

Konecta's Non-Financial Information Statement

2021



Konecta

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Konecta

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Message from the Board

2021 has been a particularly interesting year for many reasons. We continue to work to develop our operations in a way that yields benefits for the company and its shareholders, as well as for our employees, and society, on a cross-cutting basis.

This is reflected in the growth achieved by the Group in 2021 which, underpinned by a proper diversification policy –both geographical and sectoral–, has allowed international

business to account for more than 50% of our revenue, despite the unfavorable evolution of currencies during 2021, and their impact on turnover, mainly in Latin America.

These results represent a step forward in the Group's Strategic Plan, evidenced in the commercial, operational, and financial progress of this year.

Particularly noteworthy were the efforts undertaken for the incorporation, in all markets, of end-to-end services for Digital Marketing in the portfolio; the application of Big Data and Artificial Intelligence solutions in operations, and the opening of a commercial office in the USA, to meet the growing customer demand of this market.

Likewise, throughout the year, and following the acquisition, at the end of 2020, of the RocketHall group, progress has been made in the integration process, identification of synergies, and design of procedures that contribute to the exploitation of all the resources, know-how, and technology available to ensure a consistent growth.





IN THIS COMMITMENT TO GROW AND DOUBLE OUR SIZE, WE ARE ALSO EQUIPPING OURSELVES WITH DIFFERENT TECHNOLOGICAL CAPABILITIES TO OFFER SOLUTIONS OF GREATER VALUE TO OUR CLIENTS

Looking ahead to 2022, the Group is carrying out a review of strategic options, and considering the next steps as regards development, which include scaling, increasing its presence in international markets, and continuing to invest in technological and digital capabilities.

It is a reality that the market, at the industry level, is bound to concentration: global suppliers, to meet the needs of global clients, not only in terms of the service delivery, but also in their ability to respond to adverse situations such as, for example, the pandemic.

Therefore, having a global presence is part of our growth lines and our new business plan. We are working on various corporate operations aimed at this goal in Europe, the United States –drawing on nearshore operations from our platforms in Latin America–, and Brazil, where we are already present, but we intend to reach a scale that positions us as leaders within the country.

In this commitment to grow and double our size, we are also equipping ourselves with different technological capabilities to offer solutions of greater value to our clients, avoiding unnecessary complexities, and making it easier for consumers to interact with brands.

After the challenging parenthesis imposed by the impact of the Covid-19 pandemic in 2020, significant changes have emerged in our environment, marked by new consumption and interaction patterns.

This new reality requires diverse professionals with different skills, and remote work grants us access to those profiles. At a time when digital and traditional models are converging, we continue to work on a process of orderly transformation that allows us to coexist in both worlds.

The relationship with our teams has also changed: we are learning. We now know that it is necessary to manage the individual development of each professional with a much more individualized and personalized approach.

900,220Total net revenue
(EUR thousands)**74,456**Professionals around
the world



Diversity and inclusion remain a fundamental pillar in our business performance principles. We've said it before and we want to so reiterate in this message: we are convinced that the extraordinary combination of nationalities, cultures and generations is one of the foundations of our success.

Around 68% of our teams are made up of women; 50.8% of our workforce is under 30, and the average age is 33. We have professionals from multiple countries and languages. We are an open and inclusive company, which recognizes the value of experience in our human capital and therefore, in 2021 new hires of employees over 50 years increased by 27%, compared to 2020.

We are also a company committed to society and as such, either directly or with the support of Konecta Foundation, we promote the socio-labor integration of groups at risk of exclusion, under an inclusive and standardized perspective. We contribute to the progress of the countries in which we operate, generating employment and hiring local suppliers, as well as organising social actions that contribute to improving the quality of life of people through the development of our activities.

WE ALSO SIGNED A COMMITMENT TO THE SBT INITIATIVE AT THE END OF 2021, AND HAVE ALREADY BEGUN TO WORK ON THE PROCESS OF DRAWING THE GROUP'S GOALS AIMED AT REDUCING OUR GREENHOUSE GAS (GHG) EMISSIONS, ALIGNED WITH THE OBJECTIVES OF THE PARIS AGREEMENT 2030

Once again, we ratified our adherence to the United Nations Global Compact –as founding members of the Spanish network in 2004–, to its ten Principles of Action, which focus on Human Rights, Labor Standards, Environment, and the Fight against Corruption, as well as on the Sustainable Development Goals.

And in that vein, we also signed a commitment to the SBT initiative at the end of 2021, and have already begun to work on the process of drawing the Group's goals aimed at reducing our greenhouse gas (GHG) emissions, aligned with the objectives of the Paris Agreement 2030, to limit the global temperature increase to below 2 °C, and make our utmost efforts to keep it at 1.5 °C.

We would like to take this opportunity, as every year, to thank everyone who has accompanied us throughout these two decades and, in particular, during the last two years: shareholders, clients, suppliers and, especially, our team, for embodying what defines us as a company: work, creativity, courage, and above all, a great effort to overcome the challenges and achieve our goals.

Business model

Mission, Vision and Values

Guiding Principles

Solutions for boosting businesses

Exploitation of new capabilities

Key figures

Platforms

Trends and strategies



Business model

Mission, Vision and Values

Visión

Delivering excellence at all times. We rely on a flexible model, adaptable to the reality of each company, and in constant evolution. This continuous development, based on robust values, guarantees our leadership in the industry, and the fulfillment of our purpose.

Mission

Ensuring the best experience in every interaction, and at every point of contact between brands and their customers. We provide comprehensive CX services through a sustainable model that contributes to create value for shareholders, clients and employees, while maintaining a broad commitment to the environment and society.

VALUES

- Innovation
- Sustainable development
- Professionalism
- Integrity
- Excellence
- Flexibility
- Commitment

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.

Success-oriented: 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 and Cooperation: we collaborate efficiently to deliver an outstanding service, that provides both our internal and external clients with exceptional experiences.

Readiness: we have the resources to deploy custom solutions and respond quickly to our clients' requirements.

Solutions for boosting businesses

Thanks to its portfolio of innovative and specialized services, Konecta works on all points of the customer life cycle, and in all the interaction channels, with an integrated and digital approach.



Key in this process has been the company's ability to respond to the evolution of the markets, strongly betting on technology to advance a business model that combines automation with empathy, negotiation capacity, and flexibility of the human team, adding greater value for its clients.

The challenge lies in the migration of the traditional contact centre to cloud centres, in an environment that ensures the security of transactions. An example of this is Konecta's Cloud solution, which combines technological innovation and the value of people, to improve the relationship between brands and users, providing the

client with greater flexibility and scalability. At the same time, it promotes greater motivation among the staff with mixed work modalities, expanding the possibility

of incorporating employment strategies that bet on the labor inclusion of diverse groups.

Customer engagement

Customized technology-based solutions that help create strong relationships between users and brands.

- Profiles customers
- Understands their needs and aspirations
- Boosts loyalty

Services

- Marketing and Sales
- Customer Service
- Legal & Collections
- Field Marketing

Digital Solutions

Artificial intelligence and Big Data open the door to the online environment, to optimize the business.

- Cloud environments to bring the office anywhere you want to
- Digital channels for interactions with customers
- Measurement of all interactions
- New data-driven marketing models

Services

- CX Consulting
- Digital Marketing Agency
- Cloud Contact Centre
- Artificial Intelligence and Big Data

Process Optimization

Automation of routine tasks within the company. It allows professionals to focus on what machines cannot do; it enhances creativity, and minimizes errors.

Services

- Back Office
- BPO
- ICT
- Automation

Exploitation of new capabilities

At the Group's development centres, digital and information technology professionals create teams to build and maintain digital assets, in order to offer the best solutions to clients, generate efficiencies, and contribute to standardization throughout the organisation.

Additionally, the Group has a network of digital, automated marketing agencies, as well as an omnichannel offer that guarantees end-to-end experience, with services ranging from lead capture, conversion, sales force, support, and loyalty, to retention, cross-selling, and collection management.

More than 340 experts, distributed in "tech hubs" located in Argentina, Brazil, Colombia, Spain, Mexico, and Peru, develop advanced Artificial Intelligence, robotization, Big Data, and automation solutions



Software Factory
Colombia



Big Data Factory
Spain >>>



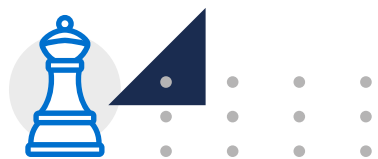
Brazil



Argentina



Key figures



Social Dimension

Number of employees

74,456

Percentage of women in the workforce

68%

Training hours

7,241,036

Environmental Dimension

Paper consumption (t)

35.3

Water consumption (m³)

212,471

Electricity consumption (kWh)

43,210,366

Hazardous Waste (t)

48.39

Economic Dimension

Total net revenue (EUR thousands)

900,220

Economic value distributed (EUR thousands)

857,321

Income tax paid (EUR thousands)

12,017

Grants and donations (EUR thousands)

1,088

Contributions to foundations and non-profit organisations (EUR thousands)

318

Platforms

10

Countries

90

Work centres

74,456

Professionals

65,079

Positions

ARGENTINA

7 centres

8,341 employees

4,078 positions

BRAZIL

4 centres

6,377 employees

5,435 positions

CHILE

3 centres

2,320 employees

2,675 positions

COLOMBIA

18 centres

19,362 employees

16,825 positions

SPAIN

35 centres

18,684 employees

17,551 positions

EE.UU.

1 commercial office

MEXICO

6 centres

3,786 employees

5,320 positions

MOROCCO

2 centres

397 employees

670 positions

PORTUGAL

3 centres

852 employees

698 positions

PERU

11 centres

14,337 employees

11,827 positions

Trends and strategies



KONECTA BASES ITS OWN TRANSFORMATION ON A BUSINESS MODEL DESIGNED TO SHARE OBJECTIVES WITH ITS CLIENTS, AND A SET OF AI-BASED TECHNOLOGICAL SOLUTIONS

Globalisation, Concentration and Added Value

- In industries where size matters, transformation comes through the integration of companies with the desired capabilities or business models.
- Growth lines in the markets of Europe, the United States and Brazil are currently under study.

Generation of value in transactions with clients

- Providing technology and knowledge, with solutions available worldwide.
- Establishing increasingly efficient relationships with consumers.
- Delivering excellence in the end-consumer experience.

Digital Transformation

- Incorporation of digital capabilities in different areas of marketing, operations, reporting and management for cost optimisation, contributing to business generation, and efficiency optimisation.
- Leveraging the data generated in operations to offer customized services and improve their experience.
- Moving towards a flexible, scalable, and fully operational contact centre, which allows to streamline analytics projects for the management of Big Data.



TECHNOLOGY, DIGITAL MARKETING, ADAPTATION TO THE NEW MARKET, AND A CAREFUL EMPLOYEE EXPERIENCE WILL BE KEY FACTORS IN THE INDUSTRY IN THE COMING YEARS

Digital Marketing

- It's among the fundamental factors for the improvement of the business, as well as for the acquisition and loyalty of clients.
- The momentum of digital channels responds to new market trends.

Remote working

- Powered by the pandemic, it will add to the evolution of customer relationship models.
- Harnessing the convenience it offers in terms of work-life balance, which results in a greater motivation and sense of belonging.

Good Governance

Corporate Governance Structure

Compliance Programme

Ethics and Integrity

Tax Policy

Supply Chain

Information Security

Protection of Personal Data

Commitment to Universal Human Rights

Risk Management

Corporate Governance Structure

GMM TOPCO CONNECTION, S.L. is the parent company of Grupo Konecta, which develops outsourcing activities related to Customer Relationship and BPO (Business Process Outsourcing) services.

50.41%

Apenet and Directors

49.59%

ICG Europe Fund VII Investment S.A.R.L.

Its Board of Directors is made up of seven directors, appointed by the company's shareholders, in proportion to their shareholding, who meet quarterly to discuss the progress of the company's affairs and foreseeable developments. The main task of the Board is to define the strategic orientation of the Group and ensure its implementation, in line with the interests of shareholders, taking into account the social and environmental aspects of the business.

In addition, the Steering Committee meets on a weekly basis to analyse, and assess the daily operations of the Company, its business plan, corporate development, as well as any other relevant issues. The Steering Committee communicates regularly the most outstanding issues related to the organisation to the the Board of Directors.



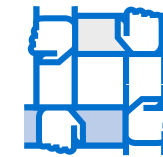
BOARD OF DIRECTORS

| | |
|---|-------------------------|
| José M^a Pacheco Guardiola | President |
| Jesús Vidal Barrio Rivas | Chief Executive Officer |
| Íñigo del Val Torre | Secretary to the Board |

MEMBERS

| | | |
|---------------------------|----------------------|-------------------------|
| Antonio Escámez Torres | Jaime Chocrón Israel | Pablo Arechabaleta Roca |
| Antonio Fernández Esteves | Antonio Anguita Ruiz | |

Delegated Committees of the Board of Directors



Executive Committee
Audit Committee

STEERING COMMITTEE

| | | | | |
|---|---|--|---|---|
| José M^a Pacheco Guardiola PRESIDENT | Rosa Queipo de Llano Argote SECRETARY GENERAL OF THE STEERING COMMITTEE/ CHIEF LEGAL, COMPLIANCE AND SUSTAINABILITY OFFICER | Ramón Ros Bigeriego CHIEF CORPORATE DEVELOPMENT AND STRATEGIC PLANNING OFFICER | Mónica Serrano Ceballos CHIEF FINANCIAL OFFICER | Jorge del Río Regidor CHIEF INFORMATION OFFICER |
| Jesús Vidal Barrio Rivas CHIEF EXECUTIVE OFFICER | Enrique García Gullón CHIEF EMEA BUSINESS AND DIGITAL MARKETING OFFICER | Mariano Castaños Zemborain CHIEF LATAM BUSINESS OFFICER | Antonio Santocildes Castañón DEPUTY TO THE CEO, HUMAN RESOURCES, GENERAL SERVICES AND ORGANISATION AND PROCEDURES GLOBAL DIRECTOR | |

CORPORATE COMMITTEES

HR Committee | Operations Committee | Expenditure and Investment Committee | Recovery Committee | Technology and General Services Committee | Efficiency Committee | Digital Marketing Committee | EMEA Business Committee | Americas Business Committee | Quality and Environment Committee | Corporate Responsibility and Sustainability Committee

Compliance Programme

The company's Compliance Programme has been consolidating, and continues to improve with the incorporation of the Diversity Policy and the Digital Disconnection Protocol, which have been added to the body of corporate policies and documents whose update was ratified in June 2021 by the Board of Directors.



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THE COMPLIANCE COMMITTEE, REPORTING TO THE GROUP'S CEO, IS RESPONSIBLE FOR RESOLVING ISSUES RELATED TO THE CODE OF ETHICS, AS WELL AS TO ANY OTHER AREA, DUE TO ITS COMPLEXITY, REQUIRES ASSESSMENT

Compliance Programme

Code of Ethics

Code of Ethics for Suppliers

HR Framework Policy

Equal Opportunities Policy

Occupational Health and Safety Policy

Selection and Recruitment Policy

Diversity Policy

Policy against Corruption and Money Laundering

Tax Policy

Privacy and Confidentiality Policy Framework

Security and Cybersecurity Policy for Information Systems

Quality Policy

Responsible Procurement Policy

Environmental Policy

Corporate Responsibility and Sustainability Policy

Digital Disconnection Protocol



MORE THAN 28,000 HOURS OF TRAINING DELIVERED, AND 32,000 EMPLOYEES TRAINED IN WORKSHOPS ON ETHICS AND COMPLIANCE

These documents make up the regulatory framework that guides and defines the performance of the Group and its employees, as well as situations derived from the emerging ways of engaging, mainly through digital channels.

Strengthening the awareness Plan within the company has remained a priority in 2021, with particular emphasis on improving communication and training tools, reinforcing global knowledge about the Code of Ethics, as well as good practices to ensure the security of information, and the protection of personal and confidential data. These are behaviors aligned with the culture and values of the company aimed at minimizing the risks of illegal or unethical practices internally.

Ethics and Integrity

The Policy against Corruption and Money Laundering, the Code of Ethics, and the Code of Ethics for Suppliers, establish a regulatory framework containing the values that must be integrated into the decision-making processes of the team of professionals that make up Konecta.

Money laundering

Despite not being legally bound, according to Law 10/2010, of April 28, on the prevention of money laundering and terrorist financing, Konecta has adopted internal measures in financial management in order to ensure the maximum correction of all the financial transactions carried out by the company.



KONECTA HAS WHISTLEBLOWING LINES AND SIMILAR CHANNELS IN ALL ITS LOCATIONS, SUCH AS THE OUVIDORIA CHANNEL IN BRAZIL, WITH THE AIM OF PROMOTING COMPLIANCE WITH THE LAW AND THE RULES ESTABLISHED IN ITS CODE OF ETHICS

Tax Policy

Konecta's Board of Directors approved a public Tax Policy in June 2021 applicable to all the companies and employees that make up the Group. This policy establishes the responsibility of the Finance Department to ensure compliance with tax obligations, following good tax practices, and fulfilling all taxes deemed payable, in accordance with the legal system in force.

Our relations with the tax authorities of the countries where Konecta is present are based on the principles of transparency, loyalty, cooperation, good, faith and mutual trust.



To this end, Konecta is making the fullest use of the cooperative tax compliance mechanisms with the tax authorities, without prejudice to the legitimate disputes that may arise with said authorities, as a result of the interpretation of the rules applicable in defense of the public interest.

Supply Chain

As part of its relationship with suppliers, Konecta works to achieve high management standards that promote the standardisation of procurement procedures in all of the countries in which it is present, with sufficient flexibility to ensure support for the Group's operations, as well as the incorporation of best practices to adapt to the changing requirements of the new times.

Managed through its corporate Purchase Portal, the specific approval and contracting procedure establishes the general conditions of purchase and includes the mandatory compliance by the supplier with the local legislation and current regulations applicable in each country. In addition, companies aspiring to work with Konecta must express their acceptance of the Code of Ethics for Suppliers and Environmental Policy, as well as respect for equal opportunities and human rights included in the 10 principles of the United Nations Global Compact.

A centralized Procurement Committee is responsible for approving the acquisitions of the Group worldwide and monitoring this process.

In 2021, we further developed the project for the incorporation of new criteria in the process of approval and assessment of suppliers providing services to the company, organised according to their criticality for the business, and following parameters linked to the continuity of production, environmental protection, prevention of occupational risks, data protection, information security and corporate responsibility. We expect the implementation of this new development in Spain during the first half of 2022.

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ACTIVE SUPPLIERS ARE ASSESSED ANNUALLY AND MUST OBTAIN A MINIMUM SCORE TO WORK WITH KONECTA. IN 2021, 600 ASSESSMENTS WERE CONDUCTED FOR THE 1,500 APPROVED AND ACTIVE SUPPLIERS THROUGHOUT THE YEAR



KONECTA MAINLY ENGAGES LOCAL SUPPLIERS THAT REPRESENT MORE THAN 83% OF THE TOTAL SPENDING IN ITS COST STRUCTURE WORLDWIDE



Within the Group's supply chain, acquisitions and investments in technological equipment and information systems, acquisitions of computer applications, purchases of internet services, as well as others related to the management and use of data, infrastructure maintenance services, leasing and supplies can be identified as the most relevant categories for its activity.

Information Security

Information security is vital for Konecta. This statement is endorsed by the ISO 27001 standard certification in several countries (Colombia, Spain, Morocco, Mexico, Peru, and Portugal) for its Information Security Management System, which relies on the Company's Corporate Policy on Security and Cybersecurity for Information Systems.

Likewise, with the incorporation of control, management and monitoring tools, cybersecurity reaches a high degree of assurance at Konecta, complementing the ISO 2700 certification with parallel certifications in PCI in Brazil, Spain, and Mexico, in addition to having successfully completed the audit for the ENS certification in Spain.



IN 2021, NO SECURITY RELATED INCIDENTS WERE REPORTED TO THE MONITORING BODY

This action, supplemented by a risk assessment procedure according to impact analysis methodologies, provides high value when offering clients an integrated security system. Moreover, it contemplates a business continuity system according to the operational and company's needs.



NEARLY 25,000 HOURS OF TRAINING DELIVERED, AND MORE THAN 56,000 EMPLOYEES TRAINED IN INFORMATION SECURITY

Mechanisms for the detection of alerts and response to cyber-threats

Tracking of cyber-information available on the web (dark webs, deep webs) about the company and possible campaigns.

Vulnerability Assessment Team: routine service that verifies the risk status of IT assets.

IT asset audits simulating attacks by hackers to identify vulnerabilities.

Cybersecurity operational centres: 24/7 control and monitoring systems to prevent and mitigate threats and incidents.

IT Compliance Team, to ensure security regulations.



Protection of Personal Data

Konecta is committed to the protection of the personal data of its clients, employees, and suppliers, and sees confidentiality as a tool for managing its business competitiveness.

In this vein, the Privacy and Confidentiality Framework Policy is aimed to establish and disseminate Konecta's basic and general rules on the protection of personal data, ensuring, in any case, strict compliance with the applicable legislation. In this regard, each country is required to comply with the maximum levels of European legislation, even when local regulation is laxer.

All suppliers and business partners who, for whatever reason, have access or process data on behalf of the Company must adhere to this policy, and implement the necessary measures for the protection of said personal data.

