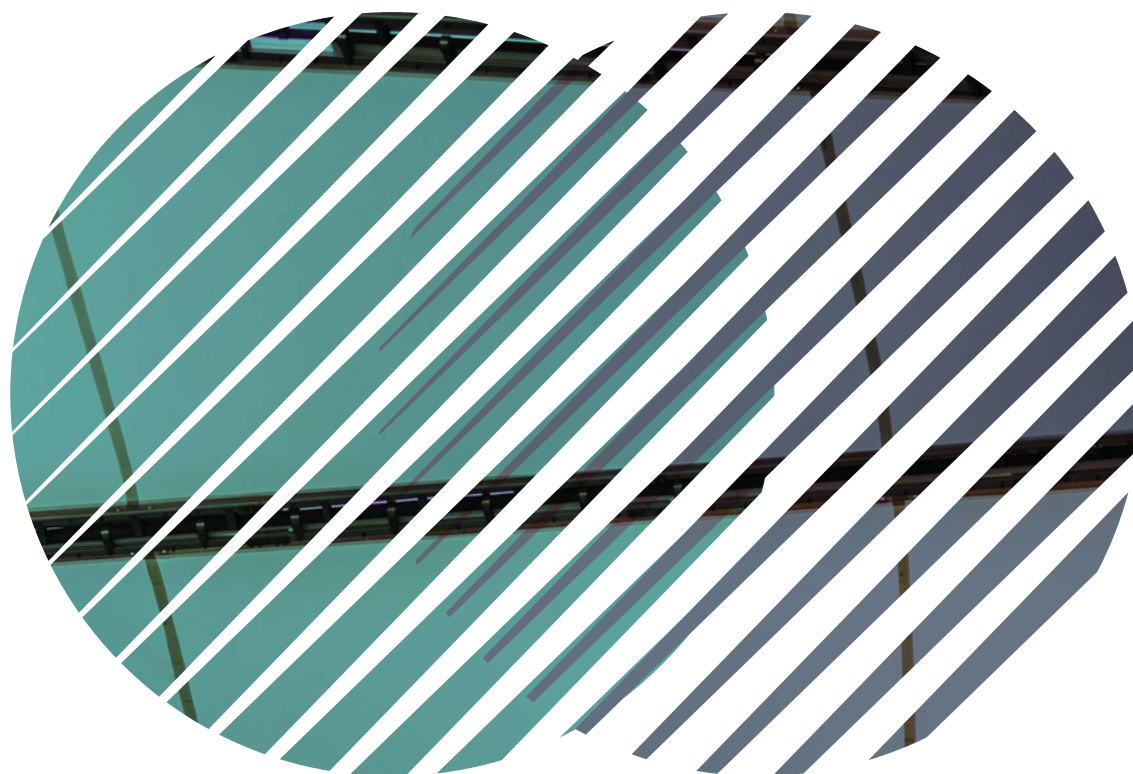
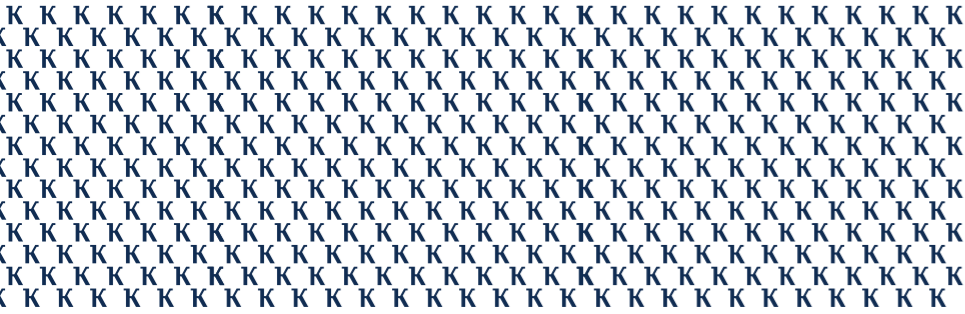


Konecta

INBOND INVERSIONES 2014, SL



2018 | CORPORATE RESPONSIBILITY AND
SUSTAINABILITY REPORT



Konecta

Point of Contact for questions concerning the content and process of definition of the Annual Corporate Responsibility and Sustainability Report.

Konecta
Serrano, 41
28001 Madrid

E-mail:
mcalvarez@grupokonecta.com

Telephone: **902 193 106**

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I. MESSAGE FROM THE BOARD

2018 was a year of transition that allowed us to complete the process of integration and reorganisation of our corporate structure undertaken three years ago. This process built on the synergies and efficiencies arising thereof, to consolidate the profitable growth of **Konecta** and to go one step further in the path set by our Strategic Business Plan.

This strategy has contributed, once again, to the economic performance of the company being aligned with the expectations raised, despite the inflationary and foreign exchange instabilities that persist in some of the markets in which we are present, which we have been able to compensate with an excellent commercial and operational performance.

Thus, we continue to grow, maintaining the positive evolution of our turnover on last year's results. Today, thanks to the strategy of international expansion that started in 2003, more than 56% of our business is located outside the Spanish market, with Latin America as the main driver in terms of revenue and staff, -71% of the more than 58,000 **Konecta** employees to the end of the year are in this region-



These results continue to position **Konecta** among the leading companies in the CRM and BPO sector.

An important part of the value proposition of the company at a critical moment driven by the challenges of the digital revolution, lies on our commitment to a change in our productive model aimed at increasing our ability to respond to the complexity of new markets and at supporting our clients, as strategic suppliers, in their transformation process and in achieving their objectives, by making major investments in technology and innovation, and with our global talent pool, to seize the opportunities that this new reality represents.

Self-service channels, management models for digital channels that integrate neural networks with automation, business intelligence tools and RPA developments drive the evolution of our industry, and **Konecta** is committed to developing and incorporating them into our range of solutions, so to generate more value added together with a layer of process consultancy and the expertise of our B2B client experience department.

Throughout 2018 we remained loyal to our strategy of sustainable growth and sustainable development, creating long-term value for our stakeholders through a responsible business management in all the countries where we are present.

