



konnecta

Delivering change where it matters 2024

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MESSAGE FROM THE CEO

To all our stakeholders,

As I address you for the first time as CEO of Konecta, I do so at a truly defining moment – one in which we find ourselves not only witnessing but actively shaping the fast-moving and profound changes transforming our world. There is no doubt that the past few years have been truly remarkable. From a dual perspective, we have simultaneously been observers and active participants in the many rapid shifts brought about, primarily, by technological disruption.

At Konecta, it has been no different. The year 2024 marked a pivotal moment, as we embarked on a deep transformation process, accelerated by technology and driven by artificial intelligence (AI) innovation. Our goal in this process is to consolidate the Group as a global leader in digital customer experience (CX) solutions, underpinned by a strong commitment to sustainability and positive impact.

Our sector is evolving rapidly, propelled by the advancement of AI, and in this context, our ambition is clear: to combine the power of digital services and AI with human talent to deliver truly distinctive and transformative experiences.

This year, we have achieved key milestones. We launched Katalyst 2028, our new strategic plan that outlines our roadmap for the coming years. This plan revolves around three key pillars: redefining CX through AI-driven innovation, our global expansion, and a deep focus on upskilling our workforce.

Aligned with this strategy, we created Konecta Digital, a specialized business unit leading our offering of advanced services based on AI, digital solutions, and consulting.

This structural transformation is core to our commitment to supporting companies to navigate the future of CX. Through strategic partnerships and operational excellence, we provide comprehensive support to our global clients across all geographies.

Energy efficiency
improvements – 95% LED
lighting coverage.

We currently operate in 26 countries, continuing to strengthen our presence in strategic markets such as the United States, the Middle East, and South Africa, while consolidating our position in key markets, like Spain, Italy, Colombia, Argentina, and Peru.

In 2024, we also maintained a strong contract renewal rate of more than 95%, reflecting the continued trust and satisfaction of our existing clients. Additionally, we welcomed new clients, which already represent 50% of the contracts signed during the year, highlighting the dynamism of our offering and its growing adoption in the global market.

This new reality requires a diverse workforce with varied capabilities, and remote work enables us to access those profiles.

That is why we are advancing our people strategy, supporting the talent of our more than 116,000 employees, united by a shared vision: to improve people's lives through smarter, more human, and more sustainable experiences.

We continue to invest in our people, in their training and development, by strengthening and transforming profiles to build strong digital capabilities and deliver top-level service and guidance to our clients.

Our commitment to sustainability remains a fundamental pillar of our strategy. This year, we made progress across our environmental, social, and governance goals, driving initiatives in training, wellbeing, emissions reduction, and social impact in the communities where we operate.

Across our environmental ambitions, we reinforced our efforts to combat climate change by strengthening our decarbonization strategy. In 2024, we kept our carbon footprint at 61,964.94 tons of CO₂e, while increasing the use of renewable energy, which now accounts for 25% of our electricity consumption. These efforts, alongside energy efficiency improvements – such as 95% LED lighting coverage – bring us closer to our targets established in alignment with the Science-Based Targets initiative (SBTi).

On the social front, our impact translated into 99,856 new hires during 2024, including 8,913 people from vulnerable groups.

Diversity, inclusion, and equal opportunity remain fundamental principles of our culture and guide all our business practices.

Konecta is home to professionals from many countries, capabilities, and generations. With more than 65% women in our workforce, diversity, equal opportunity, and non-discrimination are embedded in our company culture. We are an open and inclusive organization that values experience, commitment and multiculturalism in our human capital.

We once again adhered to the United Nations Global Compact, reaffirming our founding member status in the Spanish network since 2004.

We are also deeply committed to society. Whether directly or through Konecta Foundation, we promote the social and labor inclusion of groups at risk of exclusion through innovative approaches and grassroots alliances. We aim to contribute to the development of the countries where we operate, by creating jobs, hiring local suppliers, and supporting community-focused social initiatives that improve quality of life.

In 2024, we once again adhered to the United Nations Global Compact, reaffirming our founding member status in the Spanish network since 2004. We remain fully committed to the Ten Principles it set across Human Rights, Labour, Environment, and Anti-Corruption, as well as to the Sustainable Development Goals (SDGs).

None of this would be possible without the commitment, professionalism, and energy of the people who make up Konecta. Each of our employees, clients, partners, shareholders, and allies is fundamental to our transformation. Their trust drives us to keep moving forward.

Looking ahead, we are confident that we have the vision, capability, and team to continue leading the transformation of our industry.

The best of Konecta is yet to come.

Nourdine Bihmane

Chief Executive Officer



Scope of the report

This report reviews Konecta's sustainability performance across our operations in all the countries where we maintain a presence.

It covers each of the ESG (Environmental, Social, Governance) pillars, taking into account information from all the countries where we operate and the material issues identified. This reflects our commitment to transparency with all stakeholders.

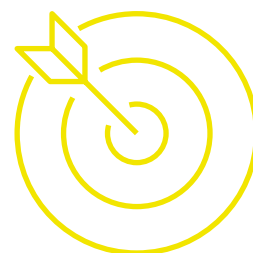
Information presented encompasses all the activities carried out by the Group during the fiscal year 2024 (1 January 2024 to 31 December 2024), with some previews of initiatives developed in 2025.

Key milestones: a year of transformation

The integration of Comdata, following its acquisition in October 2022, has contributed to the Group's EBITDA growth and an improvement in our operating margin. This integration provided us with a solid financial base to scale our transformation, drive the development of AI solutions, and strengthen our position as one of the foremost players in the global CX industry.

Throughout the 2024 fiscal year, we enjoyed strong commercial momentum, allowing us to expand our portfolio with new client wins representing 50% of Konecta's pipeline. This, together with the loyalty of existing clients and a contract retention rate of over 95%, is testament to clients' satisfaction with the service we offer them.

In 2024, we completed most of the actions set out in our strategy and action plan for the integration of Konecta and Comdata. This strategy, which takes into account the individual characteristics of both Groups, aims to unify and standardize our models and processes, and to establish a value offer and single operating model for all our clients, regardless of their geography.



Business

1,991,311	1,998,483	16,732	10,257	26	200
revenue (thousands of Euros)	economic value distributed ² (thousands of Euros)	income tax paid (thousands of Euros)	subsidies received (thousands of Euros)	countries	centers

Environment

61,964.94 tCO₂e of emissions	25% of electricity consumption comes from renewable sources	95% LED coverage	77% of hazardous waste recycled
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People¹

116,972 Group employees	65% women	1,813 workers with disabilities	96 hours of training on average per worker	450 Donated (thousands of Euros)
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Governance

Standardization of the supplier approval process	Chief Information Security Officer to strengthen cybersecurity	Identification and assessment of ESG and criminal risks
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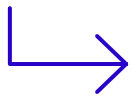
¹The headcount data provided in the table refers to the number of employees at 31 December 2024.

²The economic value distributed is understood as the sum of supplies, personnel costs, other operating expenses, financial income and financial expenses.

BUSINESS MODEL



Konecta is a leading provider of digital CX services and solutions with an established presence in multiple regions including Latin America ('Latam'), Europe, and Africa, and an expanding presence in other markets such as the United States and Middle East. We have:



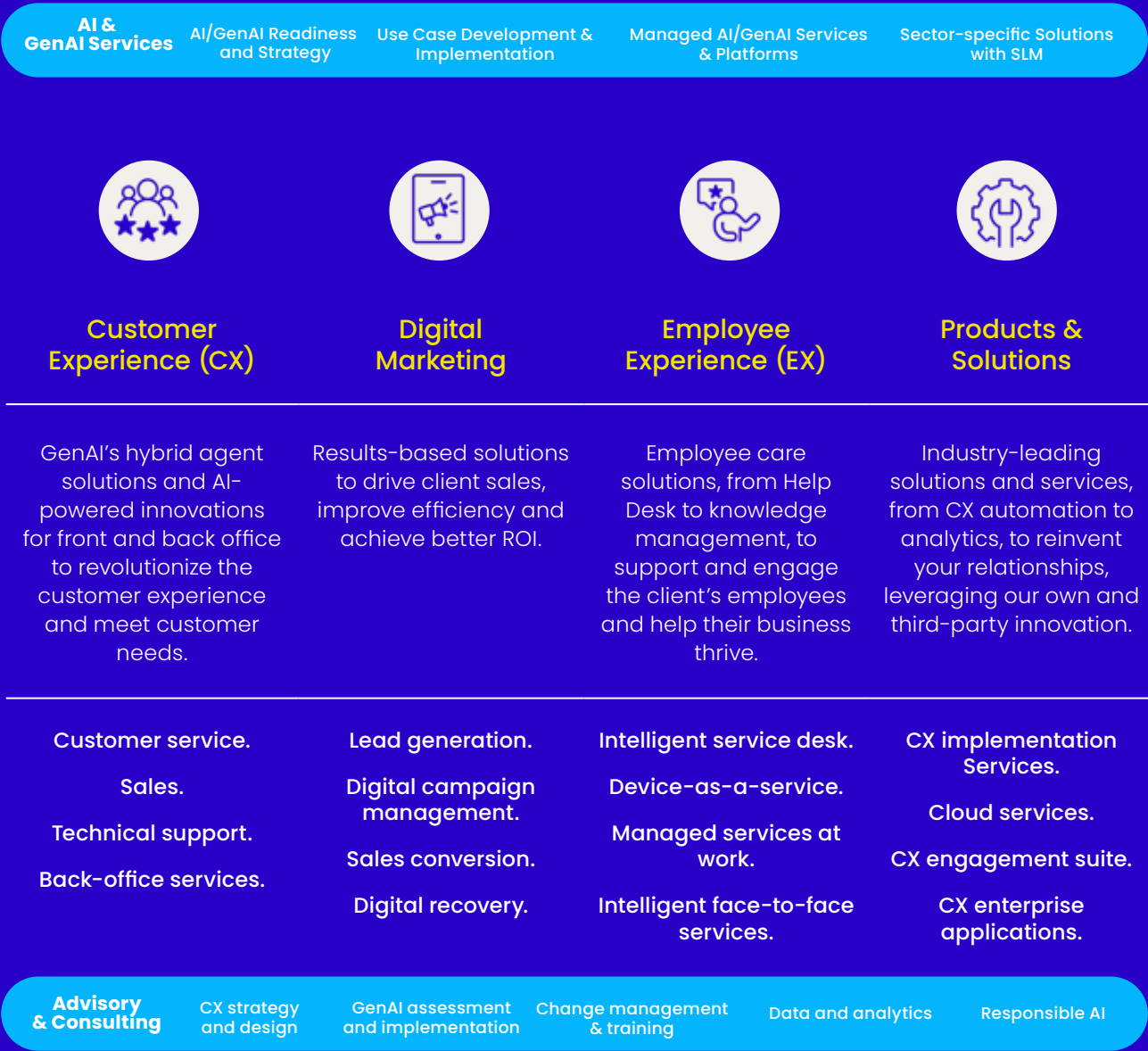
More than 500 customers, including leading companies in sectors such as telecommunications, energy, banking, automotive and mobility, and e-commerce and retail.

A contract renewal rate of over 95%.

A network of technology hubs developing solutions for automation, robotization, digital services, big data and AI.

A record of sustainable business growth based on profitability, quality, ethics, transparency, diversity and equal opportunity, minimization of environmental impact, and collaboration for community development.

Our solutions and services cover the entire client lifecycle, with an integrated and digital omnichannel offering aimed at improving the efficiency of their processes, accompanying the evolution of their services, and accelerating their AI and GenAI journeys.



Transformation in the face of industry trends

In an increasingly competitive and global marketplace, businesses must differentiate and transform themselves to remain relevant. This means:



Putting the customer at the centre of their strategy, using personalization to improve the CX and drive sales.

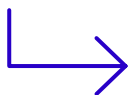
Going further on operational excellence, efficiency, and scalability.

Having a clear purpose to create value for themselves, their employees, and society.

In all these respects, we are powered by Konecta's existing strengths, including our customer-centric mindset, strong marketing positioning, and culture focused on delivery and performance management. However, to compete and create value in future also requires us to capitalize on new trends, driven in many cases by the GenAI revolution.

Konecta's response: Katalyst 2028

After more than two decades of organic and inorganic growth at Konecta, we are responding to those trends and opportunities with activity on three main axes:



Strategic reorganization including the appointment of a new CEO in 2024.

Reinforcement of talent in key areas including technology innovation.

Strategic alliances with global and emerging leaders and innovators in all areas of digital transformation and hybrid experience, focusing on the integration and deployment of GenAI solutions on a large scale.

To deliver these plans for transformation, in 2024 we developed and defined Katalyst 2028, our new three-year strategic plan to:

01

→ Redefine the CX

The new strategy aims to transform the experiences our clients can offer, improving efficiency, optimizing the CX, and generating significant savings through AI-driven innovation. Our next-gen solutions and tools will combine Konecta's leadership in consulting, CX, and digital services with technology solutions from our global partners - including through the collaborations with Uniphore and Google Cloud announced in 2024.

02

→ Drive transformation with Konecta Digital

One of the pillars of Katalyst 2028 is the creation of Konecta Digital, a business unit dedicated to leading the transformation of the Group through AI-based solutions and digital strategies. The global unit will develop and expand innovative services including GenAI, systems integration, employee experience solutions, and cybersecurity, working closely with technology leaders such as Google Cloud and AWS to integrate GenAI with the best human talent.

03

→ Expand global reach

Under our new strategy, we will strengthen our presence in established markets such as Spain, Italy, Colombia, Argentina, and Peru, while also advancing into regions with growth potential. From late 2024, we have expanded in new markets such as Egypt, India, and South Africa and built up our position in English-speaking regions.

04

→ Improve skills for the digital age

Recognizing the growing importance of AI skills in the sector, the strategy sets out our route for investing in talent across the Group. As part of our partnership with Google, up to 500 Konecta engineers will be certified in Google Cloud technologies, helping to drive the development and implementation of more personalized and efficient next-generation AI solutions for clients.

Reflecting our transformation strategy and digitalization journey, in early 2025 we launched Konecta's dynamic new brand identity, designed and developed throughout 2024.

OUR SUSTAINABILITY STRATEGY



Corporate sustainability roadmap

Konecna is committed to a responsible business model, aligned with the UN Sustainable Development Goals (SDGs) and the 2030 Agenda for societal progress.



Corporate Governance SDG 16 and 17

Business development with transparency criteria

Raising awareness of key stakeholders on ethical issues.



Social SDGs 3, 4, 5, 8 and 17

Commitment to diversity and equality

Culture of safety, health, and wellbeing at work

Improving leadership competencies across the Group

Integration of groups at risk of exclusion

Strategic alliances to enhance initiatives

Promoting solidarity among staff



Environment SDGs 7, 11, 12 and 17

Reduction of resource and energy consumption

Reduction of CO2 emissions associated with Group activity

Our sustainability management model enables an organized and coherent response to the Group's commitments, and to the risks and opportunities we face. Through the implementation of policies, strategies, and objectives, this system can be scaled throughout the organization.

To ensure the integration of our sustainability commitments, the Corporate Sustainability department manages the Group's ESG strategy for deploying initiatives to achieve the targets set and standardize practices among subsidiaries.

In addition, country teams support the implementation of these strategies at local level and follow up on the activities developed.

Materiality analysis

The management of sustainability issues is based on a materiality analysis, which incorporates both stakeholder expectations and the identification of the real and potential impacts of Konecta's activity on people and the environment.