Konecta includes clauses aimed at guaranteeing the confidentiality of information and data protection in its general conditions of purchase and agreements. Different areas of the organisation are responsible for ensuring contractual compliance of clients and suppliers.



IN 2021, NO INCIDENTS RELATED TO PRIVACY OR LOSS OF PERSONAL DATA WERE REPORTED TO THE RELEVANT AUTHORITY

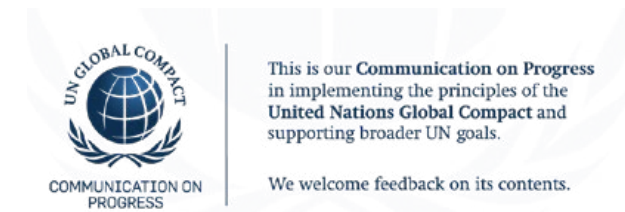
Likewise, the company has enabled the email address dpd@grupokonecta.com, managed by the Company's Data Protection Delegate (DPD), whose general duties are provided for in the application regulations themselves.

Commitment to Universal Human Rights



IN 2021, MORE THAN 137,000 HOURS OF TRAINING WERE DELIVERED ON TOPICS LINKED TO THESE FUNDAMENTAL PRINCIPLES

Grupo Konecta is committed to respecting the individual and collective human rights of its employees, enshrined in the Universal Declaration of Human Rights and the Guiding Principles of the Global Compact of the United Nations, to which Konecta is adhered since 2004, as well as in the applicable local laws of each country where it operates.



In its corporate policies, the company contemplates the following fundamental principles:



Preventing discriminatory practices



Rejecting forced and child labor



Offering decent employment



Protecting human health



Facilitating collective negotiation and freedom of association



Promoting a culture of respect for Human Rights, and creating awareness in this field among the staff

Likewise, the company promotes the right to labor market integration of vulnerable groups, under conditions that promote an improved quality of life, and the possibility to contribute with their skills to the progress of society.

Risk Management

Konecta's methodology for risk management is based on Compliance and the Quality and Environmental Management Systems, through which we have identified situations with potential critical impact to which the Company processes are exposed, as a fundamental basis for decision making and action.

The management system analyses weaknesses, threats, strengths, and opportunities, using a SWOT analysis, which constitutes a source of information for identifying risks and opportunities for the Company in the short, medium, and long term.

In 2021, the analysis carried out to update the materiality study, allowed to identify the risks, opportunities and trends linked to the key ESG issues for the Group, taking into account the regulatory framework, both European and of the countries in which the company operates, its activities, and the expectations of its stakeholders.

Likewise, over the last year, a tool has been implemented for this purpose, in which the compliance frameworks for the areas of Data Protection and ISO 27001 have been defined, facilitating the processes of identification, analysis, response and monitoring of risks, to strategically address internal controls, improve workflows and increase efficiency in processing speed.

Within the corporate Compliance Programme, in 2022, the identification, management and measurement of the ESG criteria, as well as the Criminal Compliance Model, will be incorporated into said solution. This will help the Management assess specific risks, and automate their assurance in real time.



With the improvements made in the management of corporate risks, Konecta helps protect labour rights and promote a safe and secure work environment, while ensuring sustainable growth.

Strategic risks

Risks associated with operating in other countries (e.g. regulatory, political, economic changes).

High competitiveness of the market.

Concentration of turnover in few customers.

Changes in industry trends towards the delivery of CRM and BPO services.

Changes in regulation / labour relations. Effect of labour disputes over the business.

Compliance and regulatory risks

Regulatory changes in the markets and sectors of the Group.

Regulatory non-compliance on data protection and privacy.

Failure to comply with the policies against corruption and bribery, and money laundering.

Non-compliance with labour and tax laws and obligations.

Operational risks

Consumer trend towards new models of digital and self-service channels.

Increasingly demanding customers who expect higher added value.

Client dissatisfaction.

System failures.

Attraction and retention of qualified profiles to support our operations.

Swiftness in the procurement of goods and services to meet urgent requirements from clients.

IT risks

Technology obsolescence.

Cyberattacks and information security.

Dependence on third parties for technology and telecommunications services.

Ability to invest and implement new technologies.

Financial risks

Liquidity strains on the economy.

Risk of change.

Expansion of the Company into unstable markets.

Operating risks due to the changing situation or appearance of unforeseen events (Covid-19).

Increase in costs

Reputational risks

Loss of reputation, image, and brand value.

Loss of trust as employer.

Insufficient effectiveness and quality in the management and resolution of complaints and claims.

Deficiencies in communication.

Sustainability risks

Irrational use of natural resources and energy.

Poor waste management.

Lack of training and awareness among staff in the area of sustainability.

Quality service

Quality Service

Client Satisfaction

Complaints and Grievances

Certifications and Awards 2021

Certifications

Seals

Awards and Accolades

Associations

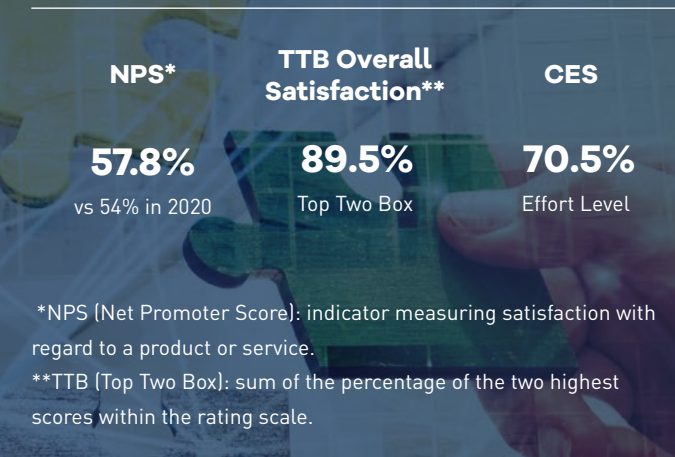
Quality Services

Konecta's Integrated Management System is based on the requirements of the UNE-EN ISO 9001 standards –in all locations, except for Argentina and Brazil–, and ISO 18295 (the latter, in Spain). It is designed to control all processes (including outsourced processes), that affect the quality of the services delivered.

In Brazil, the company is certified with the *Probare Perfil de Maturida de Gestão*, in accordance with the Brazilian standard of self-regulation of the Contact Centre and Customer Relationship industry, which guarantees that said system is structured on the strategic management of processes, people, and technology recognized nationwide.

Client satisfaction

In 2021, we worked to obtain a global index for client satisfaction at the corporate level. This has been done by including in all surveys three similar questions, which measure the level of recommendation, effort, and overall satisfaction. The purpose is to understand the perception of direct clients regarding the service provided to generate strategies aimed at strengthening the sustainability of the business relationship.



THE RECOMMENDATION RATE (NPS) HAS RISEN BY 3.8% COMPARED TO 2020

Note: the client satisfaction survey was not carried out in Brazil in 2021, and is currently pending launch to include criteria common to the rest of the countries so as to incorporate the resulting data into the Group's global satisfaction index.

Complaints and Grievances

Due to the nature of the services offered, Konecta handles two types of complaints: those coming from end users (that may sometimes be unrelated to the service provided by Konecta), and those from clients. The former are handled by the clients. and the latter by Konecta. In this case, the persons in charge of the service assess the incidence and proceed to solve it directly in the operation.

The relevant claims are forwarded to the Quality and Environment Department for the recording and monitoring of the implemented corrective actions.

A corporate tool to manage identified non-conformities was developed in 2020, with the aim of keeping a single repository for recording and tracking processing, as well as for reducing error rates and potential data loss. For the time being, it has been launched in Chile, Spain, Peru, and Portugal. Morocco is working on its implementation throughout 2022.

In 2021, the Group did not receive any claims deemed significant, understanding as such those outside the daily operational activities that could entail significant consequences for the service –reputational, economic, or legal, among them–, or for the continuity of the Group's relationship with its clients.

There were 17 minor complaints, 7 of which were derived from non-conformities generated from responses in the client satisfaction survey. The rest are linked to technology and to the operations themselves.



NO SUBSTANTIATED COMPLAINTS OCCURRED IN 2021

Certifications and Awards 2021



Certifications

Country Certification

| | |
|-----------------|---|
| BRAZIL | <ul style="list-style-type: none"> • Perfil de Maduridades de Gestão do PROBARE - Brazilian Self-Regulation Programme of the Customer Relations Industry • PCI- DSS- Payment Card Industry Data Security Standard |
| CHILE | <ul style="list-style-type: none"> • ISO 9001-Quality Management System |
| COLOMBIA | <ul style="list-style-type: none"> • ISO 9001-Quality Management System • ISO/IEC 27001-Information Security • Certificate for Social Responsibility by Fenalco Solidario |
| SPAIN | <ul style="list-style-type: none"> • ISO 9001-Quality Management System • ISO 14001-Environmental Management System (7 platforms) • ISO 22301-Business Continuity Management System • PCI-DSS-Payment Card Industry Data Security Standard • ISO/IEC 27001-Information Security |

Certifications

Country Certificación

- MOROCCO**
- **ISO 9001**-Quality Management System
 - **ISO/IEC 27001**-Information Security

- MEXICO**
- **National Institute of Transparency Certification**-Bconnect Data Protection Certification of Binding Self-Regulation Scheme - Bconnect Personal Data Protection for the AMEX service
 - **ISO 9001**-Quality Management System
 - **ISO/IEC 27001**-Information Security
 - **ISO/IEC 31001**-Risk Management System
 - **ISO/IEC 37001**-Anti-Bribery Management System
 - **Modelo Global CIC de Clase Mundial**
 - **PCI –DSS**-Payment Card Industry-Data Security Standard
 - **NMX-025**-Certificate for Labor Equality and Non-Discrimination

- PERU**
- **ISO 9001**-Quality Management System
 - **ISO 45001**-Occupational Health and Safety Management System
 - **ISO 27001**-Information Security System
 - **ISO 14001**-Environmental Management System

- PORTUGAL**
- **ISO 9001**-Quality Management System
 - **ISO/IEC 27001**-Information Security

Seals

Country Certificación

- BRAZIL**
- Selo Ético do PROBARE** -Brazilian Self-Regulation Programme of the Customer Relations Industry – a Uranet

- CHILE**
- Best Work Places**, as the 4th best company to work in Chile

- COLOMBIA**
- Gold Seal** - Equipares Employment Equity

- PERU**
- Great Place to Work certification**
- Best Places to Work for Women 2021 (15th)
 - Best Places to Work from Home 2021 (6th)
 - Best Places to Work - Millennials 2021 (10th)
 - Best Places to Work - Diversity and Inclusion 2021 (6th)
- 1st place Par Ranking, Aequals.** Best performance in gender equity

- PERU**
- Presente Certification.** Best Places for LGBTIQ+ Talent
- Certificate by the Ministry of Women and Vulnerable Populations.** Safe Company, Free from Violence and Discrimination Against Women

- Certificate awarded by the Ministry of the Environment - Carbon Footprint measurement,** for the calculation of greenhouse gas (GHG) emissions

Awards and Accolades

Country Award

- PAMOIC GOLD**
- Best Human Capital Management
 - Best Multi-Channel Strategy
 - Best Sales Strategy

- ARGENTINA**
- SILVER**
- Best Business Outsourcing Operation
 - Best Collection Strategy
 - Best Social Responsibility Contribution

- CCN FÉNIX AWARDS**
- Best User Experience Adaptation
 - Better Interface Experience Adaptation

- BRAZIL**
- CONAREC** - Profissional do Setor de Relacionamento - Liderança Tech
- 20th ABT Award** to Konecta-BMG Bank in the category: Agente Virtual Inovador consolida a Experiência do Cliente
- ABEMD Award to Telefónica & Konecta** - Gamificação no proceso de Home Office durante a pandemia

Awards and Accolades

Country Award

National Award for Excellence in the Contact Centre and BPO Industry GOLD

- Executive of the Year
- Talent of the Year
- Best Shared Services Centre - Cognos operation Bancolombia

COLOMBIA

SILVER

- Best Technological Contribution - Single Desktop
- Best Outsourcing Company Operation - Business and Independent Operation
- Best Export Management

BRONZE

- Best Multi-Channel Operation
- Best Social Responsibility Contribution

Peru

APEXO Award (Peruvian Association of Customer Experience) 2021

- Best Process Optimization of a Contact Centre
- Best Diversity Management

ABE Award (Association of Good Employers) 2021. Diversity and Inclusion

APCC Best Awards

PORTUGAL

- GOLD APCC Best Awards in the CC category with more than 50 agents / Client: Zurich
- GOLD APCC Best Awards Insurance Category / Client: Zurich

Associations

Country Professional association

ARGENTINA

Argentinian Chamber of Contact Centres (CACC)
 American Chamber of Commerce in Argentina (AMCHAM)
 Latin American Alliance of Organisations for Customer Interactions (ALOIC)
 Argentinian Institute of Corporate Social Responsibility (IARSE)

BRAZIL

Associação Brasileira de Telesserviços (ABT)

CHILE

Spanish Chamber of Commerce in Chile A.G. (CAMACOES)
 Santiago A.G. Chamber of Commerce (CCS)

COLOMBIA

Colombian Association of BPOs (BPRO, formerly CDECC)
 Colombian Association of the Collection Industry (COLCOB)
 Solidarity Fenalco Corporation
 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
 Association for the Development of Customer Experience (DEC Association)
 Spanish Retail Association
 Spanish Renting Association
 Ibero-American Network of Inclusive Enterprises (RIEI)
 Business Confederation of Andalusia (CEA)
 Chamber of Commerce Club
 La Cartuja Entrepreneurs' Circle

Associations

Country Professional association

Mexico

Mexican Institute of Teleservices (IMT)
 Association of Collection and Legal Services Professionals A.C. (APCOP)
 National Chamber of Electronics, Telecommunications, and Information Technology (CANIETI)

PERU

American Chamber of Commerce of Peru (AMCHAM)
 Spanish Chamber of Commerce in Peru
 Peruvian Association of Human Resources (APERHU)
 Peruvian Association of Customer Experience (APEXO)
 Spanish International Cooperation Agency (AECID)
 National Confederation of Private Business Institutions (CONFIEP)
 Corporate and Disability Network
 Aequales
 Red Pride Connection Peru
 Ibero-American Network of Inclusive Enterprises (RIEI)
 Women CEO
 UN Women, adherence to the WEP principles

PORTUGAL

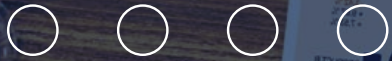
Associação Portuguesa de Contact Centres (APCC)
 Câmara do Comércio Luso-Espanhola

Corporate Responsibility

Sustainable business model

Communication with Stakeholders

Material Aspects



Sustainable business model

Through its sustainable business growth model, Konecna responds to the needs and expectations of its stakeholders.

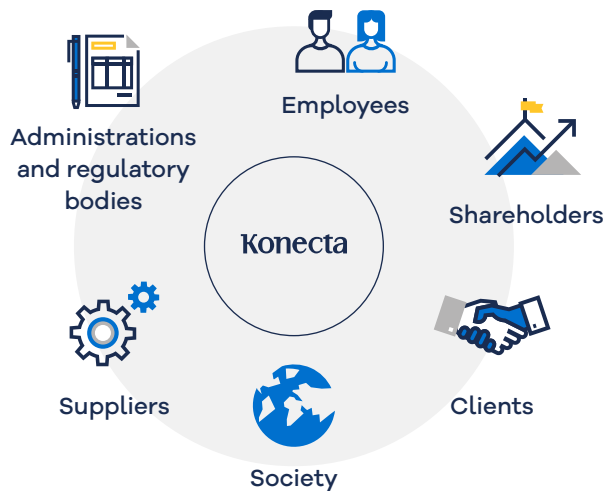
Pillars of Konecna's sustainable growth model

- Profitability
- Quality
- Innovation
- Ethics
- Transparency
- Respect for human capital
- Welfare
- Diversity and equal opportunities
- Minimization of its environmental impact
- Collaboration with social development

The strengthening of Konecta's corporate responsibility, aimed at achieving its strategic goals as a company, goes through four main action areas that cut across the different areas of the company:

- Corporate governance
- Human capital
- Social action
- Commitment to the environment

Communication with Stakeholders



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.

CS&R FOCUS COMMUNICATION CHANNEL

Compliance

- Whistleblowing channel
- Equality line
- Corporate and local committee meetings

Relationships with external stakeholders

- Corporate Purchasing Portal
- Clients' Area on the corporate Web
- Satisfaction surveys for clients
- Corporate Website
- Digital magazine
- Webinars
- Newsletters / Mailings for clients
- Innovation blogs
- Social networks
- Public social media
- Meetings, e-mails for daily operations

CORPORATE GOVERNANCE

CS&R FOCUS COMMUNICATION CHANNEL

Human Capital

- Employee Portal
- Specific digital channels for administrative requirements and communication with the company
- Local intranets
- Digital publications / Local newsletters
- Local social networks / Workplace / K!onectamos
- Local chat rooms
- Internal communication apps
- Operational websites
- Working environment surveys
- Local training portals / Didactik!

SOCIAL ASPECTS

Society

- Forums and virtual events
- Corporate Website
- Webinars
- Public social media
- Social networks
- Meetings, emails for operational projects

ENVIRONMENT

- Intranets locales
- Boletines digitales /Newsletters locales
- Redes sociales
- Konecta Informa (Campus Konecta)
- Foros virtuales

Material Aspects

Regular materiality studies has been conducted since 2016, which have identified relevant issues for Konecta and its stakeholders based on which, the Company aligns its strategic sustainability objectives to the Principles of the Global Compact and Sustainable Development Goals outlined in the 2030 Agenda.

With this in mind, the company updated its materiality analysis in 2021, with a strategic approach in terms of risk and opportunities linked to Sustainability/ESG. This analysis establishes the basis on which the ESG priority focuses and the main lines of action in terms of sustainability within the company have been defined, following the guidelines established in the Global Reporting Initiative (GRI) for the preparation of this type of analysis and its communication in this report.



The process consisted of two main analyses:

External Analysis

Which reviewed the main external issues that are affecting, or will affect, the industry in the future.

- Reporting standards and best market practices.
- Positioning and relevant topics in the industry.
- Main sustainability initiatives.
- Analysis of the media and regulatory context.
- Key issues in leading analysts and investors.
- Contractual requirements of clients, investors, and shareholders.

Internal analysis

Which utilized Konecta internal documentation for the definition of relevant topics.

- Konecta's internal policies.
- Corporate Responsibility and Sustainability Master Plan.
- 2019 materiality analysis.
- Risk Matrix.
- SWOT Analysis.
- Country regulations.

The issues identified were presented to the most relevant Konecta management areas to obtain a global vision, and conduct an internal evaluation thereof. In this phase, the operational, reputational, and internal management importance of each of the aspects identified has been assessed.

