3d: security event organized by the University of Palermo in Argentina.

 INCIBE GT: security event to present technology and cybersecurity topics from a scientific perspective.

2nd Cyber Affairs Summit Conference: international conference to discuss and share knowledge about the challenges and advancements in the field of cybersecurity.

CyberSec LATAM: congress aimed at promoting awareness and understanding of the current cybersecurity challenges in Latin America, held in Santa Fe.

Virus Bulletin: international conference in which research on computer threats is presented.

Additionally, activities open to the general public were conducted to convey the importance of information security in recent years.

+ 4,000 attendees

98 security events and universities

13 countries in Latin America

Since 2004, we have reached more than **100,000** students

Antivirus Tour

welivesecurity BY eset

News and content portal on information security, open and free, aimed at the general public and available in multiple languages (English, Spanish, Portuguese, French, and German).

This initiative brings together specialists from around the world who share their opinions, and publish alerts and tools, among other cutting-edge content and research. It features research teams in Slovakia, the United States, Spain, Canada, Germany, Argentina, and Mexico.

We redesigned the website with new categories and usability improvements, along with a change in the URL structure. Furthermore, from the Head Office, a new content management system was developed that began to be used last July, coinciding with the launch of the new design and the new domain.

Number of sessions
WeLiveSecurity
in Spanish:
2,182,906

Number of sessions
WeLiveSecurity
in Portuguese:
400,662

WeLiveSecurity
ES | PR

SECURITY DAYS

PROTECCIÓN DIGITAL PARA EL PROGRESO

It is a cycle of free on-site events. In each one, exclusive educational content is 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 Distribution Companies, Partners, users, main clients, and the wider community throughout Latin America.

These events were mostly held in a hybrid manner, with both in-person participation and streaming transmission. Valuable content was shared on Artificial Intelligence in cybersecurity: how to confront malicious actions based on Machine Learning, and various ESET technologies and research on the subject.

They are intended for the general public, including the current and potential client portfolio and business partners.

21 events held

4,621 attendees

ESET Security Days

ACADEMIA ESET
CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA

It is the largest e-learning platform on IT security in Latin America, aimed at all people interested in accessing free or paid training courses.

Together with the Polis XXI Civil Association, we continued to support the development of students from public schools. In total, 10 students were granted scholarships for paid courses, so that they could continue strengthening their training in IT security.

+ 15,000
people
registered

163,694
active users

ESET Academy

PREMIO UNIVERSITARIO eset

This initiative aims to promote the development of knowledge in the field of IT security among students from universities throughout Latin America.

This year we resumed its implementation after it was suspended during 2022.

To select the winners, a competition is proposed with CTF (Capture the Flag) type challenges, to be solved in the shortest possible time.

A total of 191 teams from across the region registered, and the winners belong to universities in Chile, Argentina, Costa Rica, Mexico, and the Dominican Republic.

ESET University Award

PREMIO ESET
PERIODISMO EN SEGURIDAD INFORMÁTICA

This initiative aims to recognize the work of Technology Journalism.

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

167 works received

ESET Award for IT Security Journalism

Winning work:
Tomás Balmaceda, from VIVA Magazine in Argentina, for his work "El dilema de cada día: ¿y si me olvido la contraseña?" (*The everyday dilemma: what if I forget my password?*)

Winning works in the three categories:

GRAPHIC: Rone Fabio Carvalho Junior, from Jornal Diário da Região in Brazil, for his work "Crimes cibernéticos" (*Cybercrimes*)

DIGITAL: Gabriel Daros Lourenço, from UOL Tilt in Brazil, for his work "O Golpe do Porco Apaixonado" (*The Pig Butchering Scam*)

MULTIMEDIA: Ernesto Alonso Cabral Mejía, from La Encerrona in Peru, for his work "EXCLUSIVO: Filtración masiva de contraseñas, correos y más datos en Miraflores" (*EXCLUSIVE: Mass leak of passwords, emails, and more data in Miraflores*)

Winning Works in the 6 mentions:

BRAZIL: Larissa Franke Roso, from GZH, for her work "Como começar a vida online em apps e sites" (*How to start an online life on apps and websites*)

MEXICO: Adriana Marisela Juárez Miranda, from El Heraldo de México, for her work "Me robaron mi iPhone 13 Pro Max… ese fue solo el inicio de una verdadera pesadilla" (*My iPhone 13 Pro Max was stolen… that was just the beginning of a true nightmare*)

ANDEAN REGION: Airam Fernández, from Diario Financiero in Chile, for his work "Otros mundos posibles: los riesgos que vienen con el auge de la IA" (*Other possible worlds: the risks that come with the rise of AI*)

RIO DE LA PLATA REGION: Ezequiel Clerici, from Rosario3.com in Argentina, for his work "Ataque de hackers a la compañía rosarina La Segunda: la mecánica de un delito millonario sin armas ni rostros" (*Hacker attack on the Rosario company La Segunda: the mechanics of a millionaire crime without weapons or faces*)

CENTRAL AMERICAN REGION: Malka Mekler, from Connecta B2B in Costa Rica, for her work "La evolución del Malware: Combatiendo la ciberdelincuencia con la ayuda de la inteligencia artificial" (*The evolution of Malware: Fighting cybercrime with the help of artificial intelligence*)

SOUTH AMERICAN CARIBBEAN REGION: Javier Mendez, from ENTER Magazine in Colombia, for his work "Ramsomware, una guerra que se está perdiendo" (*Ransomware, a war that is being lost*)

Argentina **Cibersegura**®

The Organization holds virtual and in-person talks at educational, sports, and government institutions, as well as companies, with the aim of raising awareness about a safer digital world, adapting the content to each of its audiences and their needs.

We implemented over 300 actions that reached more than 6,000 people nationwide.

Likewise, we continued working on communication campaigns alongside various strategic allies that amplified the message. Among them, the #NoAlGrooming (*NoToGrooming*) Campaign, which has been accompanying *Argentina Cibersegura* since 2013 and has promoted the

visibility of Grooming as an issue that not only remains relevant but is also growing. We produced videos debunking myths about Grooming and infographics outlining steps for reporting.

We also held the annual educational event #PensandoLaEducaciónDigital (*ThinkingDigitalEducation*), where education professionals were provided with insights into Artificial Intelligence and the protection of personal data in the school environment. This involved two days of online meetings and a total of 4 panels featuring Carolina Duek, Emiliano Piscitelli, and professionals on the subject who shared their opinions and tools to take into account in the teaching field.

EUR 20,149
Monetary **donation**

96 hours
of pro bono work, equivalent to

EUR 1,256

Argentina Cibersegura

Digipadres
UNA INICIATIVA DE saferkidsonline by eset

Through this initiative, we make valuable educational content available to adults, in order for them to learn how to safeguard minors in their use of the internet and technology, creating a healthy and safe space for them.

We adapted the website and dissemination materials according to the new guidelines from the Head Office. We also worked on a general revalidation of allied organizations, approved agreements, and ensured that dissemination actions for the initiative were carried out. We added 3 new organizations: Inter Price and Grupo Phoenix, both from Mexico, and World Vision from Ecuador.

Furthermore, there were various actions from the commercial area, such as the *Digipadres* 50% Parental Control + Mobile Security promotions.

We reached
3,368,723
sessions

Digipadres

Digipais
UMA INICIATIVA DA saferkidsonline by eset

This is the Portuguese version of *Digipadres*. This year we generated 3 new alliances with the organizations Cordeiro, Childhood, and the Meet Institute, all from Brazil. This initiative experienced a 40.5% growth compared to last year and reached 898,888 sessions.

Digipais

Awareness talks

UBA Master in Human Resources

We offered a lecture on our sustainability management in the subject Business Training and Education of the Master's Degree in Human Resources of the School of Business and Public Administration of the University of Buenos Aires.

Confiarse 2023

Within the framework of the 13th International IARSE Conference on Sustainability and Social Responsibility "Changing Times: Paradigms and Challenges for Contributing to Sustainable Development," our Security Researcher, Fabiana Ramírez Cuenca, spoke about Cybersecurity and the challenges of Artificial Intelligence.

From ESET Latin America, we implemented the *Conexión Segura* podcast, with versions in Spanish and Portuguese, with a monthly release of episodes, to raise awareness, educate, and inform about cybersecurity topics and how to stay protected.
The topics addressed in each of the episodes were: the impact of Chat GPT and Artificial Intelligence (AI) in the world of cybersecurity, the Dark Web, the current state of data protection in LATAM, the future of work, the evolution of the digital world, and trends in cybersecurity, among others.

We reached a total of
6,667 plays,

with over
1,700 subscribers

Conexión Segura Podcast

We continued to release a bimonthly episode, in Portuguese, with content focused on the context of Brazil.

We reached
552 plays

and have
354 subscribers

Conexão Segura Podcast

Corporate Volunteering

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

These proposals were developed together with the NGO *Argentina Cibersegura*, the *San Fernando* Social Diner, and the *Empujar* (Push) project.

161 volunteer participations

79% participation in volunteer activities

10 activities carried out

14 alliances with organizations

3,021 direct beneficiaries

Conectate - Entra en Acción
(*Connect – Take Action*)

Children's Day

We worked on the inclusion of the population of people with disabilities related to the Olympic Games. These proposals included recycled materials and sharing stories alongside professional storyteller Malena Suhcled.

40 children participated.

Paraisópolis Community Park

The ESET Brazil Team, together with the Government of São Paulo and the Meet Institute, shared an afternoon of activities in the Paraisópolis community park, where 30 children from the Institute reside.

During the gathering, an environmental engineer gave a talk on environmental issues, trees were planted, and the day ended with an afternoon snack. The children received gifts and plants to take care of at home.

21 volunteers participated.

Christmas actions

✅ San Fernando Social Diner

We gathered to bake Christmas cookies and assemble bags of food for the children at the Social Diner. 19 people participated in the Buenos Aires office and, in addition, the Company donated a sweet bread for each family and we invited all our teams to join this donation.

✅ Abecal Organization

The ESET Brazil team participated in an activity at the Abecal institution (*Caminho de Luz*), which houses 17 children and youth, between 10 and 18 years old, who suffered some form of psychological, physical, or sexual abuse.

We shared a day at the institution, had breakfast together, a team of educators organized different recreational activities, and at the end, gifts were handed out.

There were 18 participants in the volunteering.

✅ Christmas collection drive

At ESET Mexico, we collaborated with the organizations Unity International and The Green Board, which support young mothers and their children who are victims of child abuse.

We collected donations in the office, and also in the offices of some commercial partner companies.

Fundadog and Fundacat fundraiser

From ESET Mexico, we invited partner companies located in Monterrey to participate in a fundraiser for the Fundadog and Fundacat organizations. These civil associations seek to improve the lives of dogs and cats that have suffered some type of abandonment or abuse, or are living on the streets, raising awareness about animal welfare, supporting their rescue, and promoting responsible adoption.

This initiative was led by a collaborator and enabled the purchase of supplies that the organizations needed.

PRAT Shelter

The ESET Mexico team spent a morning with the rescued dogs from the PRAT Shelter, where they cleaned and conditioned the space where the animals wait for an adoptive family, and then finished the activity by taking a walk with the rescued dogs.

18 people participated.

Nursery activities day

At our Buenos Aires office, during Earth Month, together with the Eco House organization, we carried out gardening tasks (preparing seeds, planting native trees, transplanting, weeding), with the aim of multiplying the available specimens to restore the ecosystems and, in addition, promote people's connection with the natural cycle.

The activity took place at the triple impact nursery located in Vicente López, that belongs to the CAEC (*Camino Educational Activities Center*) and the VIVILO inclusive nursery; we provided the raw materials required for the subsequent work of the children who attend the Center.

13 people participated.

Encontrarse en la Diversidad (Meeting in Diversity) Annual Day

We participated in the 17th edition of one of the largest events in Latin America on diversity and the fight against all forms of discrimination, developed by the Encontrarse en la Diversidad Foundation in Argentina.

More than 2,000 youth from various educational institutions and 7 ESET volunteers attended, at the Space for Memory and Human Rights (former ESMA).

Social and labor inclusion at ESET

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

FUNDACIÓN EMPUJAR
Empresas unidas por jóvenes de Argentina.

We joined the *Empujar* Project to support youth in vulnerable conditions through an educational program that trains them for employment.

Together with our exclusive distribution companies, we participated in interviews, technical skills classes, and individual and group mock interviews, among other activities.