Thus, we have a diverse, multi-cultural and multi-generational team of professionals, in which women represent 66% of the total, based on inclusive selection and human management policies that promote equal opportunities and conditions for all employees, in a healthy working environment in line with the requirements of our activity. The prize awarded by the Ministry of Labour and Employment Promotion to Konecta Peru for its good labour practices in 2018 bears witness to this, as also does the "Great Place to Work Peru" recognition earlier this year as "Best Organisation to Work for Women".

Through our Foundation, **Konecta** works to materialise its commitment to an inclusive society by promoting socio-labour integration of disadvantaged people, with special emphasis on those with disabilities. This translates into more than 10.5 million euros invested since its creation in 2005, and more than 100,000 beneficiaries by the implementation of projects developed in partnership with third parties, businesses and social entities, to multiply the scope of business resources available.

DATA AT CLOSE OF 2018



As in previous years, we ratified our commitment to the United Nations' Global Compact -as founding members of the Spanish network in 2004-, to its ten Operational Principles related to Human Rights, Labour Standards, Environment and the Fight against Corruption.

In 2018, we took a further step in the consolidation of our Corporate Responsibility and Sustainability Management System, integrating the reporting of the various initiatives developed in each country through a new tool, as a monitoring and transparency exercise that we will continue to develop throughout 2019.

Looking forward, we remain committed to achieving the profitability and growth goals set forth in our Business Plan, with the solvency that comes from a loyal client base built over the nearly two decades of the company and our innovative capacity, the strength of an experienced and committed management team and the confidence that stems from having a team of professionals focused on the customer's culture.

This new phase has already gotten off with a good start thanks to the acquisition of Uranet, a Brazilian company that strengthens our presence in a growing ad high-value market, while enabling us to incorporate new capacities for development and delivery of CRM solutions, based on cloud services (IntergrALL).

These achievements are the product of the effort, loyalty and professionalism of our entire team, the commitment of our executives, and the trust of our shareholders, clients, suppliers, as well as of the social entities with which we collaborate. In 2018, we reached adulthood: thank you all for joining us on this path throughout the years and making **Konecta** a multinational company prepared to successfully undertake the challenges posed by this new era.

1. **José María Pacheco Guardiola**, President
2. **Jesús Vidal Barrio Rivas**, CEO

II. | KEY FIGURES

ECONOMIC DIMENSION

Total net income (thousands of €) 2018	756,961
2017	763,967

Economic value distributed (thousands of €) 2018	715,463
2017	711,505

Tax on profits paid (thousands of €) 2018	8,255
2017	4,249

(1) Data from Spain

(2) Total consumption excluding the United Kingdom

(3) Total consumption excluding the United Kingdom

(4) Data from Spain, Colombia and Argentina

Public subsidies received and donations (thousands of €) 2018	452
2017	280

Contributions to foundations and non-profit entities (thousands of €) 2018	270
2017	538

SOCIAL DIMENSION

Number of employees 2018	58,383
2017	58,062

Percentage of women in staff 2018	66
2017	64.47

Hours of training 2018	5,152,898
2017	5,349,514

Investment in training (thousands of €) 2018	15,288
2017	14,691

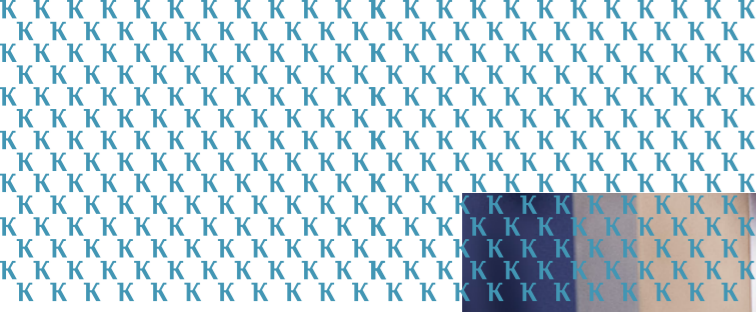
ENVIRONMENTAL DIMENSION

Paper consumption (t)¹ 2018	101.7
2017	109.71

Water consumption (m³)² 2018	314,054
2017	209,294

Consumption of electric Power (kWh)³ 2018	50,501,497
2017	48,425,157

Hazardous waste (t)⁴ 2018	14.84
2017	18.01



III.

Konecta

[A NEW BUSINESS MODEL](#)

[CORPORATE GOVERNANCE](#)

[COMPREHENSIVE SOLUTIONS](#)

[INNOVATION AND NEW TECHNOLOGIES](#)

[DIGITAL TRANSFORMATION](#)

[WE KONNECT WITH CLIENTS](#)

[CERTIFICATIONS AND ACCOLADES](#)

KONECTA, A GLOBAL BUSINESS

With a positive evolution of its turnover on last year's results and more than 58,000 employees in ten countries, **Konecta** ranks among the most important companies in the CRM and Business Process Outsourcing industry. Today, more than half of its turnover comes from abroad, particularly from the Latin American market, which represents more than 56% of sales. The incorporation of powerful clients in this market has provided an important momentum.

Our healthy economic performance is the result of a behaviour that is aligned or above the expectations in most of the markets in which the company operates, especially in two of its hubs, Spain and Colombia, which have achieved excellent results in terms of budget projections. This economic growth endorses the **Konecta** business model and strengthens its position in the global market.

REGIONALLY SPEAKING, ABOUT 56% OF THE COMPANY'S TURNOVER IN 2018 CAME FROM LATAM.

KONECTA IS AMONG THE LEADING COMPANIES IN ARGENTINA, COLOMBIA, SPAIN AND PERU.

Years ago, **Konecta** launched an ambitious internationalisation project that led to an intense process of reorganisation in 2017, in line with the magnitude of said project. In 2018, the company virtually fulfilled its integration goals, through the consolidation of its international presence and a more homogeneous structure.

It aims at providing brands, globally, a unique strategic alliance by delivering innovative solutions and bespoke models at a profitable price that ensure a safe return on investment and a high level of user satisfaction.

KONECTA HAS A SOLID TOP-QUALITY CLIENT BASE WITH WHOM IT HAS MAINTAINED A RELATIONSHIP FOR OVER 17 YEARS.

KONECTA'S BUSINESS STRUCTURE IS ORGANISED BY REGIONS, BASED ON TURNOVER: LATIN AMERICA, SPAIN AND EUROPE, AND SPECIFIC VERTICALS: FINANCIAL AND TELECOM SERVICES.