Finally, together with the comments and results obtained, the following final list of material topics was determined:

Governance Dimension

- Good Governance
- Ethics and regulatory compliance
- Supply Chain
- Risk management and corporate information control
- Information security and confidentiality
- Economic growth and new markets
- Communication with stakeholders

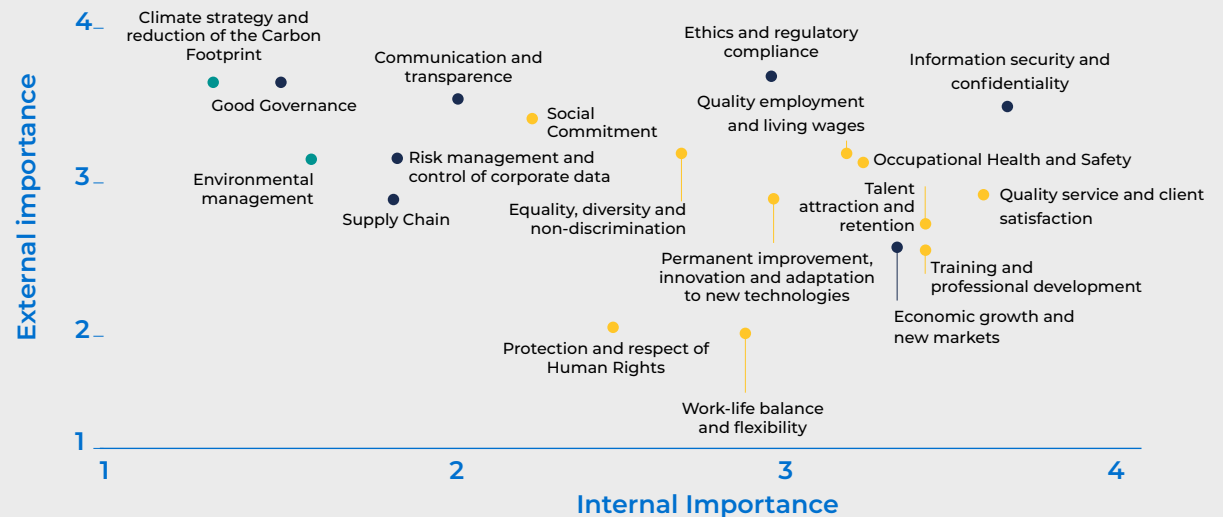
Environmental Dimension

- Climate strategy and carbon footprint reduction
- Environmental management

Social Dimension

- Occupational safety and health
- Talent attraction and retention (internal promotion and recognition)
- Training and professional development
- Equality, diversity, and non discrimination
- Quality employment and decent pay
- Work-life balance and labor flexibility
- Protection and respect of Human Rights
- Social commitment
- Quality service and client satisfaction
- Continuous improvement, innovation, and adaptation to new technologies

The weighting of the internal and external issues identified in the materiality analysis made it possible to make a comparison between the internal and external importance for each of the material issues. In this sense, the results obtained are represented in the following materiality matrix:







Below are the subtopics identified by each material topic, Sustainable Development Goals (SDGs), and impacts. This last notion makes it possible to establish a link between financial materiality and impact materiality, provided that it has an impact from the outside to the inside of the company or from the inside to the outside:










External impact on Konecta



Konecta's impact on the outside

| Material topic | Associated subtopics | ODS | Impact |
|--|---|------------|---|
| Good Governance | Set of rules, principles, and procedures that regulate the structure and operation of the company's governing bodies, as well as the decision-making process. | 16 |   |
| Ethics and regulatory compliance | Compliance with the national and international legislation in force in the countries in which the Group operates, as well as with the specific commitments voluntarily signed by the organisation. It also lays down guidelines to ensure ethical conduct in unregulated areas of the business. | 8 & 16 |   |
| Supply chain | Ensuring that the company's suppliers meet their commitments and expectations by raising awareness through the established ethical and environmental principles. | 8, 12 & 17 |  |
| Risk management and corporate information control | Identification, assessment, and management of the potential risks and opportunities to which the Group is exposed, establishing the controls and follow-up models for their monitoring. Likewise, said controls will be established for the control of all corporate information. | - |   |
| Information security and confidentiality | Digitization entails a transformation of the business through which digital media are incorporated into the daily operations of the company. In this sense, and for the control and security of the stored data, the use of a set of control measures is required. | - |   |
| Economic growth and new markets | Creating value and ensuring maximum profitability for shareholders and investors. Likewise, the company seeks to position itself as one of the main actors in the industries in which it operates. | 8, 16 & 17 |   |
| Communication and transparency with stakeholders | As part of the commitment to transparency in management, information about the company is disclosed to stakeholders, in accessible, clear, and truthful conditions. | 17 |   |

| Material topic | Associated subtopics | ODS | Impact |
|---|---|------------------------------|---|
| Climate strategy and carbon footprint reduction | Combating climate change requires companies to transform their business model towards a low-carbon economy. The setting of decarbonization targets for this purpose, as well as the use of renewable energies, are some examples of such good practices within the transformation process. | 6, 7, 9, 11, 12, 13, 15 & 17 |   |
| Environmental management | Set of procedures and mechanisms that allow to determine and achieve the established environmental goals, in addition to complying with legal requirements. Environmental management systems are made up of an organisational structure, responsibilities, practices, procedures, processes, and resources. | 6, 7, 12, 13, 14 & 15 |   |
| Occupational safety and health | Implementation of the necessary measures to ensure the highest standards of health and safety at work. Maintaining a preventive approach, establishing commitments, allocating resources, and implementing measures and programmes aimed at the prevention and minimization of occupational risks, establishing protection measures that allow for the reduction of occupational accidents. | 3 & 8 |  |
| Talent attraction and retention (internal promotion and recognition) | The complexity of talent retention in the industry makes it necessary to identify key profiles, and implement talent attraction and development plans that respond to the new needs of the company. | 3 & 8 |   |

| Material topic | Associated subtopics | ODS | Impact |
|---|--|-------------------------|---|
| Training and professional development | The training of employees and the possibility of internal development not only offer a competitive advantage over other competitors, but also improve the quality of the service offered and increase the possibility of adapting the workforce to the new challenges that may arise (technological, etc.). | 3, 4 & 8 |   |
| Equality, diversity, and non-discrimination | Promotion of a work environment based on equal opportunities and diversity in all areas of the company, from the selection processes of people to management and professional development programmes, applying fair and non-discriminatory criteria. | 5, 8 & 10 |   |
| Quality employment and decent pay | Establishment of measures within the company to improve the relationship with its employees in order to increase their satisfaction in the work environment. | 3, 4 & 8 |  |
| Work-life balance and labor flexibility | Measures within the company that foster work-life balance with flexible hours, and working by objectives. The company also intends to respect the rest periods of the workforce. | 3, 4 & 8 |  |
| Protection and respect of Human Rights | Protection, promotion, and respect of Human Rights in the direct and indirect operations of the company, through the development of due diligence processes to prevent and mitigate the associated risks and their follow-up. | 3, 4, 5, 8, 10, 16 & 17 |   |
| Social commitment | Development of actions necessary to generate a positive impact on the local communities in which the Group operates, whether associated with its operations or with social action projects. To do this, it is essential to involve the community and boost the local business fabric, job creation, and social dialogue. | 2, 4, 8, 10 & 17 |  |
| Quality service and clients satisfaction | Studying, managing, and responding to the expectations and needs of clients to provide a service whose principle is to offer the highest quality standards. | 3, 9 & 12 |   |
| Continuous improvement, innovation, and adaptation to new technologies | Improvement of operational processes through research, adaptation, and integration of technology to allow continuous improvement within the company, increasing the quality of the products offered, and customer satisfaction. | 9, 12 & 17 |   |

Commitment to our employees

Our human capital:
People who connect with people

Konecta people, what sets us apart

Empowering talent, towards an inclusive culture

Commitment from our teams

Professional development

Welfare and work-life balance, an essential compromise

Equality and diversity

Safety and Health: towards a responsible culture

Our human capital: People who connect with people

People are key to the achievement of the objectives contemplated in the Group's strategic plan, and play a fundamental role in each of their field of action for the entire company: accompanying the business of client companies, acting as brand ambassadors, and offering the best experience to their customers.

The company relies on the ability and experience of its teams to achieve this end, and provides them with the necessary means for the development of their activity, from a safe, healthy and challenging work environment, to virtual training tools that allow them to acquire knowledge, at their own pace, aiming at their professional and personal growth, beyond the position they hold.

In this sense, although each Konecta company develops its own strategies to meet its local needs, all follow common guidelines that stem from corporate guidelines.

Thus, the management of the company's talent is based on specific policies that establish the framework of principles of action around which the Group's labor relations are developed, and which contribute to expanding its business culture in the countries in which it operates.

Protection of Human Rights

Internal promotion and talent retention

Equal opportunities and non-discrimination, diversity, and inclusion

Work-life balance

Occupational safety and health

Training plans tailored to the needs of each country

BASED ON A FLEXIBLE MODEL THAT RELIES ON GENERAL CORPORATE ALIGNMENTS OFFERING EACH COUNTRY SUFFICIENT AUTONOMY FOR THE EFFICIENT MANAGEMENT OF ITS HUMAN RESOURCES.

THE ULTIMATE GOAL IS TO CREATE A WORK ENVIRONMENT THAT ENCOURAGES THE DEVELOPMENT OF ITS PROFESSIONALS, WHILE ENSURING THE COMPETITIVENESS AND SUSTAINABILITY OF THE COMPANY IN THE SHORT, MEDIUM, AND LONG TERM.

74,456 professionals in 2021

32%

Men



23,920

68%

Women



50,536

3,786
Mexico

19,362
Colombia

14,337
Peru

2,320
Chile

8,341
Argentina

852
Portugal

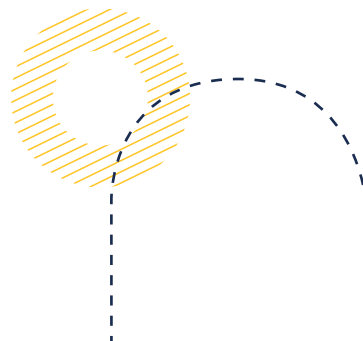
18,684
Spain

397
Morocco

6,377
Brazil

Konecta people, what sets us apart

Excellence and experience of human capital is one of the main competitive advantages for Konecta. With this in mind, and with the purpose of maintaining and enhancing its talent pool, the company directs its efforts to the recruitment, development, and retention of different highly specialized professional profiles, to create multicultural, multigenerational, and increasingly efficient teams.



Empowering talent, towards an inclusive culture

In 2021, the company worked to adapt its talent identification, attraction, and loyalty model, in particular in the digital environment in which it operates.

The emergence of previously unknown profiles, new digital skills, the need for an innovative company culture, behaviors and new corporate values have led Konecta to self-assess, to reinvent itself, and discover its competitive advantages, those that sets us apart. This is how Talento K! was born.

Designed to improve staff commitment to the company, and strengthen their sense of belonging, the goal is to work on the cultural transformation of the company, place value on internal talent, and get it to identify with the values of the Konecta employer brand, and the team to which it belongs.

Under this umbrella, in Spain, Operations is developing a new talent management paradigm to improve employee experience. This process is combined in the "La Ruta de la Seda" with the following initiatives:

Having a **good internal referral Programme.**

Facilitating the **Recruitment Process** through the use of mobile devices and digital communication channels, such as WhatsApp.

Maintaining a **good proactive relationship** with candidates who have been dropped in previous selection processes, but have future potential.

Standardised models of communication with candidates and assessment and monitoring models to ensure the progress of candidates most aligned with the skills and capabilities needed for each position.

Encouraging the pre-reception of candidates in a collaborative environment with the leaders of the operation.

Variants of this model are replicated in other countries with programmes such as Embarcar, in Argentina. In addition, we implement different practices in our various locations to attract the best talent. In Brazil and Colombia, through the youth inclusion programme, and the recruitment of specialised talent, or in Chile and Peru with the signing of collaboration agreements with different government entities, municipalities, foundations, and educational centres.



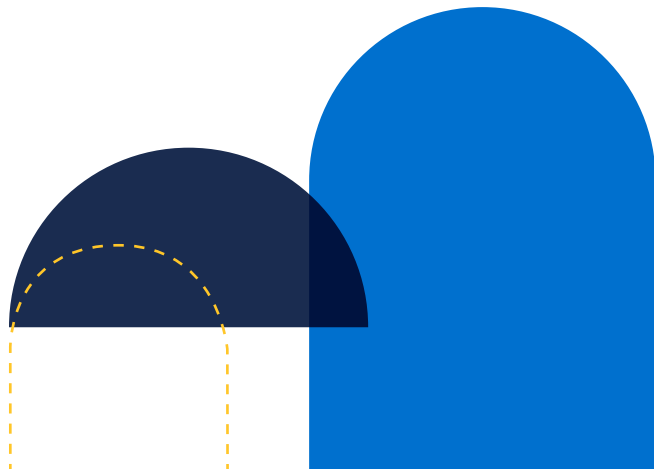
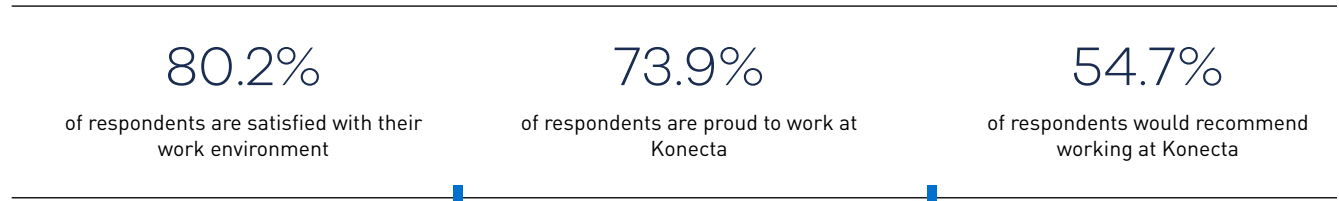
+ 183,000 APPLICATIONS MANAGED IN MEXICO AND PERU

On the other hand, in response to the impact of the pandemic, the selection and recruitment processes have been transformed, migrating from a traditional/ face-to-face model to a fully virtual one. For example, in 2021, a partnership with a digital platform for automatic profile review established in Peru resulted in a 50% reduction in the time of the recruitment and selection process. Likewise, Mexico incorporates from Colombia the multiposting employment generation programme, Sherlock, to add efficiencies with the digitization and restructuring of work teams.

Commitment from our teams

Every year, Konecta conducts work climate surveys among its staff to better understand the variables that influence their satisfaction.

In 2021, climate surveys were conducted in all countries, with the exception of Portugal and Morocco. These included common questions that, for the first time, enabled corporate ratios for employees' recommendation, satisfaction and pride of belonging, so as to understand the opinion and expectations of employees regarding different aspects such as leadership, work environment, physical space, integrity, and camaraderie, among others.



Professional Development

The internal development processes of the Group are based on management by competencies, with the goal of implementing a model that allows Konecta professionals to develop in a more effective way, building on and enhancing their skills and motivating a culture of learning.

In Spain, in the last quarter of 2021, a project was developed under Talento K's umbrella to strengthen the sense of belonging of professionals, and positively impact on their level of commitment. This will result in a more satisfying and productive work environment that will translate in a better customer experience.

5CS DE KONECTA:

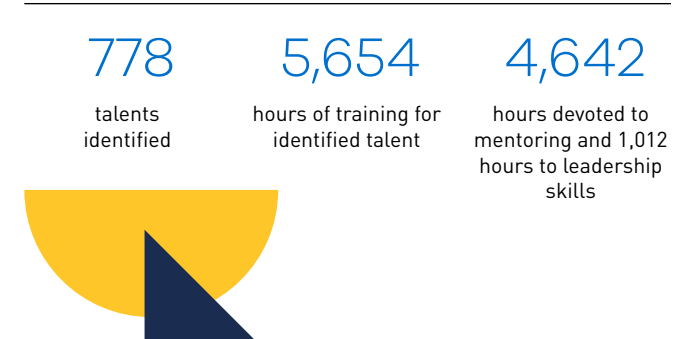
- COMMUNICATION CONFIDENCE CHANGE
- CORDIALITY COLLABORATION

The project consists of two actions:

- Creation of the content platform **K!onectamos**, a digital space from where transformation and continuous improvement around the development of behaviors linked to Konecta's 5Cs are promoted.
- **Programme K!**'s design: for the identification of change catalyst profiles and ambassadors of the Konecta employer brand, Klaptains. It contemplates their accompaniment under mentoring methodologies for the development of the expected skills and behaviors of the leaders of the transformation process..

Similarly, the KonocerT programme, implemented more than two years ago, works to identify the competencies and skills of the current leadership roles as a starting point, to develop them later under a mentoring model.

KonocerT, Spain



In addition, by mid-2021, the Konecta's Top Talent programme was launched in Latam to target high-potential and high-performing professionals with the ability to direct their talent and that of their teams to the achievement of objectives, aligned with the Group's strategy, with a learning attitude and generators of ideas.

Through the identification of profiles and the design of individual development plans, the ultimate goal is to accompany the company's new talents with leadership potential in their professional growth, providing them with the tools necessary to boost their performance, and thus contribute to the sustainability of the business, ensuring a generation of future leaders, identified with the company's corporate culture, and with the knowledge of the strategic guidelines necessary to undertake the challenges and opportunities that the future requires.

In 2021, 104 talents were identified in the Latam region; those whose level of contribution to the organisation has a strategic impact, and whose performance is outstanding.

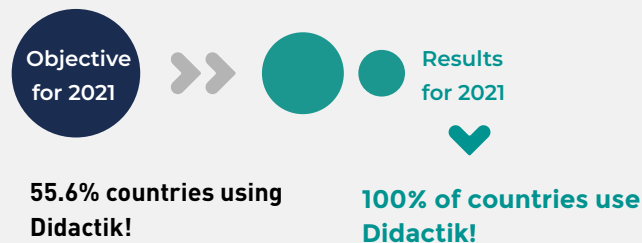
Based on an initial screening process, based on cognitive competencies tests, organisational competencies, and their digital age, 40 talents (distributed by country) were selected to participate in the programme, with pre-established development plans.



360° learning experience

Konecta's training programmes are developed locally, according to the needs of each country, and include specific actions for new hires, continuous and evolutionary training for each of the services provided, and cross-functional training in skills, aimed at professional development, and enhancing team performance.

- Training for new hires
- Continued training
- Cross-functional skills training



Konecta is committed to the digitization and professionalization of training and to the e-learning modality, in view of the excellent results obtained so far, and the possibility of reaching a greater number of professionals in short time.

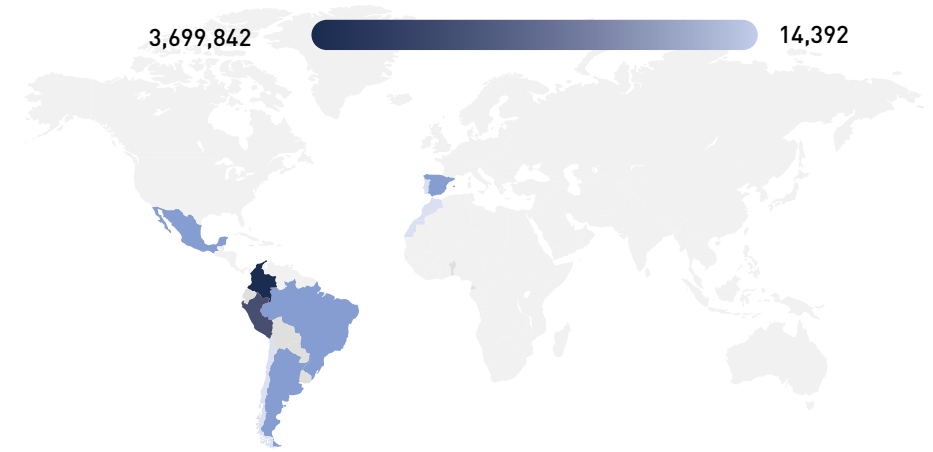
In 2021 Didactik!, a global in-house platform was born for operational training.



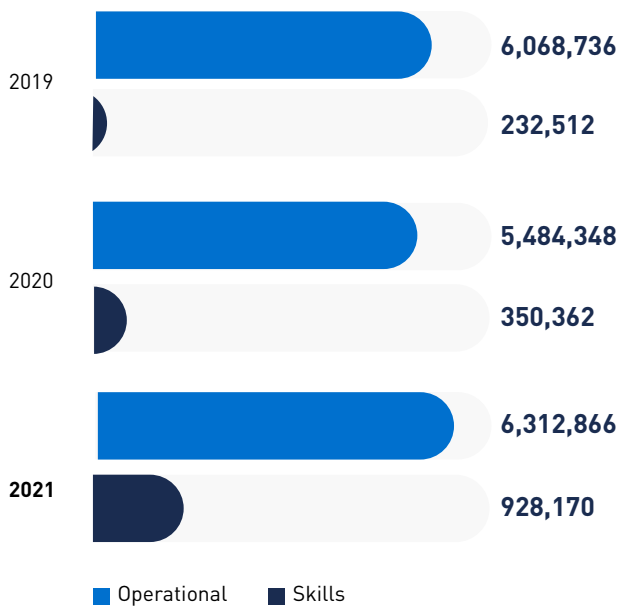
Average training hours by category

| | 2019 | 2020 | 2021 |
|---------------------------|-----------|-----------|-----------|
| Agent / Admin /Validator | 6,177,979 | 5,678,539 | 7,069,299 |
| Quality | 4,355 | 5,024 | 7,658 |
| Force/Instructor | 5,502 | 8,581 | 10,444 |
| Coordinator | 32,209 | 67,677 | 39,542 |
| Supervisor | 50,574 | 12,963 | 91,838 |
| Service Manager | 1,829 | 724 | 666 |
| Head of Services | 3,443 | 4,165 | 4,321 |
| Other Operations Managers | 70 | 964 | 925 |
| Others / Structure | 11,216 | 52,858 | 13,923 |
| Other Operations Staff | 14,073 | 3,213 | 2,420 |

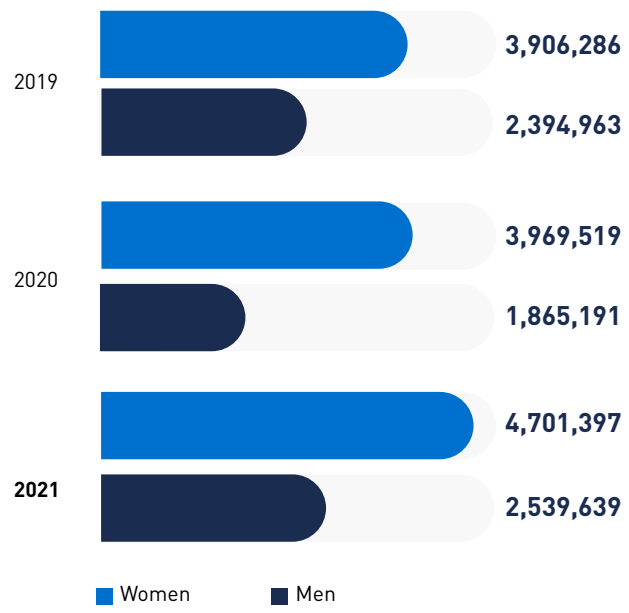
Training hours by country



Training hours by typology



Trainig hours by sex



Throughout 2021, more than 170,000 hours of training were delivered to train staff on topics related to legal compliance, ethics, data protection and cybersecurity, equality, diversity, and the environment. More than 130,000 hours of training were also delivered to improve the skills and competencies of middle managers.