Konecta has been carrying out this analysis since 2016, with regular updates. As of the fiscal year 2022 and in anticipation of the entry into force of the Corporate Sustainability Reporting Directive (CSRD), work began on our double materiality study, with a strategic focus, identifying:



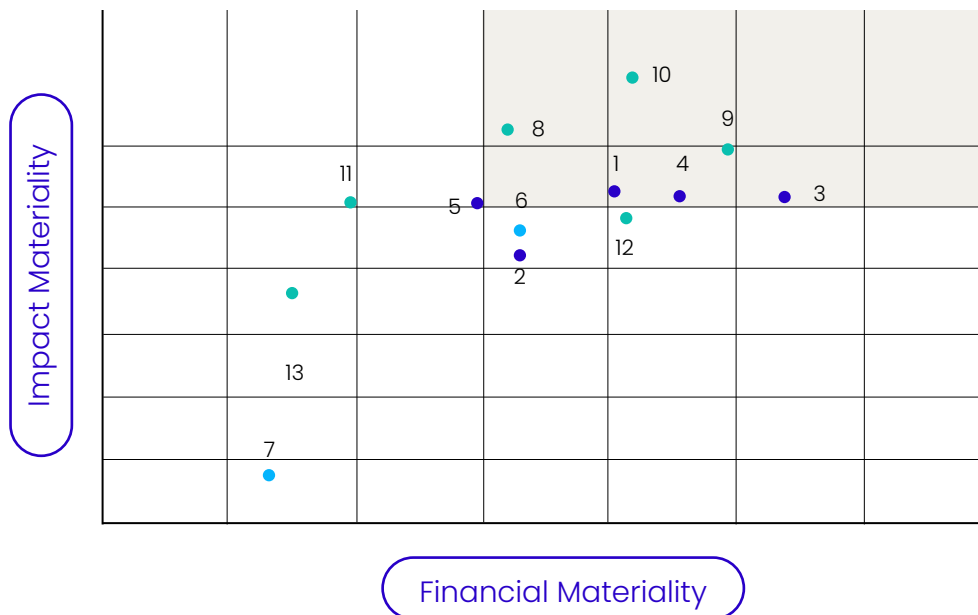
Positive and negative impacts (Konecta's impact on the external environment).

Risks and opportunities for the business (the impact of the external environment on Konecta).

This enables us to adapt our response to changes both internally and in the context of the organization, aligning our business with global trends. The view it provides of impacts, risks and opportunities facilitates the integration of ESG issues into our risk systems and the implementation of action plans.

During 2024, we updated our double materiality study in order to ratify the continued validity of its results.

Relevant topics for Konecta

→ **GOVERNANCE DIMENSION**

- 1. Governance and risk management
- 2. Ethics and compliance
- 3. Information security and confidentiality
- 4. Economic growth, technological innovation and new markets
- 5. Communication and transparency with stakeholders

→ **SOCIAL DIMENSION**

- 8. Occupational health and safety
- 9. Attracting and retaining talent with quality employment and decent remuneration
- 10. Equality, diversity and non-discrimination
- 11. Social commitment
- 12. Quality service and customer satisfaction
- 13. Supply chain

→ **ENVIRONMENTAL DIMENSION**

- 6. Decarbonization strategy
- 7. Environmental management

GOVERNANCE STRUCTURE



Ultimate responsibility for Konecta's strategy sits with our Board of Directors. This oversees the strategic orientation and implementation of the Group, in accordance with the interests of our shareholders and taking into account the social and environmental aspects linked to the business.

In carrying out Senior Management functions, the Board of Directors is assisted by our Executive Committee (Exco). This meets fortnightly to study, analyze, and assess the day-to-day running of Konecta, our business plan, our corporate development, and any other matters of relevance. It has several corporate committees that support the work and decision-making of the governing bodies.

Board of Directors at 31 December 2024

José M^a Pacheco	Chairman (non-executive and non-independent)	Founder and Chairman. Economist with extensive experience in international senior management. Investor in sectors such as real estate, agri-food, mobility, and leisure and tourism. Recognized for his social and business work with awards such as the Medal of Andalusia for Human Values and the Medal of the City of Seville.
Nourdine Bihmane (*)	Chief Executive Officer (executive and non-independent)	More than 25 years of global experience in technology and IT services. Expert in digital transformation and leadership. President of "Les Entretiens de l'Excellence", an international educational association. Engineer by CNAM and certified in Digital Leadership by INSEAD.
Jesús Vidal Barrio (*)	Chief Executive Officer (executive and non-independent)	Specialist in CX and BPO, with previous experience in Santander Consumer Finance and audit at Peat Marwick. Economics Degree from Universidad Complutense and Executive MBA from Instituto de Empresa.
Jaime Chocrón	Vice-President (non-executive and non-independent)	General Manager and Head of Iberia at ICG, leading investments of over EUR 3 billion in the region. Previously in investment banking at JP Morgan in London. Degree in Business Administration from ICADE.
Rosa Queipo de Llano	Director (non-executive and non-independent)	General Manager of Legal Affairs, Compliance and Sustainability at Konecta. With solid experience in corporate and financial law. Degree in Law from the University of Malaga.
Javier González	Director (non-executive and non-independent)	Associate Director at ICG with private equity experience in Spain and Portugal. Previously at Magnum Capital and Rothschild. Degree in Business Administration from the University of Deusto.
Raquel Serradilla	Director (independent)	More than 30 years of experience in IT and contact centers, with a strong international profile. Computer Engineer from the Polytechnic University of Madrid and leadership training at ESADE and IESE Business School. Expert in governance and diversity.
Ignacio Hornedo	Secretary non Director	

Delegated committees of the Board of Directors

→ Executive Committee

Assists the Board of Directors in the performance of its Senior Management duties. It maintains constant communication with the Board on key issues, and meets in the months when there are no Board meetings.

→ Corporate committees

Business/ Financial Review for Europe (Iberia, FSM, ISM, GC, ROE) Business/ Financial Review for the Americas IT Committee for Europe	IT Committee for Iberia and the Americas Human Resources Committee Purchasing Committee Sustainability Committee
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→ Sustainability Committee

At corporate level, Konecta’s Sustainability Committee is responsible for developing the objectives set and reporting to the Board of Directors on progress in this area.

The Committee meets every six months and is made up of representatives from the main areas of Konecta, led by the General Secretary of the Executive Committee and member of the Board of Directors responsible for Legal advice, Compliance and Sustainability areas.



Risk management and control mechanisms

Konecta's risk management model is designed to identify and assess our business risks and establish the appropriate control mechanisms.

The nature of our business model and activities mean that data security, cybersecurity, customer expectations, IT, and talent issues are dominant risks throughout the Group. Criminal risks, although less predominant, are relevant because of their potential consequences for the company. Climate risks also apply, due to the potential direct impact of adverse weather effects (droughts, heat waves, floods, etc) on our operations and supply chain.

Business continuity management

Ensuring business continuity and responding to unexpected situations or crises are key to maintaining customer satisfaction and minimizing risks to our operations and reputation. The Group has Business Continuity certifications in accordance with the ISO 22301 standard in Chile, Spain, Italy, Morocco, Mexico, Peru, Portugal, Romania, Turkey, and the United Kingdom.



Ethics and compliance

Underpinning our compliance culture at Konecta is a robust compliance program covering all areas of the business. This aims to reinforce the confidence of our stakeholders and is designed to prevent and detect any irregularities that could affect our reputation or performance. These include the risks of non-compliance with regulations, internal commitments, criminal risks, or increased regulatory pressure.

The program is global in nature and adaptable to the particularities of each jurisdiction. To ensure Group-wide compliance with its principles and to embed compliance into everything we do, we have comprehensive action plans in place. These include:

- Awareness and training programs to reinforce best ethical practices.
- Standard contractual clauses integrated into agreements, ensuring alignment with our ethical commitments.
- Confidential reporting channels to promote transparency and accountability.



Since 2023, Konecta's "Information Channels" platform has been available on our corporate website, allowing employees, suppliers, and other stakeholders to confidentially report any irregularities or possible violations of our policies. This is an effective mechanism to promote transparency and trust among all our stakeholders.

Commitment to human rights

Konecta respects, safeguards, and promotes human rights in all the regions where we are present, and we pay special attention to the rights of our employees and collaborators in all those locations.

Through our general Compliance Program and Human Rights Policy, we promote compliance with the rights recognized globally in the Universal Declaration of Human Rights and the principles set out in the UN Global Compact, to which we have been committed for over 20 years.

Cybersecurity management

Information is fundamental for Konecta, as a strategic and sensitive asset. For this reason, we have a comprehensive strategy promoting confidentiality, cybersecurity, and the protection of personal data.

At the end of 2022, we put in place a dedicated Security and Cybersecurity Policy. This serves as a reference framework to guarantee the integrity, privacy, and confidentiality of information based on current legislation, through general principles of action.