A NEW BUSINESS MODEL

On a strategic level, the company updated its business plan, expanding it up to 2023, streamlined its goals and adapted them to an ever-changing reality as today's.

The challenge is to create value, gradually evolving from the old model of the mere provision of a service based on a contractual agreement to support clients in transforming their businesses, meeting the increasing market demands, improving efficiency in processes and increasing productivity.

In this process, **Konecta** has a privileged role and strategic position thanks to the trust of its clients, its knowledge on the procedures and control of operations. Thus, the company designed a transformation plan three years ago, in which substantial progress was made in 2018.

In addition to the factory where the services are provided, each of the countries has a rather powerful B2B-oriented customer experience area, comprised of business consultants, who work hand in hand with the technicians and analysts of the Digital Transformation Unit, to provide new tools that offer an upgrade in the services available: data analytics, automation, management of digital channel and process consulting.

The aim of this new area is critical to the future of the company and has already been implemented in 10 countries, with a major boost in 2018, that will continue throughout 2019, with various ongoing projects and great acceptance by clients.

Konecta closed the year in line with the provisions of its Strategic Plan, underpinned by its human talent, technological innovation, and a range of services with a high degree of customisation that adds value to customers.

2019 IS OFF TO A GOOD START

Within **Konecta's** internationalisation strategy, the acquisition, in early 2019, of the technology firm Uranet in Brazil is particularly noteworthy, as it will enable the company to expand its share in a growing and high-value market on which many expectations are placed, thus complementing its global capabilities and continuing to develop innovative solutions.

Looking ahead, the company will continue its massive R&D&I investments to adapt to the trends of a sector that evolves in two ways: towards a higher deployment of self-consumption channels and the increasing incorporation of an ever-more sophisticated artificial and cognitive intelligence to services. All of this, together with the adaptation of our internal talent, the development of digital skills, and the incorporation of more complex professional profiles, to undertake, among all, the new roles that this new reality demands.



WORLD DISTRIBUTION

ARGENTINA 8 centres 3,771 positions 6,047 employees	MOROCCO 1 centre 310 positions 91 employees
BRAZIL 2 centres 2,527 positions 3,035 employees	MEXICO 6 centres 5,020 positions 4,507 employees
CHILE 2 centres 1,496 positions 2,170 employees	PERU 8 centres 10,455 positions 11,683 employees
COLOMBIA 11 centres 11,330 positions 14,011 employees	PORTUGAL 2 centres 812 positions 827 employees
SPAIN 18 centres 12,859 positions 15,755 employees	UNITED KINGDOM 1 centre 341 positions 257 employees

CORPORATE GOVERNANCE 2018¹



José Mª Pacheco Guardiola President

Jesús Vidal Barrio Rivas CEO

BOARD OF DIRECTORS

José Mª Pacheco Guardiola - President

Jesús Vidal Barrio Rivas - CEO

Rosa Queipo de Llano Argote - Secretary of the Board

José Luis Bellosta Rigo

Ignacio Moreno Martínez

Francisco Javier Armada Bravo

Nicolás Arenas Montero

Ricardo de Serdio Fernández

Federico Conchillo Armendáriz

Laura Muries Fenoll

[1] In early 2019, there was a change in the composition of shareholders: Apenet y Management: 50.01%; ICG EUROPE FUND VII INVESTMENT S.A.R.L: 49.9%.

Banco Santander

34.18%

Apenet and minority shareholders

31.64%

Jempy Investments

34.18%



Rosa Queipo de Llano Argote



Enrique García Gullón



Mónica Serrano Ceballos



Miguel Fernández Robledo



Ramón Ros Bigeriego

MANAGEMENT COMMITTEE

Executive Committee

Audit Committee

Remuneration Committee

STEERING COMMITTEE

José Mª Pacheco Guardiola
PRESIDENT

Jesús Vidal Barrio Rivas
CEO

Rosa Queipo de Llano Argote
SECRETARY GENERAL

Enrique García Gullón
GENERAL BUSINESS DIRECTOR

Mónica Serrano Ceballos
FINANCIAL DIRECTOR

Miguel Fernández Robledo
ORGANISATION AND PROCEDURE DIRECTOR

Ramón Ros Bigeriego
CORPORATE DEVELOPMENT AND STRATEGIC PLANNING

CORPORATE COMMITTEES

HR Committee

Operations Committee

Domestic Business Committee

International Business Committee

IT Committee

Expenditures and Investment Committee

Recovery Committee

Quality and Environment Committee

Corporate Responsibility and Sustainability Committee



MISSION, VISION AND VALUES

MISSION

Konecta is an organisation focused on excellence in managing customer experience and innovation that provides comprehensive outsourcing services through a sustainable model that contributes to creating value for its shareholders, clients and employees, while maintaining a strong commitment to the environment and society.

VISION

Being the global leading company in BPO and CRM, offering the best experiences to its clients.

VALUES



GUIDING PRINCIPLES

Commitment to Clients: We put our clients' needs at the core of everything we do. Clients are our reference.

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

Achievement and Contribution: We strive for excellence. Each person's contribution is essential if success is to be achieved. We guarantee the fulfilment of our clients' needs.

Openness and Innovation: We are creative in the implementation of processes that improve the total customer experience.

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

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

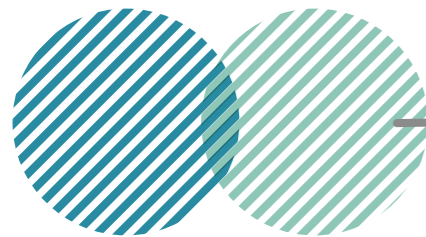
Flexibility and Speed: We have the resources and capability to deploy custom solutions and respond quickly to our clients' requirements.

ETHICS AND INTEGRITY

Konecta has designed a body of policies and procedures that constitute the backbone of its governance. Similarly, most countries have established protocols tailored to the needs and requirements of local legislation.

At corporate level, the company has a number of framework policies on Human Resources, Quality, Environment, Corporate Responsibility and Sustainability, as well as codes of conduct for both its employees and suppliers, as they are critical in the development of the activity of the organisation.

With both codes, the company establishes formal and institutional benchmarks that integrate its values into the decision-making process of each of its employees, including specific sections relating to issues such as conflict of interest, complaints, bribery and corruption, or money laundering.