915 youth accompanied

21 participating **volunteers**

30 hours of volunteer work provided

ENVIRONMENTAL DIMENSION

SDG 9 12

Environmental Management

GRI 3-3, 201-2, 305-1, 305-2, 305-3, 305-5, 305-6, 305-7

SASB TC-SI-130a.1, TC-SI-130a.2, TC-SI-130a.3

MATERIAL TOPIC 13, 14

Our Environmental Policy frames our daily actions, establishing the following objectives:

- ✓ Improving environmental performance

- ✓ Managing natural resources and waste responsibly and sustainably

- ✓ Implementing actions for the continuous improvement of environmental management

Emissions management

Due to the new European legislation, which will come into effect in 2024, it is mandatory to conduct measurements and make commitments to reduce the carbon footprint at a global and local level.

From January 1, 2022, to December 31, 2022, guided by the PWC Consulting Company, the first global measurement was carried out, with a breakdown by region and country.

This was prepared in accordance with the Greenhouse Gas (GHG) Protocol Corporate Standard and covered all six gases (carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFC), perfluorocarbons (PFC), and sulfur hexafluoride (SF_6).

Considering the source, emissions are divided into three scopes:

Scope 1:
Direct emissions from the Company's combustion or refrigerants (e.g. heating, or fuel burning in the Company's fleet).

Scope 2:
Indirect emissions from purchased electricity, heating, or cooling for own use.

Scope 3:
Indirect emissions, all emissions not covered in scopes 1 and 2, created by the Company's upstream and downstream value chain.

Note: The following measurements do not apply: emissions of substances that deplete the ozone layer (ODS), nitrogen oxides (NOx), sulfur oxides (SOx), or other significant air emissions.

Methodology and data collection

We employed two data collection approaches for electricity consumption (scopes 2 and 3):

◉ The market-based method considers the specific electricity mix of the contracted energy supplier (based on a contractual agreement).

◉ In countries without available information on the electricity mix, calculations consider the residual mix, which represents the energy mix remaining after the sale of green electricity certificates. The location-based method considers the country's average electrical mix.

The assessment covered 21 of the 24 offices (excluding Tokyo, Melbourne, and Munich) in 14 countries. These were further grouped into 11 reporting units for future automation purposes.

Consolidated results

14%
Scope 1

75%
Scope 3

11%
Scope 2
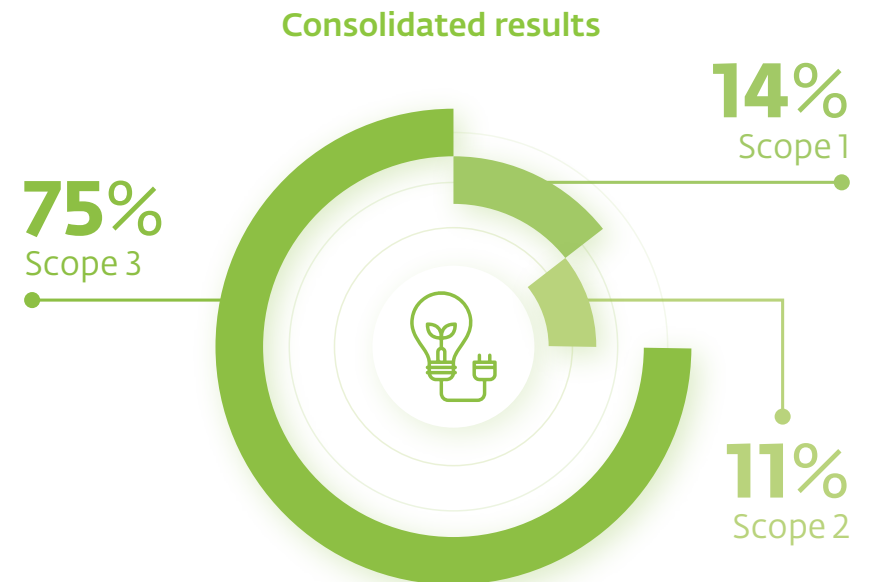
Global results

Next, we present some of the results on the global sources of the Company's greenhouse gas emissions.

Consolidated results breakdown - Scope 1

46%
Heating
Use of natural gas and compressed natural gas (CNG)

40%
Company cars
Owned or controlled by ESET Group

14%
Leakages
Air conditioning units within ESET offices

Consolidated results breakdown Scope 2 Market-based approach

87%
Electricity
Purchased

12%
Heat
Purchased

1%
Electric Vehicles
Purchased electricity

Consolidated results breakdown Scope 3 Market-based approach

37%
Employee community
Incl. bus, car, motorbike, train, and emissions from homeworking

22%
Purchased goods
IT equipment, paper and (re)construction (purchased furniture, materials)

22%
Business trips
Employee' travel (air, car, bus, train), hotel stays

17%
WTT and T&D emissions
Upstream emissions from the production of fuels used in scopes 1, 2 and 3

Results of each scope by region
Greenhouse Gas (GHG) Emissions
Market-Based Approach
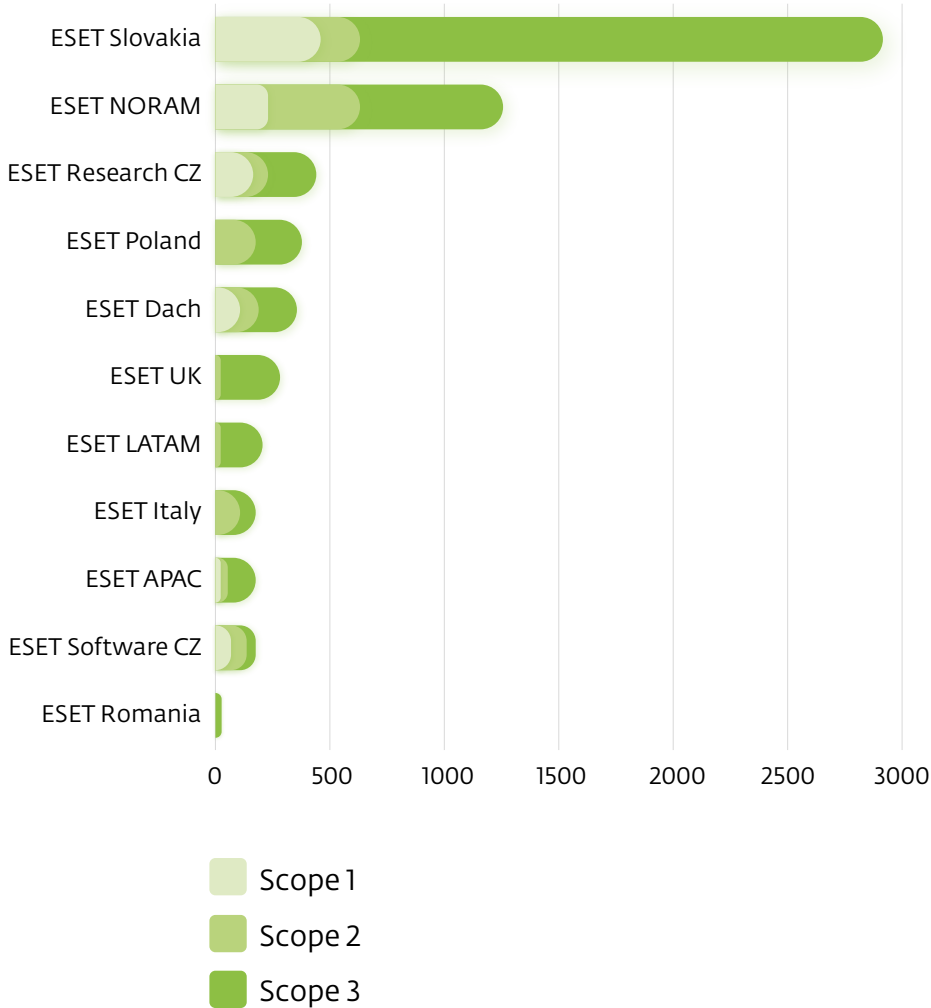
ESET Entity	Scope 1	Scope 2	Scope 3	Total
ESET Slovakia	456.44	162.91	2,296.99	2,916.34
ESET NORAM	0.00	217.49	1,035.36	1,252.85
ESET Research CZ	162.48	51.56	219.85	433.89
ESET Poland	7.84	160.17	204.22	372.24
ESET Dach	96.50	82.79	169.47	348.75
ESET UK	6.26	7.18	260.15	273.58
ESET LATAM	0.00	15.73	183.48	199.21
ESET Italy	89.81	0,00	66.53	156.34
ESET APAC	11.65	38.09	115.36	165.10
ESET Software CZ	64.18	56.74	32.82	153.74
ESET Romania	2.51	1.56	13.76	17.83

Results of each scope by region
Average GHG per employee (in tCO₂e)
Market-Based Approach

Region	Value
ESET NORAM	5.8
ESET Italy	4.9
ESET Poland	4.5
ESET Research CZ	3.8
ESET Dach	3.6
ESET APAC	3.4
ESET UK	3,3
ESET Slovakia	2,3
ESET Software CZ	2,3
ESET LATAM	1.5
ESET Romania	1.3
Media general del grupo ESET	2.9
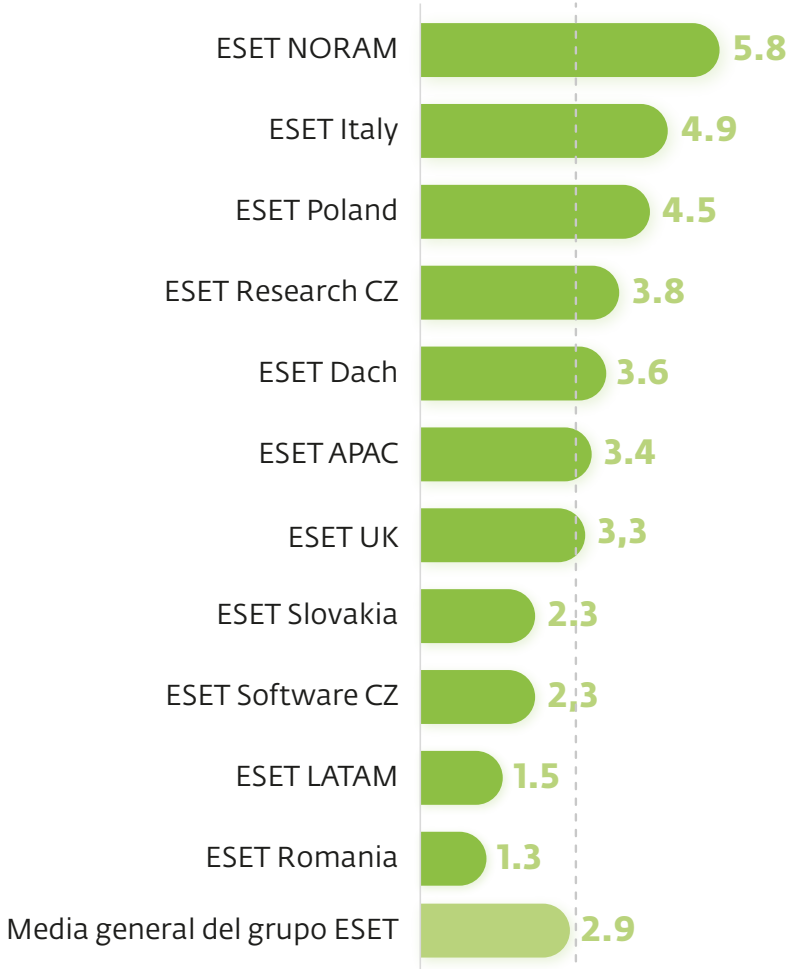
Nota: The average global GHG emissions of the Company was 2.9.

Conclusions and recommendations

Below, we detail the conclusions and recommendations by scope:

Scope 1: The largest source of emissions is heating and vehicle combustion. The heating source for ESET offices should be reconsidered and the use of greener transportation encouraged.

Scope 2: Purchased electricity is the primary driver of emissions. More renewable energy should be acquired, especially in offices with a larger number of employees.

Scope 3: Employee commuting (including working from home) and business travel emissions. Greater use of eco-friendly means of transportation should be promoted through incentives for the people who work at the Company.

No consequences of climate change were recorded in the Organization's activities during the reporting period.

Next steps

Work will be underway to comply with ESG disclosure requirements in accordance with the ESRS[7] Standards, and considering the following identified opportunities for improvement:

✅ Create and adopt internal processes and data controls to ensure data completeness and accuracy.

✅ Implement regular monitoring of interim results.

✅ For future reporting purposes, the automation of the data collection process should be introduced and unified at a global level.

7. European Sustainability Reporting Standards (ESRS): These are a set of standards that define the rules of the Corporate Sustainability Reporting Directive (CSRD) of the European Community.