Leaders for change

Argentina

Skills for Future Leaders
 Induction to Leaders positions, Heads and Managers positions
 Training for Leaders, Leadership Training Programme

Chile

School of Supervisors

Colombia

K'Build
 CTC, certify your knowledge
 K'Advance

Spain

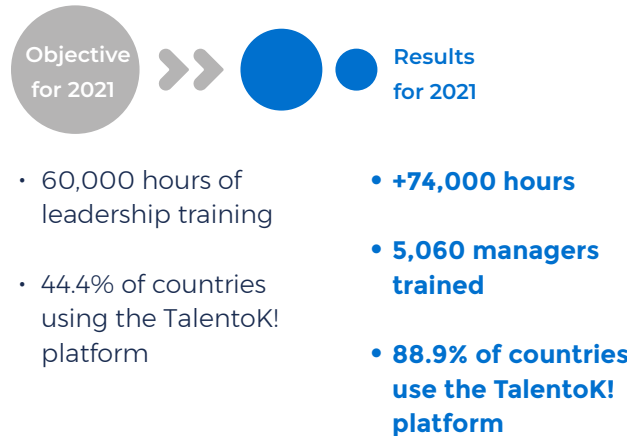
Leadership workshops on Puntoform
 Leader's case
 Team coaching

Mexico

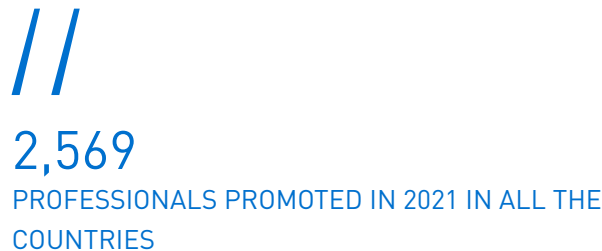
K'Build
 Leadership workshops

Peru

Talent-K: with the "Leadership", "Top Management", "High Potential" Programmes.



In addition to training, Konecta promotes mobility and internal promotion, offering staff the opportunity to take on new challenges in different areas of the company, through a transparent process that guarantees equal opportunity for all candidates.



Programmes such as "Impulsos al Desarrollo" in Spain, or "La Bolsa" in Colombia, open opportunities for self-application to those professionals who wish to continue to grow within the organisation, taking on different paths, and who have the skills and knowledge necessary to acquire new responsibilities. These types of actions have a very positive impact on motivation and commitment.

The organisation has tools in different countries to assess the performance of its employees.

Performance assessment tools

Argentina

Competency-based MATE tool with a semi-annual assessment. More than 6,800 assessments conducted in 2021.

Brasil

Preparation and qualification, teamwork skills, commitment to results, institutional vision, and behavior are evaluated through the Didactik! platform. 9% of qualities assessed in 2021 out of the total to be assessed.

Colombia

Diagnostic tool 270º: 1,839 employees assessed in 2021.

Welfare and work-life balance, an essential compromise

In order to establish measures that guarantee the effective enjoyment of the rest and vacation times, while preserving the personal and family privacy of the company's professionals, the Corporate Digital Disconnection Protocol was approved in June 2021, after consultation with the Employees' representatives. Its application covers all Konecta staff, regardless of their work hours, or whether they are partially or completely engaged in their activity on-site or remotely.

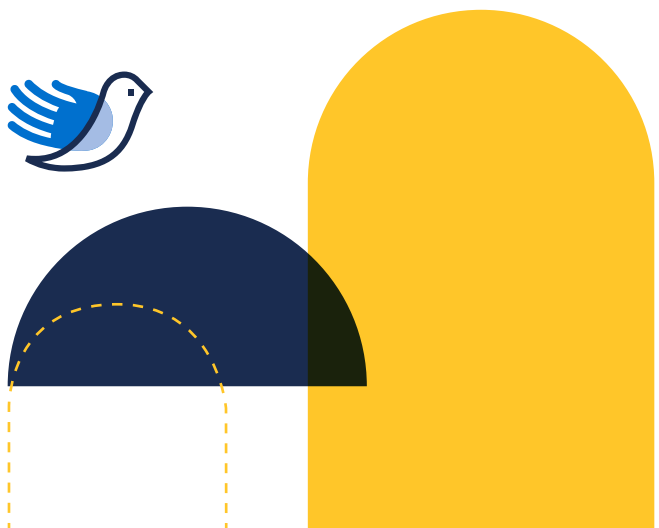
The principles contained in this document are of particular relevance at this time, in view of the increase in online connection times, and the use of digital channels



IN 2021, THE GROUP'S MANAGEMENT BODY RATIFIED THE CORPORATE DIGITAL DISCONNECTION PROTOCOL

for the development of professional activities, derived from the increase in the remote working modality as a result of the pandemic in 2020, and the continuation of its effects in 2021.

Likewise, in its HR and Equality framework policies, the company reiterates its commitment to the implementation of measures that favor the respect of the personal and family life of its professionals in their area of responsibility, taking into account the characteristics of the different campaigns and compliance with the service agreements with customers.



Main work-life balance measures

Parental leave for maternity/paternity

Reduction of working hours or leave for child care

Nursing leaves

Priority choice in holidays for parents

Flexible schedules

Variety of shifts

Possibility of working remotely*

*To the extent that the size and service needs allow.

Others benefits that allow the company to be closer to its professionals include seniority-based recognitions, discounts on transport and food vouchers, flexible schedules, advances, leisure and sports options, benefits for pregnant women, and baby kits. These are options applied by country, based on the relevant local needs.

Equality and diversity

Konecta is committed to an organisation model where equality between women and men is a reality and, consequently, makes it possible to harness the potential and capabilities of all staff.

To this end, in June 2021, the Group's Board of Directors ratified corporate policies on Equality and Diversity, which are mandatory in all countries in which the company is present, in line with its Code of Ethics. These policies reflect the Group's strong commitment to equal treatment and opportunities, work-life balance, non-discrimination, and job integration.



Likewise, Spain and Peru adopted equality plans designed with the aim of advancing the necessary actions to guarantee this fundamental principle within the company and, by extension, in the whole of society.

In particular, in Spain, in order to realize this purpose, in addition to making available a specific channel for communications related to this topic to its staff, the Equality Hotline, we work together with the Employees' legal representatives, both in the process of collective bargaining, and in the development and appraisal processes of the measures adopted. In the case of Peru, the channel dedicated to this purpose is the channel of prevention of violence, harassment, and bullying.

Also, In partnership with public and private partners, including Konecta Foundation, the company promotes the employment of vulnerable groups: LGBTQ+, women victims of domestic violence, persons with disabilities, adults over 45 years old, and migrants.



The company develops training programmes and integration, support, and monitoring plans for a comprehensive labor market inclusion.



Konecta contributes to the elimination of all forms of discrimination against women and the promotion of gender equality through equality plans, training, and partnerships to support women in vulnerable situations.

Countries such as Argentina, Chile, Colombia, Spain, and Peru have specific programmes aimed at improving the employability of individuals of groups at risk of exclusion by preparing them for incorporation into the labor market, within or outside the Group's workforce. This, together with direct hires through selection processes, has allowed more than 2,700 professionals from these groups to be recruited in 2021.

People of groups at risk hired

| | | | |
|--------------|-----------------|--------------|-------------|
| 224 | 418 | 1,166 | 450 |
| Chile | Colombia | Spain | Peru |



Safety and Health: towards a responsible culture

The Group adopted in December 2019, and ratified in 2021, its Occupational Safety and Health Policy, aligned with Goal 3 —Health and Well-being— of the 2030 Agenda, on which all other documents related to health and safety in the company are based.

Locally, countries have safety and health prevention programmes, in line with local regulations, as well as Health and Safety Committees made up of employees' representatives and area leaders¹.

ISO 45001

Spain, Colombia, and Peru have a health and safety management system, the latter certified under the ISO 45001 standard. Periodic audits are carried out locally in order to avoid potential risks in this area, which, given the nature of the Group's activity, relate mainly to office work: ergonomics and use of use.

¹Except in Morocco and Portugal, the former with a doctor in staff, according to the current legislation, and the second with an outsourced supplier in charge of the whole process, from the development of prevention plans to the training of personnel in this area.

AT THE END OF 2021, 68% OF KONECTA'S WORKFORCE IN THE WORLD IS MADE UP OF WOMEN, WITH 664 PEOPLE WITH DISABILITIES, AND 4,933 EMPLOYEES OVER 50, 27% MORE THAN IN 2020

To reduce accidents in the workplace, and to ensure the well-being of professionals, different actions are implemented depending on the context for each country:

[Tracking of employee absenteeism.](#)

[Consultations on psychosocial conditions.](#)

[Programmes/initiatives to take care of the physical well-being of the staff: Inspection of facilities, drills, training \(first aid, use of new technologies, healthy habits\), and awareness campaigns, emergency and evacuation plans, and risk identification and control.](#)

[Emotional and mental well-being programmes through communication channels.](#)

[Employee awareness campaigns toward a co-responsible safety culture.](#)

[Campaigns on safe mobility.](#)

[Safety and well-being of contractors.](#)

To ensure a safe working environment, thermo-hygienic measurements are periodically made to evaluate temperature, relative humidity, CO₂, lighting, and noise, considering all the variables that may affect performance, and facilitating comfort in the workplace. In this sense, given the company's activity and the location of its platforms, the risk for noise exposure levels is minimal.

Health surveillance is carried out in most countries through periodic medical examinations, as well as assessments to adapt jobs to specific conditions, with particular emphasis on people with special needs.

Training in Occupational Health and Safety

Occupational risk prevention training is included in the initial training for employees upon joining the company.

Additional training is carried out according to local needs, and to the contents that each country includes in its Prevention Plan.

Covid-19

Following the progress of the Covid-19 pandemic, the company maintains active safety and prevention protocols, in accordance with the recommendations of local health authorities to protect its personnel.

In 2021, physical distance measures, as well as the reinforcement of the compulsory use of personal protective equipment, such as masks, hydroalcoholic gel on platforms, and disinfection of installations were enforced.

Information campaigns and recommendations for the staff have also remained.

In line with the incidence rate in each country, remote work options, or a mixed modality between remote and face-to-face work have been established for Operations staff, creating bubble groups among administrative staff, with periodic rotation.

Commitment to society

Commitment to sustainable development

Since its inception, Konecta has been firmly committed to the well-being and progress of society, which is evident in areas where, in line with its activity, the result of its actions generates the greatest impact: the training and employment of vulnerable populations.

In this line, Konecta and its Foundation collaborate for the execution of high impact social projects aligned with the business, with a network of partnerships with companies, employers' associations, public administrations, and social entities with which both the Foundation and the company collaborate actively.

The pillars on which the Group's social action is focused are:

Commitment to sustainable development

Supporting those who need it most

Training and Employment

Social Integration

Volunteerism and donations

Creating awareness among the business fabric

Agenda 2030

Konecta aligns its ESG strategies to the Sustainable Development Goals and 2030 Agenda, to drive sustainable growth in its business.

The Group understands that such ambitious goals will only be achieved through public-private, multisectoral partnerships that contribute to the drive for concrete and viable initiatives, and realize everyone's commitment to sustainability.



Training and employment projects

Social integration projects



Projects in collaboration with employees
(Volunteering)

Business fabric awareness
(Communication)



Konecta Foundation: Integration, our greatest Value

Created 16 years ago, and led by the top executive levels of the company, the strategic focus of Konecta Foundation is to promote the labor integration of vulnerable people in all the countries where the company operates.

Supporting those who need it most

Training and Employment for vulnerable Groups

Employment training programmes for people with disabilities, vulnerable women (mothers in destitute households), victims of gender-based violence, people over the age of 45, victims of guerrilla violence (in Colombia), according to the country focus.

Chile

- **Training in Contact Centre in Chile**, Konecta and Integralia foundations, with the possibility of joining Konecta.
-

Colombia

- **Employability projects to support the integration of at-risk groups into the workforce**, directly through the talent management area.
 - **Employability project aimed at young people**, with Corporación Sueños y Huellas, on topics related to life, communication, office tools, and personal finance projects.
-

Spain

Through the Konecta Foundation

- **Professional Training School in Contact Centre**, Konecta Foundation-Santander, with the possibility of joining Konecta.
 - **On-the-job training at Konecta**, CAPACIS.
 - **The Skills Build-IBM Platform** for vulnerable people provides content for training in contact centre through Konecta's training company, Puntoform.
 - **Creando Oportunidades project**, training for Konecta employees with intellectual disabilities.
 - **Scholarship programme for destitute young people**, Dadoris Foundation.
 - **University programme Vida Independiente** for people with great disabilities, Universidad Autónoma de Madrid.
 - **Programming code training**, aimed at destitute children.
-

Peru

- **INKLUBE Schools** – Konecta Foundation, Integralia and Fundades, ESSALUD, MINTRA, Pachacútec, Forge, Cesal, Municipality of Lima, GRTPE and Jóvenes Productivos-, with the possibility of joining Konecta.
-

Projects, volunteering actions, and initiatives

Colombia

- **Escorting of minors to the zoo**, Corporación Sueños y Huellas.
- **Siembra Red de Árboles and Konectando con Intención**, the latter consists of mentoring children from foundations and social entities on planting and waste management to promote a sustainable culture.

Peru

- **Financial volunteering actions** to help shelters and social entities.

Spain

Through the Konecta Foundation:

- **Service for young people with anxiety problems**, SIOF JOVEN.
- **Support to young people and families in one of the poorest neighborhoods in the country**, Alalá Foundation.
- With the participation of Konecta volunteers, **three online workshops were held for people with intellectual disabilities**.
- **12th Internal Call for Social Projects**, Konecta Foundation.

Portugal

- **Fair for the recruitment of persons with disabilities**, together with Associação Salvador.

Donations and solidarity campaigns

- **Campaigns for the donation** of food baskets, school kits, clothing, toys, books.
- **Fundraising campaigns** for various institutions and social entities that serve people with great needs.

Recycling for social purposes

- In Argentina, **donation of waste to the Hospital Infantil Association** for the purchase of supplies for children cared for by this institution, and to Ecolink, an intermediary that supplies a recycling centre operated by women, and accompanies workers from a holistic approach on family, psychological and legal aspects.
 - In Colombia, **donation to Posada Moisés Foundation of 4,405,087 pesos** obtained from the recycling of electrical and electronic waste, in partnership with LITO S.A.S.
 - In Peru, **donation of recycled WEEEs to the Asociación de Ayuda al Niño Quemado** for its social purposes.
-



Training and Employment

The Group is committed to supporting training programmes aimed at equal opportunities and the creation of an inclusive labor market in which all professionals can develop their capacities to achieve their potential and improve their quality of life.



In this line, Konecta promotes strategic projects in Chile, Colombia, Spain, and Peru, aimed at improving the employability of vulnerable populations, and providing the knowledge, skills, and experiences necessary for their social and labor integration.

In parallel, different training projects are developed for groups of young people with Down Syndrome, people with great disabilities, and young destitute people, to enhance their skills and employment opportunities.

The Group contributes to the employment of groups at risk of exclusion, such as people with disabilities, or employees over 50 years old, through training and employment Programmes.



Social Integration

In 2021, the Konecta Foundation continued to provide care for the psychological needs of particularly vulnerable groups during the pandemic, including the elderly, young people with anxiety problems, served through the FAD SIOF Joven project. For their part, women victims of gender-based violence, or small business entrepreneurs were offered personalized advice on tax and legal issues through SECOT.

Support to the Alalá Foundation continues to improve the situation of vulnerable Roma families and students.

In the same vein, Konecta is concerned about the training of young people and families linked to social entities and foundations in Colombia in topics related to waste management, to generate a sustainable culture, and educate them on environmental issues.

Volunteerism and donations

Konecta professionals around the world make their time and talent available to organisations and NGOs, and contribute with financial resources to initiatives for social purposes.

In 2021, various activities for the collection of food, toys, clothing, school supplies, donation of office supplies and computer equipment, and even waste recycling campaigns were organized by the company in various countries.



+ 9,100 volunteers of the Group in various locations contributed with donations, their time, or their knowledge, as well as with financial contributions to support those who need it most.

931 vulnerable people benefited from the projects selected in the call

In this way, either directly, through the delivery of the funds collected to the beneficiaries or social entities that represent them, or indirectly, through the sale, for example, of recycled waste for the collection of funds, Konecta's human team works in solidarity to support the communities surrounding the company's work centres.

As every year, Spain promoted the Internal Call for Social Projects that offers all countries in what the company operates the opportunity to participate.

In 2021, 20,000 € were allocated to four projects of special social impact in the communities in which they are developed, very close to employees of the company, who will benefit people with intellectual disabilities, destitute sick minors, and black women suffering from discrimination.

Konecta makes numerous donations in the form of:



Fundraising campaigns



Toys



Clothing and accessories



Food



Computer and school equipment



Recyclable waste

Creating awareness among the business fabric

Konecta, together with its Foundation, makes an important effort to raise awareness among the business fabric and society itself, through active participation in various events promoted by public and private institutions to share the company's vision and projects developed for equality, diversity, and prevention of gender-based violence, both within and outside the organisation, as well as the good practices put in place in favor of groups at risk of exclusion.

Examples include:

Aliados con Calor programme. Bi-monthly meetings in Colombia to raise awareness and provide training in sustainable practices.



Awareness raising and sustainability meetings (ESS by its acronym in Spanish), organized in collaboration with ABC and Vocento Madrid, under the slogan "Rebuilding our Economy. Horizon 2030". These meetings focus on sharing the experiences of companies and social entities linked to various Sustainable Development Goals (SDGs).

Chair of the Business and Disability Network (Peru).

Promotion of social-labor inclusion, decent work, and employability of persons with disabilities within business organisations and private institutions in Peru.

Participation in the Compliance Workshop 2021: The impact of compliance on the protection of personal data, by organized AMCHAM (American Chamber of Commerce of Peru) partners.

Commitment to the environment

Konecta's environmental strategy

- Environmental management
- Energy efficiency and the use of renewable energies
- Carbon Footprint
- Sustainable purchases and consumption reduction
- Waste management



Konecta's environmental strategy

As part of its strategy to minimize the impact on the environment and contribute to the fight against climate change, Konecta implements actions aimed at reducing its footprint on the planet at its various locations and, in parallel, delivers awareness-raising campaigns to promote habits that contribute to this end.

Energy efficiency and the use of renewable energies

- Progressive renovation of LED lighting, as well as automated HVAC equipment and systems.
- Purchase of electricity with a guarantee of renewable origin.

Emission calculation and compensation

- Calculation of the carbon footprint for all group activity in scopes 1, 2 and 3.
- Reforestation projects in Spain, Argentina, and Colombia.

Reduction of consumption and sustainable purchases

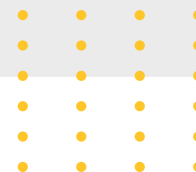
- Application of new technologies to reduce paper consumption.
- Inclusion of sustainability criteria into the procurement processes.

Waste management

- Recycling of waste, progressively incorporating countries, according to their possibilities.
- Donations of office supplies and computer equipment.

Committed to setting science-based targets through the SBT initiative

In 2021, Konecta took a step further by signing the commitment to the Science-Based Goals initiative (SBTi). The objectives of this initiative are aligned with the Paris Agreement (COP21, 2015), aimed at preventing the most unfavorable effects of climate change, limiting the average temperature rise well below 2 °C, compared with pre-industrial levels, and undertaking continued efforts to limit global warming to 1.5°C.



Environmental management

To control and minimize the impact of the business on the environment, the company has environmental management systems in place in the countries where its activity is greatest.

Thus, in Spain, the management system is certified according to the requirements of the UNE-EN ISO 14001 standard, and in 2021, it extended its reach to seven platforms in the country. Also under the same standard, Peru certified four of its eleven work centres in 2021.



NO FINES OR PENALTIES RELATED TO ENVIRONMENTAL ISSUES WERE RECEIVED IN 2021

Colombia has a sustainability management system consisting of four pillars: Environmental, social, and business responsibility, volunteerism, and gender equity. The environmental pillar responds to the environmental management of the company that, while not certified, is based on the good practices of ISO 14001:2015.

Energy efficiency and the use of renewable energies

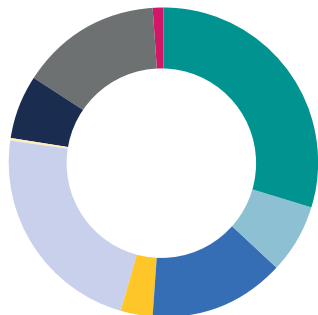
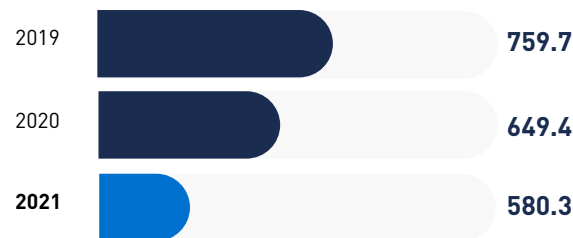


ENERGY INTENSITY WAS REDUCED BY 10.63% COMPARED WITH 2020

Power consumption (kWh)



Electricity (kWh /employee)



- 29.88% Spain
- 3.31% Chile
- 0.41% Morocco
- 14.34% Brazil
- 7.10% Argentina
- 22.62% Colombia
- 6.59% Mexico
- 14.77% Peru
- 0.98% Portugal

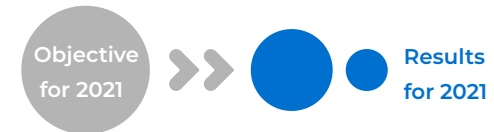
Energy efficiency actions

Replacement of fluorescent lamps for LED.