We have also defined an inventory of specific information security risks, with the aim to progressively increase the number of facilities eligible for ISO 27001 certification. Our facilities in Albania, Argentina, Brazil, Chile, Colombia, Spain, Guatemala, Italy, Morocco (Tangiers), Mexico, Portugal, Peru, Czech Republic, Romania, El Salvador, Turkey, and the UK are certified, and our French-speaking region (France, Belgium, Madagascar, and our other locations in Morocco), joined that list in 2024.

Additionally, our Framework Policy on Privacy and Confidentiality aims to ensure appropriate, lawful, fair, and transparent processing of the personal data of customers, employees, and suppliers. This policy is based on the General Data Protection Regulation (GDPR), the strictest international standards, and the local laws applicable in each jurisdiction.



OUR PEOPLE



Nurturing our team

During 2024, we consolidated our People Strategy, a global human resources (HR) strategy designed to build strong collaboration between local and global, strengthen the commitment and wellbeing of our team, and address the challenges and opportunities linked to talent management – all with the ultimate goal of ensuring we deliver the highest-quality services.

• Better match**Connecting with talent in the best possible way.**

We have reinforced our approach to attracting, inspiring and retaining the best professionals, by opting for a talent acquisition model based on:

- Outsourcing through digitized processes and a new value proposition.
- Internal promotion and guaranteeing opportunities for professional growth.
- Campus management and strengthening the relationship with universities and training centers.

In addition, work continued to strengthen Konecta's employer brand, with the deployment of campaigns aligned with

the new corporate identity, and the development of a coherent and attractive employee value proposition (EVP) in key markets. Internal communication is positioned as an essential element to ensure alignment of messages and to gather feedback from teams. We have also continued to strengthen Konecta's employer brand, with the deployment of campaigns aligned with the new corporate identity, and the development of a coherent and attractive employee value proposition in key markets. Internal communication is positioned as an essential element to ensure the alignment of messages and to gather feedback from teams.

• Better place**Creating the best possible environment for our talent**

We are seeking to improve the employee experience through:

- Continuous monitoring and analysis of team satisfaction and wellbeing.
- Fostering a common and positive organizational culture.
- Development of diversity, equality, and inclusion (DEI) policies and initiatives, ensuring that every member of the team feels valued and included, regardless of their background or identity.

• Better growth**Empowering the best possible version of our talent**

- Learning and development programs with a focus on leadership, digital competencies, and adaptations to GenAI.
- Strengthening talent management and recognition and reward processes, promoting fair remuneration and competitive benefits.

→ Managing change

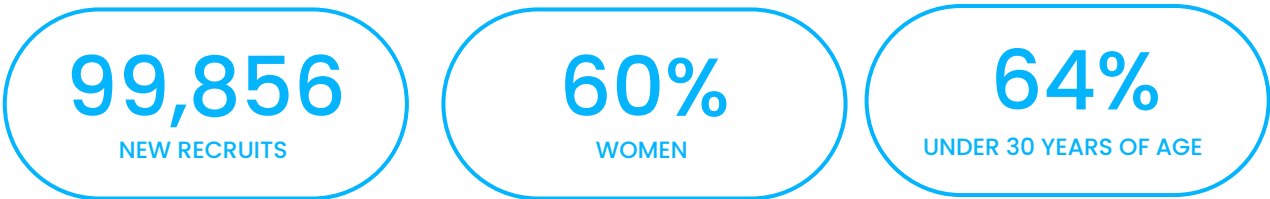
The CX digital solutions and service delivery sector operates as a changing landscape, driven by customer demands and advances in digital transformation.

In order to adapt to and thrive amid these new realities, Konecta has created a senior Change Management role, integrated into its HR structure. Through this role, we promote the coordination of key initiatives and facilitate communication between teams.

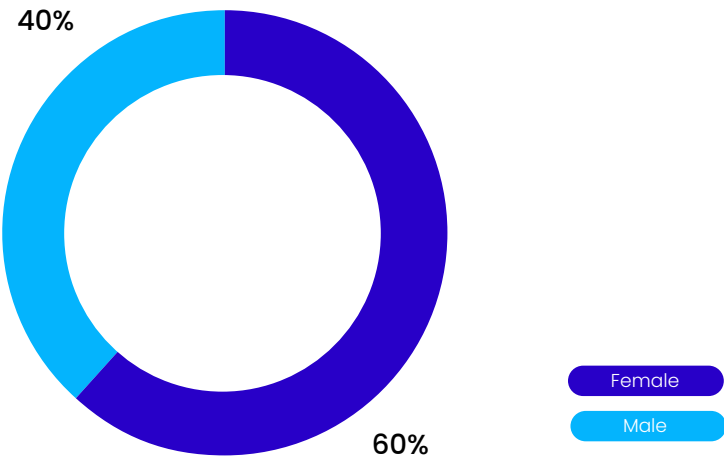
Attracting and retaining talent

One way in which we navigate change is through offering quality employment and decent remuneration to our people, promoting equal treatment, generating equal employment opportunities and encouraging internal promotion.

During 2024, there were 99,856 new recruits, of whom 60% were women, the same level as in 2023. Almost two-thirds (64%) were under 30 years of age, 2% lower than in the previous year.



New recruits by gender 2024 (%)



Recognizing talent

Our recognition strategy helps to improve talent satisfaction and retention, through a variety of initiatives and activities.

Among them is our annual “Inspiring Talent” event, in Spain, that highlights and celebrates the achievements of employees in relation to our challenges. Its purpose is to motivate continuous effort, encourage commitment, and provide opportunities for growth within the company.

During 2024, we successfully implemented a Global Variable Incentive Plan in all countries where we operate. This is based on sustainable financial principles and the alignment of individual objectives with business results.

Through the promotion of these and other initiatives aimed at talent recognition, satisfaction and retention, we have reduced the voluntary turnover rate on an annual basis.

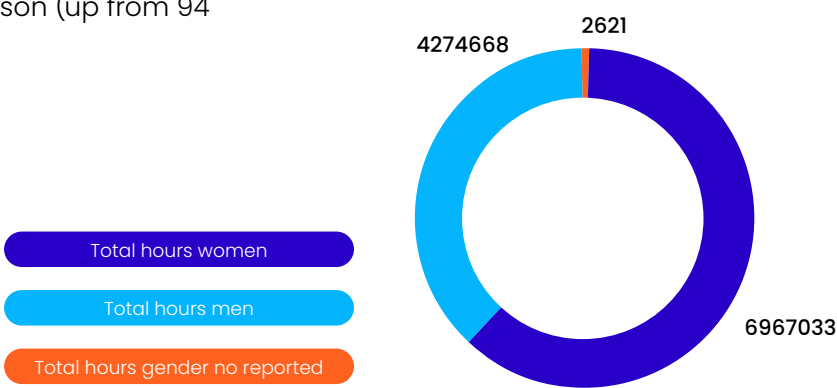
→ Learning and professional development

In a changing market and technology context, it is essential that our staff have competencies and skills that are up to date and appropriate for the requirements of their roles. Our training plans are adapted to the realities of each position and country, and are designed to:

- Ensure we have the necessary skills in place for each job.
- Develop the optimal strategic, business, and individual competencies for our business needs.

In 2024, over 11.24 million training hours were delivered, with an average of 96 training hours per person (up from 94 hours in 2023).

Hours of training by gender 2024



Empowering talent

In 2024, our main training initiatives included:

- 01 Top Talent:** This initiative seeks to transform leadership and foster growth through self-awareness and strategic competency development. In 2024, the focus was on leadership development and strategic agility, with 50 key talents from the Americas participating in a program that included language skills enhancement, preparation for global initiatives, and mentoring.
- 02 Konecta AI and GenAI Academy:** We are developing AI skills at all levels, providing structured training aligned with our business strategy. In 2024, 649 people enrolled, with a 42.7% completion rate. The training is set to continue, with a focus on change management and effective internal communication.
- 03 Speexx Global Language Skills:** This language training program, launched in 2022, aims to improve employees' language proficiency, foster internal and external collaboration, and reinforce a corporate culture focused on English proficiency. Over 500 participants in 10 countries have been involved, with an attendance rate of 75% and a satisfaction rating of 8/10.
- 04 Sales Excellence:** This training initiative standardizes sales practices and improves technical and interpersonal skills. It also promotes the creation of a Global Sales Community that unifies sales activity worldwide. In 2024, the program involved 130 salespeople from 16 countries, with an attendance rate of 88% and an average satisfaction rating of 8/10.
- 05 DidactiK! – Digitization of Learning:** This corporate tool facilitates the global management and digitization of training, offering on-demand training and advanced analysis options. In 2024, the platform had a total of 177,510 users in 19 countries, and the course enrolment rate continued its upward trend, reaching a total of 529,150 completed enrolments, an increase of 22%. The creation of 3,923 new courses brought the total number of courses on the platform to 14,271.