Awareness actions

VIVAMOS VICENTE LÓPEZ
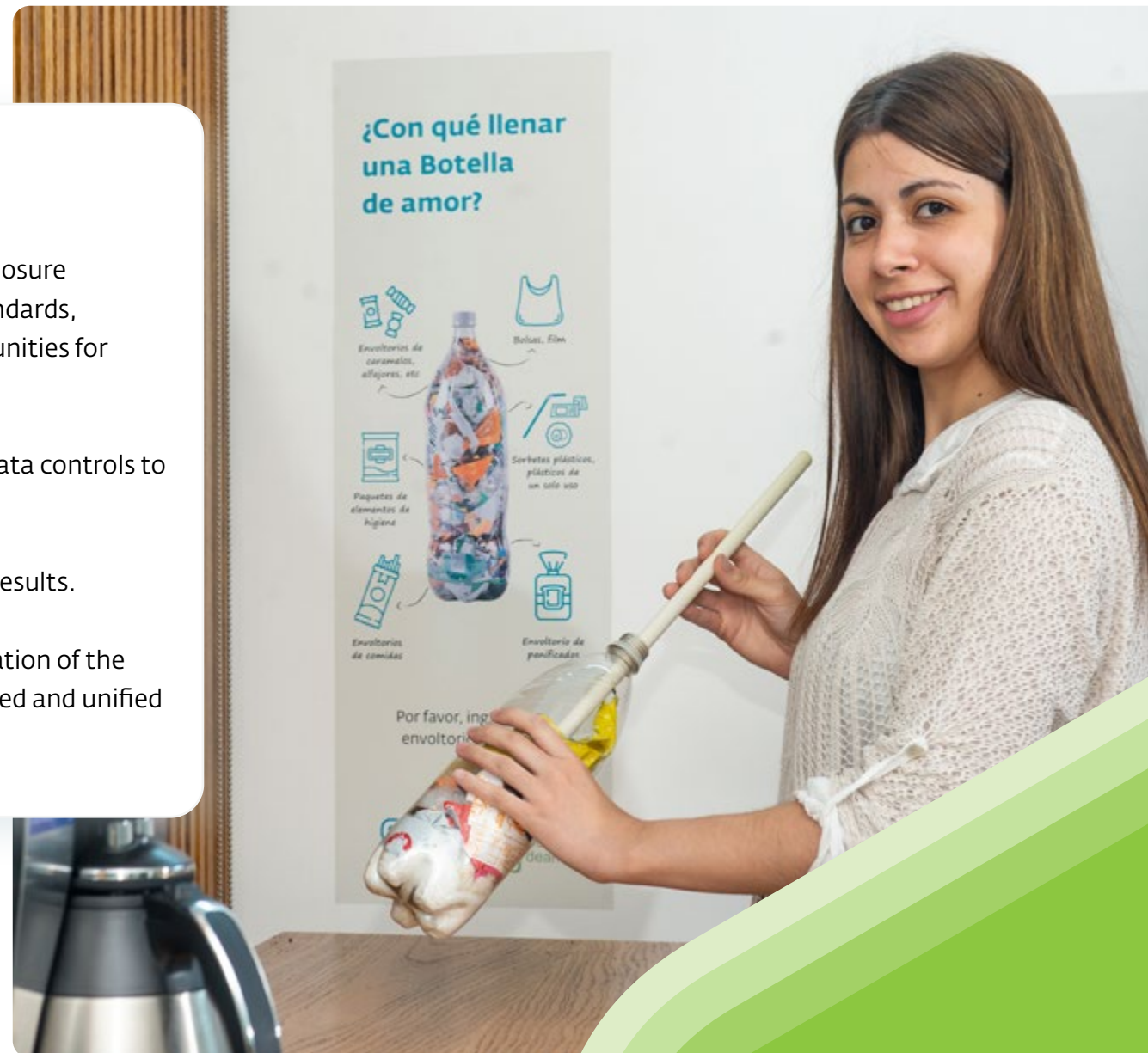
For more than 4 years now, we have accompanied the "Green Days" for separate waste collection promoted by the Municipality of Vicente López.

[Municipality of Vicente López](#)

"Eco Cambio" (Eco Change) Campaign

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

We changed the design of the newsletter and covered the following topics:
- Climate Change
- Environmental Impact of wars
- Garbage Patches
- Pyrocenes
- Pollinators

Energy consumption

Below, we detail the electricity consumption by month, supplied by an energy provider from non-renewable sources.

Monthly energy consumption in kW/h for Argentina during 2023

Month	kW/h
January	5,707
February	7,181
March	5,778
April	5,254
May	2,796
June	3,425
July	4,312
August	4,713
September	4,490
October	3,016
November	2,993
December	4,389

Note: According to the invoices from the Electricity Supply Company.

See comparative information in Annex 11

54,054 kW/h
Total consumption in Argentina, during 2023

We removed obsolete hardware from the data center, such as network switches that belonged to the physical telephone service.

This change resulted in energy savings, as unused equipment was turned off. For next year, we will decommission the equipment and donate it for recycling, reallocation, or safe final disposal.

Monthly energy consumption in kW/h for Brazil during 2023

Month	kW/h
January	790
February	612
March	757
April	867
May	531
June	514
July	403
August	429
September	476
October	590
November	505
December	616

7,090 kW/h
Total consumption in Brazil, during 2023

We increased energy consumption by 20% in the offices in Argentina, and by 44% in those in Brazil. This increment is due to the fact that we had a full year of in-person work on a 4x1 schedule (once a week in the office) in Argentina and a 3x2 schedule in Brazil (twice a week in the office).

Additionally, energy consumption in the Argentina office is higher than that of the Brazilian office due to the number of people working in each and their size.

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

Note: According to the invoices from the Electricity Supply Company.

See comparative information in Annex 12

Process improvement to reduce our environmental impact

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

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

Document digitization

In Argentina, we implemented a digital payroll system that resulted in significant paper savings. Previously, approximately 200 sheets were used per month to print duplicates of each employee's payslip.

Server virtualization

Optimization of energy resources in servers. We replaced older servers to reduce energy consumption.

Monthly maintenance of air conditioners

Temperature control and preventive maintenance to avoid inefficient energy consumption. Additionally, we installed timers in the general air conditioning units, allowing us to turn them on and off automatically, thus avoiding their use outside office hours.

Digital logistics and packaging

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

Cleaning Week

As every year, from ESET Latin America, we promote a cleaning action so that our offices and servers are cleaner and more organized, and our planet a little healthier.

Between September 11 and 22, in our offices in Brazil, Mexico, and Argentina, we carried out various cleaning, recycling, and awareness actions.

All areas collected a large amount of recyclable materials.

Around 10 GB of data were deleted from our servers.

In the context of our Think & Talk meetings, Marcos Souza gave us a very interesting live presentation on Digital Waste. We learned about best practices related to email filtering, unsubscribing, message management, and other useful tips to keep our digital environments clean.

From the Environmental Affairs Committee, we launched a trivia to learn more about digital cleaning and held a contest among all the people who posted photographs of the cleaning in the offices and those who participated in the Trivia.

World Environment Week

We joined the actions promoted by the Global Environmental Affairs Committee in all ESET offices.

From June 5 to 9, we celebrated World Environment Week with various initiatives, challenges, activities, tips, and information to understand the carbon footprint that each person generates, and learn more about the global environmental strategy at ESET.

Environmental volunteering

As part of the "*Conéctate, entra en acción*" (Connect, take action) initiative, we carried out various volunteer activities in the 3 countries, focused on environmental issues.

The Community Chapter details each of the implemented actions.

Waste management and reduction

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

We adhere to the municipal differentiated collection system, which is implemented through a schedule of bulk waste collection, nighttime waste collection, sweeping, and the "Green Day" (recyclables collection day in Argentina).

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

This year we started composting and reorganized our waste separation between: NCNR (neither compostable nor recyclable), Compostable, Recyclables, WEEE (Waste Electrical and Electronic Equipment), and "_Botellas de Amor_" (Bottles of Love).

To communicate this change, we used new signage and decals throughout the office.

Waste generation in Argentina
Monthly waste generation, by type, in kg, during 2023

Period	NCNR (neither compostable nor recyclable)	Recyclables	Compostable
January	18.53	5.59	
February	17.02	9.46	
March	82.24	19.30	
April	21.34	8.83	5.50
May	9.98	5.51	10.70
June	5.11	1.63	3.00
July	3.42	1.55	2.04
August	4.08	1.72	4.26
September	3.34	1.35	3.04
October	2.15	1.43	3.25
November	2.10	1.99	3.32
Dicember	0.81	0.58	3.15
TOTAL	**170.12**	**58.94**	**38.26**

Note: Approximate measurements, conducted on a weekly basis.

Waste sorting program

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

Double-sided printing

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

Reduction of sweetener sachets

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

Installation of hand dryers

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

Digitization of personal business cards

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

This initiative eliminated paper printing. 6,200 personal cards are no longer printed.

VALUE CHAIN

SDG

| 4 | 8 | 9 | 10 |
| 12 | 16 | 17 | |

Our Exclusive Distribution Companies

GRI 2-6, 302-2, 302-4,413-1

SASB TC-SI-330a.1, TC-SI-330a.2

MATERIAL TOPIC 1, 3, 4, 5, 8, 11, 15

Collaborators by Distribution Company

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

2023 | ESET Venezuela

GENDER/AGE	Men	Women
Under 30 years	29%	7%
Between 31 and 45 years	22%	7%
Between 45 and 60 years	22%	7%
Over 60 years	6%	0%
Total	**79%**	**21%**

2023 | ESET Peru

GENDER/AGE	Men	Women
Under 30 years	11%	9%
Between 31 and 45 years	25%	16%
Between 45 and 60 years	18%	11%
Over 60 years	2%	7%
Total	**57%**	**43%**

See comparative information in Annex 13

2023 | ESET Central America

GENDER/AGE	Men	Women
Under 30 years	14%	23%
Between 31 and 45 years	17%	24%
EBetween 45 and 60 years	10%	5%
Over 60 years	3%	3%
Total	**44%**	**56%**

2023 | ESET Ecuador

GENDER/AGE	Men	Women
Under 30 years	17%	20%
Between 31 and 45 years	29%	23%
Between 45 and 60 years	9%	0%
Over 60 years	0%	2%
Total	**55%**	**45%**

2023 | ESET Colombia

GENDER/AGE	Men	Women
Under 30 years	21%	21%
Between 31 and 45 years	21%	24%
Between 45 and 60 years	3%	3%
Over 60 years	3%	3%
Total	**48%**	**52%**

See comparative information in Annex 13

2023 | ESET Panama

GENDER/AGE	Men	Women
Under 30 years	0%	18%
Between 31 and 45 years	27%	27%
Between 45 and 60 years	18%	0%
Over 60 years	9%	0%
Total	**54%**	**46%**

2023 | ESET Uruguay

GENDER/AGE	Men	Women
Under 30 years	0%	0%
Between 31 and 45 years	33%	0%
Between 45 and 60 years	17%	17%
Over 60 years	17%	17%
Total	**67%**	**34%**

Energy consumption

Four of our exclusive distribution companies began to measure energy consumption, as a starting point towards generating efficiency and reduction measures.

Perú

Energy consumption in kW/h

Month	kW/h
January	1,718
February	2,020
March	1,855
April	2,102
May	2,134
June	1,895
July	1,761
August	1,824
September	1,687
October	1,840
November	1,791
Dicember	1,411

22,038 kW/h
Total consumption in ESET Peru, during 2023

El Salvador

Energy consumption in kW/h

Month	kW/h
January	1,500
February	1,750
March	1,949
April	2,097
May	2,225
June	2,408
July	2,240
August	2,437
September	2,400
October	2,203
November	1,862
Dicember	1,909

24,980 kW/h
Total consumption in ESET El Salvador, during 2023

Guatemala

Energy consumption in kW/h

Month	kW/h
January	1,069
February	1,079
March	1,169
April	1,154
May	1,235
June	1,215
July	1,115
August	1,172
September	1,175
October	1.198
November	1,097
Dicember	1,410

14,088 kW/h
Total consumption in ESET Guatemala, during 2023

Panama

Energy consumption in kW/h

Month	Value
January	574
February	642
Marzo	460
April	730
May	742
June	768
July	692
August	739
September	709
October	682
November	544
Dicember	648

7,930 kW/h
Total consumption in ESET Panama, during 2023

APAGÁ LA LUZ, ENCENDÉ LAS IDEAS

eset #SomosConscientes

Actions implemented in each pillar of sustainability management

This year the hybrid work model was established.