GENERAL CODE OF CONDUCT

EQUALITY OF OPPORTUNITIES AND NON-DISCRIMINATION

RESPECT FOR PERSONS

WORK-LIFE BALANCE

OCCUPATIONAL RISK PREVENTION

PROTECTION OF THE ENVIRONMENT AND SUSTAINABILITY POLICIES

COLLECTIVE RIGHTS OF FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

WHISTLEBLOWING CHANNEL

Konecta has made available to all company employees an easily accessible whistleblowing channel, through which they can bring to the attention of the Compliance Committee the detection of an allegedly illegal act or breach of Code of Ethics.

51 COMPLAINTS IN 2018

100% COMPLAINTS PROCESSED

CODE OF CONDUCT FOR SUPPLIERS

WORKING CONDITIONS

Non-participation and refusal of forced labour.
 Child labour will not be used or tolerated.
 Respect for people and non-discrimination.
 Decent employment.
 Respect for freedom of association and collective bargaining.

PROFESSIONAL ETHICS

Carrying out its business activity with integrity, objectivity, transparency and honesty
 Ensuring independence of the supplier's performance.
 Confidentiality of Information.

CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABILITY POLICIES

Preservation, respect and protection of the environment.
 Compliance with legal requirements.
 Reduction of the environmental impact linked to its activities as far as possible.

SUPPLY CHAIN

Konecta has a specific procedure for approving and contracting suppliers that ensures compliance with the ethical standards included in the Code of Conduct for Suppliers, and the 10 principles of the Global Compact and the Environmental Policy of the company.

The company manages the registration and approval of its providers through its Procurement Portal, to which Argentina and Brazil joined in 2018. This incorporates all countries, except for UK. The Module for the Approval and Evaluation of Suppliers was also implemented throughout 2018.

CLIENT-ORIENTED COMPREHENSIVE SOLUTIONS

INNOVATION, TALENT AND TECHNOLOGY



SOLUTIONS



CUSTOMER SATISFACTION

CUSTOMER SERVICE_BPO SOLUTIONS_BACK OFFICE_SALES_SOCIAL MEDIA
 DEFAULT RECOVERY MANAGEMENT_FIELD MARKETING & MARKETING

CUSTOMER SERVICE

Speed, proximity and efficiency are the keys to **Konecta's** customer service model. To this end, it manages a broad portfolio of solutions throughout the lifecycle of the relationship with brand users.

BPO SOLUTIONS

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

BACK OFFICE

Comprehensive solutions to optimise processes to support the business. Improvement and automation of routine and repetitive operations, based on a prior consulting exercise and on in-house technological developments that increase efficiency.

SOCIAL MEDIA

Wide range of innovative tools that integrate various service channels in a single CRM for managing users' needs through social networks. This allows a by-the-minute management of customer conversations through Twitter, Facebook, YouTube, WhatsApp and other social networks, and complements traditional channels.

DEFAULT RECOVERY MANAGEMENT

Default recovery management services for companies through a comprehensive process of debt claim management. Their strategies are aimed at achieving the recovery goals established for each portfolio, while preserving end-customer confidence and the brand image.

FIELD MARKETING AND MARKETING

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

SALES

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



SECTORS



FINANCIAL

TELECOMMUNICATIONS

INSURANCE

UTILITIES

PUBLIC ADMINISTRATION

EDITORIAL AND MEDIA

DISTRIBUTION AND RETAIL

PHARMACEUTICAL

INNOVATION AND NEW TECHNOLOGIES

With the mission to offer innovative IT services that contribute to the efficiency of management processes, and the digital evolution and transformation of the company itself and its clients, **Konecta** has designed an IT Strategic Plan, aligned with the following assumptions:

PRIORITISING VIRTUAL TECHNOLOGIES OVER PHYSICAL-BASED TECHNOLOGIES.

OFFERING ROBUSTNESS AND HIGH LEVELS OF RELIABILITY IN SYSTEMS THAT ALLOW FOR A REDUCTION IN THE TIME TO MARKET, COSTS AND RESPONSE TIMES DURING INCIDENTS.

DEVELOPING PLATFORMS EASILY SCALABLE IN CLOUD ENVIRONMENTS.

ENSURING SECURITY IN ALL SYSTEMS.

In this regard, **Konecta** has continued to work on the development of technological solutions for internal development, focusing on incorporating features that our clients demand, with regards to omni-channels, digitisation and standardisation. Special attention has also been paid to the opening of the technology services portfolio to be provided to our clients, as well as to the design of self-service-oriented tools.

KONECTA SOFTWARE FACTORY, BASED IN MEDELLIN (COLOMBIA), IS AN INNOVATION CENTRE WHERE ALL KINDS OF SOLUTIONS ARE DESIGNED TO MEET THE GROWING DEMAND FOR BRANDS.

These developments, together with the work of a group of consultants and professionals specialised in the definition and simplification of processes, enable the company to offer win-win projects that generate improvements in productivity, accompanied by an evolution in the new digital channels and the construction of cognitive solutions.

Konecta's proprietary solutions

KCRM (CUSTOMER RELATIONSHIP MANAGEMENT)

Contact management across multiple communication channels. Various additional modules and integrations make it a complete, uniform, robust and flexible tool.

9,120 Users
192M Annual interactions
1,300 Services

KBOTS (AUTOMATED PROCESSES)

Solution for the automation of manual administrative processes, performed repetitively. Capable of integration and performance on any external system. Flexible, fast and reliable.

351 Robots
49M Annual executions
60 Services

EVENT (INTERACTION MANAGEMENT CENTER)

Debt collection management and recovery across multiple communication channels. Its structure makes it a versatile tool that provides a collaborative client-supplier model with great added value.

327 Users
2.5M Annual interactions
20 Services

EPIRON (SOCIAL MEDIA AND DIGITAL CHANNELS SOLUTION)

Management tool for digital channels and social networks designed to provide solutions to clients with large volumes of interaction. Similar to a telephone management model, EpiRon generates cases that are automatically distributed to agents for management.

1,900 Users
45M Annual interactions
62 Services



DIGITAL TRANSFORMATION

Based on the company's Business Plan, **Konecta's** digital transformation strategy during 2018 mainly focused on the introduction and development of digital and cognitive solutions applied to the generation of new products and analytical data.