In addition, the individual countries where we are present implement their own development and training plans to meet their local needs – for example, offering coaching and support to their employees or developing training in digital skills, soft skills, languages, leadership, or health and safety.

Work-life balance and flexible working

Konecta promotes a working culture that facilitates work-life balance, recognizing the positive impact of good time management and digital disconnection on the health, wellbeing and productivity of our teams.

Where possible, we facilitate remote or hybrid working in all our operations. In 2024, 31.8% of the workforce performed their jobs in these modes: 24% remotely and 8% in hybrid remote/on-site mode. This maintained the trend in 2023, when 31.4% of the workforce performed their duties remotely or in hybrid modes.

Our global Digital Disconnection Protocol defines guidelines and limits on the use of digital devices and electronic communications outside working hours.

In addition, we offer a variety of work-life balance measures, such as maternity and paternity leave, family-friendly hours and shift patterns, and remote and hybrid working. Adapted to different countries' regulations and cultures, and often going beyond what is required by law, these local measures are empathetic and creative in terms of meeting local needs. For example:



Argentina: Konecta offers extended paternity leave, beyond what is required by law. We also offer benefits for new mothers such as mother and baby kits, financial support for childcare, and teleworking options.



Brazil: Our Mamãe K program is designed to help, support, and guide employees through the term of their pregnancy.





Colombia: Benefits include half-day leave for children's birthdays, phased return from maternity and paternity leave, and special hours during school breaks.



Hungary: Flexibility in shift planning is available, with employees able to tell us about their needs and have these taken into account, and we also offer part-time (4-6 hours) contracts.



Morocco: In addition to extended maternity and paternity leave and flexible working, we offer remote working options to cover health or personal situations, and employee awareness and wellness programs.



Peru: Benefits include additional paid maternity and paternity leave, special leave for employees in situations of terminal illness, holiday workshops for employees' children, and the extension of the breastfeeding period.



Romania: Employees can adjust their working hours to meet personal and family needs, with the option to work from home where possible. There is also paid leave for specific family events and additional leave for carers.



Spain: Work-life balance measures include flexible working hours for school tutoring and child adjustment periods, childbirth preparation classes for the non-pregnant parent, and options for reduced hours and family-friendly holiday arrangements.



Safety, health and wellbeing in the workplace

Ensuring health, safety, and wellbeing in the workplace is essential not only to protect our people but also to ensure the continuity of our operations.

Konecta's Global Occupational Health and Safety (OHS) Policy is therefore based on principles such as:

- Elimination and assessment of risks.
- Adapting work to the individual.
- Preventive planning.
- Workers' involvement.
- Ongoing training and information.

The company promotes the continuous improvement of its health and safety standards and has ISO 45001:2018 certification, the highest international standard in this area, in Argentina, Czech Republic, Peru, Turkey, Italy, and, since 2024, Chile. This certification covers more than 27% of Konecta's sites. For its part, Colombia has implemented a management system in accordance with Decree 1072 of 2015, certified by the Aseguradora de Riesgos Laborales. In the case of Spain, the management system is backed by a Regulatory Audit of Occupational Risk Prevention, carried out and certified by AENOR.

Health prevention

Our approach to preventive management is based on periodic assessments of the risks associated with our jobs, considering criteria such as probability and consequences. We complement this with:

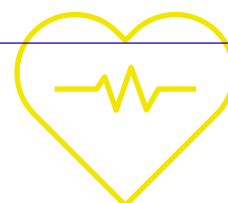


Prevention plans.

Environmental measurements (CO₂ levels, lighting, noise).

OSH training, face-to-face or online (through our Didactik platform).

Involvement of workers through Health and Safety Committees in 66% of the countries where we operate.



Notable initiatives at regional level include:

Brazil: We have a massage project offering short sessions in the workplace to help reduce stress, prevent muscle injuries, and improve employees' wellbeing. It also promotes the inclusion of visually impaired people in the workplace.

Spain: We offer specific training such as voice care, ergonomics, carpal tunnel, and first aid.

Madagascar: We organised an awareness workshop on breast and cervical cancer; 66 screening tests were carried out.

Wellbeing and stress at work

We have a number of measures in specific locations to prevent work-related stress and promote wellbeing, ranging from workshops to health promotion campaigns. These include the following:

Argentina: Employees have access to the "Enjoy" programme with nutrition solutions and wellbeing support, while the "Estamos con Vos" (We are with you) program offers a space dedicated to caring for employees' emotional and psychological health.

Brazil: In addition to workshops on mental health and suicide prevention, there was a masterclass on emotional management.

Colombia: The "Armoniosamente" stress management program and Zentir tool encourage employees to express their emotions and discuss them through a virtual assistant.

Morocco: There are regular workshops on relaxation techniques, headaches, hydration, detoxification, and healthy living, in addition to a "Health and Wellness Center", led by an occupational physician and health advisor.

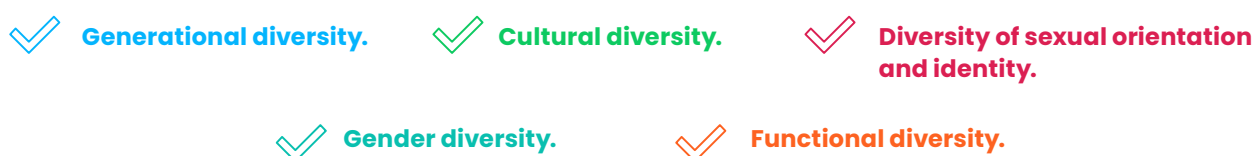
Peru: The team here is developing the "Mi Salud, Mi Vida" (My Health, My Life) program that includes fully trained staff, psychological consultations, and prevention campaigns.

We also emphasize to our suppliers the importance of actively engaging in the development of protocols and conditions that support the health and safety of workers. This ensures that the execution of projects, procurement and installation of equipment, and activities involving external personnel are carried out under strict health and safety standards.

Diversity, equality, and inclusion: our strengths

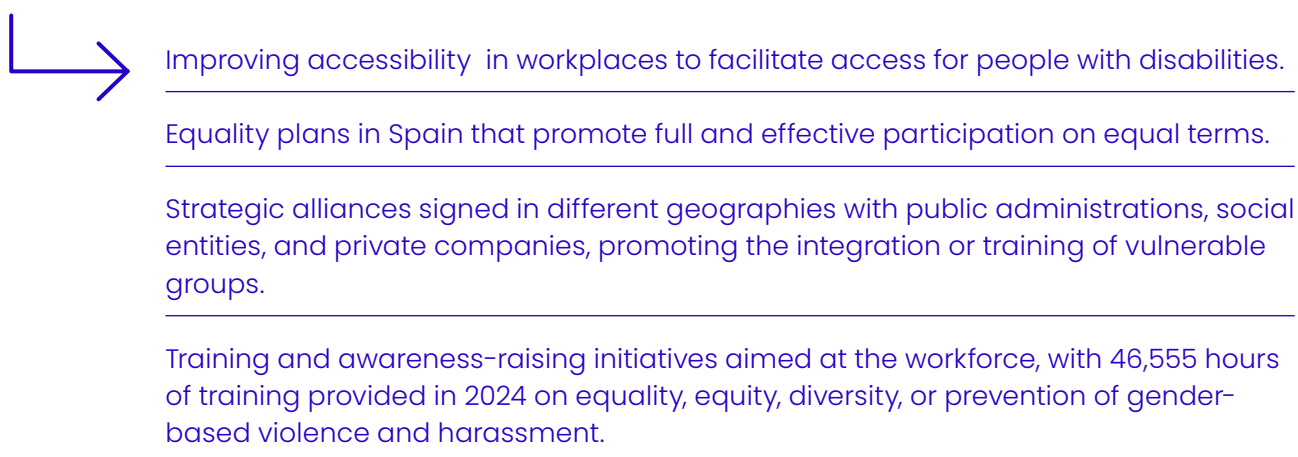
Diversity adds value to Konecta and reflects the plurality of our customers and the geographies where we operate. For this reason, we promote a culture based on equal opportunities, with the aim of creating a working environment where each and every person feels valued, understood, and represented.