100% participated in the volunteer initiative of the *Empujar* (Push) Program (described in the Community Chapter), and 100% participated in the inclusive and accessible communication workshop led by the Inclusion and Diversity Committee. 70 people participated

Testimonials:

> *My experience in the Empujar Volunteering Program was very satisfying. Even though the knowledge would be imparted by us as a Company, we learned a lot from the children from Argentina. We interacted, enjoyed ourselves, shared our experiences in the field, and I really liked being an example for their academic and professional development. I was delighted to have participated in that volunteering program".*
>
> **Diana Sánchez**
> *Human Resources Assistant*

> *What I liked most about participating in this volunteering program is seeing the possibility of changing the world regardless of the distance. The children from Argentina were very interested in listening to our experiences. After finishing the interview, the youth expressed their thoughts, and we were able to interact as if we had known each other from before. I really liked being part of this experience".*
>
> **Lorena Salmerón**
> *Human Resources Specialist*

> *The activity was rewarding, conveying to the youth the desire to get ahead in life, I emphasized the importance of seeking God's help in what one does, putting a lot of effort and discipline on their part to achieve what they desire".*
>
> **Antonio González**
> *Risk Manager*

ESET Venezuela
Represented by Logintel

Community Pillar
Investment USD 1,834

- Awareness talks on the protected progress of technology for different audiences.
- Support for the student group Association of Young Entrepreneurs of the Simón Bolívar University (AJE-USB), as speakers at the Smart Caracas Initiative (SCI).
- 128 hours of teaching and outreach activities at the Simón Bolívar University and the Central University of Venezuela.
- Cybersecurity awareness talks aimed at high school students alongside students from the Simón Bolívar University.
- 45 licenses donated to students and journalists.

Collaborators Pillar
Investment USD 4,715

◉ Comprehensive health and life insurance plan for personnel.
◉ Celebration of personnel birthdays.
◉ Integration lunch, for International Workers' Day.
◉ Christmas dinner with the entire team and gift-giving.

Environmental Dimension Pillar
Investment USD 750

◉ Dissemination of the "*Eco Cambio*" (Eco Change) newsletters.
◉ Waste sorting management.

Value Chain Pillar
Investment USD 0

◉ Meetings with the main sales channels to provide and receive feedback on performance and service quality as second-level support.
◉ Strategies for identifying new client portfolios and marketing of ESET products in the country.

ESET Peru
Represented by Sistec

Community Pillar
Investment USD 22,947

- Agreement with SOS Children's Villages Peru and the Municipality of Lima: Program "Become aware, Protect your digital world," under the guidance of "Digipadres"!
- Training for more than 3,200 teachers from UGEL 7 in Lima, in-person and/or virtual, on "Introduction to Digital Security."
- Delivery of the book "DIGITAL SECURITY MANUAL FOR TEACHERS," developed by ESET and translated into Spanish.
- Participatory workshops on Cyberbullying were held for 1st, 2nd, 3rd, 4th, and 5th-grade high school students. With these educational actions, we reached: 180 educational institutions; +2,000 teachers; +20,000 students.
- The Flor de Mayo project was launched in the Pacayzapa Community. The Company committed to working with farmers by providing training and technical support for coffee production.
- In addition, they distributed it at corporate events organized by ESET Peru.

- In alliance with SOS Children's Villages Peru, to implement professional practices, 1 scholarship in Cybersecurity was granted to a university student.
- "Give Your Clothes a Second Life and Donate Them" campaign: for the third consecutive year, work teams and business partners collected and delivered coats to the Community Center Homes. They collected 60 kg of coats.

Collaborators Pillar
Investment USD 60,000

- Donation of ESET Internet Security 3PCs licenses.
- Birthday celebrations, including breakfast deliveries, and tributes on holidays.
- Integration activity: Nintendo Mario Kart Championship.
- Relaunch of the Benefits Policy.
- First Inclusion and Diversity Committee: establishment and training for its members.
- Actions of the Inclusion and Diversity Committee: Culinary contest by regions in Peru, "Mini Mistura ESET," to learn about the diversity of typical foods and communicate their origins, and celebration of national holidays.
- Participation in the "Cultural Diversity and Elimination of Ethnic Discrimination" Program of the Ministry of Culture.
- Integration activity: celebration of Creole Song Day and Halloween.
- Christmas gifts for the children of people working in the Company.

Environmental Dimension Pillar
Investment USD 300

- 3 communications for environmental commemorations.
- Together with the A caminar Association, a campaign for collecting cardboard, paper, etc. was carried out. 22 kg were collected.
- Adherence to Leather LAB, for the manufacture of bioleather, developed from agro-industrial waste; 21 kg of coffee waste collected.
- First electricity consumption measurement.

Value Chain Pillar
Investment USD 24,000

- <u>Make a Wish Initiative</u>: together with Wholesaler Intcomex, "good wishes" were collected, which were shared at the "B2B Value Ecosystem" event by Intcomex.
- Communications about environmental care for business partners.
- Together with the Partners, the campaign "Together we can keep warm" was implemented, with the *Pro Ayuda A Caminar* Association.
- Inclusive purchase: commercial partners were invited to purchase the coffee produced under the Flor de Mayo project.
- "Navi Impacto, Children of Huaycán" Christmas event, organized by commercial partner *Importaciones Impacto*.

ESET Guatemala, ESET El Salvador, ESET Nicaragua, ESET Honduras and ESET Costa Rica
Represented by SIAT

Community Pillar
Investment USD 250,993

El Salvador:

⊙ In alliance with the *Jóvenes Marcando Diferencia* (Youth Making a Difference) Foundation, the "ESET Activa2" program was launched to update training and social coexistence programs, with appropriate methodologies and the establishment of complementary strategic alliances; this facilitates job insertion and opportunities for people's lives.

Costa Rica:

⊙ Christmas celebration and various activities at *Casa Main* (a Home that assists girls between 2 and 11 years old at social risk).

Honduras:

⊙ Donation of food for the "Isabel Home" and the "San Felipe Shelter," where between 25 and 34 elderly people live, respectively.

⊙ Donation of licenses to the Honduran Telethon and 34 licenses to the Honduran Maquila Association, who have a training laboratory for computer technicians in the rural area.

Guatemala:

⊙ Donation of school supplies to the "*Hospicio San José*" Home, which provides comprehensive care to people of all ages suffering from HIV or other diseases.

⊙ Awareness talks on the safe use of technology to organizations and schools in the 6 countries.

⊙ *Digipadres* (Digiparents) initiative workshops aimed at teachers from 3 schools.

Collaborators Pillar
Investment USD 80,230

- The Healthy Heart initiative, implemented in El Salvador, was extended to Honduras and Guatemala. A day of blood pressure, glucose, weight, and height check-ups was carried out; and a daily healthy snack was provided.
- Christmas toasts were held in El Salvador, Costa Rica, and Guatemala.
- The inclusion of women in technical positions was encouraged through "selective inclusion."
- Job postings and publications were rewritten.
- Talks, training sessions, and integration activities on financial education and health, among other topics.
- Relaunch of the Benefits Policy and the Code of Ethics in all countries.
- Benefits tailored to the realities of each country: distribution of school kits, celebrations and festivities, among others.
- El Salvador renewed its Occupational Health and Safety Committee.

Environmental Dimension Pillar
Investment USD 1,208

- First electricity consumption measurement in El Salvador and Guatemala.
- Nicaragua joined the waste sorting program
- (already implemented in Guatemala and Costa Rica).
- The *Eco Cambio* (Eco Change) newsletter was disseminated in all offices.

Value Chain Pillar
Investment USD 50,500

- Training and tools on products and services were provided to business partners, and awareness was spread on the protected progress of technology.

ESET Colombia
Represented by Frontech Ltda.

Community Pillar
Investment USD 90

◉ 2 meetings on stress management for 50 women from the Hacklab Girls Latam organization.
◉ Virtual discussion for 20 women from the INNOVOS organization, to share experiences related to working in technology areas led by men.

◉ Workshops and training on coexistence and workplace harassment, stress management, massages and relaxation therapies, and nutritional counseling.
◉ Monthly internal newsletter: communications of relevant Company information.
◉ Birthday day off; Halloween and year-end events.

Collaborators Pillar
Investment USD 1,645

◉ Teleworking Benefit for all personnel (previously only for those with good performance).
◉ Renewal of the Workplace Coexistence Committee and the Occupational Health and Safety Committee.
◉ Activities developed: Love and friendship, Training in Committee functions, and Christmas novenas.
◉ Visual health day for all personnel, with diagnosis and recommendations.
◉ Active break sessions.

Environmental Dimension Pillar
Investment USD 370

◉ Internal collection and donation for the NGO "*Casita de Pelos*": 10 bags of dog food and 40 bags of cat food.
◉ The *Hojas Verdes* (Green Leaves) Corporation carried out the maintenance and care of the trees planted by Frontech, in the business forest located in the La Poma ecological park (nature reserve). Currently, it has 200 trees.
◉ Within the monthly newsletter addressed to partners, distribution companies, and collaborators, the contents of the *Eco Cambio* (Eco Change) Campaign were shared.
◉ Tapas para Sanar Campaign: 10 kg of plastic bottle caps collected.

Value Chain Pillar
Investment USD 1,000

- Free personnel selection service in 2 of its sales channels.
- Biweekly newsletter for Partners in the corporate and resale sector, aimed at brand positioning and report on events, sustainability issues, and news.

ESET Ecuador
Represented by BSmart

Community Pillar
Investment USD 2,000

- *Digipadres* (Digiparents) talks for beneficiaries of the NGO World Vision: 400 students, parents, and 150 teachers trained. During 2024, this program will be included as part of the community education program, which will be disseminated by World Vision's technical staff, and it is expected to train more than 57 technicians.

- Potential agreement with UTE (Equinoctial Technological University): discussions for the opening of a new partnership subject that allows teachers and students to replicate *Digipadres* (Digiparents).
- Digital Heroes Program: together with the University of Ecuador, 95 students benefited.
- This initiative will be replicated during 2024.
- Support for the Felfa community by raising funds to contribute to the construction of a bridge that would facilitate access. This bridge will benefit 150 families.
- Financial support for the Unión Sports Club.

Collaborators Pillar
Investment USD 8,900

- Team-building exercise session and talk about healthy nutrition.
- New tool for competency assessment, to better understand skills in different environments and in each work area.
- Teamwork Workshop.
- Ophthalmological check-ups for all office personnel.
- Annual Workplace Climate Assessment.
- Active breaks to exercise and rest the brain and body.
- Financial education talk with Fideval.

- Meetings with General Management to gather staff feedback about the Company.
- "A Day in the Life of" Project, to foster more empathy among areas, understanding the challenges and adversities each one faces.
- BSmart Communication and Values Campaign.
- Activities implemented by the Joint Safety Committee: Biosafety training session, identification of psychosocial risks for those working in the Company, HIV prevention campaign, maintenance and recharging of fire extinguishers, maintenance of emergency lamps.
- Mitigation of identified risks: repairing of leaking walls, locks, painting, and waterproofing of roofs
- New processes implemented:
  - Psychosocial risk assessment to identify aspects that could affect workers, including workplace harassment.
  - Awareness and best practices talk for the team.
- Internal Benefits Policy: gifts on commemorative dates.

Environmental Dimension Pillar
Investment USD 1,000

- 14 environmental awareness campaigns: care of seas and rivers, deforestation, climate change, etc.
- First electricity consumption measurement.
- Optimization of energy consumption of electronic equipment.
- Recertification by the Ministry of Environment and Water, attesting to the Company's low environmental impac.

Value Chain Pillar
Investment USD 49,970

- "*Dejando Huellas*" (Leaving Footprints) Project that convened commercial partners.
- Technical and commercial training for partners and wholesalers, to strengthen their knowledge and achieve better performance in servicing end clients and building their loyalty.

ESET Panama
Represented by Microtechnology

Community Pillar
Investment USD 200

⊙ Donation to an NGO that provides development opportunities to children and adolescents living in poverty, especially those identified as involved in child labor, and to the Archdiocese of the city of David.

Collaborators Pillar
Investment USD 0

⊙ No actions were carried out during this period.

Environmental Dimension Pillar
Investment USD 170

⊙ Optimization of air conditioning units and air duct deviations, positively impacting electricity consumption.
⊙ Plastic reduction: water dispensers were installed, resulting in a saving of 2,880 plastic bottles, and plastic wrappings were replaced with cardboard.

Value Chain Pillar
Investment USD 0

⊙ No actions were carried out during this period.

ESET Uruguay
Represented by Videosoft

Community Pillar
Investment USD 0

⊙ No actions were carried out in the community.

Collaborators Pillar
Investment USD 6,505

⊙ Integration lunches.
⊙ Environmental commemoration: gifting of plantable pencils on Environment Day.

Environmental Dimension Pillar
Investment USD 550

⊙ Battery collection campaign.
⊙ First water and electricity consumption measurement.

Value Chain Pillar
Investment USD 350

⊙ Delivery of the 2022 Sustainability Report + plantable pencils, for communication and promotion of sustainability among commercial partner companies.