MAIN LINES OF ACTION IN 2018:

BUSINESS ANALYTICS

Leveraging **Konecta** Colombia's extensive experience in analytical models, several teams of data scientists were created in Spain, Argentina, Peru, Mexico and Brazil and Chile.

ACTIVITIES

ADAPTATION OF BUYER PROPENSITY MODEL TO LOCAL ENVIRONMENTS.

AGENT PROFILING.

ENHANCEMENT IN CONTACTABILITY.

908

Analyses conducted in 43 services

CREATION OF A BUSINESS ANALYTICS TEAM, CONSISTING OF 40 PROFESSIONALS IN DIFFERENT COUNTRIES.

OMNI-CHANNELS AND TRANSFORMATION IN DIGITAL CUSTOMER EXPERIENCE CENTRES

Development of operational transformation projects for clients from sectors as diverse as banking, insurance or media.

ACTIVITIES

DEPLOYMENT OF OMNI-CHANNEL SOLUTIONS.

DEFINITION OF NEW ASSISTANCE PROTOCOLS IN DIGITAL CHANNELS.

PROGRAMMES FOR THE TRANSFORMATION OF RESOURCE PROFILES.

TRANSFORMATION OF THE SELECTION PROCESSES FOR AGENTS, TRAINING AND PERFORMANCE ASSESSMENT.

AUTOMATION

Projects aimed at improving efficiency by automating processes.

ACTIVITIES

BACK-OFFICE PROCESSES IN PAY PLATFORM ENVIRONMENTS.

ROBOTS FOR GENERATING SAFE AND USEFUL REPORTS FOR TELECOMMUNICATION AND FINANCIAL SERVICES.

AUTOMATION OF BANK RECONCILIATIONS IN DEBT RECOVERY PROCESSES.

MANAGEMENT CONSOLE FOR AUTOMATED PROCESSES IN THE FINANCIAL ENVIRONMENT.

EFFICIENCY IMPROVEMENT BY MEANS OF DIGITISATION

Economic model for the transformation of services, where client engagement is incorporated into the investment and the efficiencies generated are shared.

The model was implemented in 2018 in projects of various kinds:

TYPES OF PROJECT

AUTOMATION AND ROBOTISATION OF PROCESSES.

OPTIMISATION OF FRONT / BACK OFFICE AND REPORTING.

CREATION OF VIRTUAL SUPPORT AGENTS.

GENERATION OF BUSINESS OPPORTUNITIES FOR INCOME GENERATION.

EDUCATION: TOWARDS AN ENHANCED DIGITAL CULTURE

Throughout 2018, a number of training activities have been carried out in Spain, with the aim of deepening in the generation of a change-oriented culture towards new digital technologies and the adaptation of internal profiles to the new ways of interaction with current clients.

TYPES OF PROJECT

FACE-TO-FACE WORKSHOPS: DIGITAL TECHNOLOGIES, TOOLS FOR INNOVATION, RISK MANAGEMENT, SECURITY AND COMPLIANCE.

ON-LINE COURSES AND WEBINARS ON DIGITAL PROJECTS.

585

Participants in 2018 in Spain

13

Centres in Spain

FEATURED PROJECTS

PRODUCTS BASED ON ARTIFICIAL INTELLIGENCE

Konecta's strong commitment towards products based on AI resulted in the creation of Virtual Assistants or Chatbots. This product was implemented in some of our clients' websites and streamlined their service channels.

↑ 50,000

Average conversations per month

4

Chatbots implemented

KONECTA'S VIRTUAL AGENT

Professionals from the company, in collaboration with research groups at the University of Antioquia, boosted the design of an in-house Natural Language Processing (NLP) model, which will allow for the creation of the **Konecta's** Virtual Agent brand.

SPEECH RECOGNITION

Harnessing the knowledge integrated into the company, **Konecta** is developing its own speech recognition product.

CULTURE OF INNOVATION

2018, we designed a client-focused digital transformation model, which aims to enable the generation of proactive proposals, so that end user experience is as digital as possible. This model, which includes the application of Service Design Thinking methodologies and involves multidisciplinary teams, obtained highly satisfactory results, to the point of becoming the benchmark of the transformation and improvement projects to be carried out.

CLICK

IN KEEPING WITH OUR CULTURE OF INNOVATION, IN 2018, WE LAUNCHED CLICK, KONECTA'S LABORATORY FOR INNOVATION AND CREATIVITY IN MEDELLIN. THIS IS A SPACE FULLY-EQUIPPED TO INSPIRE THE TEAMS WORKING ON INNOVATIVE PROJECTS TO IMPROVE EFFICIENCY, CUSTOMER EXPERIENCE AND PROFITABILITY OF SERVICES.

↑ 300
Initiatives

→ **70%**
Of the initiatives turned into work plans

PRODUCT ENHANCEMENT

The year 2018 did not just witness the beginning of new projects, but also the work on improving those already consolidated in the company's portfolio.

PROACTIVE ONLINE ASSISTANT V3.0

In 2018, version 3 of the Proactive Online Assistance (POA) was developed. This product was designed and built with **Konecta's** own talent. This new version enables the deployment of automatic notifications on the client's website, based on the users' browsing patterns.

VIDEO ASSISTANCE

Also in 2018, we released the new product version of Video Llamada (Video Call), which includes as one of its main features, the ability to interact under this scheme from iOS devices. The other improvements implemented have to do with giving the product an approach that supports processes requiring personal assistance.

OBJECTIVES:

- Reducing desertions
- Increasing potential clients
- Increasing product sales
- Fostering the use of other channels

CHARACTERISTICS

- Remote assistance in car accidents
- Vehicle inspection at insurance companies
- Telehealth assistance and technical support services

2
Pilot tests in 2018

↑ 20%
Increased productivity in technical support processes

WE KONNECT WITH CLIENTS

Konecta's process management approach, focused on continuously improving customer satisfaction, is developed under the Quality Management System, in line with the ISO 9001 requirements.

2018 HAS BEEN DRIVEN BY THE MIGRATION TO THE NEW VERSION OF THE ISO 9001: 2015 STANDARD.

As a result of the company's expansion towards new markets, territorial dispersion and multiculturalism are a reality for **Konecta**. These characteristics are inevitably transmitted to the various management systems that the company's centres have implemented. This idiosyncrasy means that one of **Konecta's** primary goals for the coming years is the gradual and controlled harmonisation in the integration of the different Quality Management Systems currently deployed.