Replacement of air conditioning devices with more efficient ones.

Proper use of the headquarters' climate control system, generating shutdown at times when the sites are unstaffed, or turning on equipment based on facility usage.

Automatic on/off lights with motion sensors



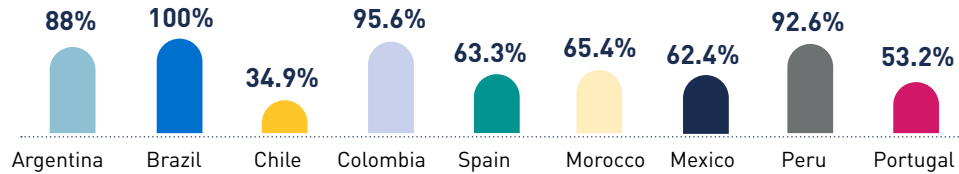
• 5% reduction in electricity consumption per employee compared to 2019

• **23.6% reduction in electricity consumption per employee compared to 2019**

LED Surface

Since 2017 Konecta continues its commitment to energy efficiency through the LED lighting renovation campaign.

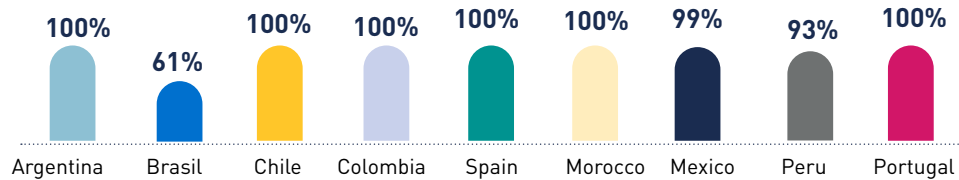
2021 - LED-illuminated areas



New HVAC systems

To increase the energy efficiency of its spaces, Konecta is committed to installing automated HVAC systems.

2021 - HVAC Heated Surfaces (%)



Indirect consumption

Indirect consumption resulting from business travel, both domestic and international, increased in 2021 due to the progressive lifting of mobility restrictions caused by the pandemic. However, the number of miles traveled by air remains well below the cumulative figure for 2019.

Miles flown by plane



SINCE 2019, THE MILES TRAVELED BY AIR HAVE BEEN REDUCED BY 68.6%

Use of renewable energies

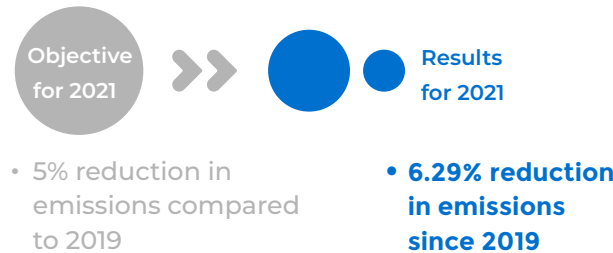
The energy consumed by Konecta in Spain has a 100% Renewable Source Guarantee. RocketHall's platforms, which adhered in 2021, will be annexed to this modality once their contracts with the current service provider are finalized.

With the exception of Colombia (with 64% of hydroelectric energy), and Peru (with 52% hydro, 43% thermal, 3% wind, and 2% solar) which use renewable energies, the rest of countries do not have the certification of the respective operators to so certify.

Carbon Footprint

The carbon footprints for scopes 1, 2, and 3 were calculated in 2021.

| | t CO ₂ 2019* | t CO ₂ 2020** | t CO ₂ 2021*** |
|----------------|-------------------------|--------------------------|---------------------------|
| SCOPE 1 | 10,963.83 | 11,184.90 | 17,587.95 |
| SCOPE 2 | 15,525.62 | 9,811.48 | 7,779.53 |
| SCOPE 3 | 913.79 | 236.31 | 311.37 |
| TOTAL | 27,403.24 | 21,232.69 | 25,678.85 |



* 2019: the data have been recalculated, as the data collection for 2020 was improved.

** 2020: Scope 1 emissions have increased compared to those of 2019, due to the fact that not all fuel consumption (gasoline) was reported in the last year. Does not include the footprint of RocketHall platforms for scopes 1 and 2. Scope 1: 186.7447; Scope 2: 1,089.2086; Scope 1+2: 1,275.9533.

*** 2021: RocketHall platforms have been included. Chile's energy consumption for the last quarter (for one of its platforms) is missing because the supplier failed to perform the readings. However, an estimate has been made with the highest consumption value recorded so far per platform, and the final value showed a slight increase (Scope 2: 7,813.70 tCO₂).

Note: The tool used for calculating Scope 1 and 2 emissions, was the calculator provided by the Spanish Ministry for Ecological Transition and Demographic Challenge (Miteco, Version 2020). Scope 3 was calculated using the carbon calculator provided by the National Energy Foundation. Data from 2019 were recalculated using this methodology to facilitate year-to-year comparability.

The scopes defined in the calculation incorporate the following concepts:

- Scope 1: total fuel consumption, both for domestic vehicles and Konecta vehicles.
- Scope 2: total energy consumption. Power companies not defined in the tool have been included as "other companies or several marketers," without CdGOs.
- Scope 3: Total miles made on air and rail travel.

KONECTA'S CARBON FOOTPRINT HAS BEEN REDUCED BY 6.29% SINCE 2019

Carbon-offsetting

Through reforestation projects in several countries, such as Spain, Argentina, or Colombia, in partnership with Bosques Sostenibles, Seamos Bosque, and Red de Árboles Foundation, respectively, that included the donation and planting of indigenous species for the restoration of areas affected by deforestation and offsetting the company's emissions.

Sustainable purchases and consumption reduction

Paper and cardboard

Konecta Group continues with the initiative to reduce the consumption of resources, including paper and cardboard. In 2021, paper consumption has been significantly reduced due to the pandemic, the implementation of remote work and, on the other hand, the increased awareness of staff in the decline in paper use, and the increase in the use of available technologies.

In addition, initiatives have been developed to include sustainability criteria in purchasing processes, such as increasing consumption of green-labeled paper.



Paper and paperboard purchased (t)



Paper consumption intensity (t/employees)



MORE THAN 73 t OF PAPER WERE RECYCLED IN 2021

Actions to reduce paper consumption

Virtual selection and hiring processes, which eliminated the need for paper consumption in these two processes.

Employee awareness of the use of their emails and intranet to reduce paper consumption.

Creation of a virtual mailbox by the printer for office employees. This will prevent them printing a single document by mistake or multiple times.

Payrolls are now sent by email or via the intranet.



ELECTRONIC DOCUMENT MANAGERS HAVE BEEN ESTABLISHED TO PREVENT PAPER CONSUMPTION

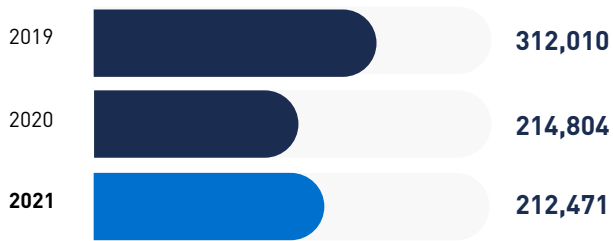


PAPER CONSUMPTION INTENSITY PER EMPLOYEE HAS BEEN REDUCED BY 74% SINCE 2019

Water consumption

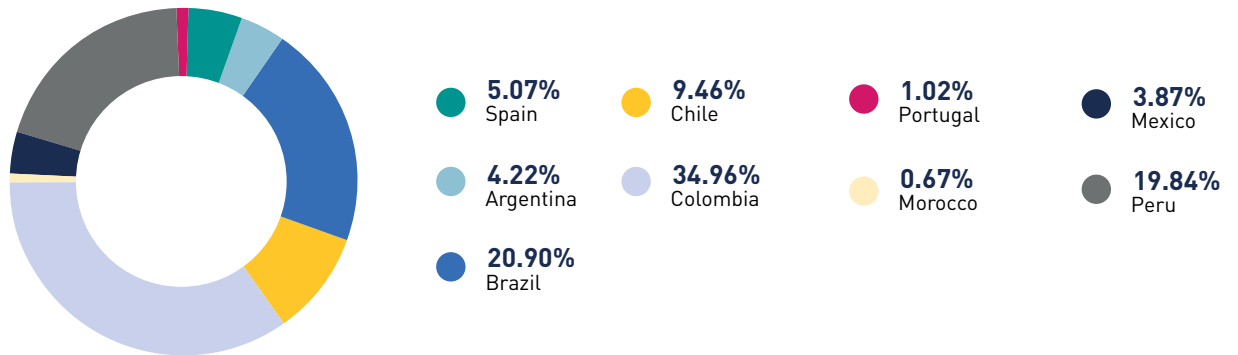
Water consumption remained stable compared to the consumption recorded in 2020.

Water consumption (m³)



Throughout 2021, Konecta Spain continued to develop awareness-raising activities about the importance of saving water. Moreover, it continued to invest in improving facilities through new equipment to ensure better monitoring and control of its consumption.

Water consumption distribution (2021)



Actions to reduce water consumption

Automation of the closing and opening of the taps.

Inspection of facilities to prevent leakages.

Calibration of push buttons and sensors for proper sensitivity and opening times.

Waste management

With the support of public and private entities, as well as the third sector, the Group develops initiatives for waste recycling, progressively incorporating the different countries, according to their possibilities.

In 2021, there has been an increase in the data mainly caused by the incorporation, in December 2020, of the RocketHall Group platforms, present in four countries: Spain, Colombia, Mexico and Peru. The management of a greater volume of waste generated, and a greater thoroughness in their report must be added to these figures.

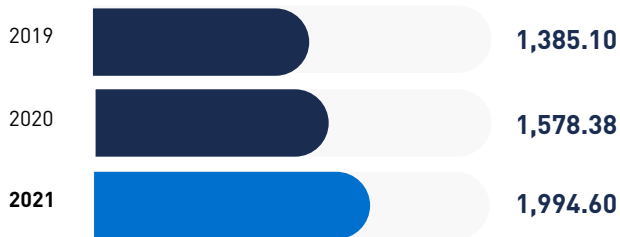
Hazardous waste generated (t)



Hazardous waste intensity (t/employees)



Non-Hazardous waste generated (t)



Non-Hazardous waste intensity (t/employees)



Countries such as Morocco –reporting data on the generation of non-hazardous waste– have been progressively incorporated, as well as Brazil, Chile, and Portugal, which have been reporting on the generation of hazardous waste.

In addition, donations of office equipment and furniture –for example, functional chairs and computers (due for replacement)-, to schools and associations, have continued throughout the year with the aim of contributing to the social development of communities and, at the same time, promoting the circular economy by extending the useful life cycle of some of these products.

With this idea of promoting circular economy, and the use of waste for social purposes, Konecta developed a project with Llena una botella de amor Foundation, in Colombia, which collects bottles filled with bags and plastic containers that are then used for building houses, playgrounds, and urban furniture for the benefit of vulnerable communities and educational institutions.

About the Non-Financial Information Statement



About the Non-Financial Information Statement

Scope and coverage

This Consolidated Non-Financial Information Statement –EINF, in Spanish) corresponds to the period between 1 January 2021 to 31 December 2021, and has been prepared as required by Law 11/2018 of 28 December, on non-financial information and diversity. The Global Reporting Initiative (GRI) and the contents defined in the GRI Standards in its essential option have been used as a reference guide for the preparation of this report, thus fulfilling the principles of materiality. Furthermore, it has been verified by an independent external entity (DELOITTE).

Pursuant to commercial legislation, this Consolidated Non-Financial Information Statement of GRUPO GMM TOPCO CONNECTION, LLC, and its SUBSIDIARIES (hereinafter “Konecta”) is presented and formulated as a separate report, but remains an integral part of Konecta’s Consolidated Management Report Konecta corresponding to the year ending on December 31, 2021, drafted by the Board of Directors of GRUPO GMM TOPCO CONNECTION Group, LLC at the meeting held on March 23, 2021.

This is the seventh document pertaining corporate responsibility report published annually by Konecta, and bears witness to the company’s commitment to transparency and communication with stakeholders with respect to sustainability, under an economic, social, and environmental approach.

This statement includes detailed information on relevant or priority issues –material issues– both for Konecta and its stakeholders. These issues have been identified

through direct consultation with both internal and external stakeholders, considering the company’s activity. Therefore, issues deemed “non-material” are included with a lower level of completeness or go unreported, as in the case with issues related to impacts on the health and safety of clients, end-user complaints, impact on biodiversity or the aquatic environment, etc. Nonetheless, the information required by Law 11/18 has been included even when not relevant or material to Konecta.

Verification

The Non-Financial Information Statement has been audited by an external and independent entity. The independent assurance report containing the objectives and scope of the process, as well as the review procedures used, and its conclusions are included as annex to this Statement.

Table of contents: law 11/2018 – GRI standards



— Statute book

| Contents of Law 11/2018 INF | | Standard used | Response within the report | |
|-------------------------------------|---|---|---------------------------------|--|
| BUSINESS MODEL | Description of the Group's business model | GRI 102-2, 102-4, 102-6, 102-7, 102-15 | Business model - pp. 6-11 | |
| | Policies | GRI 103-2, 103-3 | Compliance Programme - pp.14-15 | |
| INFORMATION ON ENVIRONMENTAL ISSUES | Key risks | GRI 102-11, 102-15, 102-30, 201-2 | Risk Management - pp. 19-20 | |
| | General | Current and foreseeable effects of the company's activities on the environment and, where applicable, on health and safety. | GRI 102-15, 102-29, 102-31 | Konecna's environmental strategy pp. 50-57 |
| | | Environmental evaluation or certification procedures. | GRI 102-11, 102-29, 102-30 | Certifications and Awards - p. 22-24 |
| | | Resources dedicated to the prevention of environmental risks. | GRI 102-29 | Konecna's environmental strategy pp. 50-57 |
| | | Application of the precautionary principle. | GRI 102-11 | Konecna's environmental strategy pp. 50-57 |

| Contents of Law 11/2018 INF | | Standard used | Response within the report | |
|-------------------------------------|---|---|--|---|
| INFORMATION ON ENVIRONMENTAL ISSUES | General | Provisions and guarantees for environmental risks. | GRI 307-1 | In view of the activities undertaken by the Group companies, the latter does not have any responsibilities, expenses, assets nor provisions and contingencies of an environmental nature which could be significant with regard to the assets, the financial position, and the earnings of the Group. |
| | Pollution | Measures to prevent, reduce or repair carbon emissions that seriously affect the environment, taking into account any form of air pollution specific to an activity, including noise and light pollution. | GRI 103-2, 302-4, 305-5, 305-7 | Konecna's environmental strategy pp. 50-57 |
| | Circular Economy, and prevention and waste management | Prevention, recycling, reuse, other forms of recovery and waste disposal. Actions to combat food waste. | GRI 103-2, 301-1, 301-2, 303-3, 306-1, 306-2 | Sustainable purchases and consumption reduction - p. 55 |
| | | Water consumption and water supply according to local constraints. | GRI 303-1, 303-3, 303-5 | Water consumption - p. 56 |
| | Sustainable use of resources | Consumption of raw materials and the measures adopted to improve the efficiency of their use. | GRI 103-2, 301-1, 301-2 | Sustainable purchases and consumption reduction - p. 55 Energy efficiency and use of renewable energies - pp. 52-53 |
| | | Energy: direct and indirect consumption; measures adopted to improve energy efficiency; use of renewable energy. | GRI 103-2, 302-1, 302-3, 302-4 | Carbon Footprint - p. 54 |
| | | Greenhouse Gas Emissions. | GRI 305-1, 305-2, 305-3, 305-4 | Emissions - pp. 64-65 |
| | Climate Change | Measures adopted to adapt to the consequences of Climate Change. | GRI 102-15, 103-2, 305-5 | Konecna's environmental strategy pp. 50-57 |
| | | Reduction goals established voluntarily in the medium and long term to reduce GHG emissions and means implemented for this purpose. | GRI 103-2 | Konecna's environmental strategy pp. 50-57 |

| Contents of Law 11/2018 INF | | Standard used | Response within the report |
|--|----------------------------|---|--|
| INFORMATION ON ENVIRONMENTAL ISSUES | Protection of biodiversity | Measures taken to preserve or restore biodiversity. | GRI 103-2 |
| | | Impacts caused by activities or operations in protected areas. | GRI 304-1 |
| INFORMATION ON SOCIAL AND PERSONNEL ISSUES | Policies | Policies applied by the group, 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. | GRI 103-2, 103-3, 102-35 Compliance Programme pp. 14-15 |
| | Key risks | Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European, or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium, and long-term risks. | GRI 102-15, 102-30 Risk Management Pp. 19-20 |
| INFORMATION ON SOCIAL AND PERSONNEL ISSUES | Employment | Total number and distribution of employees by sex, age, country, and professional classification. | GRI 102-7, 102-8, 405-1 b) Annex: Distribution of the workforce p. 85 |
| | | Total number and distribution of work contract modalities. | GRI 102-8 Annex: Distribution of the workforce p. 85 |
| | | Annual average of permanent, temporary, and part-time contracts by sex, age, and professional classification. | GRI 102-8 Annex: Distribution of the workforce p. 85 |
| | | Number of dismissals by sex, age, and professional classification. | GRI 401-1 b) Annex: New Hires and Employee turnover - pp. 85-86 |
| | | Average remunerations and their evolution disaggregated by sex, age and professional classification or equal value. | GRI 405-2 Annex: Remuneration - Pp. 89-91 |

| Contents of Law 11/2018 INF | | Standard used | Response within the report |
|---|--|---|---|
| INFORMATION ON SOCIAL AND PERSONNEL ISSUES | Employment | Gender pay gap. | GRI 405-2 Annex: Gender pay gap. - p. 92 |
| | | Remuneration of equal or average jobs in the company. | GRI 202-1 Annex: Employee Data - p. 92 |
| | | Average remuneration of directors and executives, including variable remuneration, allowances, compensation, payment to long-term savings forecast systems and any other perception disaggregated by sex. | GRI 102-35, 102-36 Annex: Remuneration - p. 93 |
| | | Implementation of measures to ensure disconnection from work. | GRI 103-2 Compliance Programme - pp. 14-15 Welfare and work-life balance, an essential compromise - p. 40 |
| | | Employees with disabilities. | GRI 405-1 b) Equality and diversity - Pp. 41-42 Annex: Employee Data - p. 93 |
| | Work Organisation | Organisation of the working time. | GRI 102-8 c), 103-2 Welfare and work-life balance, an essential compromise - p. 40 |
| | | Number of absence hours. | GRI 403-2 a) Annex: Accidents at work and occupational diseases - pp. 87-88 |
| | | Measures designed to facilitate the enjoyment of work-life balance, and encourage joint responsibility of these by both parents. | GRI 103-2, 401-3 Welfare and work-life balance, an essential compromise - p. 40 |
| | Health and safety | Occupational health and safety conditions. | GRI 103-2 Health and Safety towards a co-responsible culture - pp. 42-43 Annex: Accidents at work and occupational diseases - pp. 87-88 |
| | | Work accidents (frequency and severity) disaggregated by sex. | GRI 103-2 Annex: Accidents at work and occupational diseases - pp. 87-88 |
| | Occupational diseases (frequency and severity) disaggregated by sex. | GRI 403-10 Annex: Accidents at work and occupational diseases - pp. 87-88 | |

| <i>Contents of Law 11/2018 INF</i> | | <i>Standard used</i> | <i>Response within the report</i> | |
|--|---|---|---|---|
| Social Relations | Organisation of social dialog, including procedures for informing and consulting staff and negotiating with them. | GRI 102-43, 402-1, 403-1 | Annex: Employee Data - p. 93 | |
| | Percentage of employees covered by collective agreement by country. | GRI 102-41 | Annex: Employee Data - p. 93 | |
| | Balance of collective agreements, particularly in the field of health and safety at work. | GRI 403-1, 403-4 | Annex: Employee Data - p. 93 | |
| Training | Policies implemented in the field of training. | GRI 103-2 | Professional Development pp. 36-39 | |
| | Total number of hours of training by professional categories. | GRI 404-1 | Professional Development pp. 36-39 | |
| Accessibility | Universal accessibility for people with disabilities. | GRI 103-2 | Equality and diversity - pp. 41-42 Annex: Employee Data - pp. 92-93 | |
| INFORMATION ON SOCIAL AND PERSONNEL ISSUES | Measures adopted to promote equal treatment and opportunities between men and women. | GRI 103-2 | Equality and diversity - pp. 41-42 | |
| | Equality Plans. | GRI 103-2 | Equality and diversity - pp. 41-42 GRI 406: Non-discrimination - p. 81 | |
| | Measures taken to promote employment. | GRI 103-2 | Empowering talent toward an inclusive culture - p. 34 Supporting those who need it most pp. 45-48 Training and Employment - p. 47 | |
| | Equality | Protocols against sexual and gender-based harassment. | GRI 103-2 | Equality and diversity - pp. 41-42 GRI 406 Non-discrimination - p. 81 |
| | | Integration and universal accessibility for people with disabilities. | GRI 103-2 | Equality and diversity -pp. 41-42 Commitment to sustainable development - pp. 44-46 Business fabric awareness - p. 49 |