Sustainability Reports of our Exclusive Distribution Companies

60% of our Distribution Companies carried out their second GRI Referenced sustainability report.

✓ [ESET Sustainability Report for Central America](#)

✓ [ESET Sustainability Report for Ecuador](#)

✓ [ESET Sustainability Report for Peru](#)

✓ [ESET Sustainability Report for Venezuela](#)

> *We commend the sustained efforts of our distribution companies in the development of their sustainability reports, and through this, for committing to transparency and accountability".*
>
> **Marcelo Carnero**
> *Director of Finance, HR, and Sustainability*

Aligning our work

Digipadres (Digiparents) Certification

Through this certification, we offer tools, align concepts, and ensure that the awareness talks provided by each Distribution Company are delivered correctly. Only certified personnel can do this.

70 people
on the certification platform

30 people
certified

ESET PARTNER PROGRAM

Program aimed at the sales channels in the region for business development. It consists of 4 pillars:

Categorization

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

Training

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

Benefits and incentives

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

Acknowledgements

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

ESET Rewards Latam

It is a regional program, exclusive to Partners in the Bronze, Silver, Gold, and Platinum categories, which rewards the effort demonstrated in sales results.

ESET Partner Awards

It is an annual initiative of the ESET Partner Program, which recognizes Partners, Wholesalers, and Distribution Companies in Latin America that align with the brand's philosophy in terms of their way of conducting business and tackling the various challenges of the current market.

Results for each category available at: ESET Partner Awards

ESET TRAINING PROGRAM

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

1,859 participants with memberships

895 participants with free memberships

2,754 students from across the region participated

70 companies obtained the **ESET Partner Certified** status

518 people achieved all their certifications

ES **32** virtual classes taught in Spanish

PR **31** virtual classes taught in Portuguese

669 people attended the virtual classes

ESET LATAM PARTNER CONFERENCE

Annual event aimed at the distribution and sales channel.

From October 30 to November 3, in Ushuaia, Tierra del Fuego, Argentina, this event took place where strategic information about the current state of the business was shared, 1:1 meetings with the teams were held, different spaces for socializing were created, and it concluded with a dinner, in which the results of the awards to the most outstanding channels of the year were announced.

75 in-person attendees

195 virtual attendees

19 speakers

2 moderators

24 participating **distribution companies, partners, and wholesalers**

27 presentations delivered

ESET PARTNER DAY

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

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

25 ESET Partner Days
(in-person, virtual, and hybrid)

1,170 participants

(eseT) PARTNER CONNECTION

Monthly digital newsletter for the distribution chain. Corporate news, launches, and training opportunities are communicated, among other topics.

(eset) WORLD PARTNER CONFERENCE

In 2023, this event was not carried out as usual, since it is planned to be merged with the Starmus Festival, a renowned world festival of science, music, and technology, to be held in the city of Brastislava in May 2024.

In its place, the ESET Accelerate event was held, completely virtually. It involved more than 8 interdisciplinary talks addressing key topics for business growth.

Supplier companies

GRI 2-6, 3-3, 204-1

Operating expenses and payments at ESET Latin America offices

In 2023, the investment in Argentina was EUR 2,061,000, representing 55% of the total investment; that of Mexico was EUR 935,000, representing 25% of the total investment; and that of Brazil was EUR 742,000, representing 20% of the total investment.

The figures for 2022 and 2021 were restated considering the 2023 US dollar-euro exchange rate to ensure comparability across different periods and standardization with our financial report to the Head Office.

	Investment	Percentage of expenditure
Argentina	EUR 2,061,000	55%
Mexico	EUR 935,000	25%
Brazil	EUR 742,000	20%
Total	**EUR 3,738,000**	**100%**

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

See comparative information in Annex 14

Classification of supplier companies by size

Supplier Company	Investment			Number of supplier companies			Percentage of investment		
	🇦🇷	🇧🇷	🇲🇽	🇦🇷	🇧🇷	🇲🇽	🇦🇷	🇧🇷	🇲🇽
Natural	83,910	26,452	92,213	72	24	57	41%	13%	46%
Legal	1,977,481	715,693	843,118	173	73	148	56%	20%	24%
Total	**2,061,390**	**742,145**	**935,331**	**245**	**97**	**205**			

Classification of supplier companies by type of contracting

	Investment			Number of supplier companies			Percentage of investment		
	🇦🇷	🇧🇷	🇲🇽	🇦🇷	🇧🇷	🇲🇽	🇦🇷	🇧🇷	🇲🇽
Services	1,966,566	719,881	916,624	234	94	201	95%	97%	98%
Supplies	94,824	22,264	18,707	11	3	4	5%	3%	2%
Total	**2,061,390**	**742,145**	**935,331**	**245**	**97**	**205**			

See comparative information in Annex 15

Classification of supplier companies by place of residence

	🇦🇷	🇧🇷	🇲🇽
Local	235	94	142
Foreign	10	3	6
Total	**245**	**97**	**148**

See comparative information in Annex 16

Sustainable supplier companies

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

Contracts for the period:

Re Accionar (Re Act) Venture
Recognition plaques

Environmental impact

AG Sustentable B company
Sustainability management and reporting

Environmental, social, and economic impact

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

Social impact

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

Products for the welcome kit

Social and Environmental impact

Meraki
Products for gifts

Environmental impact

Biopackaging B Company
Sustainable tableware for internal event

Environmental impacto

Nos Sobran Motivos (We Have Every Reason)
Catering for internal event

Social impact

Custom Objetos (Custom Objects)
Wooden cell pone stands

Environmental impact

Buschi
Printing of sustainability report and other marketing materials

Environmental impact

ADN Merchandising
ESET recognitions
Partner Awards
Latam Partner Conference

Environmental impact

Cabify
Mobility for Company personnel

Environmental impact

Responsible work policy

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

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

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

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

110 **of the supplier companies**
we have worked with in the last 5 years, since we began with this requirement, **signed the Letter of Adherence.**

This amount represents
11% **of the total.**

The letter includes the following topics:

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

During 2024, we will begin to work on a broader purchasing policy, in which social and environmental aspects of the supplier companies will be taken into account for their contracting, as well as the mandatory signing of this Letter of Adherence.

Code of Ethics and Anti-Corruption for the value chain

Our Code includes the perspective of due diligence on supplier companies.

For more detailed information, please refer to the Corporate Governance section of this Report.

The Code is communicated to all exclusive distribution companies and to all people working in the Company, with mandatory adherence.

It is also available on our website, for consultation by anyone who requires it.

PREPARATION OF THE SUSTAINABILITY REPORT

Preparation of the sustainability report

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

This is our twelfth report, fulfilling our commitment to report annually.

We used the new GRI 2021 Universal Standards and the SASB Sector Standards for Software and IT Services. Besides that, there were no significant changes in the presentation of the information compared to the previous report, nor were there any changes affecting the scope and coverage of the topics addressed. There were also no significant changes in the structure, ownership, or value chain of the Organization.

In this report, we communicate the Company's results for the period between January and December 2023. We include information on ethics and governance, the performance achieved in the economic, environmental, and social dimensions throughout the region where we have offices (Argentina, Mexico, and Brazil), as well as the activities carried out by our Exclusive Distribution Companies in the various countries of the region.

GRI 2-5

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

To prepare it, we took into account the Content and Quality Principles of the GRI Standards.

The information included, which derives from internal records, is supported by the Company's management systems and approved by its Management. The data provided is comparable with the information contained in the annual reports of the last three periods.

This Report is not externally verified.

Publication date: JUNE 2024
See report

Contact point for comments on the Report:
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GRI 2-14

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COMMITMENT WITH THE 2030 AGENDA

4 EDUCACIÓN DE CALIDAD

8 TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO

5 IGUALDAD DE GÉNERO

10 REDUCCIÓN DE LAS DESIGUALDADES

9 INDUSTRIA, INNOVACIÓN E INFRAESTRUCTURA

16 PAZ, JUSTICIA E INSTITUCIONES SÓLIDAS

12 PRODUCCIÓN Y CONSUMO RESPONSABLES

17 ALIANZAS PARA LOGRAR LOS OBJETIVOS

The following table describes our contribution to each of the Sustainable Development Goals prioritized in our Sustainability Strategy.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
4 QUALITY EDUCATION	**4.4** Annually increase the number of youth and adults who have the necessary skills to access employment, decent work, and entrepreneurship.	Inclusion and Diversity Committee, Community Relations Committee, HR Area, Sustainability Area, Management	More than 31,052 people were directly reached by the following programs: • Antivirus Tour: 4,000 • University Award: 191 • ESET Academy: 15,000 • ESET Security Day: 4,621 • *Digipadres* and *Digipais* (Digiparents): 204 • *Empujar* (Push) Project: 915 • *Argentina Cibersegura*: 6,000 • Awareness talks: 121
	4.7 Ensure that a growing number of students from elementary and secondary levels, acquire the theoretical and practical knowledge necessary to promote sustainable development in all its dimensions, especially on issues of Human Rights, with a focus on digital security and matters of diversity and equal rights.	Community Relations Committee, Awareness and Research Area	6,000 children and adolescents took awareness workshops provided by the NGO *Argentina Cibersegura*.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
5 **GENDER EQUALITY**	**5.5** Promote actions for the full, effective, and equitable participation of all gender identities or all femininities and equal leadership opportunities within our Organization.	HR Area, Inclusion and Diversity Committee, Management	• 9 women occupy a managerial or middle management role • 3 Sustainability Committees with 29 members, of which 59% are women • Allocation of 54% of LinkedIn Learning licenses to women.
	5.b Promote digital inclusion, among other things, by improving the use of information and communication technologies, to promote the empowerment of all identities perceived as women.	Awareness and Research Area, Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee	• 4 people in our own Research Laboratory (50% women) • Participation in the Confiarse 2023 edition - Our Security Researcher, Fabiana Ramírez Cuenca, spoke about Cybersecurity and the challenges of Artificial Intelligence. • 8M Conexión Segura (Secure Connection) Podcast: Digital violence transcends the border of virtuality, together with Encontrarse en la Diversidad (Meeting in Diversity) and Argentina Cibersegura. It was the 4th most listened episode in the history of the podcast on the day of its release. • Talk "Being digital amidst violence and attacks on identity": 27 participants from the 3 offices • Adherence to Pride Connection Argentina.
	5.c Support policies and initiatives from the public, civil, and private sectors that promote gender equality and the empowerment of women and girls at all levels.	Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee, Press Area, Awareness and Research Area, HR Area	• Active involvement and support for organizations and initiatives: WEPs, Encontrarse en la Diversidad (Meeting in Diversity), Contrata Trans (Hire Trans), Companies Committed to Human Rights, Pride Connection Argentina • 9 benefits and/or licenses with a gender/co-responsibility perspective.

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
8 **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 on SMEs and companies that align with our commitments to Sustainable Development.	Marketing Area, Operations Area, Sales Area, Training Area, Sustainability Area	• 7 Exclusive Distributors and over 7,000 Partners across the region • 10,000 points among the Partners of Argentina, Mexico, and Chile • 2,754 participants in the ESET Training Program and 518 people achieved all their certifications • 270 participants, including Exclusive Distributors, Partners, and Wholesalers at the ESET LATAM Partner Conference • 86 sustainable supplier companies and entrepreneurs • Strategic investment in the distribution chain: EUR 627,315
	8.3 Support policies and initiatives from the public, civil and private sectors that drive productive activities, the creation of decent employment, entrepreneurship, creativity, and innovation, and encourage the formalization and growth of micro, small, and medium-sized enterprises.	Community Relations Committee, Sustainability Area, Administration and Finance Area (representing all areas that contract supplier companies)	• 153 natural supplier companies • 556 supplier companies with legal status • 8 sustainable supplier companies/ entrepreneurs
	8.4 Progressively improve the efficient management of the resources linked to our activity and seek to decouple economic growth from environmental degradation.	Environmental Affairs Committee, Operations Area, HR Area, Sustainability Area	• Implemented Actions/Programs with Community-Environment: We optimized the use of energy resources in servers; Internal awareness campaign "*Eco Cambio*" (Eco Change) • 8 sustainable supplier companies/entrepreneurs • Measurement of the Carbon Footprint at a global, regional, and local level • Strategic investment in the environment: EUR 3,906.81