KONECTA COLOMBIA

The following actions were launched in 2018:

- Implementation and preparation project for the certification of the Information Security Management System, in accordance with ISO 27001 requirements.
- Reception and parameterisation of the new version of the "ISOLUCION" Quality Management System software.

KONECTA BRAZIL

Konecta Brazil has implemented various Quality Reports to improve follow-up of operations, so that they may help in the management decision-making process. The initiatives are the following:

- Monthly meetings with the operational management for strategic definitions.
- News 360: Weekly report with the results of the indicators on the quality of operations.

KONECTA PERU

Three milestones represent the improvements implemented in 2018 by **Konecta** Peru:

- For the third year in a row, **Konecta** Peru passed the external audit of the management system with zero nonconformities.
- Conduction of a more thorough follow-up on compliance with the requirements of campaigns by the 2Mares application, and requirements focused on continuous improvement.
- Improvement in the performance assessment of middle and senior managers, in a systematic way through the application of the results of the tool.

CUSTOMER EXPERIENCE

Konecta's Customer Experience strategy in 2018 focused on B2C (Business-to-Customer), with the definition of strategies to improve end-customer experience and the end users experience of its Contact Centre.

The design of survey models allowing to obtain information from users is a basic pillar for this new strategy:

TO MEET THE GOALS SET FOR 2018 AND 2019, THE QUALITY AND CUSTOMER EXPERIENCE DEPARTMENTS JOINED FORCES TO ACHIEVE A MORE GLOBAL PRISM AND MORE EFFICIENT SUPPORT.

BRANDS

Assessing the impact of interactions.

KONECTA OPERATIONS

Establishing a Total Quality model to level the overall performance results of its agents and teams.

This strategy has expanded its area of influence with Quality and B2B (Business-to-Business) Experience models. **Konecta** diagnoses and projects its expertise in leading brands from different sectors to evolve the services it manages.

MAIN LINES OF ACTION

Konecta's lines of action for 2018 are divided into two large groups. On the one hand, Experience Design and Management, centred on the user and, on the other hand, Learning Management focused on the development of the company's human talent.

EXPERIENCE DESIGN AND MANAGEMENT

- Definition of Service Experience Design and effective Project Management
- Development of technical competencies and skills within the Service Experience Design Team
- Networking with associations specialised in project management and service design
- Re-design of current client operations focusing on operational excellence, efficiency and process digitisation
- Definition and development of the Service Experience Designer profile
- Metric systems for assessing user experience in digital environments
- Exploration of the Automatic Quality Assessment / User Experience system
- Automation for the control of the assessment process
- Incorporation of the Corporate Client Experience Management System

LEARNING MANAGEMENT

- Redesign of collaborator's learning experience (Digital Citizen)
- Redesign of the trainer's experience (Digital Trainer)
- Redesign of learning spaces and infrastructure (Digital Environments)
- Systematisation of the training process

CEX FEATURED PROJECTS

BOOTCAMP DXS

In 2018, the training plan on the Methodology for Service Experience Design started with **Konecta's** operational staff. The launch of this training is a breakthrough in the vision of the company to incorporate Service Experience Design to its value proposition.

This training model, with a largely practical approach, seeks to develop the skills and competencies of the operating staff from the experience of co-creating people-centred services (users/customers/ employees), in order to design usable and desirable solutions that integrate people, channels and experiences.

THE PARTICIPANTS WHO STUDIED THE METHODOLOGY AND TOOLBOX OF SERVICE EXPERIENCE DESIGN OBTAINED A SCORE OF 84.92 OUT OF 100 POSSIBLE POINTS.

THE AVERAGE SCORE OF THE KNOWLEDGE OF PARTICIPANTS IN THE FIRST STAGE OF THE BOOTCAMP DXS WAS 85.17 OUT OF 100 POSSIBLE POINTS.

MENTORING AND PRODUCTION LABORATORIES

The launch of Mentoring boosted the knowledge of tutors in virtual learning environments and the creation of educational content to enrich the pedagogy applied to training. This is the reason behind the Production Laboratory, a space for tutors where they are instructed in the use of ICTs to develop their own on-line courses.

56
Tutors qualified
as Experts

2
Mentoring
Labs

WELCOMING PROCESS FOR NEW EMPLOYEES

The welcoming process for new **Konecta** employees has gone from the traditional face-to-face scheme to a virtual environment, which may be accessed remotely from anywhere. This process, which is more efficient, has increased the number of people performing the process without diminishing the quality.

IN DECEMBER 2018, 72% OF NEW EMPLOYEES FOLLOWED THE INDUCTION PROGRAMME TO THE COMPANY IN AN ON-LINE BASIS

TRAINING PATHS

IMPROVED DESIGN AND IMPLEMENTATION OF CURRICULA.

DIMENSIONING OF TIMES TO IMPROVE EFFICIENCY.

IMPROVEMENT IN THE METHODOLOGIES APPLIED DURING THE INITIAL TRAINING.

↑ 300
Routes mapped and systematised compared to 2017

↑ 550
Routes mapped and systematised in 2018

EXPERIENCE LEARNING

AUTOMATION OF THE LEARNING PROCESS.

REDUCTION OF CONSULTATION TIMES WITH ACCESS TO REAL-TIME INDICATORS.

IMPROVED ACCESSIBILITY OF INFORMATION WITH WEB ACCESS.

FORUMCX

In 2018, **Konecta** Argentina launched ForumCX, a multidisciplinary forum in which a list of actions and innovative ideas that eventually became part of important projects were developed during the year, through the use of new techniques and models.

FORUMCX USED TECHNIQUES AS INNOVATIVE AS LEAN COFFEE AND IDEA PRIORITIZATION MATRIX.

5
Meetings in 2018

SERVICE ENHANCEMENT

MANAGEMENT OF OPERATIONAL PROJECTS

During 2018, we continued working on plans to improve efficiency and automation. Some examples of this are the 529 operational projects executed by **Konecta** Colombia, 52.94% of which were aimed at improving operational excellence. These projects, whose main objective is to improve efficiency and productivity, correspond to initiatives encompassing Automation, RPA (Robotics), Systematisation and Digital Transformation.

