## Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>04</td>
<td>Message from the Board</td>
</tr>
<tr>
<td>08</td>
<td>Key Figures</td>
</tr>
<tr>
<td>10</td>
<td>Konecta</td>
</tr>
<tr>
<td></td>
<td>Konecta, growth and transformation - 20 Corporate Governance</td>
</tr>
<tr>
<td></td>
<td>28 Comprehensive Solutions at the service of our Clients - 30 Sustainability and Innovation - 37 We Konnect with our Clients - 44 Certifications and Awards - 48 Affiliations to Professional Associations 2019</td>
</tr>
<tr>
<td>50</td>
<td>Our Social Dimension</td>
</tr>
<tr>
<td></td>
<td>53 Human Capital - 56 Quality employment - 73 Healthy company</td>
</tr>
<tr>
<td>82</td>
<td>Corporate Responsibility and Sustainability</td>
</tr>
<tr>
<td></td>
<td>83 We contribute to Sustainable Development - 88 Relationship with Stakeholders - 92 We are Sustainable</td>
</tr>
<tr>
<td>102</td>
<td>Social Action</td>
</tr>
<tr>
<td></td>
<td>106 Training and Employment - 114 Social Development: Culture and Sports 116 Volunteering actions</td>
</tr>
<tr>
<td>128</td>
<td>About this Report</td>
</tr>
<tr>
<td></td>
<td>129 Events after the reporting period - 133 GRI Index – Law 11/2018</td>
</tr>
<tr>
<td></td>
<td>165 External verification report - 170 Konecta offices</td>
</tr>
</tbody>
</table>
Dear friends,

There is no doubt that the last few years have been really interesting from a dual perspective, one in which we have been both observers and active players of the multiple changes that have taken place at breakneck speed, mainly as a result of technological disruption.

This has also been the case for us at Konecta: in the span of five years, we have experienced exponential growth in both turnover and volume, and we continue our transformation process to boost evolution in our business, and introduce greater flexibility. Uncertainty is the motto of our times, and we need to be prepared to navigate through it.

The first substantial milestone of 2019 was the renewal of our shareholders. Earlier this year, we managed to close, with the combined efforts of the company’s President and the Board of Directors, the acquisition of the Group with the support of a new financial partner, ICG-Intermediate Capital Group-. Their longer-term vision will allow us to continue with our strategic plan, aimed at growing in a focused and selective manner, while remaining committed to exploiting our technological potential and high value-added services.

The success of this transaction highlights the confidence of the markets, based on Konecta’s long-standing relationships with large clients and the extraordinary position of the Group in the financial services and telecommunication industries in Spain and Latin America, where we rank among the top leading positions in the
If companies are the driving force of the development of societies, our professionals are the backbone that makes it possible. Konecta is a melting pot for multiple nationalities, capabilities, generations. With more than 66% of women in our workforce, diversity, equality of opportunity and non-discrimination are part of our corporate culture.

We believe that encouraging the integration of groups at risk of exclusion in the productive fabric promotes progress and that is why, working hand in hand with our Foundation, we support the development of projects aimed at this end, in partnership with third parties to multiply the scope of these initiatives.

We also ratified our commitment to the United Nations Global Compact, as founding members of the Spanish network in 2004. Our commitment is deployed in specific initiatives aligned with its ten Principles of Action, related to the fields of Human Rights, Labour Standards, the Environment and the Fight against Corruption, as well as with the Sustainable Development Goals contained in the UN 2030 Agenda.

In 2020, we will celebrate our anniversary: this year marks two decades of activity, we are a mature company with a solid history that has learned from its mistakes and taken advantage of the opportunities that have emerged along the way. We are leaders in our industry, thanks to the commitment of our directors and our employees, the confidence from our shareholders and clients, the loyalty of our suppliers, and the collaboration of numerous entities and institutions. Thank you all for these 20 years of achievements, and we invite you to continue to walk with us in the coming decades.

José María Pacheco Guardiola, President
Jesús Vidal Barrio Rivas, CEO

We work with partnerships, under schemes adapted to the new economy, which allow us to provide coverage in all the areas to our more global clients.

BPO industry in Spain, Argentina, Colombia and Peru, both in terms of market participation and the number of employees.

This focused and selective strategy enables us to adapt to the ever-changing reality we live in, not only in the markets, but also in the political and social areas that may influence our operations. Thus, in 2019, we increased our operations in areas in which we were already present, and dabbled in others that represent tremendous opportunities for growth for Konecta.

One such example was the acquisition of Uranet, in Brazil, and Sum Talk, in Spain. These transactions resulted in market expansion and the incorporation of companies that give us greater value in sectors such as retail and technology, allowed access to new talent sources and tools that are now available for the entire Group, regardless of the country, and that ultimately benefit our clients.

This structural transformation is part of our search for alternatives to the usual way of doing things to support the business of companies, the most traditional and the unconventional alike: we work with partnerships, under schemes adapted to the new economy, which allow us to provide coverage in all the areas to our more global clients, relying on technological advances to ensure our quality standards; driving offshore and nearshore in the US and the Southern Cone, and using digital marketing to contact sectors with which we not often co-exist.

At the operational and organisational level, we focus on two key levers in our strategy to ensure our benchmark position in the market. On the one hand, the development of the In-house Innovation Acceleration Plan, based on the exploitation of our current capabilities, accompanied by our advances in the new digital channels, data analytics, automation, robotics and artificial intelligence with the construction of cognitive solutions. On the other hand, the human and personal component.

In a year when we reached 70,000 employees worldwide during the peak of activity, we know that it is of vital importance to continue investing in our human capital, in their training, digital upskilling and reskilling of the workforce enabling them to perform their duties with greater efficiency, and providing excellent support and advice to improve the customer experience.
### Economic Dimension

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total net Revenue</td>
<td>629,635</td>
<td>763,967</td>
</tr>
<tr>
<td>EBITDA</td>
<td>55,004</td>
<td>75,809</td>
</tr>
<tr>
<td>Operational costs</td>
<td>580,110</td>
<td>692,298</td>
</tr>
<tr>
<td>Economic value distributed</td>
<td>616,508</td>
<td>711,505</td>
</tr>
<tr>
<td>Income tax paid</td>
<td>3,746</td>
<td>4,249</td>
</tr>
<tr>
<td>Public subsidies received and donations</td>
<td>277</td>
<td>280</td>
</tr>
<tr>
<td>Contributions to foundations and non-profit organisations - Konecta Foundation</td>
<td>270</td>
<td>538</td>
</tr>
</tbody>
</table>

### Social Dimension

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of employees</td>
<td>65,924</td>
<td>58,383</td>
</tr>
<tr>
<td>Percentage of women in staff</td>
<td>66</td>
<td>66</td>
</tr>
<tr>
<td>Hours of training</td>
<td>6,301,248</td>
<td>5,152,898</td>
</tr>
<tr>
<td>Investment in training</td>
<td>22.27 (EUR millions)</td>
<td>15.29</td>
</tr>
</tbody>
</table>

### Environmental Dimension

<table>
<thead>
<tr>
<th>Description</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper consumption (t)(^1)</td>
<td>81.24</td>
<td>109.71</td>
</tr>
<tr>
<td>Water consumption (m(^3))</td>
<td>317,743</td>
<td>209,294</td>
</tr>
<tr>
<td>Power consumption (kWh)</td>
<td>50,082,460</td>
<td>48,425,157</td>
</tr>
<tr>
<td>Hazardous Waste (t)(^2)</td>
<td>25.19</td>
<td>18.01</td>
</tr>
</tbody>
</table>

---

\(^1\) Data from Spain  
\(^2\) Data from Argentina, Colombia, Spain and Peru
Following the restructuring of its shareholders, the company continues its growth trajectory, both in terms of international presence and volume, with the purpose of consolidating its position among the leaders of the Spanish-speaking market in the sector, through the sum of organic and inorganic growth.

Within the framework of this strategy, Konecta decided to undertake a series of structural changes in 2019. These included the closure of its offices in the United Kingdom to focus its efforts on growing in other markets such as Latin America, United States, Spain, Portugal and Morocco, while investing in new technological developments in areas such as omni-channels, automation, artificial intelligence or data analytics.

In this vein, Konecta acquired in February 2019 the Brazilian company, Uranet, thus increasing its presence in the country and its technological capabilities, by completing its current tools and software offer, which then added to its adaptability and flexibility in the management of interactions (KCRM), omni-channels (Epiron), process automation (Kbots), data analytics applications (Analitika), integrated solutions (IntegriALL), or solutions and services that support consumers.
However, the evolution of the company is not limited to geographic areas. In 2019, Konecta also acquired the Galician company, Sum Talk, with an interesting pool of clients in the retail and e-commerce sectors, which allowed reinforcing this vertical in the company’s portfolio.

Other important milestones to highlight include the creation of a network of brokers in Colombia to enhance offshore and nearshore operations with the United States, leveraging the experience and the excellent results that these options have represented for the company over the years, and the forecast of the opening of a new office in Tangier (Morocco) aimed at the Spanish market, to take advantage of the opportunity that this country represents and add to the offer that is already provided in Casablanca to French clients.

Also, it should be noted that, as a result of the excellent management in the development of its operations and generation of new business, in 2019 the organisation reached 70,000 employees during its peak of activity worldwide, and consolidated its position in Peru among the leading companies in the sector, with more than 13,000 employees and a massive growth plan in the local market.

Change as a constant

For some years now, Konecta decided to embrace an important challenge: its continuous transformation, so to become a company capable of going from traditional BPO to an advisory BPO that provides a layer of value to the traditional services stemming from its DNA.

The aim is to improve and adapt to the new demands of the market, in order to become partners and advisers to our clients in the main processes affecting the development of their business -international operations, digital transformation processes, etc.-, through the generation of very powerful links, and establishing long-term relationships of trust.

This transformation is being addressed in three areas:

<table>
<thead>
<tr>
<th>Strategic dimension</th>
<th>Organisational dimension</th>
<th>Business dimension</th>
</tr>
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### Strategic Transformation

In 2019, a Strategic Transformation Committee, made up of senior managers was established. This committee has three main objectives:

#### #1
**Bringing out all non-corporate assets of the company**, not just technological developments, but also management models and profiles: around 197 digital assets likely to enter the portfolio of the company, or be applied at the corporate level, were identified.

#### #2
**Establishing and defining the strategic assets**, through screening and analysis.

#### #3
**Transferring assets and capacities within the Group**, putting a procedure in place for their extrapolation to other countries through the figure of a sponsor and receiver.

Additionally, this committee is supported by external consultants who provide options, which may also be of interest to the company.
Organisational Transformation

The company lays the foundations for a new organisation in which Customer Experience, Innovation, Human Capital and Digital Marketing constitute the main management areas to promote the forecasting and support of clients in their own processes of change.

To this end, a business organisation divided into the following areas was created:

**Operations**
- Factories or sites.
- Management control, centralising activities formerly conducted by the services.
- Human capital linked to operations.
- Digital transformation and efficiency, including analytics, automation, process consulting and digital channels.
- B2B and Client Experience, with specialised consultants organised by sector.

**Sales & Marketing**
- Business Support, new business managers and business marketing, using digital channels as an alternative to the traditional means to attract potential clients from less conventional sectors.

**Business Transformation**

With the goal of positioning itself as an advisory BPO company with great specialisation in different sectors, clients will now enjoy a service with a layer of value supported by analytics, automated systems, process consulting, marketing and digital channels with technological solutions in the cloud.

*The current market demands immediacy and proactivity. To cater to its needs, Konecta works in three lines of transformation: strategic, organisational and business.*

Konecta CR&S REPORT 2019
Konecta looks to the future

The lines on which Konecta wants to focus its strategy for the coming years are summarised in:

Boosting premium offshore and nearshore

- South Cone
- US
- Spain
- France

Powering client development and global accounts

- Partnerships with other companies.
- Brokers’ network in the US.

Developing the global e-commerce vertical

- Specific management model.

Evolving toward a win-win business model

- Ensuring an excellent management with higher profitability for the client and Konecta.
- Already deployed to several Konecta clients.
Global Distribution 2019

- **9** Countries
- **65,924** Professionals
- **56,032** Positions
- **62** Platforms

**ARGENTINA**
- 8 platforms
- 4,178 positions
- 6,584 employees

**BRAZIL**
- 4 platforms
- 5,787 positions
- 7,611 employees

**CHILE**
- 2 platforms
- 1,797 positions
- 1,964 employees

**COLOMBIA**
- 9 platforms
- 12,442 positions
- 14,295 employees

**SPAIN**
- 25 platforms
- 13,940 positions
- 16,363 employees

**MOROCCO**
- 1 platform
- 324 positions
- 120 employees

**MEXICO**
- 4 platforms
- 5,170 positions
- 4,733 employees

**CHILE**
- 2 platforms
- 1,797 positions
- 1,964 employees

**PERU**
- 7 platforms
- 10,718 positions
- 13,213 employees

**PORTUGAL**
- 2 platforms
- 1,696 positions
- 1,051 employees
Currently, more than half of Konecta’s business is abroad, where it delivers services in areas such as banking, telecommunications, insurance, utilities, transport and tourism, and retail.

The company has experienced a strong growth in recent years, and has carried out several operations to increase its perimeter inorganically. Our most important recent operations include the acquisition, in 2016, of the Mexican company, B-Connect, and the largest company in the sector in Latin America, Allus Global BPO. In 2019, the company closed the acquisition of the Brazilian company, Uranet, and the Galician Sum Talk.

With the incorporation of new partners, the parent company is GMM TOPCO CONEXIÓN, S.L. The Board of Directors is made up of 7 members.

50.01 %
Apenet and minority shareholders

49.9 %
ICG Europe Fund VII Investment S.A.R.L
MISSION
Konecta is an organisation focused on delivering excellence, both in customer experience and innovation. We create innovative solutions for providing comprehensive outsourcing services through a sustainable model that helps create value for shareholders, clients and employees, whilst maintaining a broad commitment to the environment and society.

VISION
Being the world’s leading BPO and Contact Centre company, providing our clients and our clients’ customers with the best experiences.

GUIDING PRINCIPLES

Commitment to Clients: We put our clients’ needs at the heart of everything we do. The client is our point of reference.

Trust and Respect: We work together to create a culture that builds trust and respect.

Achievement and Contribution: We strive for excellence. The contribution of each person is crucial to Success.

Openness and Innovation: We are creative when implementing changes in processes that enhance total customer experience, ensuring their satisfaction.

Integrity: We are open, honest and transparent in all our relationships.

Success through collaboration: We collaborate efficiently to provide an outstanding service that provides both our internal and external clients with exceptional experiences.

Readiness and Speed: We have the resources to deploy custom solutions and respond quickly to our clients’ requirements.
Ethics and Integrity

The ethical principles of the organisation, its good corporate governance and professional ethics constitute the pillars upon which the activity of Konecta is based.

In December 2019, the Board of Directors approved the new versions of Konecta’s Code of Ethics and the Code of Ethics for suppliers, as well as corporate policies and procedures reviewed and updated to continue to align with the changes that took place in the company and its surrounding environment.

These documents are part of its Compliance Programme: The HR Framework Policy, the Corporate Responsibility and Sustainability Policy, the Environmental Policy, the Policy against Corruption and Money Laundering, the Tax Policy, the Framework Policy on Privacy and Confidentiality, the Equal Opportunity Policy, the Occupational Health and Safety Policy, the Selection and Recruitment Policy, the Security and Cybersecurity Policy for Information Systems.

With this internal normative framework, the company establishes formal and institutional benchmarks containing values that are now integrated into the decision-making process of each of its partners, and which cover a broad spectrum of situations, such as conflict of interest, complaints, bribery and corruption, or money laundering, and include compelling subjects in the current environment, characterised by globalisation and digital communications, such as privacy, confidentiality and the security of personal data.

Konecta sets among its priorities, compliance with the principles that safeguard human rights and equal opportunities, categorically rejecting any discriminatory conduct, both by its staff and by its partner companies.

The company promotes initiatives linked to its area of expertise that contribute to the achievement of the UN Sustainable Development Goals.

#1 KONECTA CODE of ETHICS
- Equal opportunities and non-discrimination
- Respect for people
- Work-life balance
- Occupational health and safety
- Environmental protection and sustainability policies
- Collective rights of association and collective bargaining

#2 CODE OF ETHICS for SUPPLIERS
- Working Conditions
- Professional Ethics
- Corporate Responsibility and Sustainability Policy

#3 SUPPLY CHAIN
Konecta has a specific procedure for approval and procurement in the Corporate Procurement Portal. This ensures compliance with the ethical standards included in the Code of Ethics for Suppliers as well as with the 10 principles of the UN Global Compact and its Environmental Policy.
Konecta is still working on the design of a Compliance Management System «Konecta Compliance Programme», aimed at ensuring the observance of legal and ethical rules governing the company, and instilling this commitment transversely to all staff.

To this end, we have been working on the implementation of the Programme, which included mainly the following tasks during 2019:

#1 Review and update of the existing corporate policies and drafting of new ones, in line with regulatory requirements.

#2 Gradual review of all procedures, protocols and internal guidelines, in order to improve the internal processes of the company.

#3 We analysed the risks inherent to each area and completed risk matrices, updating the existing ones.

#4 We started training and awareness programmes for the company staff in various areas of relevance, such as the protection of personal data and privacy, and the prevention of money laundering.

ETHICS LINE

All company employees can contact the whistleblowing channel to inform the Compliance Committee the detection of any allegedly illegal act or act of non-compliance with the Code of Ethics identified.
Comprehensive solutions at the service of our Clients

INNOVATION, TALENT AND TECHNOLOGY

SOLUTIONS
Customer Care Service | BPO Solutions
Back Office | Sales | Social Media | Default Recovery Management | Fieldmarketing & Marketing

Customer Care Service
Swiftness, proximity and effectiveness are the key to Konecta’s Customer Care Service, managing a broad portfolio of solutions designed to this end, throughout the life cycle of users’ relationship with brands.

BPO Solutions
End-to-end management including the planning and execution of internal front and back-office tasks, and control of the activities carried out by external agents. The aim is to increase the efficiency and productivity of our clients’ business processes, providing flexibility for a greater and swifter adaptation to the changes in the market.

Back Office
Comprehensive solutions to optimise processes to support the business. Improvement and automation of routine and repetitive operations based on a prior consulting exercise and on bespoke technological developments that increase efficiency.

Social Media
Wide range of innovative tools that integrate various service channels within a single CRM to manage the needs of users in social networks. This allows managing real-time interactions with customers through Twitter, Facebook, YouTube, among other social networks, thus complementing the traditional channels.

Default Recovery Management
Default recovery management services for companies through multiple channels, and unique and specific technological developments, through a comprehensive process of debt claim management. Their strategies are aimed at achieving the recovery goals established for each portfolio, while preserving end users confidence and the brand image.

Field Marketing & Marketing
Fieldmarketing and marketing outsourcing services, based on extensive experience in the design of strategies and commercial campaigns, as well as in their implementation and follow-up with bespoke technological support.

Sales
High expertise and experience in sales and multi-channel communication, encompassing planning and production, analysis and follow up of the direct and indirect sales processes. Konecta uses powerful digital tools to “listen” to end users, their interests and needs, to be able to offer products and services tailored to their expectations.

SECTORS
Finance | Telecommunications | Insurance | Utilities | Public Administration | Media | Retail | E-commerce | Education | Health | Pharma | Tourism | Transportation | Automotive Industry
Levers on which we work

#1 Customer Experience  #2 People Management  #3 Technology  #4 Analytics and Efficiency

Sustainability and Innovation

Looking forward, one of Konecta’s most important challenges is to further increase its efficiency and excellence standards in all its processes, whether operational or administrative, to achieve an increased productivity and profitability for both the company and its clients, as well as to provide more agile and decisive solutions for the end user. The ultimate goal is to improve its competitive positioning in the market.

To do this, over recent years, the company has been working to enhance its current offer and make it more digital, comprehensive and cognitive, through the incorporation of solutions based on artificial intelligence, analytics and robotics, so to ensure a connected, automatic and omni-channel-oriented experience to end users.