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
8 **DECENT WORK AND ECONOMIC GROWTH**	**8.5** Promote full and productive employment, and guarantee decent work for all men and women, youth, and people with disabilities, as well as equal pay for work of equal value.	Community Relations Committee, Inclusion and Diversity Committee, Sustainability Area, HR Area	• 32 total benefits (Work-life balance, Health and Healthy Living, Personal Development, other benefits), 9 benefits and/or leaves with a gender perspective. • 125 people trained (46% male collaborators and 54% female collaborators) • 100% of personnel in the 3 countries (Argentina, Mexico, and Brazil) received their performance assessment • 915 youth in the Empujar (Push) Project. • Salaries and social benefits: EUR 5,391,901 • Strategic investment in Collaborators: EUR 301,760
	8.8 Respect labor rights and promote a safe and secure work environment for those who make up the Organization and throughout the value chain.	Inclusion and Diversity Committee, Sustainability Area, HR Area, Marketing Area, Sales Area	• Private health insurance for all personnel and their immediate family group, at no extra cost • 100% of personnel in Argentina covered by ART (labor risk insurance) • 86 Sick days (66% men, 34% women); Safety and Hygiene Induction • Inductions, training sessions, and preventive measures for health and occupational safety • 32 total benefits (Work-life balance, Health and Healthy Living, Personal Development, other benefits), 9 benefits and/or leaves with a gender perspective • Strategic investment in Collaborators: EUR 301,760 • Value chain development: 8 initiatives for development, certification/training, communication, and management transfer

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
9 INDUSTRIA, INNOVACIÓN E INFRAESTRUC-TURA	**9.c** From the Company and ACS, we develop skills and promote motivation and confidence to use digital tools safely, improving 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 have the possibility of acting in the digital space and make the most of it) of digital inclusion.	Community Relations Committee, Awareness and Research Area, Marketing Area, Sustainability Area	More than 30,137 people were directly reached by the following programs: • Antivirus Tour: 4,000 • University Award: 191 • ESET Academy: 15,000 • ESET Security Day: 4,621 • *Digipadres* and *Digipais* (Digiparents): 204 • *Argentina Cibersegura*: 6,000 • Awareness talks: 121 • 39,000 children and adolescents took awareness workshops provided by the NGO *Argentina Cibersegura*
	9.5 Promote scientific research and increase the number of people working in the field of cybersecurity research.	Awareness and Research Area, Communication Area	• Own Research Laboratory • 7 people working in the CyberSoc (Security Operations Center) • 191 works presented in the University Contest • 167 works in the IT Security Journalism Award • 15,000 people registered in the ESET Academy • +52,182,906 visits to the WeLiveSecurity Portal in Spanish and +400,662 to the WeLiveSecurity Portal in Portuguese

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
10 REDUCED INEQUALITIES	**10.2** Promote the social and economic inclusion of all people, regardless of their age, gender, disability, race, ethnicity, origin, religion, economic status, or other condition.	HR Area, Sustainability Area, Community Relations Committee, Inclusion and Diversity Committee, Management	• 915 participants in the Empujar (Push) project • 121 participants in awareness talks • work was done with 3 organizations to promote inclusive job searches • 1 trans person incorporated
	10.4 Adopt policies, especially regarding salaries and social protection, and progressively achieve greater equality.	HR Area, Sustainability Area, Inclusion and Diversity Committee, Management	• 9 benefits and/or leaves with a gender perspective • Ratio between initial salary and local minimum wage: 130% Argentina, 87% Mexico, 227% Brazil • Salary adjustment for inflation and performance bonuses in Argentina

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**12.2** Promote sustainable management and the efficient use of natural resources.	Environmental Affairs Committee, Operations Area	• Implemented Actions/Programs with Community-Environment: We optimized the use of energy resources in servers • Internal awareness campaign "*Eco Cambio*" (Eco Change) • 8 sustainable supplier companies/entrepreneurs; First measurement of the carbon footprint at a global, regional, and local level • Strategic investment in the environment: EUR 3,906.81

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**12.5** Substantially reduce waste generation through prevention, reduction, recycling, and reuse policies.	Environmental Affairs Committee, Operations Area	• Internal awareness campaign "*Eco Cambio*" (Eco Change) • 6 sustainable supplier companies/entrepreneurs • First measurement of the carbon footprint at a global, regional, and local level • 100% digital license delivery logistics and policy of not generating packaging as a traditional marketing tool • Initiatives for reuse and circular economy
	12.6 Adopt sustainable practices and incorporate information about sustainability into reporting cycles; and encourage other companies to do the same.	Sustainability Area	• Publication of 11 Sustainability Reports in accordance with the GRI Standards, which also responds to the Communication on Progress (COP) requested by the UNGC. • Report on the management of the Distributors included in the ESET Lat. Report. • Report submitted to the GRI "SDG Mapping Service," • Incorporation of thematic SASB Standards for Software and IT Services, • Publication and dissemination of the Sustainability Reports from 4 exclusive distributors
	12.8 Ensure that all people have information and knowledge relevant to sustainable development.	Sustainability Area	• Sustainability inductions for new hires, including positions of the governance body • Participation in the UBA Master Degree in Human Resources • Participation in the 13th edition of IARSE's *Confiarse*, with the talk "Changing Times: Paradigms and Challenges for the Contribution to Sustainable Development"

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
16 PAZ, JUSTICIA E INSTITUCIONES SÓLIDAS	**16.5** Substantially reduce corruption and bribery in all its forms.	Sustainability Area, Legal Area	100% of collaborators signed their acceptance of the Code of Ethics and Anti-Corruption, developed with a gender perspective
	16.6 Promote effective, responsible, and transparent management at all levels of the Organization.	Sustainability Area, Management, Operations Area, HR Area	• 20 participants in lunches with the COO, 1-on-1 meetings with HR • Integration events: 6 in Argentina, 3 in Mexico, 3 in Brazil • Suggestion box • Product End of Life Policy, ISO 9001 Standard recertification • Technical Support SLA (Service Level Agreement) Statistics: 90% compliance with response times, 94.60% compliance with standard priority tickets, and 98.80% compliance with response times from the Regional Support Center • Commercial Support SLA (Service Level Agreement) Statistics: 80.72% compliance with response times for urgent priority tickets, 91.39% compliance with important priority tickets, and 89.76% compliance with regular priority tickets
	16.7 Guarantee the adoption of inclusive, participatory, and representative decisions that respond to needs at all levels.	Sustainability Area, Management, HR Area	• 3 Sustainability Committees with 29 members, of which 17 are women • Open door Communication Policy • Materiality survey with a diversity perspective

PRIORITIZED SDG	ADAPTED GOAL	RESPONSIBLE AREA OR MANAGEMENT	RESULTS ACHIEVED IN 2023
17 **PARTNERSHIPS FOR THE GOALS**	**17.17** Establish effective alliances in the public, public-private, and civil society spheres, taking advantage of mutual experiences and promoting synergies that enhance results.	Sustainability Area, Management, HR Area, Community Relations Committee, Inclusion and Diversity Committee	• Participation in public/private/NGO initiatives: Entrelatam, Program for Companies Committed to Human Rights of the City of Buenos Aires, *BA Convive*, Pride Connection Argentina, IARSE, UTN, Government of São Paulo, Adherence to the UNGP and UN Women • 10 NGOs: ACS, *Empujar* (Push) Foundation, *Encontrarse en la Diversidad* (Meeting in Diversity); Eco House, Meet Institute, Abecal Organization, Fundadog, Fundacat, Prat Shelter, *Vivilo* (Live It) Inclusive Nursery • Conectate, entra en acción (Connect, take action) Program: 6 volunteering activities, 3 solidarity collections; • *Argentina Cibersegura*: Monetary donation of EUR 20,149 • 96 hours of pro bono work (equivalent to EUR 1,256)

ANNEXES

Annexes

Total values and percentages are expressed as whole numbers; therefore, totals may not be exact.

The figures for 2021 and 2022 were restated considering the 2023 US dollar-euro exchange rate to ensure comparability across different periods and standardization with our financial report to the Head Office.

Annex 1

Investment by strategic axis

GRI 2-25

Investment by strategic axis	2022	2021
COMMUNITY	EUR 42,441.25	EUR 50,148.99
ENVIRONMENTAL DIMENSION	EUR 396,45	EUR 2,214.28
COLLABORATORS	EUR 339,298.60	EUR 231,302.75
VALUE CHAIN	EUR 590,666.24	EUR 388,410.95
Total	**EUR 972,802.54**	**EUR 672,076.97**

Definition of material topics:

Diversity of surveyed stakeholders

Stakeholders

Beneficiary of ESET community initiatives	
ESET Collaborator	
Company Management	
Exclusive Distributor	
Supplier Company	
Partner Companies (partner, wholesaler, etc.)	
Member of ally organizations	
Members of ESET's Sustainability Committees	
Users	

Populations

- Afro-descendant: 1
- Mixed-race: 10
- None of the above: 63

Gender

- Women
- Men

Nationality

Nationality	(value)
Argentine	~34
Bolivian	~1
Brazilian	~15
Chilean	~1
Colombian	~6
Mexican	~7
Paraguayan	~1
Peruvian	~1
Uruguayan	~3
Venezuelan	~5

Annex 3

Organization scale

GRI 2-6, 2-7

	2022	2021
Personnel	131	121
Operations	623,905	1,033,775
Net sales	EUR 46,057,372	EUR 43,114,239

Annex 4

Generated and distributed economic value

GRI 201-1

		Stakeholder	2022	2021
Economic value generated (A)	ESET sales in Latin America	Clients	EUR 46,057,372	EUR 43,114,239
	Income from financial investments		EUR 178,029	EUR 62,566
	Income from asset sales		EUR 16,214	EUR 607
Economic value distributed (B)	Channel margin	Partners and Distribution Companies	EUR 23,243,159	EUR 21,612,496
	Operating costs	Supplier companies	EUR 3,472,545	EUR 3,112,957
	Salaries and social benefits	Collaborators	EUR 4,690,694	EUR 3,560,814
	Payments to capital supply companies	Shareholders and banks	EUR 0	EUR 0
	Payments to the Government	Government	EUR 397,350	EUR 389,484
	Voluntary donations	Community	EUR 47,681	EUR 54,388
Total	**Economic value generated (A)**		**EUR 46,252,213**	**EUR 43,177,414**
	Economic value distributed (B)		**EUR 31,851,431**	**EUR 28,730,141**
	Economic Value Retained (A-B)		**EUR 14,400,783**	**EUR 14,447,273**

Annex 5

Client service results

	2022			2021		
	Corporate Sector	**Commercial Sector**	**Regional support center**	**Corporate Sector**	**Commercial Sector**	**Regional support center**
Query volume	2,739	5,567	20,501	2,702	7,219	23,941
Average life span	7 working days	17:55 working hours	4:11 working hours	7 working days	15 working hours	5 working hours
Satisfaction	73.39%	90.55%	74.39%	89%	93%	80%

Note: The information comes from the Active Directory commercial database.

Annex 6

WEPs self-assessment

2022 self-assessment
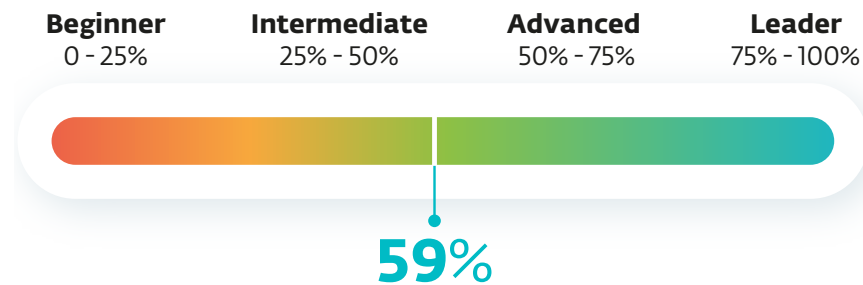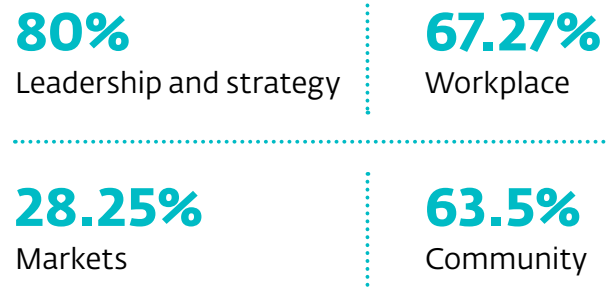
Beginner 0 - 25%	Intermediate 25% - 50%	Advanced 50% - 75%	Leader 75% - 100%

59%

Considering the opening of the 4 axes of the tool, the results are:

80%
Leadership and strategy

67.27%
Workplace

28.25%
Markets

63.5%
Community

2021 self-assessment

Beginner 0 - 25%	Intermediate 25% - 50%	Advanced 50% - 75%	Leader 75% - 100%

45%

Considering the opening of the 4 axes of the tool, the results are:

64%
Leadership and strategy

49.9%
Workplace

31%
Markets

38.5%
Community
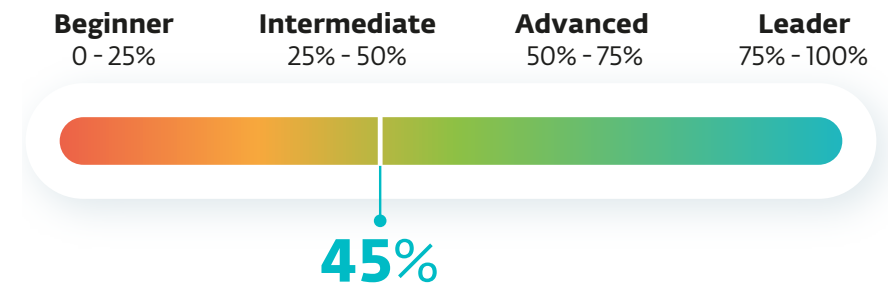
Annex 7

Breakdown of collaborators

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

2022			Argentina		Mexico		Brazil	
	Total		**90**		**21**		**20**	
Total	**131**							
Gender	**Women**	**Men**	**Women**	**Men**	**Women**	**Men**	**Women**	**Men**
	59	**72**	40	50	9	12	10	10
	45%	**55%**	44%	56%	43%	57%	50%	50%
Age								
Up to 25 years	**6**	**8**	3	5	1	1	2	2
Between 26 and 30 years	**13**	**8**	10	6	2	1	1	1
More than 31 years	**40**	**56**	27	39	6	10	7	7

2022	Total		Argentina		Mexico		Brazil	
By type of contract								
Open-ended	**56**	**67**	39	47	9	11	8	9
Fixed term	**0**	**1**	0	0	0	1	0	0
Outsourced	**0**	**0**	0	0	0	0	0	0
Interns	**2**	**4**	0	3	0	0	2	1
Part-time (half day)	**1**	**0**	1	0	0	0	0	0
By category								
Analyst	**50**	**57**	34	37	8	11	8	9
Managers	**8**	**8**	5	8	1	0	2	0
Directors	**1**	**7**	1	5	0	1	0	1

2022

By nationality	Total		Argentina		Mexico		Brazil	
	Men	Women	Men	Women	Men	Women	Men	Women
Argentine	**38**	**41**	38	41	0	0	0	0
Venezuelan	**2**	**5**	2	5	0	0	0	0
Brazilian	**10**	**10**	0	0	0	0	10	10
Mexican	**9**	**12**	0	0	9	12	0	0
Colombian	**0**	**2**	0	2	0	0	0	0
Uruguayan	**0**	**2**	0	2	0	0	0	0

2021	Total		Argentina		Mexico		Brazil	
Total	**118**		**86**		**17**		**15**	
Gender	**Women**	**Men**	**Women**	**Men**	**Women**	**Men**	**Women**	**Men**
	56	**62**	41	45	6	11	9	6
	47.46%	**52.54%**	47.67%	52.33%	35.29%	64.71%	60%	40%
Age								
Up to 25 years	**8**	**8**	5	5	1	1	2	2
Between 26 and 30 years	**12**	**9**	10	7	0	2	2	0
More than 31 years	**36**	**45**	26	33	5	8	5	4
By type of contract								
Open-ended	**53**	**59**	38	43	6	11	9	5
Fixed term	**1**	**0**	1	0	0	0	0	0
Outsourced	**0**	**0**	0	0	0	0	0	0
Interns	**2**	**3**	2	2	0	0	0	1

2021

	Total		Argentina		Mexico		Brazil	
By category								
Analyst	48	49	35	34	5	10	8	5
Managers	7	6	5	6	1	0	1	0
Directors	1	7	1	5	0	1	0	1
By nationality								
Argentine	39	39	39	39	0	0	0	0
Venezuelan	2	4	2	4	0	0	0	0
Brazilian	9	6	0	0	0	0	9	6
Mexican	6	11	0	0	6	11	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0

Annex 8

Ratio between starting salary and the country's minimum wage

GRI 202-1, 405-2

2022	
🇦🇷 **Argentina**	ESET Starting Salary vs. MVMS Ratio = 216%
🇲🇽 **Mexico**	ESET Starting Salary vs. MS Ratio = 385%
🇧🇷 **Brazil**	ESET Starting Salary vs. MS Ratio = 314%

2021	
🇦🇷 **Argentina**	ESET Starting Salary vs. MVMS Ratio = 211%
🇲🇽 **Mexico**	ESET Starting Salary vs. MS Ratio = 487%
🇧🇷 **Brazil**	ESET Starting Salary vs. MS Ratio = 301%

Personnel hiring and turnover

GRI 401-1

SASB TC-SI-330a.1, TC-SI-330a.2

	2022 Hires	2021 Hires
Region		
Argentina	26	19
Brazil	7	4
Mexico	12	5
Age group		
Under 25 years	11	9
25 to 30 years	8	10
Over 30 years	26	9
Gender		
Women	22	14
Men	23	14

	2022 Turnover	2021 Turnover
Region		
Argentina	26.44%	20.2%
Brazil	67.65%	26.2%
Mexico	25.64%	24.2%
Age group		
Under 25 years	90%	44.8%
25 to 30 years	37.78%	42.8%
Over 30 years	24.18%	13.6%
Gender		
Women	36.84%	24.3%
Men	27.82%	21.4%

Annex 10

Training

GRI 2-17, 404-1

SASB TC-SI-330a.1, TC-SI-330a.2

	2022	2021
Collaborators	**131**	**118**
Invested training hours	2,374.5	2,335
Average training per person	18.12	20
Trained men	**48**	**44**
Training hours for men	1,007.5	920
Average training per person	21	21
Trained women	**54**	**64**
Training hours for women	1,367	1,415
Average training per person	25.3	22

	2022	2021
Directors	**8**	**7**
Hours Directors	60	61
Average hours Directors	7.5	9
Managers	**15**	**15**
Hours Managers	220	430
Average hours Managers	14.6	29
Analysts	**108**	**86**
Hours Analysts	2,095	1,844
Average hours Analysts	19.4	21

Annex 11

Absenteeism and leaves

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

SASB TC-SI-330a.1, TC-SI-330a.2

2022

Type of absenteeism	Total	Gender		Age			Country		
		Women	**Men**	**Under 25**	**Between 25 and 30**	**Over 30**	**Argentina**	**Brazil**	**Mexico**
Sick days	**96**	51	45	6	17	73	88	0	8
Study days	**22**	7	15	12	4	6	22	0	0
Absences with notice	**14**	7	7	0	3	11	14	0	0
Unpaid leave	**47**	21	26	2	38	7	47	0	0
Parental leave	**276**	276	0	0	0	276	124	152	0
Extended parental leave	**120**	120	0	0	0	120	90	30	0
Total days of absenteeism	**575**	**482**	**93**	**20**	**62**	**493**	**385**	**182**	**8**

2021								
Type of absenteeism	**Total**	**Gender**		**Age**			**Country**		
		Women	**Men**	**Under 25**	**Between 25 and 30**	**Over 30**	**Argentina**	**Brazil**	**Mexico**
Sick days	**62**	28	34	5	13	44	62	0	8
Study days	**31**	22	9	12	8	11	31	0	0
Absences with notice	**76**	51	25	8	15	53	76	0	0
Unpaid leave	**14**	14	0	0	14	0	14	0	0
Parental leave	**345**	345	0	0	0	345	345	0	0
Extended parental leave	**173**	173	0	0	0	173	173	0	0
Total days of absenteeism	**701**	**633**	**68**	**25**	**50**	**626**	**701**	**0**	**0**

Annex 12

Energy consumption by country

GRI 302-1, 302-4

Argentina

Energy consumption in kW/h	2022	2021
January	7,917	3,898
February	2,947	3,174
March	4,480	3,501
April	3,140	3,361
May	2,919	3,027
June	5,315	2,956
July	5,356	4,678
August	4,791	4,140
September	3,494	3,483
October	2,682	3,460
November	2,453	3,385
Dicember	6,555	4,350
Total	**52,049**	**43,413**

Brazil

Energy consumption in kW/h	2022	2021
January	312	311
February	279	322
March	253	316
April	505	363
May	422	302
June	462	292
July	479	261
August	454	252
September	473	257
October	358	274
November	451	251
Dicember	467	271
Total	**4,915**	**3,472**

Annex 13

Collaborators of Exclusive Distribution Companies

		2022		2021	
	Gender/Age	Men	Women	Men	Women
ESET Venezuela	Under 30 years	31%	8%	31%	15%
	Between 31 and 45 years	23%	8%	15%	8%
	Between 45 and 60 years	15%	8%	15%	8%
	Over 60 years	8%	0%	8%	0%
	Total	**77%**	**24%**	**69%**	**31%**
ESET Peru	**Gender/Age**	Men	Women	Men	Women
	Under 30 years	5%	7%	12%	7%
	Between 31 and 45 years	30%	21%	21%	16%
	Between 45 and 60 years	16%	14%	15%	14%
	Over 60 years	2%	2%	0%	0%
	Total	**53%**	**44%**	**56%**	**44%**

	Gender/Age	2022		2021	
		Men	Women	Men	Women
ESET Central America	Under 30 years	9%	24%	11%	18%
	Between 31 and 45 years	27%	24%	37%	29%
	Between 45 and 60 years	5%	5%	5%	5%
	Over 60 years	2%	2%	3%	3%
	Total	**43%**	**55%**	**56%**	**52%**
	Gender/Age	**Men**	**Women**	**Men**	**Women**
ESET Colombia	Under 30 years	11%	15%	21%	10%
	Between 31 and 45 years	30%	26%	28%	28%
	Between 45 and 60 years	4%	7%	3%	3%
	Over 60 years	4%	4%	3%	3%
	Total	**49%**	**51%**	**55%**	**44%**

	Gender/Age	2022		2021	
		Men	Women	Men	Women
ESET Ecuador	Under 30 years	20%	23.33%	26%	10%
	Between 31 and 45 years	26.67%	26.67%	69%	80%
	Between 45 and 60 years	3.33%	0%	5%	10%
	Over 60 years	0%	3.33%	0%	0%
	Total	**50%**	**53.33%**	**64%**	**36%**
	Gender/Age	Men	Women	Men	Women
ESET Panama	Under 30 years	18%	18%	0%	22%
	Between 31 and 45 years	36%	18%	56%	11%
	Between 45 and 60 years	0%	0%	0%	0%
	Over 60 years	9%	0%	11%	0%
	Total	**63%**	**36%**	**67%**	**33%**

	Gender/Age	2022		2021	
		Men	Women	Men	Women
ESET Uruguay	Under 30 years	0%	0%	0%	0%
	Between 31 and 45 years	33%	0%	33%	0%
	Between 45 and 60 years	17%	17%	17%	17%
	Over 60 years	17%	17%	17%	17%
	Total	**63%**	**34%**	**67%**	**34%**

Annex 14

Operating expenses and payments to supplier companies

	2022		2021	
	Investment	Percentage of expenditure	Investment	Percentage of expenditure
Argentina	EUR 1,946,420	56%	EUR 1,759,954	56%
Mexico	EUR 823,525	23%	EUR 759,942	24%
Brazil	EUR 724,567	21%	EUR 759,942	20%
Total	**EUR 3,494,512**	**100%**	**EUR 3,146,422**	**100%**

Annex 15

Classification of supplier companies by size

GRI 2-6

2022

Supplier Company	Investment			Number of supplier companies			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Natural	EUR 114,997	EUR 37,014	EUR 48,537	123	26	54	6%	5%	6%
Legal	EUR 1,813,423	EUR 687,553	EUR 774,988	238	71	164	94%	95%	94%
Total	**EUR 1,928,420**	**EUR 724,567**	**EUR 823,525**	**361**	**97**	**218**	**100%**	**100%**	**100%**

2021

Supplier Company	Investment			Number of supplier companies			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Natural	EUR 72,955	EUR 85,344	EUR 26,357	118	29	39	4%	14%	3%
Legal	EUR 1,686,999	EUR 541,182	EUR 733,585	217	58	120	96%	86%	97%
Total	**EUR 1,759,954**	**EUR 626,526**	**EUR 759,942**	**330**	**87**	**159**	**100%**	**100%**	**100%**

Classification of supplier companies by type of contracting

GRI 2-6, 204-1

2022

	Investment			Number of supplier companies			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico	Argentina	Brazil	Mexico
Services	EUR 1,856,885	EUR 702,830	EUR 807,055	344	94	214	95%	97%	98%
Supplies	EUR 89,535	EUR 21,737	EUR 16,471	17	3	4	5%	3%	2%
Total	**EUR 1,946,420**	**EUR 724,567**	**EUR 823,525**	**361**	**97**	**218**	**100%**	**100%**	**100%**

2021

	Investment			Number of supplier companies			Percentage of investment		
	Argentina	Brazil	Mexico	Argentina	Brazil	México	Argentina	Brazil	Mexico
Services	EUR 1,678,996	EUR 607,730	EUR 744,743	315	84	156	95%	97%	98%
Supplies	EUR 80,958	EUR 18,796	EUR 15,199	15	3	3	5%	3%	2%
Total	**EUR 1,759,954**	**EUR 626,526**	**EUR 759,942**	**330**	**87**	**159**	**100%**	**100%**	**100%**

Annex 16

Classification of supplier companies by place of residence

GRI 2-6, 204-1

2022

	Argentina	Brazil	Mexico
Local	347	94	160
Foreign	14	3	4
Total	**361**	**97**	**164**

2021

	Argentina	Brazil	Mexico
Local	300	84	154
Foreign	30	3	5
Total	**330**	**87**	**159**

GRI AND SASB CONTENT INDEXES
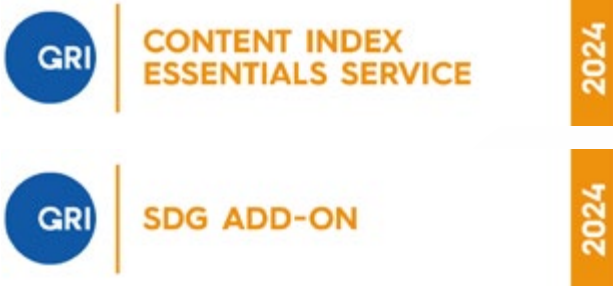
GRI content index

ESET Latin America has prepared the report in accordance with the GRI Standards for the period between January 1, 2023 and December 31, 2023.