95.27%
Satisfaction with the projects executed

0.91
SPI (Schedule Performance Index)

83.82%
Quality in the execution of projects

STRENGTHENED COMPETENCIES IN PROJECT MANAGEMENT

PLANNING_COMMUNICATION_TEAM WORK_CONFLICT MANAGEMENT_RESULT-ORIENTED APPROACH_CHANGE MANAGEMENT

COMPETENCIES STRENGTHENED IN EXPERIENCE DESIGN

EMPATHY_COMMUNICATION_SYNTHESIS_VISION_STORYTELLING_SYSTEMATIC THINKING_CREATION / PROTOTYPING

DEVELOPMENT OF TECHNICAL SKILLS AND ABILITIES

In 2018, a diagnosis of the Service Experience Design Team was carried out to assess their competencies on project management and experience design, to identify any weak points and strengthen them.

CLIENT SATISFACTION

Konecta monitors the level of client satisfaction through surveys especially designed for this purpose. The responses were analysed by areas and business units, recommendation or detraction levels.

SPAIN: THE PERCENTAGE OF PROMOTERS INCREASED 87.5% WITH RESPECT TO 2017. AVERAGE SATISFACTION INCREASED BY 0.84 POINTS COMPARED TO LAST YEAR.

SPAIN

Participants: 76 contacts and 38 clients
 Participation: Clients (41.3%), Contacts (30.4%)
 Average satisfaction: 3.84/5.00
 Promoters: 52.9%

ARGENTINA

Participants: 27 contacts and 10 clients
 General satisfaction: 88.9%
 TTB (Top Two Box): 81.5%
 NPS (Net Promoter Score): 41.9%

COLOMBIA: RECOMMENDATIONS WITH RESPECT TO THE PREVIOUS YEAR IS HIGHER BY 26.57 POINTS, WHICH IS A SIGNIFICANT FACT AS THE TURNOUT WAS 33% HIGHER IN 2018.

COLOMBIA

Participants: 126 contacts and 39 clients
 Participation: 74.6%
 General satisfaction: 8.80/10.00
 TTB (Top Two Box): 85%
 Promoters: 55.73%

MEXICO

Participants: 21 clients
 Participation: 53%
 General satisfaction: 81%
 NPS (Net Promoter Score): 33.3%

PERU

Participants: 62 contacts and 15 clients
 Participation: 68.89%
 Promoters: 32.26%
 NPS (Net Promoter Score): 8.07%*

* Decrease compared to the data of 2017 (42.75%) due to a change in methodology.

Expocontact

Konecta organised the 14th edition of the Expocontact Conference, aimed at major clients and service providers in the industry. On this occasion, the event revolved around the technological boom and impact of Artificial Intelligence in the sector, emphasising the role of professionals in the face of the growing incorporation of robots to operations.

Among the latest developments of this edition, the organisation of a round table, with the participation of representatives of major companies specialised in the provision of outsourcing and BPO services was particularly remarkable.

806

Participants registered

34

Speakers



EXPOCONTACT, ONE OF THE LEADING EVENTS IN THE CONTACT CENTER SECTOR IN SPAIN, IS AIMED AT ANALYSING THE PRESENT AND FUTURE OF THIS IMPORTANT BUSINESS SECTOR.

CERTIFICATIONS AND ACCOLADES

CERTIFICATIONS

CERTIFICATIONS

ARGENTINA

ISO/IEC 27001 - Data Security

Registered Controller 2018 - National Office for the Protection of Personal Data

CHILE

ISO 9001 - Quality Management System

COLOMBIA

ISO 9001 - Quality Management System

PCI - DSS - Payment Card Industry Data Security Standard

Socially Responsible Certificate - Fenalco Solidario

Equipares Silver Certification Seal

SPAIN

ISO 9001 - Quality Management System

ISO 14001 - Environmental Management System (3 centres)

PCI - DSS - Payment Card Industry Data Security Standard

MOROCCO

ISO 9001 - Quality Management System

CERTIFICATIONS

MEXICO

Certification from the National Institute of Transparency - Access to information and protection of B-Connect data for the AMEX service

ISO 9001 - Quality Management System

ISO/IEC 27001 - Data Security

World-class Global CIC model

ITIL PEOPLE

ICREA - Level II

NYCE - Personal Data Protection

SEP - Conocer

ESR Seal @2018 - Socially Responsible Company

EFR - Family-friendly Company

PERU

ISO 9001 - Quality Management System

COPC - Standardisation of Quality and Work Force processes (CDG9 and HR)

PORTUGAL

ISO 9001 - Quality Management System

Life/Non-Life Insurance Agent

UNITED KINGDOM

ISO 9001 - Quality Management System

AWARDS AND ACCOLADES 2018

AWARD

ARGENTINA

PAMOIC - GOLD

Best Outsourcing Company Operation

Best Recovery Strategy

Multi-Channel Strategy

PAMOIC - SILVER

Best Customer Experience Management

Best Contribution in Social Responsibility

Best Management of Human Capital

ALOIC - GOLD

Best Technological Contribution with the case "Epiron 3.0"

Best Contribution in Social Responsibility

AWARDS AND ACCOLADES 2018

AWARD

COLOMBIA

COLOMBIAN ASSOCIATION OF CONTACT CENTRES AND BPO AWARDS - GOLD

Best Comparative Service Centre

COLOMBIAN ASSOCIATION OF CONTACT CENTRES AND BPO AWARDS - BRONZE

Corporate Social Responsibility

ALOIC - GOLD

Best Multi-Channel Strategy

Best Human Capital Management

ALOIC - SILVER

Best Organisational Strategy

ALOIC - BRONZE

Best Outsourcing Company Operation

RECOGNITIONS FROM CLIENTS

Aliados Bancolombia Award, First Place in the Business Humanisation Strategy

PERU

“SAFE COMPANY” SEAL

Awarded by the Ministry of Labour and Employment Promotion

APEXO EXPERIENCE AWARDS

Best Human Capital Programme

1ST PLACE - GOOD LABOUR PRACTICES

Awarded by the Ministry of Labour and Employment Promotion

4TH PLACE IN THE 4TH EDITION OF THE PAR RANKING

Gender equality ranking for organisations

SPAIN

9TH EDITION OF THE SERES AWARDS TO KONECTA-FUNDACION INTEGRALIA DKV

Integration of disadvantaged youth in Peru

SOLIDARITY INSURANCE PRIZE TO KONECTA FOUNDATION

In recognition of the project “La Azotea Azul”, intended to provide a recreational area for children admitted to the Virgen del Rocío Hospital (Seville)