As already mentioned, during 2019, we began to structure an articulated work group made up of the different countries where the Group operates, with the aim of achieving greater competitiveness as a global organisation by implementing a sustainable model for transforming the business through innovation, knowledge and skills management and the transversal deployment of digital assets.
The assets to be exchanged include analytical models, process automation, the incorporation of comprehensive solutions for Contact Centres and BPO, such as IntergrAll, KCRM and Epiron, as well as models and tools that promote operational excellence, i.e., Jarvis, Cosmos and TEO of the Management Control area.

Similarly, the project covers collection management platforms, such as Event, where tracking is optimised for each client, and messaging and automatic dialing platforms with higher levels of contactability and effectiveness in outbound campaigns, among others.

**CREATION OF KNOWLEDGE UNITS**

### WORK TEAMS
Definitions of roles by country to ensure deployment of the digital asset. Creation of work teams from different countries for deployment projects.

### KNOWLEDGE PORTAL
Creation of the content and documents about the digital asset. Single meeting point for consultations and knowledge creation.

### COLLABORATION
Knowledge sharing. Support for enhancements and doubts. Recognises and suggests opportunities in other processes.

### KNOWLEDGE UNITS
Teams responsible for assessing and improving digital assets and capacities on a permanent basis. Share and create knowledge consistently. Report to the CEO of the country owning the digital asset.

**Technological solutions**

During 2019, we maintained a high activity in innovation for new tools, giving continuity, depth and greater structure to various solutions based on artificial intelligence that were already underway since 2018.

Among the solutions developed in 2019, specifically in Colombia, are the Virtual Agents and Assisto.

**RELEVANT SOLUTIONS 2019**

### VIRTUAL AGENTS
Deployed to more than 13 clients. Over 1,200,000 conversations handled per month. Efficiency of up to 50% in problem solving during first contact.

### ASSISTO
Integration of digital channels used to contact customers from a single platform. Deployed to more than 33 clients.

These new solutions, in particular, Virtual Agents, earned the Company recognition as an innovation project by Colciencias, a Colombian organisation funding science, technology and innovation.

Those persons who have a wide knowledge of each digital asset have turned into knowledge units responsible for creating a Collaborative Knowledge Portal.
Among the rest of solutions implemented in recent years in several countries, it is worth noting the good results of the following:

**K-ACE**
Solution designed entirely by Konecta for multichannel back office management in KCRM. K-ACE allows the scaling, prioritisation and allocation of tickets to agents in an effective and controlled manner, thanks to its agent interface and monitoring dashboard.

**VALIDATOR**
Automated file management system that allows configuring the extraction, transformation, validation processes and loads in any of the corporate CRM processes.

**EPIRON**
(Social Media and Digital Channels Solution)
Management of digital channels and social networks for providing solutions to clients with large volumes of interaction. Similar to a telephone management model, it generates cases that are automatically distributed to agents for handling.

**KBOTS**
(Automated Processes)
Robot ecosystem with more than 480 RPA automation processes to improve service efficiency.

**KCRM**
(Customer Relationship Management)
Contact management via multiple communication channels.

**EVENT**
(Interaction Management Center)
Collection and recovery management across multiple communication channels.
“EPIRON SOCIAL MEDIA” NEURAL NETWORKS

Implemented in 2019 on a client from Argentina, the solution consists of an automation process through intelligent bots for automatic case closure, without the need of social media management. It aims to improve customer care processes, while contributing to improving the efficiency and profitability of the channel.

Throughout the year, four types of neural networks were launched, thanks to which:

• 8% of cases are handled automatically without the intervention of a consultant.
• There has been a 2-hour improvement in the AIRT (average initial response time) in the customer service channel for Facebook and Twitter.
• 1,783 hours/agent have been optimised (with a productivity of 10 cases per hour).
• Improved satisfaction of the channel thanks to the decrease in the AIRT.

KONECTA SOFTWARE FACTORY

At the innovation laboratory of our Group, Konecta Software Factory Medellín, a team of specialists designs all kinds of technological solutions with artificial intelligence as the core to meet the demand from different sectors and the future development of the business.

December marked the beginning of the “Talent Seedbed”, a call seeks the promotion of internal staff with technological expertise, who are offered different training options that give them the opportunity to participate in selection processes and, thus, fill vacancies at Medellin’s Software Factory.
Customer Experience

Konecta Spain’s Customer Experience strategy throughout 2019 focused on developing and evolving its current initiatives in accordance with the three pillars of its model: CXB2C (Business to Customer), CXB2B (Business to Business) and EX (Employee Experience).

These initiatives seek to establish a basis that allows acting in a more aligned and fluid fashion in 2020 and 2021.

B2B

Internal consulting services are performed in order to define the development priorities of operations.

The company is evolving toward an operational CX which helps align customer experience with the business, in order to introduce improvements through the definition of more productive experience metrics, and the identification of critical paths and cycles of interaction.

Service consultations were conducted in 2019 for 7 clients, thus closing the entire cycle from analysis to the monitoring report.

EMPLOYEE EXPERIENCE

The company developed, in 2019, an internal process, namely, VoE (Voice of Employees), that shows the status of the agent’s experience and the structure of the service in the various different stages of the relationship and its evolution with regard to Konecta, thus providing the client an expert insight of the business that results in the delivery of valuable information to improve internal management processes in the different MOTs (Moments of Truth) handled by the service.

B2C

Development of quality models offered in services by incorporating feedback processes that facilitate a 360° customer vision, focused on the most critical processes, so to allow achieving results applied at the agent level in real time, and greater success in the effectiveness of the coaching conducted in operations.

This upgraded model was deployed to the first client in Portugal throughout 2019, and provided not only the customer experience vision to the contact centre, but the extension to the whole process, with the integration of the external actors involved.

CX featured projects

Smart Experience Centre

In the second half of 2019, a Smart Experience Centre was created at Konecta Argentina to respond to the following matters:

- Understanding transformation as systemic and achieving a comprehensive CX vision.
- Integrating objectives, plans and methodologies, always aligned to the CX vision and strategy.
- Clearly defining what method and technique to use and when, depending on what needs to be addressed from a CX perspective.
- Creating new skills in people and the organisation as a whole.
- Analysing the evolution of the business and methodologies to anticipate new applications in the organisation.
- Positioning itself as a high-value company.

CX Forum / CX Maturity

Also in Argentina, the CX Forum was held in 2019. This is a multidisciplinary event in which, through new techniques and models, a list of innovative actions and ideas that eventually became part of important projects developed during the year, was drafted.

Regarding customer experience, a CX Maturity diagnosis was carried out to define the next steps to be taken, including the merging of the Quality and Training Department to determine a single operational Experience and Training Department.

The mission of this Experience and Training Department is to manage customer experience through the implementation of models that create value in operations and clients, from the initial training to the ongoing operational support.
KCEM [Konecta Customer Experience Manager]

Konecta has fully developed a CX tool for managing customer surveys, which was launched to clients from different channels (e-mail, SMS, web, phone, etc.), to be able to detect any impact on the on-line services, and explore the data pertaining to the main indicators on satisfaction, recommendation and difficulties reported by clients.

- 18 New survey services
- 919,283 Respondents
- 448,233 Surveys answered

Experience management

Konecta Colombia set the development of an Experience Management strategy as an organisational capability as one of its goal to enable the development of their businesses with two innovative initiatives:

"Escuchar" Programme
Transformation of the experience assessment process with the incorporation of speech and text analytics that allow massive and automated processing of interactions, improving the analytical behavior of end users, generating an agile business insight that leads to clients and operations being able to manage experience in a timely and focused manner.

"Elemento K” Project
Transformation of the learning process by incorporating artificial intelligence, gamification and the digitization of educational content to align the skills and expertise of consultants, who are responsible for promoting the brand promise to customers.

“heroES” Programme

One more year, Konecta Colombia emphasises training as the ideal vehicle to share its differential and bespoke strategy of relationship models, in order to fulfil the promises of the company’s brand and secure client loyalty. To this end, the following initiatives were developed in 2019:

- **CXM Talks, #CXWEEK**: Space to learn about the Customer Experience Management strategy. Held in Medellin and Bogota, the event achieved a 95% satisfaction level among attendees.

- **Voices to Transform Experience**: Strategic impact of Konecta’s VoC programme.

- **Escuchar++**: To identify and have a clear understanding, as well as raising awareness about the standardization of experience.

- **Conversation with a Service Strategy expert**: with the participation of experts and researchers in areas such as Service Strategies and Experience.
Customer Satisfaction

Konecta uses surveys to track the level of customer satisfaction and these results are analysed by departments and business units, in order to gain knowledge, in a timely manner, of the levels of recommendation or detraction related to the services offered, by means of reviewing the opinion and perceived value by its clients, with respect to the company’s different business processes, to make strategic decisions that foster improvements aimed at increasing said satisfaction.

COLOMBIA: The clients’ recommendation indicator improved from 51.6 %, in 2018, to 63.3 %, in 2019. Participation rose from 75.4 % to 88.02 %, compared to the previous year.

Satisfaction Survey Results - 2019*

- **Argentina**
  - Participation: 88 %
  - Overall satisfaction TTB (Top Two Box): 88.1 %
  - NVS (Net Value Score): 43.8 %

- **Colombia**
  - Participation: 88.02 %
  - Overall satisfaction (Top Two Box): 89.01 %
  - NPS (Net Promoter Score): 63.3 %

- **Mexico**
  - Participation: 60 %
  - Overall satisfaction TTB (Top Two Box): 87.5 %
  - NPS (Net Promoter Score): 37.5 %

- **Peru**
  - Participation: 73.17 %
  - NPS (Net Promoter Score): 65 %

**MEXICO: A 4.2 % increase in the NPS compared to 2018 (33.3 %) is reflected.**

---

*No satisfaction surveys were conducted in Spain and Brazil in 2019. The data from Portugal and Chile was not included, in view of their low levels of participation, which are deemed not representative (13 % and 14.3 %, respectively).*

**Explanation of indicators:**
- **TTB (Top Two Box):** Sum of the percentages of the two highest scores within the valuation scale.
- **NPS (Net Promoter Score):** Indicator measuring satisfaction with regard to a product or service.
- **NVS (Net Value Score):** Indicator that measures perceived value by customers when compared to other companies.

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BRAZIL

In 2019, Konecta Brazil performed an analysis of end users’ experience with a new assessment notion that links the brand, the agent and the user through a survey that uses IVR technology. It rates, in a scale from 1 to 5, what the service experience provided is, the responses obtained provide information enabling a diagnosis that contributes to the generation of internal solutions and for clients.

EXPOCONTACT

With the title “Listen, Analyse, Transform”, Konecta Spain organised the fifteenth edition of its benchmark conference, Expocontact, aimed at major clients and service providers of this industry.

This time around, the event addressed key issues for the sector, such as the needs for increasingly demanding customers seeking omni-channel solutions, as well as technological challenges, with a special emphasis on artificial intelligence, big data or automation.

Among the relevant conclusions of the event is the need for calibrating the coexistence between robots and human capital, which was one of the interesting discussions included in the programme. Human capital was highlighted as a fundamental part of this formula, that it is compatible with the technological advances and developments.

Speakers agreed that the best possible experience should be offered to the client, listening and offering them the most advanced tools.
## Certifications and Awards

<table>
<thead>
<tr>
<th>Country</th>
<th>Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chile</td>
<td>ISO 9001 (Quality Management System), ISO/IEC 27001 (Data Security)</td>
</tr>
<tr>
<td>Colombia</td>
<td>ISO 9001 (Quality Management System), ISO/IEC 27001 (Data Security), Certificate for Social Responsibility - Fenalco Solidario, Silver Seal - Equipares Employment Equity</td>
</tr>
<tr>
<td>Morocco</td>
<td>ISO 9001 (Quality Management System), ISO/IEC 27001 (Data Security)</td>
</tr>
<tr>
<td>Mexico</td>
<td>Certification from the National Institute for Transparency, Protection of B-Connect data for the AMEX service, ISO 9001 (Quality Management System), ISO/IEC 27001 (Data Security), World-class Global CIC model, PCI – DSS (Payment Card Industry Data Security Standard), NMX-025 (Employment Equity and Non Discrimination Policy), Distintivo ES (Socially Responsible Company), EFR (Family Responsible Company), ICREA (International Computer Room Experts Association – Levels I and II)</td>
</tr>
<tr>
<td>Portugal</td>
<td>ISO 9001 (Quality Management System), Presente Certification - 2019, Great Place To Work for Women Certification, October 2019 - September 2020, for providing worldwide work experience to its employees, ISO 45001 (Occupational Health and Safety Management System), ISO/IEC 27001 (Data Security)</td>
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<td>Peru</td>
<td>ISO 9001 (Quality Management System), Presente Certification - 2019, Awarded by the Presente Organisation to recognise the company as one of the best workplaces for LGBTIQ+ talent, Great Place To Work for Women Certification, October 2019 - September 2020, for providing worldwide work experience to its employees, ISO 45001 (Occupational Health and Safety Management System), ISO/IEC 27001 (Data Security)</td>
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</table>
Awards and Recognitions - 2019

**PAMOIC**

**GOLD**
- Best sales strategy
- Best collection strategy
- Best operating strategy for the citizen sector

**SILVER**
- Best technological contribution
- Best social responsibility contribution
- Best multi-channel strategy

**ALOIC**

**GOLD**
- Best multi-channel strategy

**SILVER**
- Better customer experience strategy

**APEXO EXPERIENCE AWARDS**
- Better customer experience operation

**ABE AWARDS**
- Best training and development of people programme
- Best benefits programme

**PERU EXPORTS SERVICES AWARDS**
- Entrepreneurial innovation
  - 1st place in the PAR PERU ranking. Ranking for gender equality in organisations out of a total of 275 participating companies
  - 1st place in the PAR LATAM ranking out of a total of 595 participating companies
- MOVISTAR C - Telefónica
  - Quality in assistance

**ESSALUD HEALTH-FRIENDLY ORGANISATION**
- Healthy lifestyle habits

**GRTPAM LAMBAYEQUE**
- For its commitment to labour inclusion of people with disabilities

**MUNICIPALITY OF LIMA**
- Recognition for the promotion of youth employability through the “Contacto Joven” Programme

**ALOIC**

**SILVER**
- Best technological contribution for Konecta Software Factory

**BRONZE**
- Best strategy in organisation for Konecta Software Factory

**NATIONAL AWARD FOR EXCELLENCE IN THE CONTACT CENTRE AND BPO INDUSTRY**

**GOLD**
- Better customer experience strategy
- Best human capital management
- Best outsourcing company

**SILVER**
- Best collection strategy
- Talent of the Year Award to the Director of Analytics

**BRONZE**
- Best technological contribution
- Best contact operation and call centre

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Affiliations to Professional Associations - 2019

**Argentina**
- Argentinian Chamber of Contact Centres (CACC)
- Latin American Alliance of Organizations for Customer Interactions (ALOIC)
- Argentinian Institute of Corporate Social Responsibility (IARSE)
- Business club committed to the inclusion of persons with disabilities (CEC)

**Colombia**
- Colombian Association of BPOs (BPRO)
- Colombian Association of the Collection Industry (COLCOB)
- Solidarity Fenalco Corporation
- Colombian Federation of Human Management (ACRIP)
- Colombian Institute of Technical Standards (ICONTEC)

**Spain**
- Association of Customer Experience Companies (CEX)
- Spanish Association of Customer Relationship Experts (AEERC)
- Spanish Global Compact Network
- Inserta Responsible Forum
- Companies in favour of a Society free of Gender-based Violence, Ministry of Health, Social Services and Equality
- Business Council Alliance for Ibero-America (CEAPI)
- Business Confederation of Andalusia
- Chamber of Commerce of Seville
- Spanish Association of Foundations (Konecta Foundation)

**Peru**
- Chamber of Commerce of Lima
- American Chamber of Commerce of Peru (AMCHAM)
- Spanish Chamber of Commerce in Peru
- Peruvian Association of Customer Experience Companies (APEXO)
- Peruvian Association of Human Resources (APERHU)
- National Confederation of Private Business Institutions (CONFIEP)
- Corporate and Disability Network
- Association of Women Entrepreneurs (AMEP)
- Aequales Community
- Peru Pride Connection
- “Presente” NGO

**Portugal**
- Portuguese Contact Center Association (APCC)
- Portuguese-Spanish Chamber of Commerce
Our greatest Value, our Human Capital

Thanks to its large staff, distributed in many countries, Konecta houses different profiles: multi-cultural, multi-generational and multi-skilled.

This is a result of an inclusive and enriching work environment in which all professionals can develop their skills and reach their potential, and which guarantees equal opportunities and diversity, respect, and workers’ rights, as well as occupational health and safety.

Purpose-driven company: Our social dimension

Over 65,000 Employees
66 % Women in the workforce
6,301,249 h Training in 2019
To do this, the company focuses many of its actions on human management and sustains its strategy on:

**Quality employment | Welfare and work-life balance**

**Equality and integration | Talent attraction | A healthy company**

With regard to Konecta’s contribution to society, the lines of action for social responsibility have been drafted within a framework of international cooperation among its various offices and paying particular importance to initiatives related to groups at risk of exclusion, with special emphasis on people with disabilities.

**VISION**

- Attracting and retaining talent
- Promoting career development
- Fostering a sense of belonging, commitment, identity and integration
- Promoting the creation of quality employment
- Providing a safe and healthy work environment
- Ensuring our commitment to equality and social integration

**Human Capital**

The talent and commitment of Konecta employees is its main competitive advantage.

**Number of employees**

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>6,584</td>
<td>7,611</td>
<td>6,974</td>
</tr>
<tr>
<td>Brazil</td>
<td>14,295</td>
<td>16,363</td>
<td>13,213</td>
</tr>
<tr>
<td>Chile</td>
<td>1,904</td>
<td>120</td>
<td>1,051</td>
</tr>
<tr>
<td>Colombia</td>
<td>16,363</td>
<td>16,363</td>
<td>16,363</td>
</tr>
<tr>
<td>Spain</td>
<td>4,783</td>
<td>4,783</td>
<td>4,783</td>
</tr>
</tbody>
</table>

**Distribution by age**

- 5.68% > 50 years old
- 53.82% < 30 years old
- 40.50% 30-50 years old

*In 2019, the age range changed with respect to previous years.*
**Number of employees by sex**

<table>
<thead>
<tr>
<th>Sex</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>22,283</td>
</tr>
<tr>
<td>Women</td>
<td>43,641</td>
</tr>
</tbody>
</table>

**Distribution by sex**

- Women: 43,641
- Men: 22,283

**Distribution by contract**

- Permanent contract (Women): 66%
- Permanent contract (Men): 34%
- Temporary contract (Women): 34%
- Temporary contract (Men): 66%

**Distribution of permanent contracts**

- Permanent contract (Women): 68%
- Permanent contract (Men): 32%

**Distribution of temporary contracts**

- Temporary contract (Women): 64%
- Temporary contract (Men): 36%

1.96 women hired for every man.

50% of the workforce is under 30 years old.

As for activities, only 8.4% of the activity has been outsourced, thus proving Konecta’s extensive self-sufficiency.

**Recruitment**  
Adjustment of selection criteria to the new business model.

**Improvement of the employee experience**  

**Development**  
Boosting in-house up-skilling. Adaptation of roles and services.

**Corporate identity**  
Reinforcing corporate culture.

**SPAIN**

The Human Capital Department is organised into several projects to achieve a more centralised model:

**Talent attraction**  
Make fans: brand positioning for talent acquisition with a swift response through the digital omni-channel platform, Magneto.

**Work Environment**  
Make it Easy: Process improvement. Make it Special: Parce Business Programme. HR representatives in each department to support employees and address their concerns.

**Equality and integration**  
Promotion of labour integration. Contributing to the professional development of vulnerable groups. Promoting a non-discriminatory culture.