Our Diversity Policy, which is applied across all our HR processes and procedures, is structured along five axes:



We complement this commitment with our Human Rights Policy, Code of Ethics, and Recruitment and Selection Policy, ensuring the absence of bias in recruitment, promotion, and professional development processes.

In 2024, women accounted for 65.11% of our global workforce, with the figure remaining at similar levels to 2023 (65.44%). The percentage of women in management positions at global level reached 30%, and their representation on the Board of Directors to the end of the year was 29%. Our ongoing initiatives to promote diversity, equality, and inclusion include:



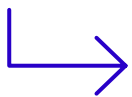
A comparison of the average remuneration received by men and women in 2024 shows an overall difference of 10%, 3 points lower than in the previous year, reflecting our commitment to continuous improvement in this area.

People from vulnerable groups recruited over 2024

Konecta's job placement programs for people from vulnerable groups combine various initiatives, from participation in job fairs and direct recruitment to tailored selection processes.

In Brazil, Konecta is working with PagBank and the NGO G10 Favelas to open a work platform in Paraisópolis, the second largest favela in São Paulo. Our aim is to revitalize the local economy, promote access to employment, and improve employees' quality of life by enabling them to work closer to home. In the first phase, 17 people have been hired, 16 of them women, many of whom live in extreme poverty or on low incomes.

Training programs are also in place in our different locations to facilitate the workforce integration, employment and training of disadvantaged groups. Stand-out examples include:



Konecta Foundation's Professional Training School in Spain, providing contact center training to groups at risk of exclusion, in addition to the Foundation's Digital Training School in collaboration with IBM. Results from the 2023/24 academic year include 550 vulnerable and unemployed people trained in commercial skills, and 170 students joining Konecta's jobs bank.

The InKluye project, implemented in Peru since 2012, offers training in soft skills to promote the employability and workforce integration of groups at risk of exclusion.

Training program in French and customer relationship management (CRM) with the Akamasoa Humanitarian Association (Madagascar), helping disadvantaged young people to access job opportunities at Konecta.

Inclusion program in Colombia focusing on the employment of vulnerable women, people with disabilities, victims of violence-displacement, people over 45 years of age, Afro-descendants, migrants, and young people.

Collaboration in Peru with Amazon Web Services (AWS) to train women in STEM skills, offering specialist technology courses for Konecta employees and family members aged 13 and over.

Training project in Brazil with the NGO Amor Philia, aimed at women in vulnerable situations in the communities of São Paulo. The initiative has trained more than 100 women, 20% of whom have found employment.

The inclusion of people with disabilities is a cornerstone of Konecta's social and labor insertion programmes, and we strive to create inclusive and accessible workspaces in the countries where we operate. For example:



Argentina has developed an Inclusion Policy for Persons with Disabilities.



Chile has developed strategic agreements with specialist entities, Sofán and Teletón. Through these, we have trained more than 4,000 employees.



Czech Republic has its own social company, Konecta PRO, where people with disabilities make up more than 80% of the workforce.



France adheres to the national TH agreement with the French government to regulate the employment of people with disabilities and issues related to areas like recruitment and promotion of health at work.



Slovakia works with the Slovak Union of the Blind and Visually Impaired to facilitate access to work for visually impaired people.

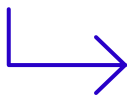
Other measures aimed at achieving a diverse and inclusive workspace include:

We have an internal process to support transgender workers in Spain, and we send job offers to associations to recruit candidates with this profile, raising awareness of LGTBI rights among staff.

Our initiatives to counter gender and domestic violence include an awareness-raising campaign and listening channel, “IoCiSono”, in Italy to raise awareness and provide information on how to detect situations of violence, and a program in Peru to stamp out gender violence.

Our teams’ commitment: employee satisfaction

In 2024, we maintained our firm commitment to active listening and measuring the satisfaction of our teams. This led to two key achievements:



Great Place to Work (GPTW) certification in several Latam countries. Three countries (Argentina, Colombia, and Peru) achieved the certification after the analysis of 26,960 responses, representing an overall participation rate of 74% and a confidence index of 77%. Surveys in Brazil, Mexico, Chile, El Salvador, and Guatemala were conducted under the GPTW model in order to gather comparable data with the rest of the region.

An internal satisfaction survey in the EMEA region, with a response rate of 56% and a total of 33,150 respondents, showed an overall satisfaction score of 6.8 out of 10.

In addition, we obtained Best Place to Work 2024 recognition in Albania, Romania, Morocco, Africa and Europe, reinforcing our reputation as an employer of reference across different markets.

Both tools contribute to strengthening people’s confidence and commitment, making it easier to attract and retain talent in an increasingly competitive environment.

ENVIRONMENTAL PROTECTION



At Konecra, we recognize the importance of integrating the environmental impacts and risks of our activity into our management. Although our business model has a limited impact on the environment, we know we must adapt to the increasingly visible consequences of climate change and the growing regulatory and stakeholder demands on key issues such as waste management and efficient resource consumption.

Our Environmental Policy

We deliver our commitment to sustainability and the environment through our Environmental Policy, launched in 2017 and reviewed and revised since then, in order to ensure we improve continuously in this respect. It is based on five clear principles:

Respect and care for the environment: By minimizing our impact, complying with environmental legislation and voluntary commitments.

Responsible and sustainable consumption: Applying technologies and processes to minimize waste generation and promote energy saving.

Awareness-raising: Strengthening internal communication to raise awareness and train the team and encourage their participation and that of stakeholders.

Keeping all **stakeholders proactively informed** about decisions taken to promote sustainability.

Commitments: To promote the sustainable development of our activities, applying the life cycle approach, and considering environmental criteria in purchases and new projects. In addition, we seek to mitigate our impact on climate change.

Our decarbonization strategy

Konecta has placed climate action at the heart of our environmental management strategy, reinforcing the management of risks and opportunities linked to the transition to decarbonized economies. As part of our voluntary adherence to the SBTi, we have set decarbonization targets, aligning with the principles of the Paris Agreement and the SDGs.

In 2025, we took a further step towards decarbonization, declaring our ambition to reach net zero by 2040, 10 years ahead of the 2050 global deadline.

Sustainable Development Goals

Environment SDGs 7, 11, 12 and 17

Reduction of resource and energy consumption

Reduction of CO2 emissions associated with the Group's activity

Certifications and recognitions



United Nations
Global Compact



ISO 14001: Argentina,
Chile, Spain, Peru, Italy,
Turkey

ISO 50001: Italy

ISO 14064-1: Peru and
Italy

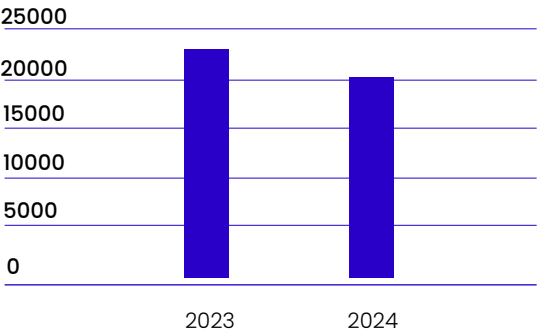
KPIs evolution

Konecta calculates and monitors its carbon footprint across all its scopes on an annual basis.