| Contents of Law 11/2018 INF | | | Standard used | Response within the report |
|---|--------------|---|---------------------------------|--|
| INFORMATION ON SOCIAL AND PERSONNEL ISSUES | Equality | Policy against all types of discrimination and, where appropriate, management of diversity. | GRI 103-2, 406-1 | Equality and diversity - pp. 41-42 Commitment to sustainable development -pp. 44-49 Creating awareness among the business fabric - p. 49 |
| | Policies | Policies applied by the group, 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. | GRI 103-2, 103-3, 410-1, 412-2 | Commitment to universal human rights - p. 18 Compliance Programme pp. 14-15 |
| INFORMATION ON THE RESPECT FOR HUMAN RIGHTS | Key risks | Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European, or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium, and long-term risks. | GRI 102-15, 102-30 | Risk Management - pp. 19-20 |
| | Human Rights | Application of due diligence procedures in human rights. | GRI 103-2 | Commitment to universal human rights - p. 18 |
| | | Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses. | GRI 103-2, 412-1 | Commitment to universal human rights - p. 18 |
| | | Complaints about cases of human rights violations. | GRI 102-17, 103-2, 411-1, 419-1 | Commitment to universal human rights - p. 18 |

| Contents of Law 11/2018 INF | | Standard used | Response within the report |
|---|------------------------|---|---|
| INFORMATION ON THE RESPECT FOR HUMAN RIGHTS | Human Rights | Promotion and compliance with the provisions of the fundamental ILO conventions related to 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 labor and the effective abolition of child labor. | GRI 103-2 Welfare and work-life balance, an essential compromise - p. 40 Equality and diversity - pp. 41-42 Annex: Employee Data - pp. 92-93 |
| | Policies | Policies applied by the group, 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. | GRI 103-2, 103-3, 205-2 Compliance Programme pp. 14-15 Ethics and Integrity - p. 15 |
| INFORMATION RELATED TO THE FIGHT AGAINST CORRUPTION AND BRIBERY | Key risks | Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European, or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium, and long-term risks. | GRI 102-15, 102-30, 205-1 Risk Management - pp. 19-20 |
| | Corruption and bribery | Measures taken to prevent corruption and bribery. | GRI 103-2 Ethics and Integrity - p. 15 |
| | | Measures to combat money laundering. | GRI 103-2 Ethics and Integrity - p. 15 |
| | | Contributions to foundations and non-profit entities. | GRI 103-2, 201-1, 203-2, 415-1 Key figures - p. 10 |

| Contents of Law 11/2018 INF | | Standard used | Response within the report |
|-----------------------------|--|--|---|
| Policies | Policies applied by the group, 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. | GRI 103-2, 103-3 | Compliance Programme pp. 14-15 |
| Key risks | Main risks related to these issues related to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European, or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium, and long-term risks. | GRI 102-15, 102-30 | Risk Management - p. 15 |
| INFORMATION ON THE COMPANY | Impact of the activity of society on employment and local development. | GRI 203-1, 203-2, 204-1, 413-1 | Commitment to sustainable development - pp. 44-49 |
| | Konecna's commitment to sustainable development | GRI 203-1, 203-2, 413-1 | Commitment to sustainable development -pp. 44-49 |
| | Relationships maintained with the actors of the local communities and the modalities of dialog with them. | GRI 102-43, 413-1 | Volunteerism - p. 48 |
| | Association or sponsorship actions. | GRI 102-13, 201-1, 203-1 | Associations - p. 24 |
| | Inclusion in the purchasing policy of social issues, gender equality and environmental issues. | GRI 103-3 | Supply Chain - p. 16 |
| | Subcontractors and suppliers | Consideration in the relations with suppliers and subcontractors of their social and environmental responsibility. | GRI 102-9, 103-3 |
| | Supervision systems and audits and their results. | GRI 308-1 | Supply Chain - p. 16 |

| Contents of Law 11/2018 INF | | Standard used | Response within the report | |
|-----------------------------|--|-------------------|---|----------------|
| Consumers | Measures for the health and safety of consumers. | GRI 103-2, 416-1 | Information Security - p. 17 Protection of Personal Data pp. 17-18 | |
| | Systems for handling complaints received and resolution thereof. | GRI 102-17, 103-2 | Supply Chain - p. 16 | |
| INFORMATION ON THE COMPANY | Benefits obtained by country. | GRI 207-4 | Benefits by country (EUR Thousands) | |
| | | | Adjustments | -44,552,561.93 |
| | | | Spain | 10,080,186.25 |
| | | | Argentina | 2,293,892.30 |
| | | | Colombia | 9,862,778.17 |
| | | | Peru | 999,234.51 |
| | | | Brazil | 1,480,411.49 |
| | | | Mexico | 1,166,699.06 |
| | | | Chile | 575,557.43 |
| | | | Portugal | 569,785.40 |
| Morocco | -81,099.59 | | | |
| EE. UU. | -78,708.59 | | | |
| Tax Reporting | Income tax paid. | GRI 207-4 | Key figures - p. 10 | |
| | Public grants received. | GRI 207-4 | Key figures - p. 10 | |

— GRI TABLES

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|--------------------------------|--|---|
| <i>GRI 102 General content</i> | | |
| <i>Organisation profile</i> | | |
| 102-1 | Name of the organisation | GMM TOPCO CONNECTION, S.L., parent company of Grupo Konecta, which carries out its activity in the outsourcing of Customer Relationship and BPO (Business Process Outsourcing) services. |
| 102-2 | Activities, brands, products, and services | Business model - pp. 6-11 |
| 102-3 | Location of headquarters | Annex: Offices - pp. 94-96 |
| | Location of activities | Argentina, Brazil, Chile, Colombia, Spain, Mexico, Morocco, Peru, and Portugal. It also has a commercial office in the United States. |
| 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 | Business model - pp. 6-11 |
| 102-7 | Size of the organisation | Business model pp. 6-11 Key figures - p. 10 |
| 102-8 | Information on employees and other workers | Commitment to our employees - pp. 32-43 |
| 102-9 | Supply Chain | Business model - pp. 6-11 Compliance Programme - pp. 14-15 |
| 102-10 | Significant changes in the organisation and its supply chain | Compliance Programme - pp. 14-15 |
| 102-11 | Precautionary principle or approach | Current or future impacts on the quality of service and the environment have been identified and assessed, as stipulated in Konecta's Integrated Quality and Environmental Management System. |
| 102-12 | External initiatives | Commitment to sustainable development - p. 44 |
| 102-13 | Membership of associations | Associations - p. 24 |

General content *Response within the report (chapter)*

| | | |
|--------|---|----------------------------------|
| 102-14 | Statement from the most senior decision-maker of the organisation | Message from the Board - pp. 3-5 |
|--------|---|----------------------------------|

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|--------|---------------------------------------|-----------------------------|
| 102-15 | Key impacts, risks, and opportunities | Risk Management - pp. 19-20 |
|--------|---------------------------------------|-----------------------------|

Ethics and Integrity

| | | |
|--------|--|--|
| 102-16 | Values, principles, standards, and norms of behavior | Mission, Vision, and Values - p. 7 Ethics and Integrity - p. 15 |
|--------|--|--|

| | | |
|--------|---|---|
| 102-17 | Mechanisms for advice and concerns about ethics | <p>The communications received by the whistleblowing channel refer to problems associated with labor relations, such as equal opportunities, respect for people, work-life balance, prevention of occupational risks, and have therefore been referred to the relevant departments, mostly to HR, which is the area responsible for conducting an investigation and providing a resolution. 100% of the complaints received were handled.</p> <p>In 2021, 224 communications were received in all countries except Chile, Morocco, and Portugal, where no complaints were received on this channel. Of the total: 29 had no content; 16 were terminated due to lack of evidence; 45 were not complaints.</p> <p>The remaining 134 communications received correspond to: 46 communications for abuse of authority and harassment, of which 2 have been closed with the dismissal of the person reported, and the departure of an employee from a service provider company; 17 were deemed non-applicable; 4 were sent to the appropriate area for management, and 23 cases were given corrective and disciplinary action. 75 complaints on various pertaining to personnel management as a result of interactions in work teams, such as management with a supervisor (31), or relationships with peers (9), favoritism (2), errors or nonconformities with settlements or payments (14), complaints by the operative, HR processes, selection processes, and layoffs (19). 12 complaints of alleged fraud, extortion, irregular behavior, and data processing, ended with 1 dismissal, 4 referrals to the relevant area, 5 corrective actions, and 4 non-complaints.</p> |
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| <i>General content</i> | <i>Response within the report (chapter)</i> |
|---|--|
| <i>Governance</i> | |
| 102-18 Governance structure | Corporate Governance structure - pp. 13-14 |
| 102-29 Identification and management of economic, environmental, and social impacts | Business model - pp. 6-11 Commitment to society - pp. 44-49 Commitment to the environment - pp. 50-57 |
| 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. |
| 102-31 Evaluation of economic, environmental, and social issues | Sustainable business model - pp. 25-31 |
| 102-35 Remuneration policies | Members of the Board approves the maximum annual remuneration to be received by the President and CEO Annex: Remuneration - p. 91 |
| 102-36 Process for determining remuneration | Remuneration in Spain is established by the sectoral agreement. Argentina, Chile, and Brazil have separate company agreements. In the other countries where Konecta is present, compensation is associated with the applicable legislation. |
| <i>Stakeholder Engagement</i> | |
| 102-40 List of stakeholders | Sustainable business model - pp. 25-31 |
| 102-41 Collective bargaining agreements | Annex: Employee Data - p.92 |
| 102-42 Identification and selection of stakeholders | Sustainable business model - pp. 25-31 |

| <i>General content</i> | <i>Response within the report (chapter)</i> |
|---|---|
| 102-43 Approach to stakeholder engagement | Material aspects - pp. 27-31 |
| 102-44 Key topics and concerns raised | Material aspects - pp. 27-31 |
| <i>Accountability practices</i> | |
| 102-45 Entities included in the consolidated financial statements | GMM TOPCO CONEXIÓN, S.L. as the parent company, and GIRALDA HOLDING CONEXIÓN, S.L.U.; GRUPO KONECTANET, S.L.U.; KONECTA BTO, S.L.U.; KONTACTA COMUNICACIONES, S.A.; GRUPO KONECTANET MÉXICO SERVICIOS, SA de C.V.; KONECTA FIELD MARKETING, S.A.; GRUPO KONECTA MARRUECOS; KONECTA ANDALUCÍA, S.L.; KONECTA PORTUGAL LDA; KONECTA BRAZIL OUTSOURCING LTDA; KONECTA MEDIACIÓN, S.L.; PUNTOFORM, S.L.; KONECTA GESTIÓN INTEGRAL DE PROCESOS, S.L.; KONECTA SERVICIOS ADMINISTRATIVOS Y TECNOLÓGICOS, S.L.; GRUPO KONECTA CENTROS ESPECIALES DE EMPLEO, S.L; KONECTA CHILE, S.A.; KONECTA SERVICIOS DE BPO, S.L.U.; UNIVERSAL SUPPORT, S.A.U.; GRUPO STRATTON SPAIN; B CONNECT SERVICES, S.A DE C.V.; KONECTA II MEDIADORA DE SEGUROS LDA; URANET PROJETOS E SISTEMAS, LTDA; GRUPO ROCKET HALL, as subsidiaries. |
| 102-46 Defining report content and topic boundaries | About the Non-Financial Information Statement - pp. 58-59 |
| 102-47 List of material issues | Material aspects - pp. 27-31 |
| 102-48 Restatements of information | In the event of changes in calculations or restatements of the information herein contained, said changes shall be indicated in each case accordingly. |
| 102-49 Changes in drafting of reports | About the Non-Financial Information Statement - pp. 58-59 |
| 102-50 Reporting period | Period ending on December 31, 2021 |
| 102-51 Date of the last report | Period ending on December 31, 2020 |
| 102-52 Report drafting cycle | Yearly |
| 102-53 Contact point for questions regarding the report | mcalvarez@grupokonecta.com |

| <i>General content</i> | <i>Response within the report (chapter)</i> |
|--|--|
| 102-54 Claims of reporting in accordance with the GRI Standards | About the Non-Financial Information Statement - pp. 58-59 |
| 102-55 GRI content index | GRI Tables - p. 70 |
| 102-56 External verification | Konecta performs an external verification of the report, in accordance with the international standard ISAE 3000, through an independent third party, namely, Deloitte. |
| 103-1 Explanation of the material topic and its Boundary | Business model - pp. 6-11 Good Governance - pp. 12-20 |
| 103-2 The management approach and its components | Business model - pp. 6-11 Good Governance - pp. 12-20 |
| 103-3 Evaluation of the management approach | Business model - pp. 6-11 Good Governance - pp. 12-20 |
| <i>GRI 201 Economic performance</i> | |
| 201-1 Direct economic value generated and distributed | Key figures - p. 10 |
| 201-2 Financial implications and other risks and opportunities arising from climate change | Risk Management -pp. 19-20 Given the activities conducted by the Group companies, no financial implications arising from climate change occur. The risk matrix takes into account environmental risks. |
| 201-4 Financial assistance received from government | Key figures - p. 10 |

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|--|--|---|
| <i>GRI 202 Market Presence</i> | | |
| 202-1 | Ratios of standard entry level wage by gender compared to local minimum wage | Annex: Employee Data - pp. 92-93 |
| 202-2 | Proportion of senior management hired from the local community | Annex: Employee Data - pp. 92-93 |
| <i>GRI 203 Indirect economic impacts</i> | | |
| 203-1 | Infrastructure investments and services supported | Key figures - p. 10 |
| 203-2 | Significant indirect economic impact | Key figures - p. 10 |
| <i>GRI 204 Acquisition practices</i> | | |
| 204-1 | Proportion of spending on local suppliers | Supply Chain - p. 16 |
| <i>GRI 205 Anti-corruption</i> | | |
| 205-1 | Operations assessed for risks related to corruption | Ethics and Integrity - p. 15 |
| 205-2 | Communication and training about anti-corruption policies and procedures | Ethics and Integrity - p. 15 |

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|--|---|---|
| <i>GRI 206 Anti-competitive behavior</i> | | |
| 206-1 | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | 0 complaints |
| <i>GRI 207 Tax</i> | | |
| 207-1 | Approach to tax | Tax Policy - p. 15 |
| 207-2 | Tax governance, control, and risk management | Tax Policy - p. 15 |
| 207-3 | Stakeholder engagement and management concerns related to tax | Tax Policy - p. 15 |
| 207-4 | Country-by-country reporting | Key figures - p. 10 |
| <i>General content</i> | | <i>Response within the report (chapter)</i> |
| 103-1 | Explanation of the material topic and its Boundary | Konecna's environmental strategy - pp. 50-57 |
| 103-2 | The management approach and its components | Konecna's environmental strategy - pp. 50-57 |
| 103-3 | Evaluation of the management approach | Konecna's environmental strategy - pp. 50-57 |
| <i>GRI 301 Materials</i> | | |
| 301-1 | Materials used by weight or volume | Sustainable purchases and consumption reduction - pp. 55-57 |

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|---|---|--|
| <i>GRI 302 Energy</i> | | |
| 302-1 | Energy consumption within the organisation | Energy efficiency and the use of renewable energies - pp. 52-23 |
| 302-3 | Energy intensity | Energy efficiency and the use of renewable energies - pp. 52-23 |
| 302-4 | Reduction of energy consumption | Energy efficiency and the use of renewable energies - pp. 52-23 |
| <i>GRI 303 Water and Effluents 2018</i> | | |
| 303-1 | Interactions with water as a shared resource | Water consumption - p. 56 |
| 303-2 | Management of water discharge-related impacts | Konecta operations do not involve water discharges beyond the use and disposal of an administrative activity in offices. |
| 303-5 | Water consumption | Water consumption - p. 56 Water consumed at Konecta comes from the public water network. |
| <i>GRI 304 Biodiversity</i> | | |
| 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 and their activities do not generate significant impacts on biodiversity. |
| <i>GRI 305 Emissions</i> | | |
| 305-1 | Direct (Scope 1) GHG emissions | Carbon Footprint - p. 54 |
| 305-2 | Energy indirect (Scope 2) GHG emissions | Carbon Footprint - p. 54 |
| 305-3 | Other indirect (Scope 3) GHG emissions | Carbon Footprint - p. 54 |
| 305-4 | GHG emissions intensity | Carbon Footprint - p. 54 |
| 305-5 | Reduction of CO2 emissions | Carbon Footprint - p. 54 |

| <i>General content</i> | <i>Response within the report (chapter)</i> |
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| <i>GRI 306 Effluents and Waste</i> | |
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|-------|---|--------------------------|
| 306-1 | Waste generation and significant impacts related to waste | Waste management - p. 57 |
| 306-2 | Management of waste related impacts | Waste management - p. 57 |
| 306-3 | Waste generated | Waste management - p. 57 |
| 306-4 | Wastes not intended for disposal | Waste management - p. 57 |
| 306-5 | Waste intended for disposal | Waste management - p. 57 |

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| <i>GRI 307 Environmental compliance</i> | |
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| 307-1 | Non-compliance with environmental laws and regulations | No breaches of this kind have been identified. |
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| <i>GRI 308 308 Supplier Environmental assessment</i> | |
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| 308-1 | New suppliers that were screened using environmental criteria | Supply Chain - p. 16 |
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| <i>General content</i> | <i>Response within the report (chapter)</i> |
|------------------------|---|
|------------------------|---|

| | | |
|-------|--|---|
| 103-1 | Explanation of the material topic and its Boundary | Good Governance - p. 12-20 Quality service - pp. 21-22 Commitment to our employees - pp. 32-43 |
| 103-2 | The management approach and its components | Good Governance - pp. 12-20 Quality service - pp. 21-22 Commitment to our employees - pp. 32-43 |
| 103-3 | Evaluation of the management approach | Good Governance - pp. 12-20 Quality service - pp. 21-22 Commitment to our employees - pp. 32-43 |

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|---|---|---|
| <i>GRI 401 Employment</i> | | |
| 401-1 | New employee hires and employee turnover | Empowering talent, towards an inclusive culture - pp. 34-39 |
| <i>GRI 402 Labour/Management relations</i> | | |
| 402-1 | Minimum notice periods regarding operational changes | Annex: Employee Data - pp. 92-93 |
| <i>GRI 403 Occupational Health and Safety</i> | | |
| 403-1 | Occupational health and safety management system | Safety and Health: towards a co-responsible culture - pp. 42-43 |
| 403-2 | Hazard identification, risk assessment and incident investigations | Safety and Health: towards a co-responsible culture - pp. 42-43 |
| 403-3 | Occupational health services | Safety and Health: towards a co-responsible culture - pp. 42-43 |
| 403-4 | Worker participation, consultation and communication on occupational health and safety | Safety and Health: towards a co-responsible culture - pp. 42-43 |
| 403-5 | Worker training on occupational health and safety | Safety and Health: towards a co-responsible culture - pp. 42-43 |
| 403-6 | Promotion of worker health | Safety and Health: towards a responsible culture - pp. 42-43 |
| 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Annex: Accidents at work and occupational diseases - pp. 87-88 |

| <i>General content</i> | <i>Response within the report (chapter)</i> |
|--|---|
| 403-8 Workers covered by an occupational health and safety management system | Konecta is governed by the local legislation in force, the collective or business agreements entered into in the countries in which such figure exists, and the provisions of its Corporate Occupational Safety and Health Policy. Beyond this, the Group has a Certified Security System in Peru alone under ISO 45001 standard. |
| <i>GRI 404 Training and education</i> | |
| 404-1 Average hours of training per year per employee | Professional Development - pp. 36-39 |
| 404-2 Programmes for upgrading employee skills and transition assistance Programmes | Professional Development - pp. 36-39 |
| <i>GRI 405 Diversity and equal opportunity</i> | |
| 405-1 b Diversity of the governing bodies and staff: The percentage of employees by job category for each of the following categories of diversity: gender and age group | Corporate governance structure - pp. 13-14 Commitment to our employees - pp.32-43 Annex: Distribution workforce - pp. 84-86 |
| 405-2 Ratio of basic salary and remuneration of women to men | Annex: Gender pay gap. - p. 92 |
| <i>GRI 406 Non-discrimination</i> | |
| 406-1 Incidents of discrimination and corrective actions taken | The Group has corporate policies on HR, Equal Opportunity, and Selection and Recruitment, and has also implemented various mechanisms that provide safe spaces against gender-based violence, such as equality plans, protocols against sexual harassment and gender-based violence, committees or commissions on equality and awareness campaigns for its staff, and specific training on this subject. Spain has enabled an "Equality Line", as a communication channel between the Company staff and the Equality area, and Colombia has implemented a Coexistence channel. In 2021, 3 internal complaints were received on issues related to nationality, sexual orientation, and sex. In the first case, as an end-user was the cause of the complaint, the opportunity was taken internally to train collaborators as a preventive measure. In the last two cases, both were resolved in favor of the complainants, imposing disciplinary measures that led to the suspension of the persons reported, and preventive training. |