**Upgrading of workstations**  
Adoption of new technologies focused on automation and virtualisation.

**COLOMBIA**

The Personnel Department has implemented in the last two years several projects to improve the quality of life of employees:

**Talent attraction**  
Make fans: brand positioning for talent acquisition with a swift response through the digital omni-channel platform, Magneto.

**Talent management**  
Managing and promoting the talents among middle and senior managers. Enhancing women’s leadership through the Life Programme.

**Work Environment**  
Assessment of the work environment. Benchmark with Peruvian companies.

**Equality and integration**  
Promotion of labour integration.

**Corporate identity**  
Human resources Management and Policy.
Quality employment

The actions carried out by Konecta in 2019 had the objective of generating quality and inclusive employment, focused on retaining and attracting talent.

Each year, Konecta conducts work environment assessments among its employees to understand the variables that influence satisfaction, and design, under these premises, strategies to attract and retain employees who are both motivated and productive.

Similarly, in some countries, the company has an in-house Customer Service for swiftly managing requests or solving any doubts that our professionals may have, either on-site or using digital tools. Innovations such as Mi Portal, in Argentina; the Klara virtual chat, in Colombia; Docexpresso, in Spain, and iRequest in Peru, are a true reflection of the efforts of the company to use technology for the benefit of its workforce.

Konecta Peru opts for the Great Place to Work model survey, while the rest of countries prefers a method based on internal surveys, the results of which are used to develop improvement actions.

Upon completion of the work climate survey, Konecta Argentina shared its results with the Operations Department and held meetings with managers to identify opportunities for improvement and give visibility to the efforts made by the company over the year, in order to enhance the welfare and satisfaction of all employees.

Konecta Colombia created a technological platform called “Zentir”, where employees can share how they feel and the reason for said feeling through 6 active emotions: joy, sadness, anger, fear, inspiration and tranquility. The use of this tool is optional and received very positive responses in 2019.

Konecta Peru won the first place in the ABE Awards 2019 in the categories of Best Benefits Programme and Best Training and Personal Development. This award seeks to recognise the outstanding contributions of good labour practices, taking into account respect for workers, their impact on the company and society and their internal scope.

Moreover, it has made available to its employees the “Konectados contigo” programme, through which a set of benefits related with career development, performance and recognition, work-life balance and health are given to 100% of the workers.

As is the case with Colombia, Konecta Peru has an initiative, “La voz del colaborador”, aimed at identifying the needs of employees and co-create solutions, implemented with the digital transformation team, that endure the best work environment. In 2019, 25 sessions were held and 5 actions were developed.

Our greatest Value, our Human Capital

Konecta CR&S REPORT 2019

83.7 %
Employees satisfied with the work environment in Argentina

82 %
Participation in Peru

78.94 %
Konecta is a great place to work Colombia

72 %
Average satisfaction score in Brazil
In November 2019, the KonecerT pilot project was launched. The objective of this innovative programme is to select structural employees (such as coordinators, heads of department, or supervisors) depending on their capabilities, experience in the company, desire for growth, to promote them to staff departments.

The project includes support for each employee during their journey through coaching processes, and the analysis of their concerns and training needs.

December marked the beginning of the “Talent Seedbed” initiative, which consists of a call that seeks to promote internal staff with technological expertise, who are offered different training options that give them the opportunity to participate in selection processes and, thus, fill vacancies at Medellin’s Software Factory.

186 Candidates registered

Training

As in previous years, Konecta conducted comprehensive training plans in each country, both on face-to-face and e-learning formats, aimed transversely to all employees, regardless of the company to which they are attached, with a special focus on operational and additional training in leadership, professional skills, and further training plans related to diversity and integration.

Over € 8M invested in training in Spain.
In 2019, Konecta Peru sought to optimise the time devoted to training and adapt to new training methodologies. To do this, the branch is designing a tool, On boarding, that will use simulators, interactive tutorials capsules and YouTube videos, with the aim of reaching all employees and using gamification as one of its driving forces.

In application of its annual training plan, “365 Liderando Equipos”, the company has made an effort throughout the year to train their middle and senior managers to strengthen skills such as leadership, teamwork, communication, experience for collaborators, creativity, innovation and digital transformation.

Konecta Argentina launched the Eureka Platform, the first virtual training centre for the entire company in the country. Said platform includes training in soft and hard skills for all employees, supported in the development plan.

Konecta Colombia launched a training programme on subjects related to Digital transformation, in which 41 managers and 15 directors participated. This programme was aimed at increasing competitiveness in this new technological era.

An important part of the company’s efforts in 2019 were targeted at strengthening leadership skills in response to an identified need of delving into the role of middle management, not only in the operational aspects, but also in the assertive management of their teams. With the exception of Portugal and Morocco, due to organisational changes, all countries have initiatives in this line.

**Konecta’s training programmes for leaders**

- Training programme for middle management
- > Enfokados+ training programme
- > Business school for managers and heads of departments
- Launch of the Eureka Platform
- Workshops with leaders
- Leadership School for supervisors
- Leadership Academy for supervisors
- Training Programme on Digital Transformation
- Career plan
- “KonecerT” Project
- “Atrévete” course
- School of Leaders
- Training Plan for Leading Teams
- LIFE Women’s Leadership Training Plan

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**Distribution of training hours by professional category**

- Other Operational staff 0.22%
- Other Structure staff 0.18%
- Other Operational Executives 0.00%
- Head of Services 0.05%
- Service Manager 0.03%
- Supervisor 0.80%
- Coordinator 0.51%
- Instructor 0.09%
- Validator 0.07%
- Agent/Admin 98%
Welfare and work-life balance

Konecta continues to work to positively impact the life of people that make up the company. In this vein, Konecta designs strategies to promote greater identification of employees with the company, increase their satisfaction to improve the working environment, and retain active talent.

This culture of responsible business is broken down into different activities, plans and projects implemented in 2019:

COLOMBIA

WELFARE
- Savings Plan for the future.
- 35 Business Partners (support and consultancy for collaborators).
- Employees’ Fund (7,611 affiliates nationwide).
- Financing plans in health, education and housing.
- Organisation of K Days: monthly sessions with heads of departments and their teams.
- School for Happiness.

WORK-LIFE BALANCE
- Emotional ticket book for administrative staff, enabling them to enjoy flexible work hours.
- Telework pilot project.
- Creation of breastfeeding rooms.
- Priority choice in holidays for parents.

SPAIN

HIGHLIGHTED MEASURES
- Reduction in working hours for parents.
- Nursing leaves.
- Priority choice in holidays for parents.
- Flexible schedules.
- Possibility of adoption leaves.
- Telework.
- Increased leave days for childbirth.
- Adaptation of the duration and distribution of the “a la carte schedule”.

CHILE

In 2019, Konecta Chile decided to reinforce its Welfare Plan and implement a Labour Climate Survey to perform specific and recognisable actions more swiftly.

Some of the actions to be undertaken during the year included activities linked to the Occupational Health and Safety or the Leadership Academy programme, focused on improving performance through leadership training.
OTHER HIGHLIGHTED MEASURES

Discounted rates in universities, shops and gyms.
Delivery of Newborn kits.
Priority choice in holidays for parents.
Celebration of special days: Father’s Day / Mother’s Day / Women’s Day.
Delivery of Back to School kits.
Breastfeeding rooms.
Employees may request days off for studying, conducting administrative procedures, moving, among other cases.
Multi-benefit card with discounts at various shops.
Psychological, financial and legal advice programmes.
Working women bonus.
Programmes promoting equality and youth inclusion in the labour market.
MUNDO ACHS Programme, granting various benefits to employees (gyms, medical consultations, recreation and education).
Integration of the JARVIS tool to improve request management.
Centralised resource management under a single tool to facilitate self-management.
Breastfeeding rooms.
Flexible work schedules to favour work-life balance.
Health and Sports Days.
Agreements signed with 5 universities.

Konecta provides its workers an average of 1.67 weeks notice(*) before conducting any substantial change in their working conditions.

*Colombian legislation does not establish a minimum notice, although changes are always carried out with the consent of the employee.

Konecta understands that a key part of the welfare and health of its employees is based on finding the right balance between work time and personal life. In this regard, the company promotes measures aimed at supporting time off work, such as scheduling the shutdown of air conditioning, restricting access to the office during certain time slots, weekends and holidays, as well as setting access times to parking lots, with preset entry and exit times. The company also promotes the use of telematic means, such as teleconferencing or videoconferencing, both for meetings and for staff training, thus minimising the number of visits and meetings scheduled after 6 pm.

Staff whose activity is directly linked to customer service operations is subject to the schedules of the various campaigns. For the purpose of organising the work load, various shifts adapted to the nature of the campaign are established, in compliance with the current legislation or agreement in force at all times.

The goal for 2020 is to continue implementing improvements that simplify and facilitate internal management and communication in operations.

Equality and Integration

Konecta believes that diversity and inclusion in teams bring benefits for its members and for the business alike. The organisation actively promotes respect for the dignity of every person, regardless of their race, sex, origin, age, religion, marital status, sexual orientation, identity and / or gender expression, disability, education, ideas and beliefs.
Konecta recognises the value provided by the presence of various profiles in its teams by dedicating resources intended to provide a free and safe environment, where equality and integration of all employees are promoted. To this end, policies that integrate equal treatment and opportunities and programmes for the inclusion of people at risk of exclusion are established and developed, with the endorsement of our governing bodies: last December, the Board of Directors of the Group ratified the Corporate Equal Opportunities Policy, which is mandatory in all countries where the company operates.

**ARGENTINA**

In 2019, Argentina incorporated inclusion criteria in its recruitment, selection and staff training processes.

Konecta Argentina launched measures to promote equality:
- Prevention guidelines against workplace violence for directors-managers-heads of department.
- Equal pay for equal work practices between men and women.
- Campaigns to fight violence against women.
- Competence-based selection policy, without discrimination on grounds of sex.

At the same time, Konecta Argentina developed different measures to promote labour integration of people with disabilities in the organisation:
- Inclusion programme aimed at people with disabilities: 9 persons incorporated in 2019.
- Training programmes on inclusive practices directly related to an area for the Selection and Training teams.
- Incorporation of inclusive massages given by blind or visually-impaired persons: 1,474 benefited employees.

**SPAIN**

Throughout 2019, Spain signed four additional equal treatment plans for the following companies: Konecta BPO services, Konecta Mediation, Konecta Marketing and Konecta Andalusia.

Furthermore, the sexual harassment and gender-based violence protocols were negotiated and updated. The new versions are available on the corporate intranet.

The actions to support equality and reconciliation carried out during 2019 were:

- Women for the heart.
- Information campaign on flexible schedules for the staff at the start of the school year.
- Agreements with nurseries.
- Commitment to equal treatment with suppliers.
- Training for managers on workplace ethics and respect.
- The signing of the Universal Support’s new equal treatment plan is currently undergoing negotiation.

**COLOMBIA**

During the second half of 2019, Konecta Colombia initiated the update of the gender assessment made in 2018 to obtain the Equipares Gold Seal in 2020. To pursue this goal, a series of objectives and priorities that were implemented through action plans were established for a 2-year period. An example is the creation of the Gender Equality Committee in 2019.

As part of its commitment, the company has a Protocol for the Prevention and Support in cases of sexual harassment and workplace harassment, as well as a Co-existence Committee, responsible for addressing all allegations.

Additionally, four labour inclusion pathways for groups with low probabilities of entering the labour market were developed throughout the year. The programme for people with disabilities remains active and employability for people over 45 years has been supported as well. Likewise, the partnership with the Ministry of Women and the Comfenalco Compensation Fund to start an Employability Pilot Project addressed to women victims of gender violence has been confirmed.

Among the recognitions received, it is worth highlighting the Brand for Excellence distinction.
The actions carried out by Konecta Peru in 2019 were the following:

- Awareness programmes on Equality through charts and slogans on the office walls.
- Awareness campaigns about street harassment.
- Awareness campaigns on gender-based violence.

Throughout the year, Konecta Peru held successful programs, such as “Inkluye” and “Life”, and expanded its scope to launch new initiatives such as “Ellos” and “Basta Ya”, all of them with the purpose of promoting the integration of vulnerable groups and encouraging positive actions in favour of equality of women and men in the sphere of business.

Konecta Peru was awarded great recognitions in 2019, among which were:

- 1st place in the 2019 PAR ranking position on Gender Equality in Peru and Latin America.
- Recognition by the Regional Government of Lambayeque as a company that promotes inclusion for people with disabilities.
- Recognition by Great Place To Work in the category of “Best Organisation to Work for Women”.
- Certification as one of the 20 best places for LGBTQ+ talent, provided by the NGO “Presente”.

Other highlighted measures:

- Campaigns against harassment in the workplace and in favour of the promotion of diversity.
- Awareness campaigns for the inclusion of professionals with disabilities.
- Protocols against sexual and gender-based harassment.
- Accessibility certificate.
- “Empresa Mujer” Seal, for State providers (63 % of women in the workforce, 61 % of leadership positions are also held by women).
- Protocols against sexual and gender-based harassment.
- Incorporation of messages in the job offers portal, inviting people with disabilities to take part in the recruitment process.
- Training of specialised personnel in disability and employment for the successful inclusion of people with disabilities.
- Accessible facilities for people with disabilities.
- Creation of the Committee on Labour Equality and Non-Discrimination.

Profile of people with disabilities in Konecta Spain:

- 70.90% women
- 56.56% over 45 years old
- 75% have permanent contracts
- 9.43% hold middle management positions
- 9.14 years seniority in average

Konecta has 698 persons with disabilities in its global workforce.
Talent attraction

Incorporating professionals who respond to the new demands of the digital age and the reality of the market, with a skills-oriented approach and a high level of engagement, is one of Konecta’s goals. Managing to attract the best talent is our great challenge to meet, so to boost growth and the evolution of our business, and reach maximum performance. This challenge has been addressed by implementing equal opportunity measures for all candidates.

**Proactive recruitment model**

**Incorporation of a standardised methodology**

**Multi-posting tools and monitoring of applications**

**Proposals for improvement in the process**

**Definition of indicators and reports**

**Support from the recruitment centre**

**Projects made up of specialised consultants**

**MEASURES**

**Argentina**
- Work placement programme for high school seniors in staff areas of the company.
- Participation in the Labour integration Programme and the “Primer Paso” Programme.

**Brazil**
- Youth work placement programme: 180 young trainees in different areas of the company.
- Programmes to promote growth within the organisation (PODI): more than 100 people were promoted thanks to this programme in 2019.

**Chile**
- Incentive programs for job creation:
  - > Working woman bonus: available to women between 25 and 60 years old, identified as part of the vulnerable population.
  - > Youth employment subsidies: available young people between 18 and 25 years old, also identified as part of the vulnerable population.

**Colombia**
- Omni-channel digitisation platform, Magneto 365, to maintain contact with candidates interested in working with the company through various channels.
- Youth work placement programme: 664 trainees.
- 2 new labour inclusion pathways: for migrant population and population over 45 years old.

**Spain**
- Ruta de la Seda Programme (on-boarding plan for candidates).
- Impulsos al Desarrollo Programme to foster internal promotion: Internal vacancies are clearly shared to all employees, and candidates are assessed under principles of transparency.

**Peru**
- Job placement programme for women victims of violence and trafficking: 16 women employed.
- Female leadership programme: 50 new leaders trained.

**Portugal**
- Recruitment actions in fairs: 3 persons with disabilities in selection processes.
- Volunteering actions to involve employees in social actions.
BRAZIL

Konecta Brazil launched a programme to encourage and value the human capital of the company called PODI, which offers employees the opportunity to change their career within the organisation by offering internal vacancies.

Under the slogan “Power in your hands”, the challenge was to develop an application containing digital signature, authentication and digital contract, for a better experience for end users. The main objective of the Hackday is to identify innovative talent that join the development teams of the company.

 Participation: 

75 people

Engineers from various branches, programmers and application developers

COLOMBIA

The new Health and Safety Policy was enacted in December 2019. It is aligned with Goal 3 (Health and welfare) of the 2030 Agenda, and reinforces Konecta’s involvement with said agenda and with any action that contributes to the improvement of health.

The actions carried out during 2019 were the following:

- Healthy multitasking.
- Women for the Heart workshop.
- ControlaTIC: talk about new technologies.
- HIV Prevention campaign.
- Installation of bike racks in Seville platforms to promote their use.

Konecta Spain updated its Prevention Plan for Joint Service, which covers the various companies of the Group in the country.

SPAIN

Konecta promotes the physical, mental and social development of its employees, integrating actions aimed at recognising hazards and risks, preventing occupational diseases and accidents at work, with the purpose of raising awareness and a self-care culture, to create a safe, healthy and sustainable work environment.

Our social dimension

A healthy company

Konecta promotes the physical, mental and social development of its employees, integrating actions aimed at recognising hazards and risks, preventing occupational diseases and accidents at work, with the purpose of raising awareness and a self-care culture, to create a safe, healthy and sustainable work environment.
**Occupational Health and Safety Management System**

In 2019, the System changed its name to “SST Kontigo”, looking to become an area for proximity and recognition. The frequency of accidents was reduced by 30% and the days lost due to industrial accidents showed a decrease of 58%, when compared to 2018. This earned the company recognition by the Labour Risk Management Office [ARL].

In addition, we undertook several actions to improve safety and health at work, among which are:

- Update of the occupational Safety and Health Policy, the alcohol and drug use Prevention Policy, and the road safety Policy.
- Management of absenteeism due to health reasons.
- Training and awareness campaigns on prevention of occupational hazards: 403 activities attended by 45,521 employees*.
- Health promotion campaigns 1,290 activities completed with the participation of 53,852 employees*.
- “Ponte en movimiento” Programme: active pauses and FIT Fridays: 40,613 participants*.

*Repeated participations in different campaigns throughout the year are taken into account.

**PERU**

Konecta Peru strived to receive the “Health-friendly Company 2019 Recognition”, which aims to identify risk factors for health and promote healthy lifestyles.

**Communication and actions**

**Measures**

- Health and Safety Policy.
- Protection Brigade.
- Participation in health and safety conferences organised by the Ministry of Labour.
- Emergency protocols, PPE (First Responders) training.
- Internal Week for Accident Prevention (SIPAT).
- Occupational Safety and Health Policy.
- Monitoring Protocol for Psychosocial Risks.
- Delivery of ergonomic equipment.
- Facility Inspection Programmes.
- Occupational Safety and Health Policy.
- Drills in all facilities; awareness campaigns through pop ups, “Gente Konecta” internal newsletter, on-site actions and support materials provided by Fundación MAPFRE. Training for the use of defibrillators and creation of emergency brigades.
- 80 meetings of the Safety and Health Committee were held in 2019.

**Peru**

The accident rate indicator was reduced by 68.87% and the accident severity indicator was also reduced by 75.70%, thanks to awareness campaigns to prevent the most common accidents and ensure compliance with the requirements of the Safety and Health Management System.
Training and awareness campaigns

Training, communication and seminars

Awareness campaigns (on addition to technology and vocal care).
Training (emergency, fire, evacuation and first aid).
E-learning programmes.
Training for emergency managers.
Fire fighting training.
First aid training.

Creation of a fire brigade.

Training and information campaigns on Safety and Health at Work (zero cigarette day, zero accidents day, safe summer day...).

26 round tables with health organisations, the occupational hazards management office and the legal and Labour departments were held.
Health and prevention awareness campaigns, with over 1,279 activities, and the participation of 53,852 employees*.
Training campaigns, education and training in occupational hazards, with a total of 403 activities and the participation of 45,521 employees*.

Occupational Safety and Health Training with a total of 13,220 hours.

Awareness campaigns.
Training for the Safety and Health Commission.

“Konectados con tu seguridad” campaign, for fostering a safety and health culture at work.
Programme for staff from vulnerable areas.
Awareness campaigns: World Safety and Health at Work Day, with the participation of 1,000 employees.
E-learning training programmes on safety and health at work.
Training for emergency situations.
Prevention programs.

Moreover, the average number of employees covered by collective bargaining agreements is around 50%. This is due to differences between the laws of the countries in which Konecta operates. It is relevant to mention that the countries where there is a percentage lower than 100% of employees covered by collective agreements are those in which labour relations are regulated through other legislative channels.