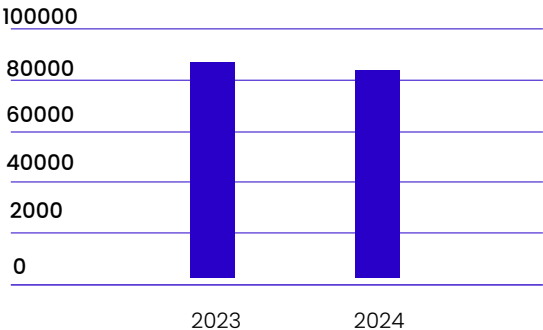
→ Carbon footprint

Scope 1 + Scope 2 emissions in 2024:
-11.8% over 2023



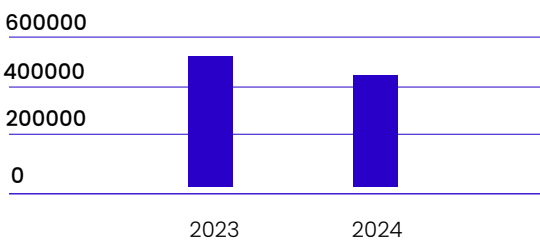
→ Electricity consumption

Electricity consumption (MWh) in 2024:
-4.35% over 2023



→ Water consumption

Water consumption (m3) in 2024:
-9.97% over 2023



Climate change initiatives

In pursuit of decarbonization and net zero, Konecta has a comprehensive roadmap for emissions reduction, structured along four axes:

Facilities: We are working on a new global facilities management model to establish more efficient management and precise guidelines for fitting out our sites. In addition, we continue to optimize the use of workspaces by rationalizing facilities and promoting teleworking. We promote ISO 14001 certification in our main centers and circular economy activity.



IT solutions: Ongoing activity includes the renewal of equipment for more efficient versions, the use of eco-efficient software, and migration to the cloud.



Commuting: We have made progress on replacing our fleet with sustainable vehicles, and we also promote responsible mobility practices, such as the choice of less polluting means of transport for business trips. In addition, when the characteristics and needs of the service allow it and with the approval of clients, we facilitate hybrid or remote working patterns.



Supply chain: The Achilles tool has been implemented as a criterion for selecting suppliers in accordance with ESG standards. We are also working on identifying strategic suppliers to define joint emission reduction targets.



→ Energy efficiency

As part of our ongoing commitment to energy transition and emissions reduction and our ambition to embed renewable energy solutions across our global footprint, we continue to expand the use of on-site renewable energy sources.

The installation of photovoltaic (solar) panel systems at selected operations is allowing us to self-generate clean electricity and reduce our reliance on conventional energy sources. In 2024 alone, electricity generation from these solar installations reached 233.4 MWh, contributing directly to our decarbonization goals and enhancing energy resilience in key facilities.

We have also taken firm steps to ensure the transparency and reliability of our emissions data. In Spain, our carbon footprint has been officially certified by MITECO (Ministry for the Ecological Transition and the Demographic Challenge), reinforcing the credibility of our climate reporting and aligning with national frameworks for climate action.

In addition, we gained third-party certification of our carbon footprint in Peru, which makes us one of the few companies in the sector in the country to validate their environmental data at this level. This certification not only confirms the robustness of our methodology in calculating Scope 1 and 2 emissions locally, but reinforces our capacity to report consistently across geographies. It sets a precedent for replicating similar practices in other Latin American operations as part of our global Net Zero roadmap.

→ Reforestation and biodiversity programs

In order to offset emissions and mitigate the effects of climate change, we develop reforestation programs where appropriate. In 2024, we carried out these types of programs in Colombia, Argentina, Madagascar, Spain, and Peru with more than 2,000 trees planted. In total, since 2021 Konecta has contributed to the planting of more than 7,700 trees around the world.

These tree planting programs also help to address biodiversity loss, as does our collaboration in Italy with the Parco Nazionale delle Foreste Casentinesi. Our donation for the protection of pollinating insects, the installation of artificial nests for bees, and the conservation of 20 hectares of forest mass aligns with the objectives of the Natura 2000 programme.



These programs, along with other activities around energy efficiency and waste management, show how environmental protection and the fight against climate change are integrated into Konecta's sustainability strategy and business model.

→ **Waste and resource management**

In 2024, we maintained our commitment to responsible waste management, prioritizing responsible consumption and promoting the reuse of materials through alliances with specialist organizations. Through this activity, we work with and influence the value chain to reduce our dependence on materials in a market where competition for resources is increasing. This approach also mitigates the costs and risks associated with waste management and reduces the emissions associated with the value chain.

We have implemented technologies and processes across our business to reduce waste and promote energy savings, ensuring that waste treatment focuses on waste prevention, reduction, recycling, and reuse. The examples of this below illustrate the range of activity in place:

Plastic collection and recycling: We have creative initiatives in place across various countries to encourage the collection and reuse of plastic waste. For example, in Colombia, an alliance with the Botellas de Amor Foundation led to 50 tonnes of plastic being recycled into geodesic domes, used by more than 1,500 children as learning spaces; while a partnership with Ecobot has transformed the way we collect and sort plastic waste, using smart sensors.

Incentivizing recycling: We also collaborate with expert partners on initiatives that promote more sustainable waste management and behavior change. For example, in Peru, we work with district municipalities on the Ecotrueque program which promotes recycling through 'gifts' of plants and fertilizers.

Internal optimization projects: The redesign of our Data Center in Spain not only drove progress on energy efficiency, it addressed the way we use resources internally. The optimization project reduced the number of servers needed by 40% and the number of server cabinets by 70%.

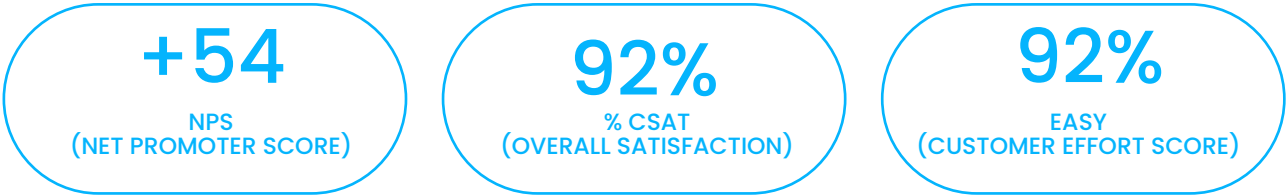
CONTRIBUTING TO SOCIETY AND CREATING IMPACT



Quality service and customer satisfaction

Our ability to meet customer requirements, increase customer loyalty, and diversify our pipeline is key to the continuity, profitability, and reputation of our business. High-quality customer management that builds customer satisfaction has an impact on service productivity and the achievement of key performance indicators (KPIs).

Across our business, we focus on generating value, creating exceptional end-user experiences, and managing our services in an efficient and personalized way. Innovation plays a crucial role here, enabling us not just to respond at pace to customer needs but to anticipate them proactively. In order to gain a more precise understanding of these needs and expectations, we use active listening, through ongoing satisfaction surveys.



The data show stability in the NPS results, with a slight increase from +50 to +54. Overall satisfaction increased from 88% to 92%.

Our research and active listening show that we were viewed as an innovative company in 2024, just as we were in 2023.

Quality and Competition: We were rated positively in terms of quality of service and in comparison to the competition. Overall, our customers stated that the quality of service provided has remained stable, and almost as many consider that it has improved.

Sustainability: Globally, we are most positively perceived in the ESG area, and also viewed as a contributor to our customers achieving their sustainability goals.

Supply chain management

Along the Group’s supply chain, our main categories include acquisitions and investments in technology and information systems, acquisition of software applications, and purchases of internet services, as well as categories related to the management and use of data, infrastructure maintenance services, leasing, and supplies.

The number of total active and approved suppliers on the Procurement Portal totals 2,089, of which 51.6% were evaluated in 2024.

We prioritize the contracting of local suppliers, which account for 53.08% of total expenditure in our overall cost structure.

→ **Corporate Procurement Procedure**

In 2024 we continued to standardize our procurement process, promoting the homogenization of contracting procedures in all countries where we are present, while maintaining the flexibility to support the Group's operations.

We also focused on incorporating best practices in our supply chain management, especially those related to sustainability, in order to adapt to the changes and demands of our marketplace and stakeholders.

Community development

In 2024, as in previous years, we were proud to reaffirm our commitment to sustainable development and the promotion of social inclusion. Through volunteering initiatives and solidarity actions, we encouraged our teams to promote the progress of local communities near our sites and to contribute actively to the creation of more equitable, prosperous, and sustainable environments.

This year, Konecta Foundation celebrates 20 years of commitment to driving change within the business sector. Since its inception, it has channeled Konecta resources into initiatives with a high social impact, strengthening strategic alliances with our stakeholders in order to maximize the scope of its projects.