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|---|--|---|
| <i>GRI 407 Freedom of association and collective bargaining</i> | | |
| 407-1 | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | Konecta did not register operations and suppliers in which the right to freedom of association and collective bargaining may be at risk in 2021. Code of Ethics for Suppliers |
| <i>GRI 408 Child Labour</i> | | |
| 408-1 | Operations and suppliers at significant risk for incidents of child labour | Konecta did not register operations and suppliers at significant risk of child labour cases in 2021. The Code of Ethics prohibits child labour, and this applies at any stage of their activities. "Suppliers shall eradicate the use of child labour and shall neither tolerate nor use child labour at any stage of their activities, other than in accordance with all applicable laws and regulations." |
| <i>GRI 409 Forced or compulsory labour</i> | | |
| 409-1 | Operations and suppliers at significant risk for incidents of forced or compulsory labour | Konecta did not register operations and suppliers at significant risk for forced or compulsory labor incidents. The Code of Ethics for suppliers guarantees the right to rest of its employees, and compliance with the applicable labor as regards working hours. |
| <i>GRI 410 Security practices</i> | | |
| 410-1 | Security personnel trained in human rights policies or procedures | Konecta does not have security personnel within its staff. In Spain, the Company works with a large Group offering 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. |
| <i>GRI 411 Rights of Indigenous Peoples</i> | | |
| 411-1 | Incidents of violations involving rights of indigenous peoples | In 2021, no cases of violation of the rights of indigenous peoples were identified. |

| <i>General content</i> | | <i>Response within the report (chapter)</i> |
|---|--|---|
| <i>GRI 412 Human Rights Assessment</i> | | |
| 412-1 | Operations that have been subject to human rights reviews or impact assessments | Company operations in relation to its impact on this aspect have not been subject to any reviews or assessments. Konecta has policies on HR, its Code of Ethics, and Code of Ethics for Suppliers explicitly mention the respect for fundamental rights contained in the Declaration Universal of Human Rights and the 10 principles of the Global Compact, with adherence to the latter deemed as a mandatory condition for all companies providing services to Konecta. |
| 412-2 | Employee training on human rights policies and procedures | Approval of Code of Ethics and employee training on this subject. The welcome pack for new employees includes a section on equality training, Human Rights, respect for people, training in customer service. |
| 412-3 | Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening | Code of Ethics for Suppliers 100% of suppliers are committed to respecting human rights. |
| <i>GRI 413 Local communities</i> | | |
| 413-1 | Operations with local community engagement, impact assessments, and development Programmes. | Commitment to sustainable development - pp. 44-49 |
| <i>GRI 414 Supplier social assessment</i> | | |
| 414-1 | New suppliers that were screened using social criteria | Supply Chain - p.16 |

| <i>General content</i> | <i>Response within the report (chapter)</i> |
|--|--|
| <i>GRI 415 Public policy</i> | |
| 415-1 Political contributions | No contributions to political parties have been made. Code of Ethics for Suppliers and Code of Ethics. |
| <i>GRI 416 Customer Health and Safety</i> | |
| 416-1 Assessment of health and safety impacts of products and service categories | The services offered by Konecta do not entail impacts on the safety and health of customers. |
| <i>GRI 417 Marketing and labelling</i> | |
| 417-1 Requirements for product and service information and labelling | Not applicable in the case of the services offered by Konecta. |
| <i>GRI 418 Customer Privacy</i> | |
| 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | In 2021, no incidents related to privacy or loss of personal data were reported to the relevant authority. |
| <i>GRI 419 Socioeconomic Compliance</i> | |
| 419-1 Non-compliance with laws and regulations in the social and economic area | No breaches of this kind have been identified. |



Annexes - Konecna 2021

Distribution of the workforce²

In 2021, all countries have increased their workforce, both in terms of men and women, with the exception of Portugal.

| | 2019 | | 2020 | | 2021 | |
|------------------|-------|--------|-------|--------|--------------|---------------|
| | M | W | M | W | M | W |
| Argentina | 2,023 | 4,561 | 2,418 | 5,294 | 2,642 | 5,699 |
| Brazil | 2,551 | 5,060 | 1,802 | 3,823 | 1,999 | 4,378 |
| Chile | 714 | 1,190 | 885 | 1,528 | 770 | 1,550 |
| Colombia | 4,801 | 9,494 | 5,265 | 12,022 | 6,233 | 13,129 |
| Spain | 4,316 | 12,047 | 4,755 | 12,986 | 4,771 | 13,913 |
| Morocco | 74 | 46 | 155 | 99 | 253 | 144 |
| Mexico | 2,315 | 2,468 | 1,513 | 1,728 | 1,696 | 2,090 |
| Peru | 5,058 | 8,155 | 4,641 | 7,761 | 5,264 | 9,073 |
| Portugal | 431 | 620 | 338 | 524 | 292 | 560 |

² All data for the collaborators subcontracted by the Group in 2021 for the development of the Company's activity in Mexico are included.

| Age of the workforce | 2019 | 2020 | 2021 |
|----------------------|--------|--------|---------------|
| ← 30 years old | 35,483 | 36,629 | 37,815 |
| 30 - 50 years old | 26,697 | 27,025 | 31,708 |
| → 50 years old | 3,744 | 3,883 | 4,933 |
| Average Age | 32.03 | 32.3 | 33.0 |

| By professional category | 2019 | 2020 | 2021 |
|----------------------------------|--------|--------|---------------|
| Agent / Admin / Validator | 59,051 | 60,574 | 66,343 |
| Quality | 801 | 662 | 776 |
| Force/Instructor | 590 | 661 | 790 |
| Coordinator | 3,267 | 3,351 | 3736 |
| Supervisor | 773 | 869 | 1,173 |
| Service Manager | 216 | 202 | 262 |
| Head of Services | 284 | 294 | 321 |
| Other Operations Managers | 39 | 39 | 37 |
| Others / Structure | 796 | 791 | 898 |
| Other Operations Staff | 107 | 94 | 120 |

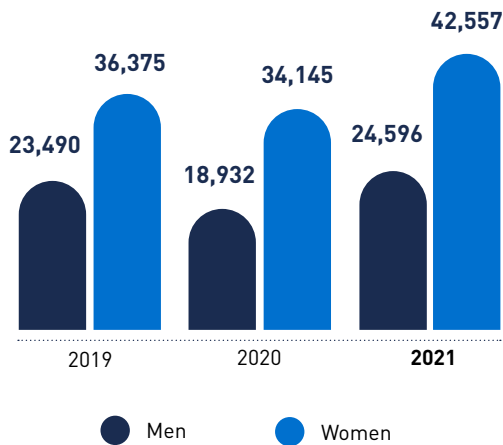
| By contract type and sex | 2019 | | 2020 | | 2021 | |
|---------------------------|--------|--------|--------|--------|---------------|---------------|
| | M | W | M | W | M | W |
| Permanent contract | 10,232 | 21,989 | 9,023 | 20,435 | 9,729 | 22,395 |
| Temporary Contract | 12,051 | 21,652 | 12,749 | 25,330 | 14,191 | 28,141 |
| Full time | 15,715 | 27,955 | 14,535 | 27,236 | 16,643 | 31,236 |
| Part time | 6,568 | 15,686 | 7,237 | 18,529 | 7,277 | 19,300 |

By type of contract and age

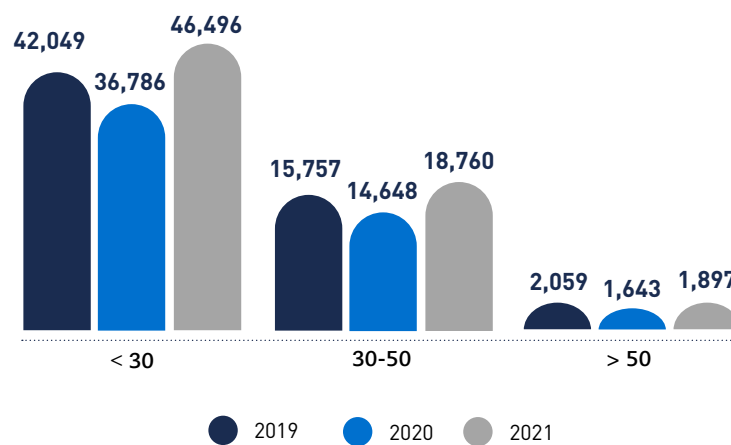
| | 2019 | | | 2020 | | | 2021 | | |
|---------------------------|--------|--------|-------|--------|--------|-------|---------------|---------------|--------------|
| | <30 | 30-50 | >50 | <30 | 30-50 | >50 | <30 | 30-50 | >50 |
| Permanent contract | 13,474 | 16,096 | 2,651 | 10,747 | 15,903 | 2,808 | 10,193 | 18,231 | 3,700 |
| Temporary Contract | 22,009 | 10,601 | 1,093 | 25,882 | 11,122 | 1,075 | 27,622 | 13,477 | 1,233 |
| Full time | 22,861 | 18,330 | 2,479 | 21,340 | 17,933 | 2,498 | 23,957 | 20,890 | 3,032 |
| Part time | 12,622 | 8,367 | 1,265 | 15,289 | 9,092 | 1,385 | 13,858 | 10,818 | 1,901 |

New Hires and employee turnover

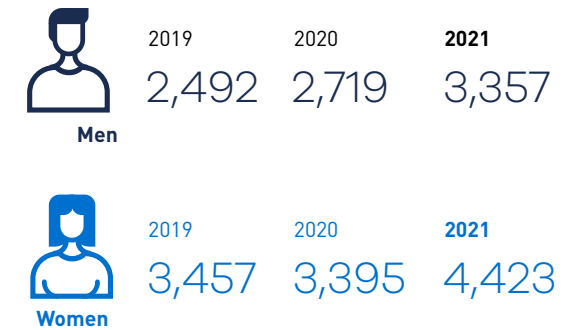
New hires by sex



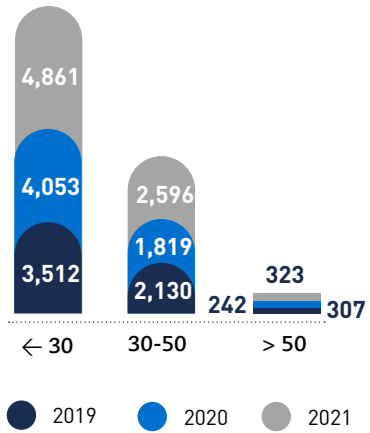
New hires by age category



Staff turnover by year and sex



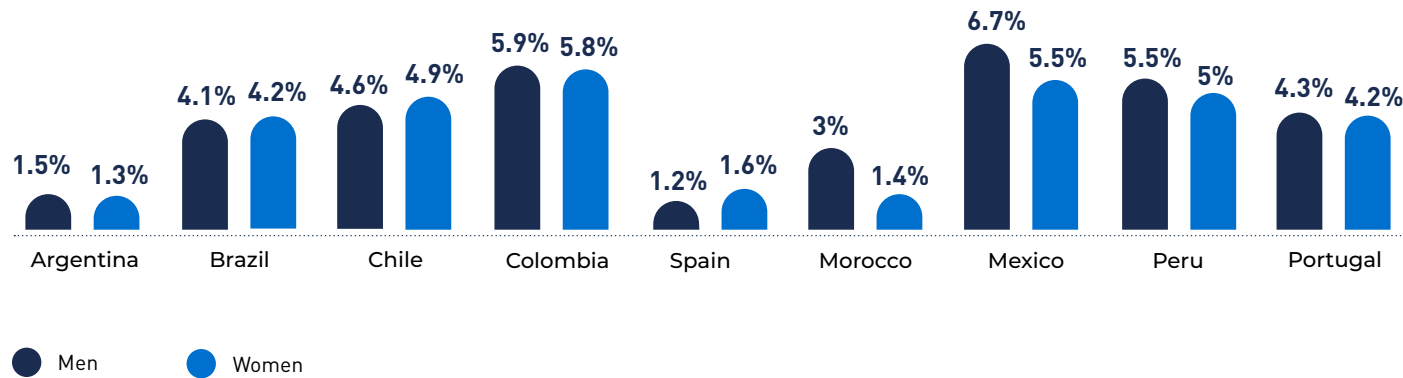
Staff turnover by year and age



Staff turnover by professional category

| | 2019 | 2020 | 2021 |
|---------------------------|-------|-------|-------|
| Agent / Admin / Validator | 5,520 | 5,768 | 7,331 |
| Quality | 89 | 86 | 60 |
| Force/Instructor | 23 | 19 | 43 |
| Coordinator | 211 | 164 | 227 |
| Supervisor | 31 | 26 | 40 |
| Service Manager | 10 | 9 | 11 |
| Head of Services | 13 | 10 | 8 |
| Other Operations Managers | 0 | 0 | 1 |
| Others / Structure | 49 | 30 | 52 |
| Other Operations Staff | 3 | 2 | 7 |

Staff turnover rate by country and sex



Accidents at work and occupational diseases

Although the number of total accidents has increased compared to 2020, the year of remote work, the result is still considerably lower than in 2019.

Total accidents per year

| | 2019 | 2020 | 2021 |
|--------------------------|------|------|------|
| Total accidents per year | 236 | 122 | 150 |

| Frequency rate | 2020 | | 2021 | |
|----------------|------|------|------|------|
| | W | M | W | M |
| Argentina | 0.76 | 0.26 | 0.53 | 0.43 |
| Brazil | 0.50 | 0.17 | 0.48 | 0.63 |
| Chile | 2.73 | 0.00 | 3.63 | 0.67 |
| Colombia | 1.74 | 1.93 | 2.35 | 1.30 |
| Spain | 1.06 | 0.44 | 1.09 | 0.68 |
| Morocco | 0.00 | 0.00 | 0.00 | 0.00 |
| Mexico | 0.89 | 1.23 | 1.61 | 0.00 |
| Peru | 0.45 | 0.09 | 0.09 | 0.06 |
| Portugal | 0.00 | 0.00 | 0.00 | 0.00 |

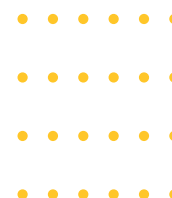
| Severity rate | 2020 | | 2021 | |
|---------------|------|------|------|------|
| | W | M | W | M |
| Argentina | 0.01 | 0.00 | 0.03 | 0.01 |
| Brazil | 0.00 | 0.00 | 0.00 | 0.00 |
| Chile | 0.01 | 0.00 | 0.05 | 0.00 |
| Colombia | 0.01 | 0.01 | 0.01 | 0.01 |
| Spain | 0.01 | 0.01 | 0.03 | 0.01 |
| Morocco | 0.00 | 0.00 | 0.00 | 0.00 |
| Mexico | 0.01 | 0.08 | 0.02 | 0.00 |
| Peru | 0.00 | 0.00 | 0.00 | 0.00 |
| Portugal | 0.00 | 0.00 | 0.00 | 0.00 |

| Absenteeism rate | 2020 | | 2021 | |
|------------------|-------|------|------|-----|
| | W | M | W | M |
| Argentina | 3.70 | 1.20 | 3.9 | 1.7 |
| Brazil | 6.80 | 4.30 | 6.4 | 4.7 |
| Chile | 8.20 | 2.90 | 9.7 | 4.2 |
| Colombia | 1.50 | 1.00 | 2 | 1.5 |
| Spain | 12.60 | 7.60 | 11 | 6.7 |
| Morocco | 2.90 | 3.80 | 5.4 | 6.4 |
| Mexico | 1.40 | 1.20 | 1.6 | 1.2 |
| Peru | 1.20 | 0.80 | 1.7 | 1.5 |
| Portugal | 6.20 | 2.10 | 5.4 | 2.5 |

| Hours of Absenteeism | 2019 | 2020 | 2021 |
|----------------------|---------------|---------------|---------------|
| | Women | 8,532,965.09 | 9,157,076.34 |
| Men | 2,654,667.85 | 2,999,307.05 | 2,964,696.2 |
| Total | 11,187,632.94 | 12,156,383.39 | 12,034,005.76 |

Change from previous year

-122,377.63 -1.01%



| Severity rate | | N° of occupational accidents resulting in lost days | | Days lost due to accidents | | N° of persons with recognized occupational diseases | | Days lost due to occupational diseases |
|---------------|-------|---|------|----------------------------|-------|---|------|--|
| | | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 | 2021 |
| Argentina | Women | 6 | 5 | 94 | 296 | 88 | 88 | 10,108 |
| | Men | 1 | 2 | 13 | 40 | 8 | 10 | 1,098 |
| Brazil | Women | 6 | 5 | 58 | 51 | 0 | 4 | 71 |
| | Men | 1 | 3 | 4 | 10 | 0 | 4 | 119 |
| Chile | Women | 6 | 10 | 19 | 127 | 0 | 0 | 0 |
| | Men | 0 | 2 | 0 | 4 | 0 | 0 | 0 |
| Colombia | Women | 39 | 66 | 143 | 325 | 0 | 6 | 110 |
| | Men | 22 | 18 | 133 | 124 | 0 | 0 | 0 |
| Spain | Women | 20 | 24 | 253 | 724 | 3 | 5 | 351 |
| | Men | 3 | 6 | 38 | 107 | 0 | 1 | 0 |
| Morocco | Women | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Men | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mexico | Women | 4 | 6 | 53 | 69 | 0 | 0 | 0 |
| | Men | 5 | 0 | 327 | 5 | 0 | 0 | 0 |
| Peru | Women | 8 | 2 | 30 | 3 | 0 | 0 | 0 |
| | Men | 1 | 1 | 1 | 1 | 0 | 0 | 0 |
| Portugal | Women | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Men | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 122 | 150 | 1,166 | 1,886 | 99 | 118 | 11,857 |

Remuneration

Remuneration at Konecta is established in wage bands structured by professional category, based on collective agreements, company agreements, or the legislation in force in the countries that do not contemplate this option, without distinction whatsoever between men and women. Such information is provided to employees as soon as they join the Company.

The calculation of the average remuneration per country, is expressed in local currency, and carried out taking into account all wages received throughout 2021, the actual FTE (full-time equivalent) value corresponding to each employee (day and effective date of joining the Company), as well as an absenteeism corrector, which considers all the absent hours that each employee may have, based on the maximum total hours established per collective agreement.

| Average remuneration | Spain | | Developments since 2020 | |
|-----------------------------------|--------|--------|-------------------------|---------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Euro | Euro | Euro | Euro |
| Agent / Admin / Validator | 16,414 | 16,284 | -0.15% | 0.39% |
| Quality | 17,904 | 17,694 | 2.16% | -0.83% |
| Force/Instructor | 18,980 | 19,556 | - | 10.18% |
| Coordinator | 19,086 | 19,098 | -1.06% | -0.69% |
| Supervisor | 24,399 | 23,017 | -4.13% | -0.29% |
| Service Manager | 33,091 | 30,774 | 11.25% | 4.41% |
| Head of Services | 37,753 | 31,531 | 16.94% | 3.28% |
| Other Operations Managers | - | - | - | - |
| Others: structure | 34,691 | 29,038 | 5.29% | -4.10% |
| Other operations personnel | 25,353 | 30,087 | 2.14% | 8.03% |

| Average remuneration | Brazil | | Developments since 2020 | |
|-----------------------------------|---------|---------|-------------------------|----------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Real | Real | | |
| Agent / Admin / Validator | 21,626 | 21,373 | 7.64% | 7.70% |
| Quality | 23,350 | 22,403 | 7.29% | 2.84% |
| Force/Instructor | 32,735 | 26,137 | 21.47% | 12.73% |
| Coordinator | 39,553 | 38,343 | 3.82% | 2.20% |
| Supervisor | 116,506 | 62,271 | -1.05% | 11.62% |
| Service Manager | - | - | - | - |
| Head of Services | 168,495 | 143,256 | 16.11% | 3.63% |
| Other Operations Managers | 234,179 | 53,397 | 3.17% | -68.91% |
| Others: structure | 59,376 | 45,477 | 31.21% | 71.23% |
| Other operations personnel | 68,229 | 55,800 | 29.97% | 2.54% |

| Average remuneration | Morocco | | Developments since 2020 | |
|-----------------------------------|---------|---------|-------------------------|---------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Dirham | Dirham | | |
| Agent / Admin / Validator | 70,584 | 74,662 | 13.27% | 24.94% |
| Quality | - | - | - | - |
| Force/Instructor | 119,442 | 115,388 | - | - |
| Coordinator | 120,235 | 152,234 | 26.18% | 13.77% |
| Supervisor | 134,975 | 245,157 | - | -4.68% |
| Service Manager | 177,480 | 201,251 | 24.16% | 13.94% |
| Head of Services | - | - | - | - |
| Other Operations Managers | 83,661 | - | 20.97% | - |
| Others: structure | 60,101 | - | 4.54% | - |
| Other operations personnel | - | - | - | - |

| Average remuneration | Argentina | | Developments since 2020 | |
|-----------------------------------|-----------|-----------|-------------------------|---------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Arg. peso | Arg. peso | | |
| Agent / Admin / Validator | 783,285 | 790,047 | 42.2% | 41% |
| Quality | - | 1,787,278 | - | - |
| Force/Instructor | 955,762 | 979,184 | 46.19% | 55.09% |
| Coordinator | 1,162,940 | 1,168,046 | 51.44% | 51.11% |
| Supervisor | - | - | - | - |
| Service Manager | - | - | - | - |
| Head of Services | 1,655,601 | 1,629,050 | 58.22% | 57.03% |
| Other Operations Managers | - | - | - | - |
| Others: structure | 2,333,473 | 2,535,956 | 32.86% | 31.87% |
| Other operations personnel | - | - | - | - |