Employees covered by collective agreement

As for the indicators associated with the frequency rate and severity index: in 2019, severity indexes were excellent in terms of frequency rate. However, even if this figure decreased among men, it increased among women, due to an accident in Morocco. It is noteworthy that during 2019 there were no casualties caused by accidents, due to the implementation of measures in line with Konecta’s Health and Safety Policy.

Work days lost as a result of an occupational accident

*This data corresponds to the average data from Argentina, Brazil, Chile, Colombia, Spain, Morocco, Mexico, Peru and Portugal.
**Given the diversity of local policies for the basis of calculation, in itinere accidents were not included.
In addition, data from work days lost as a result of an accident are used to set the future lines of action in countries with greatest difficulties.

**PERU**

Konecta Peru strived to receive the “Health-friendly Company 2019 Recognition”, which aims to identify risk factors for health and promote healthy lifestyles.

**Turnover**

Konecta is a company in constant growth, with a significant impact on job creation. The idiosyncrasies of the business in which the company operates cause a high turnover in the workforce. Nevertheless, the ratio of layoffs vs. new hires shows that Konecta has a very positive impact on the employability of the communities in which it operates.

As we can see, there were more layoffs among women than among men in 2019. Of the total figures, 58% of the persons laid off were women and 42% were men, but this balance is due to the staff gender distribution. Other evidence that explains the number of layoffs and the turnover rate lies in the ratios of women / men laid off for every woman / man hired, where there the incidence of dismissals among men is higher.

### Number of dismissals by gender

<table>
<thead>
<tr>
<th>Year</th>
<th>Women</th>
<th>Men</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>2,698</td>
<td>1,929</td>
</tr>
<tr>
<td>2018</td>
<td>3,029</td>
<td>2,516</td>
</tr>
<tr>
<td>2019</td>
<td>3,457</td>
<td>2,492</td>
</tr>
</tbody>
</table>

### Ratio of dismissals

- 2017: 0.08 (Women), 0.08 (Men)
- 2018: 0.09 (Women), 0.09 (Men)
- 2019: 0.11 (Women), 0.11 (Men)

### Number of dismissals by age range

<table>
<thead>
<tr>
<th>Age Range</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 30 years old</td>
<td>3,106</td>
<td>3,789</td>
<td>3,512</td>
</tr>
<tr>
<td>30-50 years old</td>
<td>1,407</td>
<td>1,595</td>
<td>2,130</td>
</tr>
<tr>
<td>&gt; 50 years old</td>
<td>114</td>
<td>161</td>
<td>307</td>
</tr>
</tbody>
</table>

### Number of dismissals by professional category

- 3 Other Operational staff
- 49 Other Structure staff
- 0 Other Operational Executives
- 13 Head of Services
- 10 Service Manager
- 31 Supervisor
- 89 Quality
- 23 Instructor
- 5,520 Agent/Admin/Validator
The efforts made to establish and deploy programmes aimed at retaining talent is reflected in the rates of voluntary turnover between men and women. In 2019, the turnover rate declined among men by 18%, when compared to 2018.

**Percentage of voluntary turnover**

Among the initiative that stand out from 2019 is the creation of a Selection and Human Capital Department by the Operations Area. This area is currently working on a bespoke selection, with the use of analytical tools that help in the selection of the appropriate profiles for each service.

This type of analysis is being introduced in the company at the client and organizational level, and it enables managing the information derived from service turnover, such as the reasons for sick leaves in staff, the definition of the most suitable profiles, those with the best performance, etc.

**Objectives for 2020**

1. Improving the work climate survey results.
2. Improving career development, attracting talent and training.
3. Increasing the integration of people at risk of exclusion or persons with disabilities within Konecta.
4. Developing new benefits for Konecta employees.
5. Improving turnover and absenteeism indicators.
6. Generating a preventive culture within Konecta.
We contribute to Sustainable Development

Adherence to the Principles of the UN Global Compact.
Start of the design of a Corporate Responsibility and Sustainability Management System (CR&S)

Social clauses in procurement.
Integration of a global system leveraging local strengths.

Konecta is committed to sustained and sustainable growth, through the integrated and global management of its Corporate Responsibility.
Konecta opts for a responsible and sustainable business model, reflected by the principles governing the performance of the company:

**Konecta principles**

<table>
<thead>
<tr>
<th>#1</th>
<th>#2</th>
<th>#3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrity and Competence</td>
<td>Human Capital</td>
<td>Commitment to Clients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#4</th>
<th>#5</th>
<th>#6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Safety and Health</td>
<td>Preservation of the Environment</td>
<td>Innovation and Technology</td>
</tr>
</tbody>
</table>

In 2019, Konecta developed a Master Plan for Corporate Responsibility and Sustainability, in order to establish general guidelines for managing the environmental, social and governance dimensions of the company, around which revolve the specific objectives and actions to achieve them.

In this sense, Konecta began developing a management system that enables the organised and coherent implementation of policies, strategies and useful targets for improving performance and allows for escalating this system to the whole company at a global scale.

**ASPECTS TO BE REPORTED**

**Environmental**
- Energy Efficiency
- Reduced water consumption
- Reduced GHG emissions

**Social and Employees**
- Human Capital Management
- External social management

**Governance**
- Legal Compliance
- Ethical standards
- Transparency

To this end, the Company developed strategic objectives whose main goal is the global implementation of the System in all the countries in which Konecta operates, in addition to specific objectives.

**CORPORATE RESPONSIBILITY AND SUSTAINABILITY MANAGEMENT SYSTEM**

**Strategic objectives**

- **New philosophy**
  From a compliance-focused approach towards a strategic approach, aligned with the SDGs.

- **Global Team**
  Management via a global team with a single procedure.

- **Integration**
  Reporting culture, incorporating responsibility and sustainability criteria.

**Specific aims**

- **Supporting the achievement of strategic objectives in a sustainable way.**
- **Maximising the creation of shared value.**
- **Creating long-term relationships with Stakeholders, based on trust and transparency.**
- **Responsible managing the risks and opportunities arising from the evolution of the surrounding environment.**
A Committee on Corporate Responsibility and Sustainability was created to properly develop these objectives and report in a more efficient manner to the Board of Directors about progress made in the Corporate Responsibility and Sustainability System. This committee meets on a quarterly basis and is made up of representatives of the main areas of the company led by the General Secretary, member of the Steering Committee of the company.

### CORPORATE RESPONSIBILITY AND SUSTAINABILITY COMMITTEE

<table>
<thead>
<tr>
<th>Steering Committee</th>
<th>Technology Department</th>
<th>HR Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Konecta Foundation</td>
<td>Communication Department</td>
<td>Media Department</td>
</tr>
<tr>
<td>Quality and Environment Department</td>
<td>International Operations Department</td>
<td></td>
</tr>
<tr>
<td>Organisation and Procedures Department</td>
<td>Domestic Operations Department</td>
<td></td>
</tr>
</tbody>
</table>

In addition, to implement Corporate Responsibility and Sustainability policies at the local level, one person from each country has been appointed to gather the relevant information and thus, ensure compliance with the objectives.

In an attempt to go one step further in Corporate Sustainability, Konecta aligned its strategic sustainability goals with the Principles of the Global Compact and the Sustainable Development Goals outlined in the 2030 Agenda.

In 2019, Konecta renewed its commitment to the UN Global Compact initiative. Our company is one of the founding companies of the Spanish network and the first in the industry to adhere to this commitment.

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**OUR COMMITMENTS**

<table>
<thead>
<tr>
<th>Lines of Action</th>
<th>Objectives for 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Corporate Governance:</strong> underpinning our actions on a robust ethical behavior</td>
<td>Responsible and sustainable approach in all areas.</td>
</tr>
<tr>
<td></td>
<td>Gradual deployment of the Compliance Program.</td>
</tr>
<tr>
<td></td>
<td>Risk identification and management mechanisms.</td>
</tr>
<tr>
<td></td>
<td>Optimisation of the process for reporting complaints.</td>
</tr>
<tr>
<td></td>
<td>Code of ethics training for employees.</td>
</tr>
<tr>
<td></td>
<td>Reinforcement of communication with suppliers: CR&amp;S criteria.</td>
</tr>
<tr>
<td><strong>Ethics and transparency in business</strong></td>
<td>1, 2, 3, 4, 5, 6, 10</td>
</tr>
<tr>
<td><strong>Effective and healthy corporate governance</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Responsible and local procurement</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Human capital:</strong> the company’s commitment to its team</td>
<td>Improvement of employees’ satisfaction rates.</td>
</tr>
<tr>
<td></td>
<td>Advancing on Health and Safety Plans.</td>
</tr>
<tr>
<td></td>
<td>Promoting the integration of people with disabilities in the workforce.</td>
</tr>
<tr>
<td></td>
<td>Promoting equality in the company.</td>
</tr>
<tr>
<td><strong>Social-community action:</strong> participatory social action, aligned with the objectives of the company</td>
<td>Encouraging volunteering actions in the organisation.</td>
</tr>
<tr>
<td></td>
<td>Promoting partnerships with third parties to boost the integration of disadvantaged groups.</td>
</tr>
<tr>
<td></td>
<td>Generating synergies / exchange of good practices in social action among countries.</td>
</tr>
<tr>
<td><strong>Commitment to the Environment:</strong> environmental-friendly behaviour</td>
<td>Improving performance in consumption and waste reduction: energy, water and paper.</td>
</tr>
<tr>
<td></td>
<td>Promoting responsible procurement.</td>
</tr>
<tr>
<td></td>
<td>Promoting environmental awareness among employees.</td>
</tr>
</tbody>
</table>

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Konecta CR&S REPORT 2019

Our greatest Value, our Human Capital
Relationship with stakeholders

Our business model seeks to maximise value creation for both the company and its stakeholders, via the incorporation of structural sustainability criteria in its operations, through the implementation of management practices based on profitability, quality, innovation, ethics, transparency, respect for human capital and welfare, diversity and equal opportunities, all seeking to reduce our impact, while minimal, on the environment and collaborate with community development.

Konecta’s interaction with its respective stakeholders is based on predefined communication mechanisms that establish a two-way relationship defined by the expectations raised by them and the impact that Konecta’s activities exert on them.

Among the different communication channels available for the interaction between Konecta and its stakeholders are:

<table>
<thead>
<tr>
<th>STAKEHOLDER</th>
<th>COMMUNICATION MECHANISMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>Employee Portal, Intranet, Internal climate surveys, Internal newsletter, Newsletters / E-mailings, Suggestion boxes</td>
</tr>
<tr>
<td></td>
<td>Follow-up meetings, Pop ups, Ethic Line, Notice / Billboards on platforms</td>
</tr>
<tr>
<td>Shareholders</td>
<td>Web, Board of Directors’ meetings, Corporate magazine</td>
</tr>
<tr>
<td>Clients</td>
<td>Customer surveys, Sales / Operations leads, Events (Expocontact conference and sessions with clients)</td>
</tr>
<tr>
<td></td>
<td>Corporate magazine, Corporate Website, KonectaBlog, Newsletters (countries)</td>
</tr>
<tr>
<td>Communities</td>
<td>Corporate Website, Social Media, Press</td>
</tr>
<tr>
<td></td>
<td>Corporate magazine, Meetings / Conferences, Social or CSR forums to which the company is attached</td>
</tr>
<tr>
<td>Suppliers</td>
<td>Procurement Portal, Corporate Website, Corporate magazine, E-mail</td>
</tr>
<tr>
<td></td>
<td>Meetings, Expocontact conference, Trade fairs, Social Media</td>
</tr>
<tr>
<td>Public Administration</td>
<td>Press, Corporate Website</td>
</tr>
<tr>
<td></td>
<td>Meetings</td>
</tr>
<tr>
<td>Society</td>
<td>Press, Corporate Website</td>
</tr>
<tr>
<td></td>
<td>Social Media</td>
</tr>
</tbody>
</table>
In 2019, an on-line Responsibility and Sustainability survey on Konecta’s materials issues was conducted through questionnaires aimed at different stakeholders (shareholders, governments, clients, employees, suppliers, NGOs and other social institutions) in all countries where the Group operates. The following table shows the results of the study alongside the relevant GRI indicators.

<table>
<thead>
<tr>
<th>CR&amp;S FOCUS</th>
<th>RELEVANT ASPECT</th>
<th>GRI INDICATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Performance</td>
<td>Significant indirect economic impacts</td>
<td>203 to 203-1</td>
</tr>
<tr>
<td></td>
<td>Economic performance of the company</td>
<td>201-1</td>
</tr>
<tr>
<td></td>
<td>Market presence</td>
<td>102-4 to 102-7</td>
</tr>
<tr>
<td>Corporate governance</td>
<td>Corporate risk management</td>
<td>102-15</td>
</tr>
<tr>
<td></td>
<td>Governance performance assessment</td>
<td>102-18</td>
</tr>
<tr>
<td></td>
<td>Governance composition and structure</td>
<td></td>
</tr>
<tr>
<td>Environmental aspects</td>
<td>Assessment and control of suppliers with regard to environmental issues</td>
<td>308-1 to 308-2</td>
</tr>
<tr>
<td></td>
<td>Energy / water consumption</td>
<td>302-1 to 303-3</td>
</tr>
<tr>
<td></td>
<td>Regulatory compliance</td>
<td>419-1</td>
</tr>
<tr>
<td>Social aspects</td>
<td>Assessment of suppliers' labour practices</td>
<td>414-1 to 414-2</td>
</tr>
<tr>
<td></td>
<td>Work-life balance</td>
<td>401-3</td>
</tr>
<tr>
<td></td>
<td>Employment, equal opportunities and diversity policies</td>
<td>401 / 405-1</td>
</tr>
<tr>
<td></td>
<td>Occupational health and safety</td>
<td>403-1 / 403-4 / 416 / 416-1 to 416-2</td>
</tr>
<tr>
<td></td>
<td>Training and education</td>
<td>404-1 / 404-2</td>
</tr>
<tr>
<td></td>
<td>Society and fight against corruption</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Development of local communities</td>
<td>413-1 to 413-2</td>
</tr>
<tr>
<td></td>
<td>Social action</td>
<td>413-1</td>
</tr>
<tr>
<td></td>
<td>Regulatory compliance</td>
<td>419-1</td>
</tr>
<tr>
<td></td>
<td>Transparency</td>
<td>102-44</td>
</tr>
<tr>
<td></td>
<td>Anti-corruption Policies</td>
<td>203-1 to 203-5</td>
</tr>
</tbody>
</table>
We are Sustainable

Konecta is committed to controlling the most important aspects affecting the environment through its Environmental Management System.

In this sense, we want to go a step further and work to raise awareness among our staff through campaigns aimed at the efficient use of water and energy, waste recycling and responsible use of paper.

Konecta has an Environmental Management System, based on the UNE-EN ISO 14 001 standard.

Environmental awareness campaigns
- Energy efficiency | Waste management | Sustainable mobility | Carbon footprint | Consumption efficiency

Tree planting
- 678 trees planted in the Valley of Aburrá, Antioquia

Eco-hiking
- Medellin’s Jardin Circunvalar | Quebrada de las Delicias, Chapi-nero (Bogota)

Furthermore, with the goal of fostering campaigns and other actions related to improving environmental performance, Konecta Colombia created, in April 2019, an Environmental Department, which will strengthen the existing Sustainability team.

Numerous awareness campaigns for employees were conducted in 2019:

- Global Day of Action on Climate Change
- World Water Day
- Earth Hour
- Solid waste management
- International Day for Biological Diversity
- Save water and avoid cuts in the service
- International Plastic Bag Free Day

An internal employee survey was carried out for assessing the degree of involvement and effectiveness in these campaigns by employees in order to make all the necessary improvements for the following year.

The proposals made by employees for future campaigns include:
- Promoting further recycling actions.
- More environmental campaigns.
- Raising awareness and organising talks for employees.
- Encouraging the use of bicycles.
- Campaigns to reduce paper use.
Energy consumption

After the readjustment and improvement process in data collection conducted in 2018 and, thanks to improvements in energy efficiency implemented, Konecta managed to reduce its overall consumption by up to 1.17% compared to the previous year.

Electric power consumption (kWh)

<table>
<thead>
<tr>
<th>Year</th>
<th>Consumption (kWh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>48,425,157</td>
</tr>
<tr>
<td>2018</td>
<td>50,501,497</td>
</tr>
<tr>
<td>2019</td>
<td>50,082,460</td>
</tr>
</tbody>
</table>

Electric power intensity (kWh/employee)

<table>
<thead>
<tr>
<th>Year</th>
<th>Intensity (kWh/employee)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>868.29</td>
</tr>
<tr>
<td>2019</td>
<td>759.7</td>
</tr>
</tbody>
</table>

For the fourth year in a row, and while being the country with the highest number of Konecta employees, Spain continues to reduce its energy consumption per employee, thus improving its energy performance.

Energy intensity was reduced by 12.5% in 2019.

CARBON FOOTPRINT

The 2018 carbon footprints for Spain, Colombia and Peru for scopes 1, 2 and 3 were calculated in 2019.

Carbon Footprint 2019 (tCO2eq)

Scope 1: Direct greenhouse gas emissions (fossil fuels and fluorinated gases)
Scope 2: Indirect greenhouse gas emissions (purchased and consumed electricity)
Scope 3: Indirect greenhouse gas emissions (plane trips)

As every year, Colombia, with the collaboration of the Fenalco Solidario Corporation made its carbon footprint calculations in accordance with the measurement and reporting protocol for greenhouse gases produced by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI).

In 2019, Konecta tried to go a step further as regards emissions, and calculated scope 2 of its Global Carbon Footprint in all countries, which yielded a value of:

18,369,5734 t CO2eq*

*The footprint generated by Konecta Argentina, Brazil, Chile, Portugal, Spain, Peru, Morocco and Mexico was calculated using the 2018 Carbon Footprint Calculator of the Spanish Ministry for Ecological Transition.
In the context of improving energy efficiency, in 2019, we continued with the transition campaign to LED lighting systems that began in 2017. Chile managed to reach 100% of the surface lit with LED.

**LED -lit surface (%)**

Argentina 76.95%
Spain 48.57%
Colombia 61.24%
Brazil 23%
Peru 91.89%
Portugal 53.20%
Chile 100.00%
Mexico 43.00%

Among the activities aimed at increasing energy efficiency carried out by Konecta globally in 2019 are the following:

- Auto shutdown of computers in our various locations.
- Replacing fluorescent lamps for LED.
- Automatic shutdown of air conditioners, offices, halls, platforms, etc., when not in use.

**In 2019, the intensity of total water consumption was reduced, even though the number of employees increased.**

**Consumption distribution**

<table>
<thead>
<tr>
<th>Country</th>
<th>2018 Consumption</th>
<th>2019 Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>$314,054$</td>
<td>$317,743$</td>
</tr>
<tr>
<td>Argentina</td>
<td>$15.3%$</td>
<td>$19.2%$</td>
</tr>
<tr>
<td>Brazil</td>
<td>$5.4%$</td>
<td>$7.5%$</td>
</tr>
<tr>
<td>Colombia</td>
<td>$38.7%$</td>
<td>$38.7%$</td>
</tr>
<tr>
<td>Mexico</td>
<td>$4.3%$</td>
<td>$4.3%$</td>
</tr>
<tr>
<td>Peru</td>
<td>$7.9%$</td>
<td>$15.3%$</td>
</tr>
<tr>
<td>Portugal</td>
<td>$1.4%$</td>
<td>$1.4%$</td>
</tr>
<tr>
<td>Morocco</td>
<td>$0.2%$</td>
<td>$0.2%$</td>
</tr>
</tbody>
</table>

*Data 2019, all countries.*
Throughout 2019, Konecta Spain continued to develop awareness-raising activities about the importance of saving water. Moreover, it invested in improving facilities through new equipment to ensure better monitoring and control of water consumption.