Over its first two decades, the Foundation has invested almost EUR 17 million in projects and benefited more than 216,000 people. This includes supporting the labor market integration of more than 15,000 people in vulnerable situations, including women victims of gender violence, people with disabilities, victims of terrorism, and unemployed people over 55 years of age.

The main focus areas for Konecta's social action and the work of the Konecta Foundation are:

Training and employment



Support to communities



Awareness-raising actions

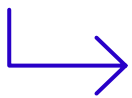


→ Training and employment

Always aiming to be a benchmark in the social and employment integration of people at risk of exclusion and to promote social commitment in the business sector, Konecta continued to promote training and employment projects for vulnerable groups in 2024. There was a particular focus on people with disabilities and women victims of gender violence.

Many of our wide-ranging projects to promote labor market inclusion and employability focus on jobs both inside Konecta. As an employer of over 116,000 people worldwide, we believe that developing and opening doors for our own people not just creates opportunities for disadvantaged groups, it also creates positive ripple effects in communities. You'll find examples of these initiatives, from Latam to Spain to Madagascar, earlier in this report.

We also complement those projects with initiatives to promote employability, inclusion and skills among vulnerable groups more widely – both directly and through Konecta Foundation. Most of these programs have been designed with a long-term focus, using strategic alliances to expand their impact and benefit more people. Illustrating the range of this activity, we have given just a few examples below.



Combating discrimination in recruitment: Konecta works with La Cravate Solidaire, a network of associations in France, to combat discrimination in recruitment, in particular discrimination based on physical appearance. Training courses are provided to enable participants to pass their interviews in the best possible conditions.

Supporting education projects: From a program to prepare students in Madagascar for the official Elementary Primary School Certificate Examination (CEPE), to supporting Fundación Dádoris university scholarships for talented young people with limited resources in Spain, Konecta Foundation backs disadvantaged young people's professional prospects in multiple ways.

Overcoming intellectual disabilities: Working with other organizations, Konecta Foundation's inclusion programs include a project with Aula TIC in Spain to bring ICT closer to young people with intellectual disabilities, and another initiative with CAPACIS to give training practice to individuals in the workplace.

Other areas of support: Other Konecta Foundation partnerships and initiatives range from an employability project for female prisoners in Czech Republic with Rubikon Centrum, to support for LaboraTEA in Spain to promote the inclusion of autistic people in the working environment, to digital inclusion programs in multiple locations.

→ Community support

As well as supporting specific initiatives, we promote the development of the communities where we operate, identifying their local needs through the participation of employees and others, and offering key business resources. We also encourage the participation of volunteers who donate their time and/or contribute financially to various social causes.

During 2024, our people across Konecta demonstrated their social commitment through concrete actions, carrying out multiple volunteering initiatives, and sharing resources, knowledge, and experiences to improve community wellbeing. We also used our strategic alliances with a range of organizations to expand the impact and effectiveness of these initiatives:

We ran programs for people with disabilities in Spain, Hungary, and the Czech Republic, and for vulnerable children and youth in Mexico, Brazil, and Turkey.

Through the Konecta Foundation's Internal Call for Social Projects, employees submitted proposals to support their local communities in education, health, and social integration.

Employees in Morocco and Madagascar demonstrated solidarity through regular blood donation campaigns.

Our teams collaborated on numerous donation and fundraising efforts to address essential needs. This included food, school supplies, and clothing drives, as well as the collection of toys and gifts to support vulnerable children.

We also championed environmental responsibility and local community projects by supporting recycling and similar initiatives.

Emergency responses

We complemented our ongoing community support initiatives with activities to support communities hit by emergencies. In 2024, Konecta, our volunteers, and Konecta Foundation supported communities affected by natural disasters through initiatives such as fundraising campaigns and donations of essential supplies. Our efforts included:



Relief for DANA flooding victims in Valencia, Spain.

Aid for communities affected by earthquakes in Morocco, latter in collaboration with the Reach Out association. This included continued efforts to accelerate the reconstruction of the affected areas with initiatives aimed at facilitating access to drinking water, energy with solar panels, installation of toilet blocks, etc.

Assistance for those affected by the tragedy in Rio Grande do Sul, Brazil.

Other social initiatives

To contribute to the development of the communities where we operate, Konecta Foundation and Konecta also support a wide range of social causes:

Collaboration with Fundación FAD

In 2024, together with the Fundación FAD team, Konecta Foundation continued to collaborate in the SIOF Joven project, which offers an online, free, confidential, and anonymous service for young people and adolescents with mental health problems. The topics most commonly raised by the service's users were anxiety and drug use.

Sports activities

The annual Konecta Foundation Padel Tournament, supported by companies and Konecta volunteers, is a charity event where 100% of the funds raised go to a relevant social cause, different from one year to the other.

Awareness-raising activity

Konecra, in collaboration with Konecta Foundation, social entities and other institutions, plays a key role in raising awareness in the business world and society in general. Through active participation in events, awards, business panels, classroom visits and other engagement, we highlight projects related to diversity, inclusion, equality, and the prevention of gender violence, and promote exemplary practices in support of vulnerable groups and other causes.

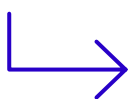
Examples from both sides of the Atlantic give a flavour of how we did this in practice in 2024:

Spain, Konecta Foundation worked with the Vocento group to hold the fifth, high-profile Awareness and Sustainability Meeting, to disseminate business initiatives being developed to deliver the 2030 Agenda and the UN SDGs.

Argentina, we participated in the first environmental networking event for the sustainability community there, to share good practices, and foster a collaborative environment on the road to carbon neutrality.

Awards received by Konecta and the Foundation for their contribution to society

Through the efforts and commitment of Konecta's people and Konecta Foundation, our contribution to society received multiple awards in 2024. The following examples, which are far from a comprehensive list, illustrate the range of projects, causes, and geographies where our commitment was recognized:



Konecta Foundation was recognized with the Inclusion Award at the 1st Edition of the RadiUS Awards.

Konecta in Argentina was selected as one of the 10 "Best Companies for Young Professionals (Sub-35)" and 10 "Best Companies for professional women (under 35)" - in the Employers for Youth (EFY) rankings.

Konecta in Colombia was one of only five companies selected in the Comfenalco Inclusion Awards, in the category for Labour Inclusion of Other Diverse Populations. Konecta in Colombia was also recognized as one of the Inspiring Companies (Empresas inspiradoras), in the 'Inclusive Employment' category at the Colombian Business Congress (CEC).

Konecta in Hungary was recognized in the 8th annual Lovable Workplaces competition with the "Lovable workplace Special award", coming in the top 10 in the category Equality and Diversity.

In Peru, Konecta was recognized as an Integrating Company 2024, creating workplaces with a firm commitment to diversity, equity, and inclusion.

A GLOBALLY RECOGNIZED SUSTAINABILITY AND CX LEADER

Through our contributions to communities, causes, and our people, Konecta demonstrates that we are just as committed to sustainability as we are to delivering high-quality services to our clients. We invest in them both. This is what makes us a trusted leader in CX management, innovation, data security, talent development, and technology solutions. Our people, clients, and partners recognize that; so do many others around the world:

Leading CXM provider in EMEA and Latin America in Frost & Sullivan’s Frost Radar 2024 report



Konecta has been recognized by the prestigious and renowned consulting firm Frost & Sullivan as the Company of the Year 2024 in Latin America

UN Global Compact



EcoVadis Bronze Medal



Lovable Workplaces: Hungary



Matrix Peak of Everest for America and EMEA has recognized Konecta as a leader for EMEA and a major contender for America



SBTi



CDP score C



Best Place to Work: Africa and Europa, Albania, Romania, Morocco



Great Place to Work: Argentina, Colombia, and Peru



About Konecta

Konecra is a leading innovative global service provider in customer management business process and digital outsourcing, with 120,000 passionate employees working in 30 languages across 4 continents and 26 countries. Focusing on the unique needs and opportunities of each industry, Konecra offers a full range of end-to-end customer management solutions – including acquisition, retention, customer service, technical support, and collection – all based on a sustainable business model. These services are built on a portfolio of world-class expertise covering customer experience and process management, digital solutions and cutting-edge technologies. Headquartered in Madrid, Konecra delivers global revenues of €2 billion with more than 500 clients, covering some of the biggest names in telecoms, energy, banking, mobility, retail, and e-commerce.

konecra.com

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