| Average remuneration | Chile | | Developments since 2020 | |
|-----------------------------------|--------------|--------------|-------------------------|----------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Chilean peso | Chilean peso | | |
| Agent / Admin / Validator | 7,354,043 | 6,948,537 | 4.87% | 2.03% |
| Quality | 8,088,072 | 8,627,689 | -2.64% | -3.51% |
| Force/Instructor | 8,706,049 | 8,235,855 | -7.35% | -8.58% |
| Coordinator | 10,504,092 | 10,477,703 | 3.62% | 1.78% |
| Supervisor | 14,316,573 | 14,025,999 | 5.74% | -1.72% |
| Service Manager | 26,077,556 | 18,167,267 | 12.97% | -1.65% |
| Head of Services | - | - | - | - |
| Other Operations Managers | - | 24,641,914 | - | -6.87% |
| Others: structure | 34,347,079 | 10,137,016 | 7.51% | -14.35% |
| Other operations personnel | - | - | - | - |

| Average remuneration | Mexico | | Developments since 2020 | |
|-----------------------------------|--------------|--------------|-------------------------|----------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Mexican peso | Mexican peso | | |
| Agent / Admin / Validator | 105,872 | 108,659 | 7.01% | 11.87% |
| Quality | 116,236 | 119,627 | 7.31% | 13.68% |
| Force/Instructor | 151,983 | 153,250 | 3.35% | -2.73% |
| Coordinator | 179,588 | 171,311 | 7.93% | 13.38% |
| Supervisor | 567,381 | 344,521 | 253.63% | 109.13% |
| Service Manager | 289,100 | 288,451 | -1.38% | 5.48% |
| Head of Services | - | - | - | - |
| Other Operations Managers | 1,373,856 | 1,640,154 | -13.50% | -3.99% |
| Others: structure | 500,064 | 484,758 | 31.80% | 50.48% |
| Other operations personnel | 541,365 | 276,497 | -8.17% | -52.53% |

| Average remuneration | Colombia | | Developments since 2020 | |
|-----------------------------------|----------------|----------------|-------------------------|----------------|
| | M | W | M | W |
| Sex | | | | |
| Currency | Colombian peso | Colombian peso | | |
| Agent / Admin / Validator | 18,856,761 | 17,316,599 | 2.38% | 3.70% |
| Quality | 18,612,590 | 18,558,913 | 2.48% | 2.32% |
| Force/Instructor | 22,883,418 | 21,281,756 | 5.59% | 3.92% |
| Coordinator | 27,930,284 | 25,942,233 | 3.96% | 3.23% |
| Supervisor | 37,195,736 | 36,999,471 | -10.49% | -0.53% |
| Service Manager | 69,625,267 | 50,938,156 | - | - |
| Head of Services | 94,839,023 | 90,557,879 | -0.50% | -6.55% |
| Other Operations Managers | 87,127,051 | 197,439,361 | -38.35% | -19.40% |
| Others: structure | 57,105,250 | 63,263,613 | -46.91% | -21.36% |
| Other operations personnel | 50,238,421 | 34,069,952 | 99.03% | 47.10% |

| Average remuneration | Peru | | Developments since 2020 | |
|----------------------------|--------------|--------------|-------------------------|---------|
| Sex | H | M | H | M |
| Moneda | Peruvian Sol | Peruvian Sol | | |
| Agent / Admin / Validator | 19,200 | 18,437 | 8.53% | 7.32% |
| Quality | 23,279 | 22,721 | 1.98% | 0.58% |
| Force/Instructor | 23,728 | 22,724 | 5.10% | 7.97% |
| Coordinator | 33,484 | 32,706 | 20.40% | 15.42% |
| Supervisor | 42,363 | 43,288 | -5.37% | -10.60% |
| Service Manager | 64,184 | 69,743 | 19.96% | 28.98% |
| Head of Services | 105,660 | 106,409 | 0.71% | -4.90% |
| Other Operations Managers | 221,399 | 204,757 | -14.66% | 2.26% |
| Others: structure | 97,986 | 68,668 | 39.23% | 6.41% |
| Other operations personnel | - | - | - | - |

| Average remuneration | Portugal | | Developments since 2020 | |
|----------------------------|----------|--------|-------------------------|---------|
| Sex | H | M | H | M |
| Currency | Euro | Euro | Euro | Euro |
| Agent / Admin / Validator | 14,075 | 13,620 | -1.68% | 0.01% |
| Quality | 13,318 | 14,217 | -13.37% | 15.09% |
| Force/Instructor | - | - | - | - |
| Coordinator | 22,021 | 22,593 | 21.25% | 15.12% |
| Supervisor | 17,482 | 17,282 | -2.21% | 2.16% |
| Service Manager | - | - | - | - |
| Head of Services | - | - | - | - |
| Other Operations Managers | 46,203 | - | 25% | - |
| Others: structure | 27,646 | 42,495 | 18.33% | 29.16% |
| Other operations personnel | - | 14,815 | - | -13.69% |

| Remuneración media Rango de edad y país | Moneda | < 30 años | 30-50 años | >50 años |
|---|----------------|------------|------------|------------|
| Spain | Euros | 16,402 | 17,438 | 17,750 |
| Argentina | Arg. peso | 771,296 | 874,544 | 920,913 |
| Brazil | Real | 22,134 | 31,152 | 28,770 |
| Chile | Chilean peso | 7,082,632 | 8,182,624 | 7,826,411 |
| Colombia | Colombian peso | 17,778,356 | 23,965,677 | 26,133,731 |
| Morocco | Dirham | 70,875 | 78,793 | 80,202 |
| Mexico | Mexican peso | 110,945 | 156,771 | 135,974 |
| Peru | Peruvian Sol | 18,980 | 25,890 | 21,974 |
| Portugal | Euros | 13,552 | 14,916 | 14,284 |

The remuneration received by senior management during into the year 2020-2021, broken down by concepts is as follows:

| 2020/21 | Thousands of € (2020) | Thousands of € (2021) |
|----------------------|--------------------------|--------------------------|
| Wages | 1,792 | 1,795 |
| Remuneration in kind | 57 | 61 |
| | 1,849 | 1,856 |





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.

Gender pay gap

Ratio resulting from the difference between the average wage earned by men and the average wage earned by women, compared to the average wage earned by men. Information corresponding to the year 2021.

In this sense, both the Human Resources corporate policies, as well as those subject to the area and the Group's Code of Ethics, establish as a fundamental principle equal opportunities and non-discrimination in recruitment, selection, or professional promotion processes. Similarly, each Equality Plan approved in Spain is accompanied by an analysis of wages by category and gender, which is updated annually. In 2022, we are working with the Remuneration Registry and will continue with the Salary Audit resulting from it, following the guidelines set by Royal Decree 901 and 902/2020 to harmonize the gap calculation mechanism.

Gender pay gap

| | | | | | |
|---|----------------|------------------|---------------|-----------------|-----------------|
|  | Spain | Argentina | Brazil | Chile | Colombia |
|  | 5% | -8% | 39% | 19% | -15% |
|  | Morocco | Mexico | Peru | Portugal | |
|  | -44% | 6% | 7% | 11% | |

Employee data

Ratio salario Konecta frente a SMI

| | |
|------------------|--------------------------------|
| Spain | 1.03 |
| | 36 h (ATACC agreement): 1.4 |
| | 36 h (Convention 781/20): 1.34 |
| | 48 h (Convention 781/20): 1.8 |
| Argentina | |
| Brazil | 1.005 |
| Chile | 1.02 |
| Colombia | 1:1 |
| Morocco | 1.41 |
| Mexico | 1:1 |
| Peru | 1:1 |
| Portugal | 1:1 |

Employees who enjoyed parental leaves in 2021

| | |
|-------------------------------------|-------|
| Mothers | 1,951 |
| Fathers | 475 |
| 100% of employees reinstated | |

Collective bargaining agreements

| Country | Percentage of employees covered by collective agreement |
|------------------|---|
| Mexico | 82.6% |
| Peru | 0% |
| Chile | 62% |
| Portugal | 0% |
| Morocco | 0% |
| Colombia | 0% |
| Argentina | 89.7% |
| Brazil | 100% |
| Spain | 100% |

Minimum notice periods regarding operational changes

| Country | Deadlines by country |
|------------------|----------------------|
| Mexico | 1 week |
| Peru | 1 week |
| Chile | 4 weeks |
| Portugal | 1.14 weeks |
| Morocco | 1 week |
| Colombia | 2.14 – 4 weeks |
| Argentina | 7 working days |
| Brazil | 15 days |
| Spain | 2 weeks |

*These deadlines are not established by collective bargaining agreements, even though Spain does establish the minimum period for notification of working hours (art. 24). Depending on the country, these deadlines are determined on basis of local legislation, regulations, unions' recommendations, or internal regulations.

Proportion of senior management hired from the local community

| Country | % of executives from the local community |
|------------------|--|
| Spain | 97% |
| Argentina | 100% |
| Brazil | 100% |
| Chile | 71% |
| Colombia | 100% |
| Morocco | 100% |
| Mexico | 78% |
| Peru | 67% |
| Portugal | 80% |

People with disabilities

| Country | Employees with disabilities |
|------------------|-----------------------------|
| Spain | 285 |
| Argentina | 8 |
| Brazil | 235 |
| Chile | 17 |
| Colombia | 55 |
| Morocco | 0 |
| Mexico | 5 |
| Peru | 54 |
| Portugal | 5 |



Konecta offices

| | | | | | |
|---------------------------|--|---|--|--|--|
| Spain | Konecta headquarters | C/Serrano, 41 28001 Madrid | | | |
| ANDALUSIA | CORDOBA | Pol. Ind. Las Quemadas, locales 81 y 82. 14014. Cordoba | CATALONIA | BARCELONA | Complejo de Oficinas Illacuna. Edif. A, planta baja; Edif B, plantas 2,3 y 4. C/ Llacuna, 56-68. 08005 Barcelona |
| | MALAGA | C/ Compositor Lehemberg 8, local 5b, planta baja. 29007 Malaga | | C/ Marqués de Sentmenat, 35. 08010 Barcelona | AUTONOMOUS REGION OF VALENCIA |
| | C/ Severo Ochoa 59, locales 1.2, 3.1, 3.2, 1.9. 29590 Malaga | | CASTILE AND LEON | LEÓN | Pol. Industrial de Onzonilla C/ Tres, parcela G-17, nave 1. 24231 Onzonilla - León |
| | SEVILLA | Ctra. Prado de la Torre s/n Parc 77-79 41110 Bollullos de la Mitación - Sevilla | | PALENCIA | Plaza San Miguel 3, bajo. 34005 Palencia |
| | C/ Leonardo Da Vinci, 5. 41092 Isla de la Cartuja - Sevilla | | | VALLADOLID | Complejo San Cristóbal, Edif. 3.2 C/ Plata 41. 47012 Valladolid |
| | Avda. de Espartinas, 11. 41110 Bollullos de la Mitación - Sevilla | | | C/ Pío del Río Hortega 8, 1ª y 2ª planta. 47014 Valladolid | GALICIA |
| | Parque empresarial Vega del Rey. C/ Boabdil 6, Edificio Vega 6 y 7 41900 Camas - Sevilla | | AUTONOMOUS REGION OF MADRID | Plaza Juan de Austria 5, 2ª planta. 47006 Valladolid | C/ Luis Montero Béjar, esq. C/ Alfonso Iglesias Infante. Pol. Ind. Las Picadas II. 06200 Almendralejo - Badajoz |
| ASTURIAS | Camino de los Heros, 4 33401 Avilés | | | Avda. de la Industria, 49. 28108 Alcobendas - Madrid | BASQUE COUNTRY |
| CANARY ISLANDS | LAS PALMAS DE GRAN CANARIAS Edificio Fundación Puertos Las Palmas, muelle Santa Catalina s/n. Explanada de los Vapores Interinsulares 35008 Las Palmas de Gran Canaria | | | C/ del Comercio, 6-8. 28760 Tres Cantos - Madrid | C/ José Miguel Arrieta Mascarúa, 1 48840 Güeñes - Bilbao |
| | TENERIFE | Dársena Pesquera del Puerto de Santa Cruz de Tenerife, Edif. SOFITESA. 38180 Santa Cruz de Tenerife | | C/ Comercio, 14. 28760 Tres Cantos - Madrid | |
| | | | | C/ Viento, 6-8. 28760 Tres Cantos - Madrid | |
| | | | | C/ San Romualdo, 26. 28037 Madrid | |
| | | | | Parque Empresarial Avalon. C/ Santa Leonor, 65., Edif. C, D y H. 28037 Madrid | |
| | | | | C/ Manuel Tovar 33, plantas 3ª y 4ª. 28034 Madrid | |

Argentina

ROSARIO
Corrientes 2265

MENDOZA
Gutiérrez 50

BUENOS AIRES
Corrientes 746

CORDOBA
Rosario de Santa Fe 71

25 de Mayo 1440

Rosario de Santa Fe 89

CHACO
Monteagudo 55

9 de Julio 1445

Brazil

SÃO PAULO
Rua Sergio Tomás, 415 – Bom Retiro
São Paulo – SP, 01131-010

Rua Ipanema, 415 – Bresser,
São Paulo - SP, 03164-200

Rua Líbero Badaró, 377 – Centro
Histórico de São Paulo, São Paulo –
SP, 01010-001

Rua 7 de abril, 230 – República, São
Paulo – SP, 01044-000

Rua Rubens Meireles, 281 – Barra
Fundada, São Paulo – SP, 01141-000

Chile

SANTIAGO
Rodrigo de Araya N°1045, Macul

Guillermo Mann N° 801

Colombia

CALI
Telemark: Cl. 8a #42-61

MEDELLÍN
Lleras: Cr. 37A N° 8-43

CEOH: Cr. 52 N° 14-30, Local 261

Puerto seco: Cl. 8B N° 65-191

Buró Itagüí: Cl. 50 N° 40-17, Interior 103

Centro de Negocios del Sur: Calle 10 Sur
No 51 A – 55. Local 307

BOGOTÁ
Buró 24: Av. Cl. 24 N° 86-49, Lote 2

E4: Transversal 93 N° 51-98

Centro: Cr. 8 N° 12B-61

Niza: Cl. 116 N° 71 D-46

AST: Cra. 22 #166-78

MONTERÍA
Antiguo Seminario Juan XXIII: Trav. 9
N° 1, A-97

PEREIRA
AST: Cra. 14 #18-15

Telemark: Av. 30 de Agosto #38-33

Telemark: Cl. 8a #42-61Telemark

Mexico

MEXICO CITY

Av. Añil 611, Granjas Mexico. C.P 08400
Delegación Iztacalco

Av. Viaducto Río de la Piedad y Río
Churubusco S/N, Granjas Mexico, C.P.
08400 Delegación Iztacalco

Agencia B12: Av. Ejército Nacional 579,
1er Piso, Col. Granada, C.P. 11520.
Alcaldía Miguel Hidalgo; CDMX

Agencia B12: Calzada de Tlalpan 583,
1er Piso, Col. Álamos, C.P. 03400;
Alcaldía Benito Juárez, CDMX

PUEBLA

Calle 11 Sur No. 1109. Barrio de
Santiago, C.P. 72410 Puebla, Puebla

DURANGO

Calzada Lázaro Cárdenas No. 544.
Parque Industrial Lagunero. C.P. 35078
Gómez Palacio I Durango

Morocco

CASABLANCA

Lotissement La Colline, Immeuble les
Quatre Temps Sidi Maarouf.

C.P. 20190 Casablanca

TÁNGER

33 Avenue Prince Moulay Abdellah, 10^a
y 12^a planta.

C.P. 90000 Tánger

Peru**LIMA**

Centro de Negocios Lima Cargo City:
Av. Elmer Faucett N° 2889, pisos 2, 3 y 5,
Callao

Mall Aventura Plaza: Av. Oscar Bena-
vides Nro. 3866, Nivel 5, edif. N° 2,
Bellavista, Callao

Crillón: Av. Nicolás de Piérola N° 589,
Cercado de Lima

Edificio Fénix: Av. Nicolás de Piérola
N° 1014, Cercado de Lima

Edificio Sudamericana: Jr. Carabaya
N° 933, Cercado de Lima

Surquillo: Av. República de Panamá
N° 4575, pisos 4 y 5, Surquillo

Telemark y AST: Edif. Nuevo Mundo,
Av. José Pardo 805. Piso 4,5 y 6.
Miraflores

B12: Av. Jorge Chávez 275 dpto. 201.
Miraflores

CHICLAYO

Jr. Sáenz Peña N° 355, Chiclayo

TRUJILLO

Castilian: JR Francisco Pizarro
n° 215 Trujillo.

Portugal**LISBON**

Avenida José Malhoa, N° 21
1070-157 Lisboa

Independent limited assurance report



GMM TOPCO CONEXIÓN, S.L. Group and its SUBSIDIARIES

Independent limited assurance report on the Consolidated Non-Financial Information Statement of GMM TOPCO CONEXIÓN, S.L. Group and its SUBSIDIARIES



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Translation of a report originally issued in Spanish. In the event of a discrepancy, the Spanish-language version prevails.

INDEPENDENT LIMITED ASSURANCE REPORT ON THE CONSOLIDATED NON-FINANCIAL STATEMENT OF GMM TOPCO CONEXIÓN, S.L. GROUP AND ITS SUBSIDIARIES

To the Shareholders of GMM TOPCO CONEXIÓN, S.L. Group:

In accordance with Article 49 of the Spanish Commercial Code, we have performed the verification, with a scope of limited assurance, of the Non-Financial Information Statement (hereinafter, NFIS) for the year ended 31 December 2021 which is included in the Consolidated Non-Financial Information Statement of the GMM TOPCO CONEXIÓN, S.L. Group and its SUBSIDIARIES (hereinafter, GMM Topco), which forms part of GMM Topco's Consolidated Management Report.

The NFIS includes information additional to that required by current Spanish corporate legislation relating to non-financial reporting and by the Global Reporting Initiative Standards for sustainability reporting (GRI standards), that was not the subject matter of our verification. In this regard, our work was limited solely to verification of the information identified in Annex of the NFIS "Table of Contents: Law 11/2018 – GRI Standards".

Responsibilities of the Directors and Management of GMM Topco

The preparation of the NFIS included in the Consolidated Management Report of GMM Topco, as well as its content, are the responsibility of the Board of Directors of GMM Topco. The NFIS was prepared in accordance with the content specified in current Spanish corporate legislation, with GRI standards in their core option, as well as other criteria described as indicated for each matter in Annex of the NFIS "Table of Contents: Law 11/2018 – GRI Standards".

These responsibilities also include the design, implementation and maintenance of such internal control as is determined to be necessary to enable the NFIS to be free from material misstatement, whether due to fraud or error.

The Directors and the Management of GMM Topco are also responsible for defining, implementing, adapting and maintaining the management systems from which the necessary information for the preparation of the NFIS is obtained.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA), which is based on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Control 1 (ISQC 1) and, accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our engagement team consisted of professionals who are experts in reviews of non-financial information and, specifically, in information about economic, social and environmental performance.

Our Responsibility

Our responsibility is to express our conclusions in an independent limited assurance report based on the work performed. We conducted our review in accordance with the requirements established in International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements other than Audits or Reviews of Historical Financial Information, currently in force, issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and with the guidelines published by the Spanish Institute of Certified Public Accountants on attestation engagements on regarding non-financial information statements.

The procedures performed in a limited assurance engagement vary in nature and timing and are shorter in extent than for a reasonable assurance engagement and, consequently, the level of assurance provided is also lower.

Our work consisted in requesting information from Management and the Areas of GMM Topco that participated in the preparation of the NFIS, reviewing the processes used to compile and validate the information presented in the NFIS, and carrying out the following analytical procedures and sample-based review tests:

- Meetings held with GMM Topco personnel to ascertain the business model, policies and management approaches applied, and the main risks relating to these matters, and to obtain the information required for the external verification.
- Analysis of the scope, relevance and completeness of the contents included in the NFIS based on the materiality analysis performed by GMM Topco and described in the chapter "A Responsible and Sustainable Business Model" of the NFIS, also considering the contents required under current Spanish legislation.
- Analysis of the processes used to compile and validate the data included in the NFIS.
- Review of the information relating to risks and the policies and management approaches applied in relation to the material matters described in the NFIS.
- Verification, by means of sample-based review tests, of the information relating to the contents included in the NFIS, and the appropriate compilation thereof based on the data furnished by information sources.
- Obtainment of a representation letter from the Directors and the Management.

Conclusion

Based on the procedures performed, no additional aspect has come to our attention that would lead us to believe that the Consolidated Statement of Non-Financial Information of GMM TOPCO CONEXIÓN, S.L. Group and its SUBSIDIARIES for the year ended December 31, 2021 has not been prepared, in all its significant aspects, in accordance with the contents of the current mercantile regulations and following the criteria of the GRI standards in their core version, as well as those other criteria described in accordance with what is mentioned for each subject in Annex of the NFIS "Table of Contents: Law 11/2018 - GRI Standards".

Use and distribution

This report has been prepared in response to the requirement established in current Spanish corporate legislation, so it may not be suitable for other purposes and jurisdictions.

DELOITTE, S.L



June 24th, 2022

Victoria Larroy García

Konecta

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