### Actions to reduce water consumption at Konecta - 2019

**Mexico**  
- Installation of water-saving faucets.  
- Dry urinals.  
- Rainwater harvesting.

**Argentina**  
- Replacement of water taps for automatic pressure valves.

**Colombia**  
- Consumption monitoring to detect faults.  
- Training for raising awareness on water consumption.

### Waste management

Although not all the countries in which Konecta operates regulate how waste management is made, the company continually works to control and improve this aspect.

*Understanding as hazardous waste WEEE, fluorescent lamps, oils and coolants. Collection and audit of data from other countries is currently underway.*

<table>
<thead>
<tr>
<th>Hazardous waste (t)</th>
<th>Hazardous waste intensity (t/employee)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 7.22</td>
<td>0.00052</td>
</tr>
<tr>
<td>2019 4.34</td>
<td>0.00028</td>
</tr>
<tr>
<td>2019 3.28</td>
<td>0.00054</td>
</tr>
<tr>
<td>2019 5.39</td>
<td>0.000033</td>
</tr>
<tr>
<td>2019 1.71</td>
<td>0.000026</td>
</tr>
<tr>
<td>2019 3.64</td>
<td>0.000028</td>
</tr>
</tbody>
</table>

The increase in waste generated is justified by the improved collection of data and the increase in staff during 2019.

### Total hazardous waste (t)  

<table>
<thead>
<tr>
<th>Country</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>103.59</td>
<td>96.78</td>
</tr>
<tr>
<td>Brazil</td>
<td>101.22</td>
<td>82.56</td>
</tr>
<tr>
<td>Chile</td>
<td>342.13</td>
<td>393.85</td>
</tr>
<tr>
<td>Colombia</td>
<td>703.27</td>
<td>580.81</td>
</tr>
<tr>
<td>Spain</td>
<td>703.27</td>
<td>580.81</td>
</tr>
<tr>
<td>Morocco</td>
<td>0.00</td>
<td>0.01</td>
</tr>
<tr>
<td>Mexico</td>
<td>110.51</td>
<td>118.01</td>
</tr>
<tr>
<td>Peru</td>
<td>280.00</td>
<td>21.50</td>
</tr>
</tbody>
</table>

### Non-hazardous waste (t)

<table>
<thead>
<tr>
<th>Country</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
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<td>580.81</td>
</tr>
<tr>
<td>Spain</td>
<td>703.27</td>
<td>580.81</td>
</tr>
<tr>
<td>Morocco</td>
<td>0.00</td>
<td>0.01</td>
</tr>
<tr>
<td>Mexico</td>
<td>110.51</td>
<td>118.01</td>
</tr>
<tr>
<td>Peru</td>
<td>280.00</td>
<td>21.50</td>
</tr>
</tbody>
</table>

In 2019, the total amount of non-hazardous waste reached a value of 1,655.4 t, which mean a reduction of 22 % over the previous year.
Non-hazardous waste (t/employee)

2018
2019
Argentina 0.017 0.016
Brazil 0.016 0.016
Chile 0.047 0.043
Colombia 0.028 0.035
Spain 0.065 0.055
Mexico 0.019 0.025
Peru 0.021 0.037
Portugal 0.004

Intensity was also reduced by 31% from 2018, with a value of 0.025 t/employee.

21 %
Non-hazardous waste generated in Spain in 2019

15 %
Non-hazardous waste generated in Peru in 2019

Koncecta Peru

Our greatest Value, our Human Capital

KONECTA PERU

In 2019, Konecta Peru established strategic alliances with the Municipality of Lima, and took part in the "Lima, cada residuo cuenta" contest, in which more than half a ton of solid waste (paper, plastic, cardboard, etc.) was recycled.

In addition, another agreement was established with the Provincial Municipality of Callao, where the company participated in a collection campaign of electrical devices and electronic equipment (WEEE) amounting to more than 1.5 tons.

KONECTA COLOMBIA

Kaptar is an innovative recycling mechanism, a new alternative that seeks to promote a solid waste management plan, with the aim to encourage recycling, circular economy, reduce waste in landfills and provide discounts and coupons to citizens to pay for staples and basic commodities.

So far the scope of this strategy applies to two platforms located in the city of Medellin, with the following results until August 2019:

> Batteries Received 199
> New Users 94
> Recycled Units 32,894
> CO2 Savings 1,381.55 kg

Consumption of Resources

The measures being implemented at Konecta Spain to improve the use and responsible consumption of paper have allowed to optimise performance and reduce paper consumption by 20%, compared to the previous year.

20 %
Paper consumption in 2019

23 %
Paper consumed per employee in 2019

100 %
Ecolabel printers in Spain

Konecta Spain is negotiating with office supplies vendors under the "Árbol Verde" label to replace those currently used with other supplies with a higher degree of environmental commitment.

Paper consumption - Konecta Spain (t) Consumption intensity (t/employee)

<table>
<thead>
<tr>
<th>Year</th>
<th>Paper consumption</th>
<th>Consumption intensity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>109.71</td>
<td>0.0050</td>
</tr>
<tr>
<td>2018</td>
<td>101.70</td>
<td>0.0065</td>
</tr>
<tr>
<td>2019</td>
<td>81.24</td>
<td>0.0074</td>
</tr>
</tbody>
</table>

20 %
Non-hazardous waste generated in Spain in 2019

23 %
Non-hazardous waste generated in Peru in 2019

Our greatest Value, our Human Capital

Konecta CR&S REPORT 2019
Konecta undertakes its role as a caring corporate citizen, together with Konecta Foundation, with an active commitment to contributing to the welfare and progress of society.

In this vein, we have focused our efforts on promoting the social-labour inclusion of vulnerable persons such as those with disabilities, or with limited resources, women victims of violence and trafficking, or migrants, by engaging all the areas of the company and creating alliances with other private and public entities, as well as social organisations looking for synergies to help achieve their goals.

29,390 Beneficiaries

+1,500 Persons at risk of exclusion employed; 538 with disabilities

15,972 Volunteers
An example of this shared responsibility are the professionals distributed throughout Konecta headquarters in the world, who created, 15 years ago, a network aimed at enhancing local initiatives of this kind promoted by the company on a voluntary basis.

Likewise, Konecta Foundation has proven to be an exceptional ally. This social non-profit organisation was created in 2005 for the implementation of social initiatives that improve the quality of life of groups at risk of exclusion. Since its creation, the Foundation supports the company in the social development of the communities in which it operates, mainly in Spain, and because of its international expansion, it also supports projects in Brazil, Chile, Colombia and Peru.

The joint objective of Konecta and its Foundation is the creation of opportunities and the willingness to help others who are in vulnerable situations and, with their input, generate a greater social value through actions aimed at training and employment, social development and the promotion of volunteering actions among employees.

Konecta Foundation has been awarded for its trajectory in the field of corporate social action in the Solidarity-CaixaBank Private Banking Awards.

It has also been recognised for its social action in the Alcobendas awards: Innovative Entrepreneurship.

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**OBJECTIVES**

#1 Promoting employment and training as integration methods

#2 Sensitising the business sector providing value to partner companies

#3 Enhancing outreach to universities and business schools

#4 Contributing to the social integration of people at risk of exclusion

#5 Transferring knowledge and experience from Spain to all the countries where Konecta is present
In 2019, Konecta Colombia worked on developing 4 Labour Inclusion Pathways, in partnership with Konecta Foundation and other non-profit organisations and institutions, to generate opportunities aimed at people facing difficulties to access the labour market.

The Labour Inclusion Programme for people with disabilities, in partnership with Konecta Foundation, DKV Integralia Foundation, and the Comfenalco Compensation Funds -in Medellin-, and Cafam- in Bogota-, also continued to operate. To this end, five specialised contact centre courses were organised - Diploma in Attraction Marketing and Customer Service - with the purpose of providing key tools for professional and personal development. Upon passing the relevant tests, trainees are given the option of joining the company, following an awareness training that helps facilitate their integration.

In order to capture the beneficiaries of these training initiatives, the company was present in five job fairs aimed at people with physical disabilities, pitching its offer, solving doubts and collecting the resumes of those interested in the process.

Employment Programme for victims of armed conflict. Three years ago, Konecta opened an office in Monteria, where a large percentage of the employees came from support programmes for victims of the armed conflict, and had limited resources. Today, this office is the main employer in the region. With the collaboration of COMFACOR and Sinu Academy.

This year, Konecta Colombia joined initiatives promoted by the national government, resulting from the large volume of Venezuelan migrants entering the country, considered the highest in history. Thus, it entered into a Programme for the labour inclusion of Venezuelans within Konecta’s staff.

Lastly, we began an Employability Programme for people over 45 years old, given their professional stagnation as a result of stereotypes about the notion of age, training them in office automation and communication skills to strengthen their competences. With the collaboration of Colsubsidio.
INKLUYE is Konecta Peru’s programme for diversity and inclusion that seeks to employ people at risk of social exclusion, based on strong strategic alliances with public and private institutions that promote labour integration and equal opportunities for vulnerable groups.

- **People with disabilities or from low income households**: bespoke training in contact centres aimed at their employment. Once employed, and to facilitate normalised integration, the company makes all reasonable accommodation in the workplace, during the selection and training process, and support them throughout their learning curve.

- **Members of the LGBTIQ+ community**: job opportunities and career development for members of the LGBTIQ+ community, ensuring a non-discriminating work environment.

- **Victims of gender-based violence and trafficking (women and direct relatives)**: employment and workplace monitoring for women victims of violence and trafficking, as well as confidential psychological and legal advice.

- **Migrants and immigrants**: job opportunities for people of other nationalities who have migrated to Peru and are in a situation of vulnerability.

**Beneficiaries**

<table>
<thead>
<tr>
<th>Number of employed persons:</th>
</tr>
</thead>
<tbody>
<tr>
<td>447</td>
</tr>
<tr>
<td>69 persons with disabilities</td>
</tr>
<tr>
<td>378 persons from other vulnerable groups</td>
</tr>
</tbody>
</table>

**External Collaborators:**


- Chambers: Spain Chamber of Commerce in Peru, Peru AmCham, Chamber of Commerce of Lima, Peruvian Association of Contact Centres APEXO.

- Development Agencies: AECID (Spanish Agency for International Cooperation).

- Networking: Aequales Community, AMCHAM’s Diversity and Sustainable Development Committee, Pride Connection, ILO’s Business network for the inclusion of Persons with Disabilities.
In 2019, Spain continued to consolidate strategic alliances that promote high-impact social actions in the community. In this regard, Konecta and its Foundation signed a wide number of agreements with different organisations to enhance labour practices and the employment of vulnerable people in the company.

Konecta Spain remains committed to the integration of vulnerable groups: 234 people employed, 223 with disabilities.

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>IMPACT</th>
<th>PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practical training aimed at vulnerable groups or people with disabilities. The goal is to train students in areas suited to their professional profiles.</td>
<td>• 17 people took part in internships, 2 were employed • 10 volunteers • 80 hours of volunteer work</td>
<td>FREMAP Prevent Foundation Red Cross Capacis Foundation</td>
</tr>
<tr>
<td>Participation in the 12th Job Fair for Persons with Disabilities and the 4th Employment Activation Forum.</td>
<td>• 10 people interviewed, 1 person with disabilities hired • 32 hours of volunteer work</td>
<td>Madrid Regional Government</td>
</tr>
</tbody>
</table>

Women victims of violence trained

Konecta Foundation – BANKIA Professional Training School

With a duration of 4 months, the aim of the project is to train women victims of gender violence in contact centres. At the end of the training programme, participants obtain an official certificate of professionalism and the opportunity to join Konecta’s staff.

In addition, Bankia provides them with financial support to cover transport and living expenses. Once incorporated, Konecta Foundation keeps track of each case for 6 months to boost employment success. Other organisations involved in the selection of candidates are Red Cross, the Federation of Progressive Women, the Commission for the Investigation of Violence Against Women, Candelita and Capacis Foundation.

The Konecta Foundation Training School was born in 2018 with the mission to facilitate the employment of people at risk of exclusion through formal training in contact centres.

"ENTREPRENEURSHIP FOR PEOPLE WITH DISABILITIES"

Under this slogan, the work of Iberdrola, Vodafone, and the MAPFRE and SERES foundations, was recognised in 2019, for their commitment to the integration of people with disabilities into the labour market, through employment or entrepreneurship as an alternative pathway. In addition, two separate awards were given to the three winning projects of the first call for the “Emprende+D” grants, organised by Konecta Foundation with the support of ONCE Foundation:

- **BibiBCN**, in the category of innovative business.
- **Timpers Inspire**, in the category of excellence in accessibility.
- **A 70°**, in the category of social impact.
ARGENTINA

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>IMPACT</th>
<th>PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programme for the inclusion of people with disabilities</td>
<td>9 persons with disabilities employed</td>
<td>Siglo 21 University</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Municipality of Rosario</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office for Equity and Employment of the Ministry of Development and Employment of the province of Cordoba</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employment Office of the Municipality of Cordoba</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Foal</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Libertate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ipredich (Provincial Institute of disabilities in the province of Chaco)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>National Labour and Employment Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Incluyeme</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CEC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Incluworl</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gaude</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Contact Centre Training</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Training people with visual disabilities in skills for customer service/ personalised sales and contact centres</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Training and employability for life and work</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Job skills training to increase employability among youth. Internship programme for schools.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>82 participants</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7 volunteers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>27 hours of volunteer work</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>INJUVE</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>School Nº 406, “Dr. Salvador Mazza”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IPEM Nº 201, “Leopoldo Marechal”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>La Salle School</td>
</tr>
<tr>
<td></td>
<td></td>
<td>San Ignacio School</td>
</tr>
</tbody>
</table>

BRAZIL

Konecta Brazil participated in the Job fair of the city of São Paulo to provide job opportunities for long-term unemployed. This is a programme pertaining to the Secretariat for Economic Development and Employment, endorsed by the City of São Paulo, that offers over 3,300 jobs. In 2019, 173 persons with disabilities joined the workforce.

Uranet (Konecta Brazil) received the 1st 2019 Business Merit Award, awarded by the Secretary of Justice and Citizenship of the State of São Paulo, and recognised as the Corporate Enterprise of the Year for its efforts to generate employment opportunities.

PORTUGAL

Konecta Portugal was present in the Recruitment Fair for people with disabilities of the Salvador Association, held in Lisbon. Throughout the event, 10 persons were interviewed, three of whom were employed.

In the same vein, in Latin America, we have opted to support training programmes aimed at Equal opportunities and the creation of an inclusive labour market in which all professionals can develop their capacities to achieve their potential and improve their quality of life.
Social Development, Culture and Sports

Konecta, together with the Konecta Foundation, supports projects that promote the inclusion, personal development and improved self-esteem of the most vulnerable people, and help in their integration into society.

More than 700
Beneficiaries

250
Volunteer hours

CULTURE

PROJECT

Alál Foundation Project
Konecta supports various initiatives of the Alál Foundation, directed to children and youth from vulnerable populations, with the purpose of facilitating their social integration through training and cultural projects, and employment for their families.

IMPACT
- 230 children with limited resources
- 15 women trained in sewing workshops
- 500 beneficiary families
- 15 volunteers from Konecta

PARTNERS
- Konecta Foundation
- MAPFRE Foundation
- Konecta

Sports initiatives are equally supported as they are an important pillar to raise funds for charity and promote the integration of people at risk of social exclusion.

SPORTS

PROJECT

16th Konecta Foundation Charity Paddle Tennis Tournament
In support of the 11q España Association, whose purpose is to serve families affected by Jacobsen Syndrome, promote research and raise public awareness about this rare genetic disease rarely, and También Foundation.

IMPACT
- 30 volunteers from Konecta
- 200 people with 11q - Jacobsen syndrome and their families benefited in Spain
- 18,000 € raised

PARTNERS
- También Foundation
- Konecta
Volunteering actions

Thanks to the collaboration of Konecta volunteers, in partnership Konecta Foundation and other organisations and institutions in every country, the company has managed to help people at risk of exclusion, suffering from diseases, with disabilities, and promote sports and health among the youth, as well as support research.

To contribute in the organisation and monitoring of these efforts, a meeting with the Social Responsibility Coordinators of the company, where experiences are shared and the Volunteering Plan is presented, is held every year.

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### Solidarity Campaigns

#### Food collection

<table>
<thead>
<tr>
<th>Country</th>
<th>Volunteers</th>
<th>Food Collected</th>
<th>Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>More than 1,000 volunteers*</td>
<td>1,468 kg collected and 240 beneficiaries in Spain</td>
<td>1,166 kg collected in Mexico</td>
</tr>
<tr>
<td>Mexico</td>
<td>80 kg collected in Mexico</td>
<td>380 litres of milk in the domestic campaign</td>
<td></td>
</tr>
<tr>
<td>Argentina</td>
<td>1,380 litres of milk in the domestic campaign</td>
<td>397 beneficiaries in Colombia, 250 kg collected</td>
<td></td>
</tr>
<tr>
<td>Colombia</td>
<td>6,494 kg collected in Peru, 300 beneficiaries</td>
<td>500 kg of clothes collected in Peru</td>
<td></td>
</tr>
<tr>
<td>Peru</td>
<td>250 kg collected</td>
<td>8,494 kg collected in Peru</td>
<td></td>
</tr>
</tbody>
</table>

*In the case of voluntary food donations, calculations have been made under the assumption that each volunteer donates 2 kg of food.

#### Clothes collection

<table>
<thead>
<tr>
<th>Country</th>
<th>Volunteers</th>
<th>Clothes Collected</th>
<th>Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>More than 800 volunteers**</td>
<td>2,512 kg of clothes collected in Spain</td>
<td>2,512 kg collected in Spain</td>
</tr>
<tr>
<td>Brazil</td>
<td>4,865 clothing items distributed among 5 institutions in Brazil</td>
<td>4,865 clothing items distributed among 5 institutions in Brazil</td>
<td></td>
</tr>
<tr>
<td>Peru</td>
<td>500 kg of clothes collected in Peru</td>
<td>500 kg of clothes collected in Peru</td>
<td></td>
</tr>
<tr>
<td>Argentina</td>
<td>122 young people and persons victims of the flooding in Argentina benefited from this initiative</td>
<td>122 young people and persons victims of the flooding in Argentina benefited from this initiative</td>
<td></td>
</tr>
</tbody>
</table>

**For voluntary donations of clothing, Konecta Foundation bases its calculation under the assumption that each volunteer donates 5 kg of clothes.

#### Blood donation

<table>
<thead>
<tr>
<th>Country</th>
<th>Volunteers</th>
<th>Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>258 volunteers</td>
<td>774 beneficiaries</td>
</tr>
<tr>
<td>Argentina</td>
<td>2 beneficiary organisations</td>
<td>2 beneficiary organisations</td>
</tr>
</tbody>
</table>

#### Christmas season campaign

<table>
<thead>
<tr>
<th>Country</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>“NAVIDAD PARA TODOS, ¡De ti depende!” Project. Delivery of food baskets to help more than 2,000 disadvantaged families, with the participation of 22 volunteers and 88 volunteer hours.</td>
</tr>
<tr>
<td>Argentina</td>
<td>Donation of Christmas food and clothes boxes (1,186 units that benefited 300 families)</td>
</tr>
<tr>
<td>Portugal</td>
<td>Charity Christmas hats sale. Collection of 200 € for the Salvador Association</td>
</tr>
<tr>
<td>Brazil</td>
<td>26,570 toys and books donated in Brazil to institutions and communities to change the Christmas holidays for more than 13,285 children***</td>
</tr>
</tbody>
</table>

*In the case of toys, calculations are made under the assumption of 2 toys per child, in this case given to organisations located in favelas.

***In the case of toys, calculations are made under the assumption of 2 toys per child.
ARGENTINA

More than 70 volunteers from Konecta Argentina participated in recycling campaigns for social purposes. With their support and contribution from the company, we recycled 3.5 tons of paper and 374 kg of plastic and caps:

- **Children’s Hospital Paper Marathon:** “Cada papel suma” campaign. The Outpatient’s Direct Care Programme is funded with resources from paper, newspapers, magazines, cardboard notes, as are the toy rooms operating in waiting rooms, the “El silencio no es salud” radio library, as well as other courses and workshops of the “Adolescencia Positiva” Project.