GRI 1: Foundation 2021.

Sector-specific GRI Standards do not apply.

Content Index - Essentials Service: GRI Services reviewed that the GRI content index has been presented in a manner consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is presented clearly and accessibly for stakeholders.

GRI Services also reviewed the correct mapping of the GRI disclosures presented in the GRI content index to the Sustainable Development Goals (SDGs), based on the 'Objectives and Goals Database' tool available on the GRI website.

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

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
General disclosures						
	1. The organization and its reporting practices					
	2-1 Organizational details	54				
	2-2 Entities included in the organization's sustainability reporting	242				
	2-3 Reporting period, frequency and contact point	242				
	2-4 Restatements of information	242				
	2-5 External assurance	243				
GRI 2: General Disclosures 2021	**2. Activities and workers**					
	2-6 Activities, value chain, and other business relationships	33, 53, 55, 84, 206, 233, 259, 278, 279, 280				
	2-7 Employees	124, 259, 263				8.5 - 10.3
	2-8 Workers who are not employees	124, 263				8.5
	3. Governance					
	2-9 Governance structure and composition	59, 75				5.5 - 16.7

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 2: General Disclosures 2021	2-10 Nomination and selection of the highest governance body	59				5.5 - 16.7
	2-11 Chair of the highest governance body	59				16.6
	2-12 Role of the highest governance body in overseeing the management of impacts	32, 43, 64				16.7
	2-13 Delegation of responsibility for managing impacts	59, 64				
	2-14 Role of the highest governance body in sustainability reporting	43, 64, 244				
	2-15 Conflicts of interest	79				16.6
	2-16 Communication of critical concerns	64, 147				
	2-17 Collective knowledge of the highest governance body	59, 79, 152, 270				
	2-18 Evaluation of the performance of the highest governance body	59				
	2-19 Remuneration policies	64				
	2-20 Process to determine remuneration	64				

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio		The disclosure is not reported.	Confidentiality restrictions	This standard is not disclosed due to the context in which our activities are carried out. This information is deemed confidential because it is strategic; as per Company policy, only the HR area has access to this information, exclusively for internal use.	
	4. Strategy, policies and practices					
	2-22 Statement on sustainable development strategy	5				
	2-23 Policy commitments	10, 27, 79, 131, 149, 239				16.3
	2-24 Embedding policy commitments	10, 75				

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	21, 120, 171, 247, 257				
	2-26 Mechanisms for seeking advice and raising concerns	79				16.3
	2-27 Compliance with laws and regulations	82				
	2-28 Membership associations	27				
	5. Stakeholder engagement					
	2-29 Approach to stakeholder engagement	32, 75, 110, 131, 168				
	2-30 Collective bargaining agreements	137				8.8
Material Topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	43				
	3-2 List of material topics	45				
IT Security						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 79, 82, 84, 171, 206				
GRI 418: CUSTOMER PRIVACY 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	82				16.3

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	416-1 Assessment of the health and safety impacts of product and service categories	88, 89, 99				
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	82				16.3
Client satisfaction						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 110, 113				
Ethics, compliance, and anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 79, 239, 247				
GRI 205: ANTI-CORRUPTION 2016	205-1 Operations assessed for risks related to corruption	79				16.5
	205-2 Communication and training about anti-corruption policies and procedures	79, 152, 239				16.5
	205-3 Confirmed incidents of corruption and actions taken	79				16.5
GRI 206: COMPETENCIA DESLEAL 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	79				16.3

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
Community education						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 171, 247				
GRI 413: LOCAL COMMUNITIES 2016	413-1 Operations with local community engagement, impact assessments, and development programs	171				
	413-2 Operations with significant - actual or potential - negative impacts on local communities	171				1.4 - 2.3
Responsible marketing						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67				
GRI 417: MARKETING AND LABELING 2016	417-1 Requirements for product and service information and labeling	35, 113				12.8
	417-2 Incidents of non-compliance concerning product and service information and labeling	82				16.3
	417-3 Incidents of non-compliance concerning marketing communications	82				16.3

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
Occupational Health and Safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 152, 158, 247				
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-1 Occupational health and safety management system	158				8.8
	403-2 Hazard identification, risk assessment, and incident investigation	158				8.8
	403-3 Occupational health services	158				8.8
	403-4 Worker participation, consultation, and communication on occupational health and safety	158				8.8 - 16.7
	403-5 Worker training on occupational health and safety	158				8.8
	403-6 Promotion of worker health	138				3.5 - 3.7 - 3.8
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	138, 158				8.8
	403-8 Workers covered by an occupational health and management system	158				8.8

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-9 Work-related injuries	158, 271				3.6 - 3.9 - 8.8 - 16.1
	403-10 Work-related ill health	158, 271				3.3 - 3.4 - 3.9 - 8.8 - 16.1
Innovation, research and development						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 84, 171, 247				
Economic performance and market development						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 55, 67, 84				
GRI 201: ECONOMIC PERFORMANCE 2016	201-1 Direct economic value generated and distributed	55, 260				8.1 - 8.2 - 9.1 - 9.4 - 9.5
	201-2 Financial implications and other risks and opportunities due to climate change	190				13.1
	201-4 Financial assistance received from government	55				
GRI 202: MARKET PRESENCE 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	135, 268				1.2 - 5.1 - 8.5
	202-2 Proportion of senior management hired from the local community	59				8.5

| GRI StandardI | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
Talent management and collaborators' well-being						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 79, 120, 247				
GRI 401: EMPLOYMENT 2016	201-3 Defined benefit plan obligations and other retirement plans	66, 158				
	401-1 New employee hires and employee turnover	130, 269				5.1 - 8.5 - 8.6 - 10.3
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	138, 158				3.2 - 5.4 - 8.5
	401-3 Parental leave	158, 271				5.1 - 5.4 - 8.5
GRI 404: TRAINING AND EDUCATION 2016	404-1 Average hours of training per year per employee	149, 152, 270				4.3 - 4.4 - 4.5 - 5.1 - 8.2 - 8.5 - 10.3
	404-2 Programs for upgrading employee skills and transition assistance programs	152				8.2 - 8.5
	404-3 Percentage of employees receiving regular performance and career development reviews	152				5.1 - 8.5 - 10.3
Diversity and equal opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 79, 120, 247				

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1 Diversity of governance bodies and employees	59, 124, 263				5.1 - 5.5 - 8.5
	405-2 Ratio of basic salary and remuneration of women to men	135, 268				5.1 - 8.5 - 10.3
Commitment to Human Rights						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 79, 120, 247				
GRI 406: NON-DISCRIMINATION 2016	406-1 Incidents of discrimination and corrective actions taken	120				5.1 - 8.8
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	137, 239				8.8
GRI 408: CHILD LABOR 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	239				5.2 - 8.7 - 16.2
GRI 409: FORCED LABOR 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	239				5.2 - 8.7
Product accessibility						
GRI 3: Temas Materiales 2021	3-3 Management of material topics	10, 21, 33, 84, 110, 113, 247				

GRI Standard	Disclosure	Location	Omission			2030 Agenda
			Requirements omitted	Reason	Explanation	SDGs and Targets
Energy and Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 190, 247				
GRI 302: ENERGY 2016	302-1 Energy consumption within the organization	198, 273				7.2 - 7.3 - 8.4 - 12.2 - 13.1
	302-2 Energy consumption outside of the organization	206				7.2 - 7.3 - 8.4 - 12.2 - 13.1
	302-3 Energy intensity		The disclosure is not reported.	Information not available or incomplete.	We are changing the calculation methodology and anticipate being able to report this indicator next year.	7.3 - 8.4 - 12.2 - 13.1
	302-4 Reduction of energy consumption	198, 273				7.3 - 8.4 - 12.2 - 13.1
	302-5 Reductions in energy requirements of products and services	200				7.3 - 8.4 - 12.2 - 13.1
GRI 305: EMISSIONS 2016	305-1 Direct (Scope 1) GHG emissions	190				3.9 - 12.4 - 13.1 - 14.3 - 15.2
	305-2 Energy indirect (Scope 2) GHG emissions	190				3.9 - 12.4 - 13.1 - 14.3 - 15.2
	305- 3 Other indirect (Scope 3) GHG emissions	190				3.9 - 12.4 - 13.1 - 14.3 - 15.2

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 305: EMISSIONS 2016	305-4 GHG emissions intensity		The disclosure is not reported.	Information is unavailable.	We aim to report this indicator in the future. This was the first year we measured the emissions.	13.1 - 14.3 - 15.2
	305-5 Reduction of GHG emissions	190				13.1 - 14.3 - 15.2
	305-6 Emissions of ozone-depleting substances (ODS)	190				3.9 - 12.4
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	190				3.9 - 12.4 - 15.2
Waste and Recycling						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 67, 190, 247				
GRI 306: WASTE 2020	306-1 Waste generation and significant waste-related impacts	200				3.9 - 6.3 - 6.6 - 11.6 - 12.4 - 12.5
	306-2 Management of significant waste-related impacts	200				3.9 - 6.3 - 8.4 - 11.6 - 12.4 - 12.5
	306-3 Waste generated	203				3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1

| GRI Standard | Disclosure | Location | Omission | | | 2030 Agenda |
			Requirements omitted	Reason	Explanation	SDGs and Targets
GRI 306: RESIDUOS 2020	306-4 Waste diverted from disposal	203				3.9 - 11.6 - 12.4 - 12.5
	306-5 Waste directed to disposal	203				3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1
Development of the Value Chain						
GRI 3: Material Topics 2021	3-3 Management of material topics	10, 21, 33, 55, 67, 84, 247				
GRI 204: PROCUREMENT PRACTICES 2016	204-1 Proportion of spending on local suppliers	232, 279, 280				8.3

SASB Content Index

Technology and Communications Sector
Industry: Software and IT Services
Version: 2023

SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS

Code	Accounting metric	Page or reference
Environmental footprint of hardware infrastructure		
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TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with high or extremely high baseline water stress	191
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	67, 191
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TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	79, 82, 153
TC-SI-220a.2	Number of users whose information is used for secondary purposes	82

Code	Accounting metric	Page or reference
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TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	82
TC-SI-220a.5	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	82
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TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	67, 82
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	67, 82
Recruiting and managing a global, diverse and skilled workforce		
TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	124, 130, 139, 150, 153, 159, 270, 271, 272
TC-SI-330a.2	Employee engagement as a percentage	59, 124, 130, 139, 150, 153, 159, 169, 270, 271, 272
TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	124

Code	Accounting metric	Page or reference
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TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	79
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TC-SI-550a.1	Number of (1) performance issues; (2) service disruptions; (3) total customer downtime.	67, 82, 88, 89, 99
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations.	67, 82, 88, 89, 99

Code	Activity metric	Page or reference
TC-SI-000.A	(1) Number of licenses or subscriptions, (2) percentage cloud-based	55, 84
TC-SI-000.B	(1) Data processing capacity, (2) percentage outsourced	55
TC-SI-000.C	(1) Amount of data storage, (2) percentage outsourced	55

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