- **Children’s Hospital Plastic Caps Marathon:** Sorting of plastic caps for their subsequent sale. The proceeds are used for the procurement of materials, supplies and repair of different areas of the hospital.

- **Donation of recyclable materials:**
  - “Tu papel es reciclar” Food Bank campaign.
  - Volunteer Association of Notti Hospital (23 kg of plastic caps collected), intended for diapers.
  - Garrahan Hospital (collected 154 kg of paper and 6 kg of caps) to help in the purchase of supplies and supporting families in outpatient treatments.

- **Plastic sorting Days:** a portion of these materials are intended for the sale of bottles and the rest for making ecological bricks used in social projects, such as construction of common spaces for the development of different activities in vulnerable communities. Approximately 400 kg of plastic were sorted.

- **Planeta Tapitas Donation** (86.5 kg of plastic caps) aimed at the “Una luz para Berenice” campaign, for a young girl with Stickler syndrome. The goal is to finance her trip to China to receive a stem cell treatment that would allow her to recover her vision.

- **Donation of 407 computers** for primary and secondary schools.

COLOMBIA

Konecta Colombia participated in the major brands bazaar with the Sueños y Huellas Foundation. This action raised 22,214,000 $ for the refurbishment works of the house that will be the new headquarters of the Foundation. Furthermore, the group of volunteers helped in the cleaning and renovation of this house that opened in December.

The company also donated office supplies to educational institutions and social organisations to strengthen their information systems and obtaining revenue mostly for underprivileged children: 20 computers, 991 swivel chairs, 1,319 headsets, and 670 adapters.

SPORTS AND LEISURE VOLUNTEERING ACTIONS

6th “Hay salida” race
Awareness campaigns on gender-based violence.

**IMPACT:**
- 55 volunteers
- 60 beneficiaries

8th “Entreculturas” race
Proceeds went to providing equal access to education for more than 12,700 girls living in conflict areas or in developing countries.

**IMPACT:**
- 33 volunteers
- 60 beneficiaries

1st Polígono Bergondo Trail
Aimed at the Meduloblasma Noel Project organised by the “Cris contra el Cancer” organisation, to fund a clinical trial. Konecta collaborated with the dissemination and promotion of sponsorships.

**IMPACT:**
- 5,728 € raised
- 25 volunteers from Konecta

“Luz Casanova” Project
Fundraising through the sale of crochet dolls made by Konecta employees. The money raised, plus a donation made by Konecta Foundation, is intended for leisure plans (snacks, amusement parks and theatres) for women victims of domestic violence and their children.

**IMPACT:**
- 469 volunteers (doll sale and support in the activities)
- 127 Beneficiaries

SPORTS AND LEISURE VOLUNTEERING ACTIONS 1/2
SPORTS AND LEISURE VOLUNTEERING ACTIONS

**Environmental education walk**
Two ecological education walks were held in Medellin and Bogota.

**IMPACT:**
- 52 volunteers
- Environmental Secretariat of Bogota and Parque Arvi Foundation

**“Siembra Aburra” Plan**
Strategy to reduce the deficit of trees in green public spaces.

**IMPACT:**
- 25 volunteers
- Medellin metropolitan area

**7th “Yo corro para ayudar” Conin Foundation Marathon**
Marathon against child malnutrition.

**IMPACT:**
- 115 underprivileged families benefited

**Rugby Social League**
Volunteers assist children from vulnerable neighbourhoods involved in this sport. During the day, volunteers sorted clothing items and offered snacks to children.

**IMPACT:**
- 300 children from underprivileged families benefited from this initiative

**“Empatando ganamos todos” Charity Match**
Charity football match that seeks the unprejudiced social inclusion of people with disabilities.

**IMPACT:**
- 60 persons with disabilities benefited

**Children’s stories Reading Workshop**
Workshop held at the Madres del Sol shelter for the children of female victims of domestic violence who reside or attend this facility.

**IMPACT:**
- 38 children benefited

10th INTERNAL CALL FOR SOCIAL PROJECTS

This call affords Konecta employees the opportunity to submit a proposal for a social project with any non-profit organisation with which they collaborate. The aim is to support social projects with which they are involved, and are, in turn, aligned with the objectives of Konecta Foundation.

This call received 61 projects, four of which were selected as winning projects:

<table>
<thead>
<tr>
<th>BENEFICIARY PROJECT</th>
<th>PROJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Tierra de Hombres” Foundation (Galicia)</td>
<td>Medical treatments in Spain for African children who cannot be treated in their home countries.</td>
</tr>
<tr>
<td>Parents’ Association of Students with Disabilities in Alcobendas, APAMA, (Madrid)</td>
<td>Specialised and permanent care to children with disabilities upon completion of the Early Care phase.</td>
</tr>
<tr>
<td>“Lazos y Vida” Corporation (Colombia)</td>
<td>“Konectando lazos” consists of therapy for adolescents diagnosed with cancer through support groups to minimise the psycho-emotional and social consequences.</td>
</tr>
<tr>
<td>“Sueñas y Huellas del Mañana” Corporation (Colombia)</td>
<td>Protection Project for children between 6 and 12 years in addition to their school day.</td>
</tr>
</tbody>
</table>

ImplicACCIÓN Awards

The involvement and commitment of employees are recognised in the following categories:

- **“Best department / territorial action”**

  To highlight the work of a particular team involved in social matters. In 2019, this award was given to a group of employees who took part in one campaign in which they altruistically manufacture crochet dolls for charitable purposes. Their goal is to raise funds to donate to social organisations. They also participate in the Charity Markets organised by the company and in professional volunteering campaigns. This helps create an excellent working environment and greater team spirit.

- **“Best individual action”**

  This award recognises Konecta employees’ commitment with the initiatives carried out. This time the collaboration, for more than 6 years, of a Konecta employee in the organisation of the Three Wise Men activities in a proactive and decisive manner deserved said recognition.

- **“Best labour integration action”**

  This award recognises employees working in the inclusion and support process for the employment of people with disabilities. In 2019, this award was given to Konecta’s Bankia Service, for their involvement and commitment with the Training School since its creation.
2020 Social Objectives

ARGENTINA
Improving the employability of groups at risk of exclusion.

BRAZIL
Restructuring of the Labour integration Programme for people with disabilities.

CHILE
Training for key personnel in disability and employment to support the integration of these groups.

COLOMBIA
- Strengthening the volunteers’ team
- Conducting technological volunteering activities
- Strengthening our work with the Community of Monteria

SPAIN
- Consolidating Konecta Foundation’s Professional Training School with 2 more courses for their employability in Konecta, and providing training to more than 100 students
- Enhancing professional volunteering actions and pro-bono services related to our sector
- Continuing to work in the development of projects linked to employment and certified training related to our sector at national and international levels
- Strengthening partnerships with other organisations and companies in order to join forces in the labour and social integration of groups at risk of social exclusion

PERU
- Providing training and employment 150 new beneficiaries and reach a 80% integration rate
- Participating in one biannual volunteering activity
- Creating two new partnerships focused on social action

PORTUGAL
- Increasing the number of volunteering activities and the participation of employees
About this Report

Coverage and scope

This document marks the fifth consecutive year of the publication of Konecta’s Corporate Responsibility and Sustainability Report, prepared in accordance with the GRI Standards: Comprehensive option. And this is the second year that we publish it, in accordance with Law 11/18 on non-financial information and diversity, as part of GMM TOPCO CONEXIÓN Group consolidated financial statements. Likewise, in compliance with Law 11/2018, this document has been verified by an independent external body (AENOR).

With this report, Konecta, in a transparency exercise with its stakeholders, reports back on its commitments to sustainability under an economic, social and environmental approach.

Its contents also refer to the data from January 1 to December 31, 2019, and cover all activities of the Organisation.

Differences may be found in the figures published in 2017 and 2018, due to the improvement made in 2018 in the data collection system for all countries.

Materiality

This document particularly focuses on the issues identified as relevant in the materiality analysis carried out throughout 2019, the preparation process and results of which, are shown in the Corporate Responsibility and Sustainability section. Additionally, other two sections of the GRI Standards have been voluntarily included, even if they are not relevant to the organisation, as they contribute to increase transparency and the understanding of Konecta’s activity.
Events after the reporting period:
Emergence of coronavirus [COVID-19]


In view of the complexity of the markets as a result of globalisation and the absence, for the time being, of an effective treatment against the virus, the consequences for the operations of the Group are uncertain and will largely depend on the evolution of the pandemic in the upcoming months, as well as on the resilience and adaptation of economic agents.

Therefore, to the date of preparation of this Non-Financial Information Report it would still be premature to make a detailed assessment of the potential impacts of COVID-19 on social or environmental aspects related to Konecta’s activity.

However, the Directors and Management of the Group have conducted a preliminary assessment of the current situation, based on the best available information that, while incomplete, reinforces our confidence in the strength of our business model, strongly focused for some years now, on digital transformation, and the competitive advantage that this represents in the long term.

From the point of view of continuity of operations, the company has activated contingency plans that have helped maintain service levels with high quality standards. However, given the characteristics of this crisis, there has been a marked decrease in activity in some of the services offered, such as sales and face-to-face marketing, leading to the submission of a temporary employment regulation plan (ERTE, in Spanish), on grounds of force majeure in Spain, which affects 1,000 employees.

In contrast, priority services for customer care service have been strengthened. Also, a significant percentage of the Group customers in the world belong to sectors whose services have been declared essential, such as finance, telecoms, utilities and public administrations public. Therefore, in compliance with the regulations implemented in each country, the company has implemented a series of measures that preserve the safety and health of employees, while ensuring the provision of key services to citizens, which include emergency services, health, banking, energy supply, telecommunications, electronic commerce, and other key activities to society.

Thus, vulnerable staff has been identified and provided paid leaves from the outset to safeguard their integrity. The company has also been driven the telework modality in all geographical areas, with greater emphasis on those where regulation and technological development of the country allow. An example of this and, understanding that these figures vary according to the latest developments, was 10 April, 2020, when 88 % of the employees in Argentina, 69 % in Portugal, about 60 % in Chile and Spain, 53 % in Morocco, and more than 40 % of the workforce in Colombia, worked from home. This entailed a huge effort by the Group in terms of providing all the necessary means.

For those still working at our facilities, a series of protocols and measures of protection, in line with the recommendations of the health authorities were implemented. These include observing the minimum 2-meter compulsory safety distance in workstations, which are now individual, strengthening the ongoing and thorough cleaning of the facilities, even if their occupation rate is lower, and the distribution of hygiene products in campaigns.

At this point, it is important to stress that the supply chain continues to operate under relatively normal conditions, supporting the efforts of the operational continuity and ensuring the flexibility of the business model.

Due the very nature of the business, a significant environmental impact is not expected, even if the decline in activity could lead to an improvement of the environmental indicators related to consumption. Similarly, to the extent that restrictions to contain the spread of the virus allow, waste management activities, as well as policies and actions against pollution remain active.
While, as noted above, it is too early to quantify the future impact of Covid-19 in operations for this year, Management keeps detailed track of the events, in order to successfully tackle the potential impacts, both financial and non-financial, that may occur.

As has been the case until now, the Group will continue to make the necessary means available to manage this situation and to cooperate with the authorities as deemed necessary. Finally, Konecta would like to wholeheartedly thank its employees for their commitment, loyalty and dedication in circumstances as complicated as these; to its customers and shareholders for their trust and willingness to work together and, thus, meet the challenges of this crisis, and the management team for the tremendous effort made to set a clear course in times of uncertainty.
GRI Standard Summary / Description | Comment / Section | Page
---|---|---
**ORGANISATIONAL PROFILE**

**LAW 11/2018 REQUIREMENT**
Including the organisation’s business environment, its organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future evolution.

102-1 Name of the organisation | GMM TOPCO CONEXIÓN, S.L. The Group develops outsourcing activities related to Customer Relationship and BPO (Business Process Outsourcing) services under the Konecta brand. | 20
102-2 Activities, brands, products and services. | See Konecta: Growth and transformation | 10-19
102-3 Location of headquarters. | See Konecta: Growth and transformation | 28-43
102-4 Location of operations. | Argentina, Brazil, Chile, Colombia, Spain, Mexico, Morocco, Peru and Portugal | 18-19
102-5 Ownership and legal form. | GMM TOPCO CONEXIÓN, S.L., with registered address at C/Serrano 41. 28001 Madrid, Spain. | -
102-6 Markets served (including geographical breakdown by sectors and types of customers and beneficiaries). | See Konecta: Growth and transformation | 10-19
102-7 Scale of the organisation. | See Konecta: Growth and transformation | 5
102-8 Information on employees and other workers. | See Our Social Dimension: Human Capital at the end of 2019, the company had hired 0.095% of employees in Colombia, Portugal and Spain through TEAs. | 51-54

**LAW 11/2018 REQUIREMENT**
Total number and distribution of employees by gender, age, country and job classification; total number and distribution of forms of employment contract, annual average term contracts, temporary contracts and part-time contracts by gender, age and job classification.

102-9 Information on employees and other workers. | See Our Social Dimension: Human Capital | 51-54

**LAW 11/2018 REQUIREMENT**
Detailed information on current and foreseeable effects of the company’s activities on the environment and, where appropriate, health and safety, environmental assessment procedures or certification; resources devoted to prevention of environmental risks; the application of the precautionary principle, the amount of provisions and guarantees for environmental risks.

102-10 Significant changes to the organisation and its supply chain. | See Konecta: Growth and transformation | 10-19
102-11 Precautionary Principle or approach. | Current or future impacts on the quality of service and the environment have been identified and associated, as stipulated in Konecta’s Integrated Quality and Environmental Management System. | 26
102-12 External initiatives. | See Corporate Responsibility and Sustainability: We contribute to Sustainable Development | 8-9
102-13 Membership of associations. | See Social Action: Volunteering actions | 8-9

Note: Relevant issues are identified in blue.
Objectives and strategies, and key factors and trends that may affect future developments.

Key impacts, risks and opportunities. Konecta periodically identifies, through its management system, its weak spots, threats, strengths, and opportunities through a SWOT analysis. This analysis is a source of information for identifying risks and opportunities for the company in the short, medium, and long term. The risks identified with the greatest impact in 2019 were competition, opportunities for the company in the short, medium and long term.

The risks identified with the greatest impact in 2019 were competition, opportunities focus on the good prospects from countries which have strengthened the presence of the company.

Our greatest Value, our Human Capital

2019

Note: Relevant issues are identified in blue.
## GOVERNANCE

102-18 Governance structure.
See Konecta: Growth and transformation
See Konecta: Corporate Governance

102-19 Delegating authority.
The Corporate Responsibility and Sustainability Team depends on the General Secretary, a member of the Steering Committee of the company (who reports directly to the Board) and has quantified targets established with the collaboration of other areas. To implement Corporate Responsibility and Sustainability Policies at the local level, one person in each country is appointed for gathering the requested information. Frequent contact with this network of appointees is maintained.

102-20 Executive-level responsibility for economic, environmental, and social topics.
See Konecta: Corporate Governance

102-21 Consulting stakeholders on economic, environmental, and social topics.
See Corporate Responsibility and Sustainability: Relationship with stakeholders

102-22 Composition of the highest governance body and its committees.
See Konecta: Corporate Governance

102-23 Chair of the highest governance body.
See Konecta: Corporate Governance

102-24 Nomination and selection of the highest governance body.
Members of the Board of Directors are appointed by the shareholders of the company in proportion to their share ownership.

102-25 Conflicts of interest.
See Konecta: Ethics and integrity
See Corporate Responsibility and Sustainability: Relationship with stakeholders

102-26 Role of highest governance body in setting purpose, values, and strategy.
Message from the Board
See Konecta: Corporate Governance

102-27 Collective knowledge of highest governance body.
The Board of Directors is regularly informed on the progress made in the Corporate Responsibility and Sustainability System regarding topics related to the economic, social and environmental management that said System encompasses.

102-28 Evaluation of the performance of the highest governance body.
See Konecta: Corporate Governance
See Corporate Responsibility and Sustainability

## LAW 11/2018 REQUIREMENT

Description of the policies applied by the group on these issues, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.

102-29 Identification and management of economic, environmental and social impacts.
See Konecta: Mission, Vision and Values
See Konecta: Ethics and integrity
See Konecta: Certifications and recognitions
See Our Social Dimension: Equality and integration
See Our Social Dimension: A healthy company
See Corporate Responsibility and Sustainability

102-30 Effectiveness of risk management processes.
Konecta’s methodology for risk management is based on the Quality and Environmental Management Systems, through which we have identified situations with possible critical impacts to which the company processes are exposed, including social risks, essential in making decisions.
Once identified, they were assessed under the parameters of impact and probability, to determine their inherent risk, and establish actions for those rated as extreme.

## LAW 11/2018 REQUIREMENT

Description of the policies applied by the group on these issues, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.

102-31 Identification and management of economic, environmental and social impacts.
See Konecta: Mission, Vision and Values
See Konecta: Ethics and integrity
See Konecta: Certifications and recognitions
See Our Social Dimension: Equality and integration
See Our Social Dimension: A healthy company
See Corporate Responsibility and Sustainability

102-32 Highest governance body’s role in sustainability reporting.
The sustainability report is approved by the Board of Directors.

102-33 Communication of critical concerns.
The Board of Directors analyses and communicates to the Steering Committee the relevant issues related to the organisation.

102-34 Nature and total number of critical concerns.
See Corporate Responsibility and Sustainability: Relationship with stakeholders
See indicator 102-17

102-35 Remuneration policies.
In 2019, the Group paid compensations to members of the Board for said position amounting to 7 EUR thousands.
The remuneration received by the members of the Board acting as Senior Executives in 2019, broken down by concept were as follows:

<table>
<thead>
<tr>
<th>2019 EUR Thousands</th>
<th>Remuneration in cash</th>
<th>Remuneration in kind</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages</td>
<td>710</td>
<td>671</td>
</tr>
<tr>
<td>Remuneration ex equo</td>
<td>27</td>
<td></td>
</tr>
</tbody>
</table>

Senior Management of the parent company is located in Spain, is made up entirely of male executives, above 50 years old. This is the reason why this information cannot be disaggregated by country, gender or age range.

102-36 Process to determine remuneration.
Remuneration in Spain is established by the sectoral collective agreement.
Argentina, Chile and Brazil have their own collective bargaining agreements.
In the other countries where Konecta is present, compensation is associated with the applicable legislation.

102-37 Stakeholders’ involvement in remuneration.
Members of the Board approves the maximum annual remuneration to be received by the President and CEO.
<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STAKEHOLDER ENGAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-40</td>
<td>List of stakeholder groups.</td>
<td></td>
<td>88-91</td>
</tr>
<tr>
<td>102-41</td>
<td>Collective bargaining agreements</td>
<td>Spain’s collective agreement, covering the entire staff, was signed in 2017.</td>
<td>25</td>
</tr>
<tr>
<td><strong>MATERIAL ASPECTS AND COVERAGE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-43</td>
<td>Approach to stakeholder engagement.</td>
<td>See Corporate Responsibility and Sustainability: Relationship with stakeholders</td>
<td>88-91</td>
</tr>
<tr>
<td>102-44</td>
<td>Key topics and concerns raised.</td>
<td>See Corporate Responsibility and Sustainability: Relationship with stakeholders</td>
<td>88-91</td>
</tr>
<tr>
<td><strong>MANAGEMENT APPROACH</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-46</td>
<td>Institutions included in the consolidated financial statements.</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td><strong>ECONOMIC PERFORMANCE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LAW 11/2018 REQUIREMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Profits earned by country: income taxes paid.</td>
<td></td>
<td>8-9</td>
</tr>
</tbody>
</table>

**Note:** Relevant issues are identified in blue.
## Management Approach: Economic Performance

### Law 11/2018 Requirement

**201-2** Financial implications and other risks and opportunities due to climate change.
- Given the activities conducted by the Group companies, no financial implications arising from climate change occur. The risk matrix takes into account environmental risks.

### Law 11/2018 Requirement

**201-3** Defined benefit plan obligations and other retirement plans.
- There are no benefit plans available.

### Law 11/2018 Requirement

**201-4** Financial assistance received from government.
- Key Figures

### Management Approach: Market Presence

**202-1** Ratios of standard entry level wages by gender compared to local minimum wage.
- See indicator 605-2. 100% of Konecta’s wages are above the MW.

### Law 11/2018 Requirement

**202-2** Proportion of senior management hired from the local community.

<table>
<thead>
<tr>
<th>Country</th>
<th>% of executives from the local community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>100 %</td>
</tr>
<tr>
<td>Brazil</td>
<td>75 %</td>
</tr>
<tr>
<td>Chile</td>
<td>71 %</td>
</tr>
<tr>
<td>Colombia</td>
<td>100 %</td>
</tr>
<tr>
<td>Spain</td>
<td>100 %</td>
</tr>
<tr>
<td>Mexico</td>
<td>100 %</td>
</tr>
<tr>
<td>Peru</td>
<td>53 %</td>
</tr>
<tr>
<td>Portugal</td>
<td>66 %</td>
</tr>
</tbody>
</table>

### Management Approach: Indirect Economic Impacts

**203-1** Infrastructure investments and services supported.
- Key Figures

### Law 11/2018 Requirement

**203-2** Significant indirect economic impacts.
- Key Figures

---

**Note:** Relevant issues are identified in blue.
MANAGEMENT APPROACH: ANTI-COMPETITIVE BEHAVIOUR

206-1 Legal actions related to unfair competition, monopolistic practices and against free competition.

0 complaints.

ENVIRONMENTAL PERFORMANCE

MANAGEMENT APPROACH: MATERIALS

LAW 11/2018 REQUIREMENT
Consumption of raw materials and the measures adopted to improve the efficiency of their use.

301-1 Materials used by weight or volume.
Not significant, due to the activities developed.

LAW 11/2018 REQUIREMENT
Measures for the prevention, recycling, reuse of materials, as well as other forms of recovery, and waste disposal; actions to fight against food waste.

301-2 Recycled input materials used.
See Corporate Responsibility: We are sustainable

GRI STANDARD SUMMARY / DESCRIPTION COMMENT / SECTION PAGE

GRI Standard Summary / Description Comment / Section Page

MANAGEMENT APPROACH: ENERGY

LAW 11/2018 REQUIREMENT
Direct and indirect energy consumption, measures taken to improve energy efficiency, and the use of renewable energy.

302-1 Energy consumption within the organisation.
See Corporate Responsibility: We are sustainable

94-97

Country kWh
Argentina 5,149,827
Brazil 3,502,806
Chile 2,489,743
Colombia 11,722,396
Spain 13,554,642
Morocco 112,790
Mexico 2,955,086
Peru 8,952,021
Portugal 650,333

While the use of renewable energy was not monitored throughout 2019, in late 2019, the company agreed on procuring its power supply from 100 % renewable certified guarantee of origin sources for all Konecta facilities in Spain from 2020 onwards.

302-2 Energy consumption outside the organisation.
There are no tools available for this calculation.

302-5 Energy intensity.

Country kWh / employees
Argentina 782
Brazil 640
Chile 1,348
Colombia 820
Spain 820
Morocco 940
Mexico 836
Peru 676
Portugal 619

302-4 Reduction of energy consumption.

Country Reduction compared to 2018 *
Argentina -6.41 %
Brazil -31.6 %
Colombia -6.11 %
Spain -3.92 %
Morocco -13.07 %
Mexico -15.57 %
Peru -1.35 %
Portugal -16.45 %

* Positive values correspond to reductions. Negative values correspond to increases

302-5 Reductions in energy requirements of products and services.
See Corporate Responsibility: We are sustainable

94-97

Note: Relevant issues are identified in blue.
MANAGEMENT APPROACH: WATER

LAW 11/2018 REQUIREMENT
Water consumption and water supply according to local constraints.

303-1 Water withdrawal by source.

See Corporate Responsibility: We are sustainable
Water consumed at Konecta comes from the public water network

Country | Water consumption (m³ / employee)
--- | ---
Argentina | 3.82
Brazil | 2.27
China | 12.00
Colombia | 6.59
Spain | 9.90
Morocco | 6.67
Mexico | 2.80
Peru | 6.51
Portugal | 6.39

303-2 Water sources significantly affected by water discharge.
None.

303-3 Water recycled and reused.
Water is not reused or recycled.

MANAGEMENT APPROACH: BIODIVERSITY

LAW 11/2018 REQUIREMENT
Measures taken to preserve or restore biodiversity.

304 BIODIVERSITY
See Corporate Responsibility: We are sustainable

304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.

Konecta centres are not in protected areas.

304-2 Significant impacts of activities, products, and services on biodiversity.

Konecta centres are not in protected areas and their activities do not generate significant impacts on biodiversity.

304-3 Habitats protected or restored.

See Corporate Responsibility: We are sustainable

304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations.

Not significant, due to the activities developed.

Note: Relevant issues are identified in blue.

MANAGEMENT APPROACH: EMISSIONS

LAW 11/2018 REQUIREMENT
Important elements of GHG emissions generated as a result of the activities of the company, including the use of goods and services producing them; measures taken to adapt to the consequences of climate change; reduction goals established voluntarily, in the medium and long term, to reduce GHG emissions and the means implemented for this purpose.

305-1 Direct GHG emissions (scope 1). The 2018 carbon footprint calculator of the Ministry for Ecological Transition was used for the calculation of Konecta Spain’s carbon footprint. The following emission factors were used:
- Natural gas: 0.203 kg CO₂eq/kWh
- Diesel A / B: 2.493 kg CO₂eq/l
- R-410A refrigerant: GWP = 2.088
- R-407C refrigerant: GWP = 1.774

The 2018 carbon footprint calculator of the Spanish Ministry for Ecological Transition was used for the calculation of Konecta Peru’s carbon footprint. The following emission factors were used:
- Diesel C: 2.493 kg CO₂eq/l
- R-410A refrigerant: GWP = 2.088
- R-22 / R-23 refrigerant: GWP = 5.160
- R-417B refrigerant: GWP = 3.026

Konecta Colombia made its carbon footprint calculations in accordance with the measurement and reporting protocol for greenhouse gases produced by the World Business Council for Sustainable Development (WBCSD). Likewise, the protocol drafted by the World Resources Institute (WRI) was used for quantifying the Corporate Footprint.

The emission factors used in the calculation are as follows:

<table>
<thead>
<tr>
<th>Environmental burden</th>
<th>Emission Factor</th>
<th>Unit</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel oil (movable sources)</td>
<td>10.28</td>
<td>kg CO₂e / gal</td>
<td>UPME 2016</td>
</tr>
<tr>
<td>R22</td>
<td>1.810</td>
<td>kg CO₂e / kg</td>
<td>LINDE</td>
</tr>
<tr>
<td>R401A</td>
<td>1.182</td>
<td>kg CO₂e / kg</td>
<td>LINDE</td>
</tr>
<tr>
<td>CO2</td>
<td>1.90</td>
<td>kg CO₂e / kg</td>
<td>IPCC 2007</td>
</tr>
<tr>
<td>Solkafam</td>
<td>77</td>
<td>kg CO₂e / kg</td>
<td>IPCC 2007</td>
</tr>
<tr>
<td>Electric power</td>
<td>0.21</td>
<td>kg CO₂e / kWh</td>
<td>UPME 2017</td>
</tr>
<tr>
<td>Bond paper consumption</td>
<td>1.92</td>
<td>kg CO₂e / kg</td>
<td>IPCC 2007</td>
</tr>
<tr>
<td>Plane Transport</td>
<td>0.13</td>
<td>kg CO₂e / ton</td>
<td>IPCC 2007</td>
</tr>
<tr>
<td>Ordinary waste</td>
<td>0.56</td>
<td>kg CO₂e / kg</td>
<td>IPCC 2007</td>
</tr>
<tr>
<td>Hazardous waste</td>
<td>0.50</td>
<td>kg CO₂e / kg</td>
<td>IPCC 2007</td>
</tr>
</tbody>
</table>

Note: Relevant issues are identified in blue.
MANAGEMENT APPROACH: EMISSIONS

305-2 Indirect GHG emissions when generating energy (scope 2). Konecta Spain: data provided by the Ministry for Ecological Transition.
- Emission Factor for IBERDROLA CLIENTES, S.A.U. in 2018: 0.27 kgCO2eq/kWh
- Emission factor for ENDESA ENERGÍA, S.A in 2018: 0.38 kgCO2eq/kWh
The 2018 Carbon Footprint Calculator 2018 of the Spanish Ministry for Ecological Transition was used in calculating Scope 2 for the footprints of Konecta Argentina, Konecta Brazil, Konecta Chile, Konecta Portugal, Konecta Morocco, Konecta Peru and Konecta Mexico. Emission factors used for the Carbon Footprint calculation for all the above were as follows:
- "Other suppliers": 0.41 kgCO2eq/kWh

305-3 Other indirect GHG emissions (scope 3). Konecta Spain
Scope 3 included trips by plane and train made by employees in 2018. The calculation was made through the Natural Energy Foundation’s application, "Simple Carbon Calculator". The factors considered were:
- 0.075 kg CO2eq per mile
- 0.0255 kg CO2eq per mile
Konecta Colombia
The emission factors reflected in the table listed in item 305-1 were used for this instance.

305-4 GHG Emissions intensity. See indicator 305-1

MANAGEMENT APPROACH: EFFLUENTS AND WASTE

306-1 Water discharge by quality and destination. There are no tools available for this calculation.

306-2 Waste by type and disposal method. See Corporate Responsibility: We are sustainable - Waste management

306-3 Significant spills. No spills.


306-5 Water bodies affected by water discharges and/or runoff. No water bodies affected.

MANAGEMENT APPROACH: SOCIOECONOMIC COMPLIANCE

307-1 Non-compliance with environmental laws and regulations. No breaches of this kind have been identified.
MANAGEMENT APPROACH: EMPLOYMENT

401 EMPLOYMENT See Our Social Dimension 51-81

401-1 New employee hires and employee turnover.

<table>
<thead>
<tr>
<th>Country</th>
<th>Men</th>
<th>Women</th>
<th>Men Turnover</th>
<th>Women Turnover</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>649</td>
<td>1,287</td>
<td>1.4 %</td>
<td>1.0 %</td>
</tr>
<tr>
<td>Brazil</td>
<td>2,307</td>
<td>4,117</td>
<td>2.6 %</td>
<td>3.1 %</td>
</tr>
<tr>
<td>Chile</td>
<td>764</td>
<td>978</td>
<td>2.9 %</td>
<td>2.4 %</td>
</tr>
<tr>
<td>Colombia</td>
<td>4,644</td>
<td>8,114</td>
<td>5.4 %</td>
<td>5.1 %</td>
</tr>
<tr>
<td>Spain</td>
<td>3,488</td>
<td>6,064</td>
<td>1.9 %</td>
<td>1.6 %</td>
</tr>
<tr>
<td>Morocco</td>
<td>79</td>
<td>97</td>
<td>3.5 %</td>
<td>3.9 %</td>
</tr>
<tr>
<td>Mexico</td>
<td>5,291</td>
<td>4,760</td>
<td>13.3 %</td>
<td>11.1 %</td>
</tr>
<tr>
<td>Peru</td>
<td>5,974</td>
<td>8,512</td>
<td>5.4 %</td>
<td>5.2 %</td>
</tr>
<tr>
<td>Portugal</td>
<td>425</td>
<td>614</td>
<td>5.7 %</td>
<td>5.3 %</td>
</tr>
</tbody>
</table>

Note: Relevant issues are identified in blue.

402 LABOUR RELATIONS

In Spain, Konecta’s labour relations with 100 % of its staff are governed by the existing sectoral collective bargaining agreement applicable to the activity performed.

In Mexico, labour relations, both individual and collective, are governed by the Federal Labour Law. Only the operating personnel is unionised.

In Peru, due to the absence of collective agreements, labour relations are governed by the Law on Labour Productivity and Competitiveness.

In Brazil, Konecta’s labour relations with 100 % of its staff are governed by the agreement signed with the sector’s union.

Chile signed agreements with various labour unions. As is the case with Peru, in Portugal, Morocco and Colombia there are no collective bargaining agreements. Therefore labour relations are governed by the general labour legislation.

Note: Relevant issues are identified in blue.
**MANAGEMENT APPROACH: LABOUR / MANAGEMENT RELATIONS**

### 402-1 Minimum notice periods regarding operational changes.

<table>
<thead>
<tr>
<th>Country</th>
<th>Notice period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>1 week</td>
</tr>
<tr>
<td>Brazil</td>
<td>2 – 4 weeks</td>
</tr>
<tr>
<td>Chile</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Colombia</td>
<td>2.14 – 4 weeks</td>
</tr>
<tr>
<td>Spain</td>
<td>2.14 weeks</td>
</tr>
<tr>
<td>Morocco</td>
<td>1 week</td>
</tr>
<tr>
<td>Mexico</td>
<td>1 week</td>
</tr>
<tr>
<td>Peru</td>
<td>1.56 weeks</td>
</tr>
<tr>
<td>Portugal</td>
<td>1.14 semaines</td>
</tr>
</tbody>
</table>

**MANAGEMENT APPROACH: OCCUPATIONAL HEALTH AND SAFETY**

### LAW 11/2018 REQUIREMENT

#### Occupational health and safety conditions.

**403 OCCUPATIONAL SAFETY AND HEALTH**

#### LAW 11/2018 REQUIREMENT

<table>
<thead>
<tr>
<th>Country</th>
<th>Gender</th>
<th>Absenteeism rate %</th>
<th>Accident frequency rate</th>
<th>Accident severity rate</th>
<th>Nº accidents resulting in lost days</th>
<th>Occupational disease**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>M</td>
<td>4.20</td>
<td>3.84</td>
<td>0.013</td>
<td>35</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>2.30</td>
<td>3.83</td>
<td>0.016</td>
<td>3</td>
<td>50</td>
</tr>
<tr>
<td>Brazil</td>
<td>M</td>
<td>2.70</td>
<td>13.13</td>
<td>0.006</td>
<td>8</td>
<td>Data not available</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>2.40</td>
<td>8.64</td>
<td>0.001</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>Chile</td>
<td>M</td>
<td>2.70</td>
<td>2.61</td>
<td>0.002</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>2.28</td>
<td>1.74</td>
<td>0.01</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>Colombia</td>
<td>M</td>
<td>1.40</td>
<td>2.13</td>
<td>0.06</td>
<td>54</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>1.19</td>
<td>0.86</td>
<td>0.002</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Spain</td>
<td>M</td>
<td>6.90</td>
<td>1.64</td>
<td>0.02</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>6.90</td>
<td>1.64</td>
<td>0.02</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Morocco</td>
<td>M</td>
<td>5.40</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>5.40</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Mexico</td>
<td>M</td>
<td>1.60</td>
<td>1.52</td>
<td>0.005</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>1.50</td>
<td>1.54</td>
<td>0.005</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Peru</td>
<td>M</td>
<td>0.80</td>
<td>0.88</td>
<td>0.002</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>0.80</td>
<td>0.88</td>
<td>0.002</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>Portugal</td>
<td>M</td>
<td>7.30</td>
<td>3.92</td>
<td>0.06</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>1.60</td>
<td>3.52</td>
<td>0.06</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>M</td>
<td>7.20</td>
<td>3.61</td>
<td>0.06</td>
<td>236</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>H</td>
<td>6.70</td>
<td>3.59</td>
<td>0.06</td>
<td>236</td>
<td>0</td>
</tr>
</tbody>
</table>

*Given the diversity of local policies for the basis of calculation, in itinere accidents were not included.

**Note:** Relevant issues are identified in blue.

**MANAGEMENT APPROACH: TRAINING AND EDUCATION**

### LAW 11/2018 REQUIREMENT

#### Policies implemented in the field of training.

#### 404 TRAINING AND PROFESSIONAL DEVELOPMENT

#### LAW 11/2018 REQUIREMENT

<table>
<thead>
<tr>
<th>Country</th>
<th>Hours of Training</th>
<th>Training Hours / employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td>393,114</td>
<td>59.71</td>
</tr>
<tr>
<td>Brazil</td>
<td>422,581</td>
<td>55.52</td>
</tr>
<tr>
<td>Chile</td>
<td>133,899</td>
<td>69.03</td>
</tr>
<tr>
<td>Colombia</td>
<td>2,695,833</td>
<td>175.36</td>
</tr>
<tr>
<td>Spain</td>
<td>854,960</td>
<td>41.04</td>
</tr>
<tr>
<td>Morocco</td>
<td>3,944</td>
<td>33.04</td>
</tr>
<tr>
<td>Mexico</td>
<td>582,753</td>
<td>122.84</td>
</tr>
<tr>
<td>Peru</td>
<td>1,545,700</td>
<td>116.91</td>
</tr>
<tr>
<td>Portugal</td>
<td>63,091</td>
<td>42.14</td>
</tr>
</tbody>
</table>

Note: Relevant issues are identified in blue.
MANAGEMENT APPROACH: TRAINING AND EDUCATION

404 Percentage of employees receiving regular performance and career development reviews.

Argentina: No performance assessment was conducted in 2019. Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs (at the end of 2019, the category of agents represented 93% of the workforce in Argentina).

Brazil: No performance assessment for structure was conducted. Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs (at the end of 2019, the category of agents represented 87% of the workforce in Brazil).

Chile: Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 10% of the workforce in Chile.

Colombia: Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 91% of the workforce in Colombia.

Spain: Assessment of all Operations personnel conducted through the 2Mares tool. Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 89% of the workforce in Spain.

Morocco: No performance assessment in terms of structure was conducted. Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 88% of the workforce in Morocco.

Mexico: No performance assessments for structure were conducted, due to organisational changes. Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 88% of the workforce in Mexico.

Peru: Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 89% of the workforce in Peru.

Portugal: Agent performance is fully assessed via monthly monitoring and controls established in the operation for tracking individual KPIs. At the end of 2019, the category of agents represented 91% of the workforce in Portugal.

The most recent performance assessment was conducted in 2018 through the 2Mares tool. The 2019 assessment is pending the adaptation of the platform to incorporate changes in the organisation.

CR&S REPORT 2019

Note: Relevant issues are identified in blue.
## LAW 11/2018 REQUIREMENT
Average wages and evolution thereof disaggregated by sex, age and professional or similar classification; wage gaps, job compensation for equal positions or in average in the company.

### 405-2 Ratio of basic salary and remuneration of women to men (IN LOCAL CURRENCY)

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>POSITION</th>
<th>SEX</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agent / Admin / Validator</td>
<td>W</td>
<td>614,763</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>881,846</td>
</tr>
<tr>
<td></td>
<td>Quality</td>
<td>W</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Force/Instructor</td>
<td>W</td>
<td>635,157</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>645,792</td>
</tr>
<tr>
<td></td>
<td>Coordinator</td>
<td>W</td>
<td>516,235</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>518,053</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
<td>W</td>
<td>659,637</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>671,432</td>
</tr>
<tr>
<td>Argentina</td>
<td>Service Manager</td>
<td>W</td>
<td>576,386</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>545,889</td>
</tr>
<tr>
<td></td>
<td>Head of Services</td>
<td>W</td>
<td>729,583</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>768,875</td>
</tr>
<tr>
<td></td>
<td>Other Operations Managers</td>
<td>W</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Others / Structure</td>
<td>W</td>
<td>121,875</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>138,149</td>
</tr>
<tr>
<td></td>
<td>Other Operations Staff</td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>POSITION</th>
<th>SEX</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agent / Admin / Validator</td>
<td>W</td>
<td>6,976,231</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>7,979,157</td>
</tr>
<tr>
<td></td>
<td>Quality</td>
<td>W</td>
<td>8,310,710</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>8,702,064</td>
</tr>
<tr>
<td></td>
<td>Force/Instructor</td>
<td>W</td>
<td>9,870,104</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>10,064,110</td>
</tr>
<tr>
<td></td>
<td>Coordinator</td>
<td>W</td>
<td>10,046,364</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>10,254,794</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
<td>W</td>
<td>18,797,456</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>12,025,810</td>
</tr>
<tr>
<td></td>
<td>Service Manager</td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Head of Services</td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Other Operations Managers</td>
<td>W</td>
<td>25,152,294</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>25,482,640</td>
</tr>
<tr>
<td></td>
<td>Others / Structure</td>
<td>W</td>
<td>26,264,647</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Other Operations Staff</td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>M</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

### COUNTRY | POSITION                  | SEX  | 2019     |
| Columbia | Agent / Admin / Validator | W    | 16,843,310|
|          | M                         |      | 17,238,580|
|          | Quality                   | W    | 17,232,543|
|          | M                         |      | 17,893,345|
|          | Force/Instructor          | W    | 19,714,120|
|          | M                         |      | 20,134,299|
|          | Coordinator               | W    | 24,197,459|
|          | M                         |      | 25,481,748|
|          | Supervisor                | W    | 36,483,017|
|          | M                         |      | 37,245,685|
|          | Service Manager           | W    | 57,546,346|
|          | M                         |      | 57,917,403|
|          | Head of Services          | W    | 110,598,836|
|          | M                         |      | 110,994,289|
|          | Others / Structure        | W    | 69,437,015|
|          | M                         |      | 91,461,471|
|          | Other Operations Staff    | W    | 26,817,420|
|          | M                         |      | 26,870,349|

### Spain | Agent / Admin / Validator | W    | 16,300   |
|          | M                         |      | 16,385   |
|          | Quality                   | W    | 17,513   |
|          | M                         |      | 17,920   |
|          | Force/Instructor          | W    | 17,818   |
|          | M                         |      | 17,691   |
|          | Coordinator               | W    | 19,291   |
|          | M                         |      | 19,325   |
|          | Supervisor                | W    | 20,417   |
|          | M                         |      | 20,156   |
|          | Service Manager           | W    | 29,166   |
|          | M                         |      | 29,856   |
|          | Head of Services          | W    | 30,187   |
|          | M                         |      | 30,384   |
|          | Other Operations Managers | W    | 0        |
|          | M                         |      | 0        |
|          | Others / Structure        | W    | 29,740   |
|          | M                         |      | 30,861   |
|          | Other Operations Staff    | W    | 27,864   |
|          | M                         |      | 26,371   |

Note: Relevant issues are identified in blue.
### Management Approach: Diversity and Equal Opportunity

#### Law 11/2018 Requirement
Average wages and evolution thereof disaggregated by sex, age and professional or similar classification; wage gaps, job compensation for equal positions or in average in the company.

**405-2 Ratio of basic salary and remuneration of women to men**
*(IN LOCAL CURRENCY)*

#### Country: Morocco

<table>
<thead>
<tr>
<th>Country</th>
<th>Position</th>
<th>Sex</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agent / Admin / Validator</td>
<td>W</td>
<td>61,470</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>61,720</td>
</tr>
<tr>
<td></td>
<td>Quality</td>
<td>M</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Force/Instructor</td>
<td>M</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Coordinator</td>
<td>W</td>
<td>95,330</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>85,408</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
<td>W</td>
<td>209,857</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Service Manager</td>
<td>W</td>
<td>113,346</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>113,769</td>
</tr>
<tr>
<td></td>
<td>Head of Services</td>
<td>M</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Other Operations Managers</td>
<td>M</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Others / Structure</td>
<td>M</td>
<td>20,136</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Other Operations Staff</td>
<td>M</td>
<td>30,562</td>
</tr>
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<td></td>
<td></td>
<td>W</td>
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#### Country: Peru

<table>
<thead>
<tr>
<th>Country</th>
<th>Position</th>
<th>Sex</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agent / Admin / Validator</td>
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<td>18,432</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>18,964</td>
</tr>
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<td></td>
<td>Quality</td>
<td>M</td>
<td>24,767</td>
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<tr>
<td></td>
<td></td>
<td>W</td>
<td>24,799</td>
</tr>
<tr>
<td></td>
<td>Force/Instructor</td>
<td>M</td>
<td>25,050</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>26,084</td>
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<tr>
<td></td>
<td>Coordinator</td>
<td>M</td>
<td>31,458</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>36,183</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
<td>M</td>
<td>57,646</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>60,172</td>
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<td></td>
<td>Service Manager</td>
<td>M</td>
<td>57,845</td>
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<tr>
<td></td>
<td></td>
<td>W</td>
<td>56,739</td>
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<td></td>
<td>Head of Services</td>
<td>M</td>
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<td></td>
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<td>Other Operations Managers</td>
<td>M</td>
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<td></td>
<td></td>
<td>W</td>
<td>22,942</td>
</tr>
<tr>
<td></td>
<td>Others / Structure</td>
<td>M</td>
<td>27,129</td>
</tr>
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<td></td>
<td></td>
<td>W</td>
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<tr>
<td></td>
<td>Other Operations Staff</td>
<td>M</td>
<td>10,904</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
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</tr>
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</table>

#### Country: Mexico

<table>
<thead>
<tr>
<th>Country</th>
<th>Position</th>
<th>Sex</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agent / Admin / Validator</td>
<td>W</td>
<td>121,879</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>123,572</td>
</tr>
<tr>
<td></td>
<td>Quality</td>
<td>M</td>
<td>156,037</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>132,572</td>
</tr>
<tr>
<td></td>
<td>Force/Instructor</td>
<td>W</td>
<td>169,235</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>167,172</td>
</tr>
<tr>
<td></td>
<td>Coordinator</td>
<td>W</td>
<td>215,695</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>226,268</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
<td>W</td>
<td>205,388</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>206,788</td>
</tr>
<tr>
<td></td>
<td>Service Manager</td>
<td>W</td>
<td>265,377</td>
</tr>
<tr>
<td></td>
<td></td>
<td>M</td>
<td>265,161</td>
</tr>
<tr>
<td></td>
<td>Head of Services</td>
<td>M</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Other Operations Managers</td>
<td>M</td>
<td>1,008,026</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>1,158,224</td>
</tr>
<tr>
<td></td>
<td>Others / Structure</td>
<td>M</td>
<td>625,744</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>575,267</td>
</tr>
<tr>
<td></td>
<td>Other Operations Staff</td>
<td>M</td>
<td>805,136</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W</td>
<td>752,795</td>
</tr>
</tbody>
</table>

Average compensation was calculated considering the basic salary plus any additional amounts paid, taking into account the full-time equivalent actual value of all employees throughout 2019, expressed in local currency.

In 2019, we were able to provide more detailed data. Therefore, data from previous years are not included as they are not comparable. In the same vein, we are working on the development of a corporate tool to provide disaggregated data by sex.

A preliminary study on wage gaps in Peru and Spain was conducted in 2018. However, given the disparity of criteria used, we are still working to harmonize the calculation mechanisms.

Note: Relevant issues are identified in blue.
### MANAGEMENT APPROACH: NON-DISCRIMINATION

#### LAW 11/2018 REQUIREMENT
Application of due diligence on issues related to human rights; risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour. Equality: measures to promote equal treatment and opportunities between women and men; equality plans (Chapter III of the Organic Law 3/2007 of 22 March for effective equality of women and men); measures to promote employment; protocols against sexual and gender harassment, integration and universal accessibility for people with disabilities; policies against all forms of discrimination and, where appropriate, diversity management.

<table>
<thead>
<tr>
<th>Index</th>
<th>Description</th>
<th>Comment</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>406-1</td>
<td>Incidents of discrimination and corrective actions taken</td>
<td>None.</td>
<td>86-87</td>
</tr>
<tr>
<td>407-1</td>
<td>Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk</td>
<td>None.</td>
<td>86-87</td>
</tr>
</tbody>
</table>

#### LAW 11/2018 REQUIREMENT
Universal accessibility for people with disabilities

<table>
<thead>
<tr>
<th>Index</th>
<th>Description</th>
<th>Comment</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>407-1</td>
<td>Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk</td>
<td>None.</td>
<td>86-87</td>
</tr>
</tbody>
</table>

### MANAGEMENT APPROACH: CHILD LABOUR

#### LAW 11/2018 REQUIREMENT
Application of due diligence on issues related to human rights; risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.

<table>
<thead>
<tr>
<th>Index</th>
<th>Description</th>
<th>Comment</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>408-1</td>
<td>Operations and suppliers at significant risk for incidents of child labour</td>
<td>None.</td>
<td>86-87</td>
</tr>
</tbody>
</table>

### MANAGEMENT APPROACH: FORCED LABOUR

#### LAW 11/2018 REQUIREMENT
Application of due diligence on issues related to human rights; risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.

<table>
<thead>
<tr>
<th>Index</th>
<th>Description</th>
<th>Comment</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>409-1</td>
<td>Operations and suppliers at significant risk for incidents of forced or compulsory labour</td>
<td>None.</td>
<td>86-87</td>
</tr>
</tbody>
</table>

### MANAGEMENT APPROACH: SECURITY PRACTICES

#### LAW 11/2018 REQUIREMENT
Application of due diligence on issues related to human rights; risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.

<table>
<thead>
<tr>
<th>Index</th>
<th>Description</th>
<th>Comment</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>410-1</td>
<td>Security personnel trained in human rights policies or procedures</td>
<td>Konecta does not have security personnel within its staff. In Spain, the company works with a large Group that offers different Security services, which is adhered to the Global Compact and enforces the practical implementation of the rights enshrined in the Universal Declaration of Human Rights (UDHR), adopted by the United Nations General Assembly.</td>
<td>86-87</td>
</tr>
</tbody>
</table>

### MANAGEMENT APPROACH: RIGHTS OF INDIGENOUS PEOPLES

#### LAW 11/2018 REQUIREMENT
Application of due diligence on issues related to human rights; risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.

<table>
<thead>
<tr>
<th>Index</th>
<th>Description</th>
<th>Comment</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>411-1</td>
<td>Incidents of violations involving rights of indigenous peoples</td>
<td>None.</td>
<td>86-87</td>
</tr>
</tbody>
</table>
### MANAGEMENT APPROACH: HUMAN RIGHTS ASSESSMENT

#### LAW 11/2018 REQUIREMENT
Application of due diligence on issues related to human rights, risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour, the effective abolition of child labour.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>412</td>
<td>HUMAN RIGHTS</td>
<td>See Corporate Responsibility and Sustainability: UN Global Compact and SDGs.</td>
<td>86-87</td>
</tr>
<tr>
<td>412-1</td>
<td>Operations that have been subject to human rights reviews or impact assessments</td>
<td>See Corporate Responsibility and Sustainability: UN Global Compact and SDGs Code of Ethics for Suppliers</td>
<td>24-28 86-87</td>
</tr>
</tbody>
</table>

#### MANAGEMENT APPROACH: INVESTMENT

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>412-2</td>
<td>Employee training on human rights policies or procedures</td>
<td>Approval of Code of Ethics and employee training on this subject.</td>
<td>24-28 55 56-61</td>
</tr>
</tbody>
</table>

#### LAW 11/2018 REQUIREMENT
The inclusion of social, gender equality and environmental aspects in the procurement policy and the consideration of suppliers and subcontractors’ social and environmental responsibility commitments in our relations, as well as monitoring systems audit and results thereof.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>412-3</td>
<td>Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening</td>
<td>100 % of suppliers are committed to respecting human rights.</td>
<td>4 24-28 83-86</td>
</tr>
</tbody>
</table>

### MANAGEMENT APPROACH: LOCAL COMMUNITIES

#### LAW 11/2018 REQUIREMENT
Impact of the company’s activity on employment and local development; impact of the company’s activity on local populations and on the territory; relations with local stakeholders and dialogue modalities implemented.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>413</td>
<td>LOCAL COMMUNITIES</td>
<td>See Social Action</td>
<td>103-123</td>
</tr>
</tbody>
</table>

#### LAW 11/2018 REQUIREMENT
Relations maintained with local stakeholders and dialogue modalities implemented.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>413-1</td>
<td>Operations with local community participation, impact evaluations and development programmes</td>
<td>See Our Social Dimension: Equality and Integration See Social Action</td>
<td>83-86 103-123</td>
</tr>
</tbody>
</table>

#### LAW 11/2018 REQUIREMENT
Impact of the company’s activity on employment and local development; impact of the company’s activity on local populations and on the territory; relations with local stakeholders and dialogue modalities implemented.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>413-2</td>
<td>Operations with significant actual and potential negative impacts on local communities</td>
<td>See Social Action</td>
<td>103-123</td>
</tr>
</tbody>
</table>

### MANAGEMENT APPROACH: CUSTOMER HEALTH AND SAFETY

#### LAW 11/2018 REQUIREMENT
Systems for handling complaints received and resolution thereof.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>416</td>
<td>CUSTOMER HEALTH AND SAFETY</td>
<td>The services offered by Konecta do not entail impacts on the safety and health of customers</td>
<td>24-28</td>
</tr>
<tr>
<td>416-1</td>
<td>Assessment of the health and safety impacts of product and service categories</td>
<td>The services offered by Konecta do not entail impacts on the safety and health of customers</td>
<td>24-28</td>
</tr>
</tbody>
</table>

#### LAW 11/2018 REQUIREMENT
Incidents of non-compliance concerning the health and safety impacts of products and services.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>414-1</td>
<td>Incidents of non-compliance concerning the health and safety impacts of products and services</td>
<td>No breaches of this kind have been identified</td>
<td>--</td>
</tr>
</tbody>
</table>

**Note:** Relevant issues are identified in blue.
# MANAGEMENT APPROACH: MARKETING AND LABELING

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>417-1</td>
<td>Requirements for product and service information and labeling</td>
<td>Not applicable.</td>
<td>-</td>
</tr>
</tbody>
</table>

**LAW 11/2018 REQUIREMENT**

- Systems for handling complaints received and resolution thereof.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>417-2</td>
<td>Incidents of non-compliance concerning product and service information and labeling</td>
<td>Not applicable.</td>
<td>-</td>
</tr>
<tr>
<td>417-3</td>
<td>Incidents of non-compliance concerning marketing communications</td>
<td>0</td>
<td>-</td>
</tr>
</tbody>
</table>

# MANAGEMENT APPROACH: CLIENT PRIVACY

**LAW 11/2018 REQUIREMENT**

- Systems for handling complaints received and resolution thereof.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>416-1</td>
<td>Substantiated complaints regarding breaches of client privacy and losses of client data</td>
<td>No substantiated complaints occurred in 2019. Moreover, while it is true that there have been six minor security incidents, three of them related to data protection, the company handled and closed them, following the protocols established for such situations without major repercussions.</td>
<td>-</td>
</tr>
</tbody>
</table>

# MANAGEMENT APPROACH: SOCIOECONOMIC COMPLIANCE

**LAW 11/2018 REQUIREMENT**

- Application of due diligence on issues related to human rights; risk prevention of human rights violations and, where appropriate, measures to mitigate, manage and repair any possible abuses committed; reported cases of human rights violations; promotion and compliance with the provisions of the fundamental conventions of the International Labour Organisation concerning respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour, the effective abolition of child labour.

<table>
<thead>
<tr>
<th>GRI Standard</th>
<th>Summary / Description</th>
<th>Comment / Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>419-1</td>
<td>Failure to comply with laws and regulations in social and economic fields</td>
<td>No breaches of this kind have been identified.</td>
<td>-</td>
</tr>
</tbody>
</table>

Note: Relevant issues are identified in blue.
Non-Financial Information Verification Statement

AENOR verification statement for

GMM TOPCO CONEXION, S.L.

concerning the consolidated statement of non-financial information KONECTA CORPORATE RESPONSIBILITY AND SUSTAINABILITY REPORT 2019

according to law 11/2016

for the period ending on December 31, 2019

Madrid, May 20, 2020

Rafael Garzón Mero
Chief Executive Officer

GMM TOPCO CONEXION, S.L. (hereinafter the organization) with registered office at CALLE DE SERRANO, 41 15002, 28001 MADRID and in its behalf, D Jesus V. Barrio-Rivas, in charge of Consejero Delegado. has commissioned AENOR to carry out a verification under a limited level of assurance of its Non-Financial Information Statement (hereinafter ENIF), in accordance with Law 11/2016 amending the Commercial Code, the revised text of the Law on Corporations approved by Royal Legislative Decree 1/2010 of 2 July and Law 22/2015 of 2 July on the Auditing of Accounts, with regard to non-financial information and diversity (hereinafter Law 11/2016).

As a result of the verification carried out, AENOR issues this Statement, of which the verified ENIF forms part. The Declaration is only valid for the purpose entrusted and reflects only the situation at the time it is issued.

The purpose of the verification is to provide the interested parties with a professional and independent opinion about the information and data contained in the organization's ENIF, prepared in accordance with Law 11/2016.

Responsibility of the organization. The organization was responsible for reporting its non-financial information stated in accordance with Law 11/2016. The formulation and approval of the ENIF, as well as its content, is the responsibility of its Governing body. This responsibility also includes designing, implementing and maintaining such internal control as is deemed necessary to ensure that the ENIF is free from material misstatement due to fraud or error, as well as the management systems from which the information required for the preparation of the ENIF is obtained. The organization, in accordance with the commitment formally undertaken, has informed AENOR that no events have occurred, from the date of the close of the financial year reported in the non-financial report until the date of verification, that might require corrections to be made to the report.

Verification in accordance with ISO/IEC 17029:2019 AENOR, in accordance with the aforementioned Act, has carried out verification as an independent provider of verification services. The verification has been developed under the principles of "evidence-based approach" in line with the International Standard ISO/IEC 17001:2018 "Conformity assessment - General principles and requirements for validation and verification bodies".

Likewise, in the verification program, AENOR has considered the international requirements of accreditation, verification or certification corresponding to the information matters contemplated in the Law:

- European Reputation EMAS (Environmental Management System)

Page 1 of 4
Additionally, the criteria and information that have been taken into account as a reference to carry out the Verification Program have been:

1) Law 11/2010 of 29 December, which amends the Commercial Code, the revised text of the Companies Act approved by Royal Legislative Decree 1/2010 of 2 July, and Law 22/2015 of 20 July on the Auditing of Accounts, with regard to non-financial information and diversity.


4) The international standard ISO/IEC 17029:2019 Conformity assessment - General principles and requirements for validation and verification bodies

5) The criteria established by the global sustainability reporting initiative in the GRI standards where the organisation has opted for this recognised international framework for disclosure of information relating to its corporate social responsibility performance.

AENOR expressly disclaims any liability for decisions, investment or otherwise, based on this Declaration.

During the verification process carried out, under a limited level of assurance, AENOR conducted interviews with the personnel in charge of compiling and preparing the Report and reviewed evidence relating to:

- Activities, products and services provided by the organisation.
- Consistency and traceability of the information provided, including the process followed to collect it, sampling information about the reported.
- Completion and content of the statement of non-financial information in order to ensure the completeness, accuracy and veracity of its content.
- Letter of statements from the Administrative Body.

The conclusions are therefore based on the results of this sample process, and do not absolve the Organisation of its responsibility for compliance with applicable legislation.

The personnel involved in the verification process, the review of findings and the decision to issue this Statement have the knowledge, skills, experience, training, supporting infrastructure and capacity to effectively carry out these activities.

CONCLUSION

Based on the foregoing, in our opinion, there is no evidence to suggest that the statement of non-financial information included in the KONECTA CORPORATE RESPONSIBILITY AND SUSTAINABILITY REPORT 2019 and for the year ended December 31, 2019, does not provide accurate information on the performance of OMM TOPOG CONEXION, S.L. and companies referenced in the consolidated non-financial information statement, in terms of social responsibility under Law 11/2010. Specifically, with regard to environmental, social and corporate issues, including the management of equality, non-discrimination and universal accessibility, human rights, the fight against corruption and bribery, and diversity.
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- Our greatest Value, our Human Capital

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