PORTUGAL

APCC BEST AWARDS - Silver: Best insurance and assistance line- Zurich Help Point Line

AFFILIATIONS WITH ASSOCIATIONS 2018

ASSOCIATION

ARGENTINA

Argentine Chamber of Contact Centres **(CACC)**Latin American Alliance of Organizations for Interactions with Clients **(ALOIC)**Argentine Institute of Corporate Responsibility - Latin American Alliance of Organizations **(IARSE)**Club of companies committed to the inclusion of persons with disabilities **(CEC)**

CHILE

Chilean Chamber of Commerce **(CCS)**Spanish Chamber of Commerce in Chile **(CAMACOE)**

COLOMBIA

Colombian Association of Contact Centres and BPO **(ACDECC)**

Colombian Association of Credit, Billing and BPO Ecosystems

Fenalco Solidario National Corporation

Association of Human Management **(ACRIP)**Colombian Technical Standards Institute **(ICONTEC)**

PERU

NETWORKING:**PRIDE CONNECTION:** Best practices for the LGBTI community**PAR COMMUNITY:** Best practices on gender equality**IGUALES:** Best practices on gender equality**CHAMBERS:**

Chamber of Commerce of Lima

Chamber of Commerce of Chiclayo

Chamber of Commerce of Spain in Peru

American Chamber of Commerce in Peru

Peruvian Association of Customer Experience **(APEXO)**

MEXICO

Mexican Institute of Teleservices **(IMT)**

SPAIN

Association of Customer Experience Companies **(CEX)**Spanish Association of Experts in the Customer Relations **(AEERC)**

Spanish network of the UN Global Compact

Inserta Responsible Forum

Companies for a free from gender-based violence society, Ministry of Health, Social Services and Equality

Alliance for Latin America Business Council **(CEAPI)**

Andalusian Confederation of Employers

Chamber of Commerce of Seville

Spanish Association of Foundations **(KONECTA FOUNDATION)**

PORTUGAL

Portuguese Association of Contact Centers **(APCC)**

Portuguese-Spanish Chamber of Commerce

HUMAN CAPITAL

As one of its main competitive advantages, **Konecta** is committed to the development of its human resources as one of its key success factors.

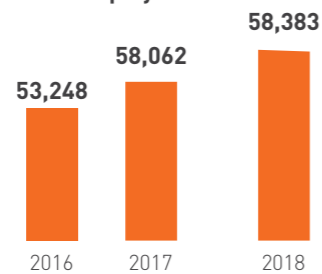
Distribution by gender



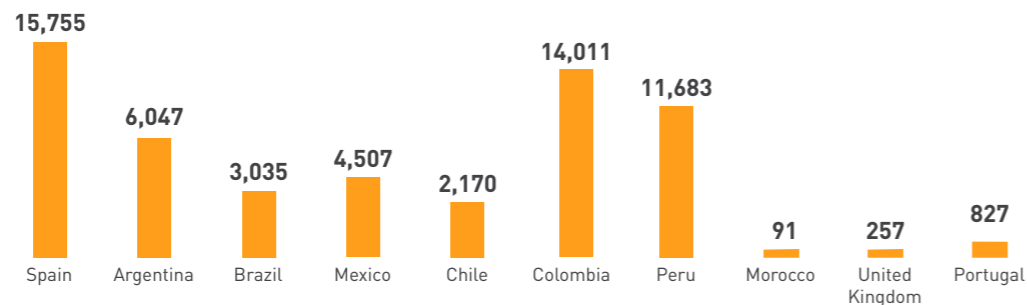
Distribution by Professional Category



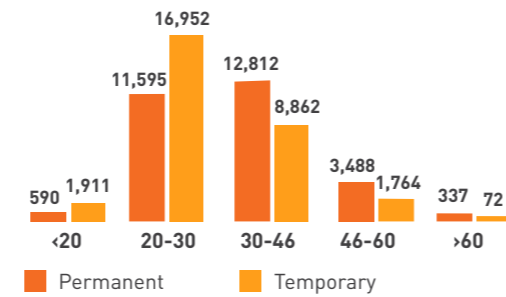
Number of employees



Number of employees for country



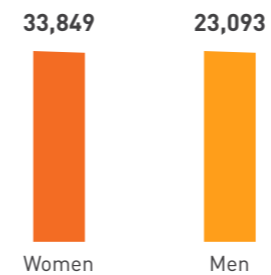
Type of contract by age



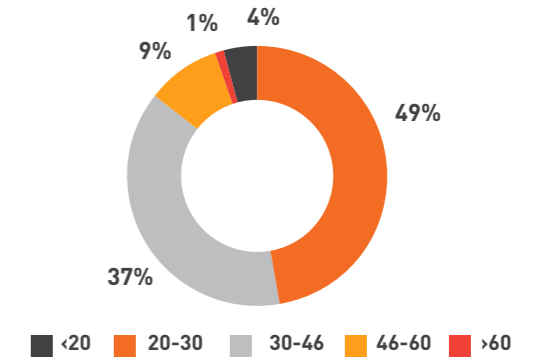
66% OF KONECTA STAFF IS MADE UP OF WOMEN.

These figures illustrate that the number of employees is in line with the capacity of the existing offices. Likewise, Konecta's development has had a significant impact on Spanish-speaking countries, with a strong presence in countries such as Spain, Colombia and Peru.

Number of recruits



Distribution by age



This year, there was a ratio of 1.7 women hired for each hired man. Also, the average employee age is approximately 32 years old. With regard to the activities, only 8.4% of the activities are outsourced. This shows **Konecta's** wide self-sufficiency.

Distribution by type of contract



Annual average of contracts by type of working day



Distribution of permanent contracts



KONECTA HAS 408 PEOPLE WITH DISABILITIES ON ITS STAFF (*)

*SPAIN, BRAZIL, CHILE, UK, PERU

Distribution of temporary contracts



69% OF PERMANENT CONTRACTS BELONG TO WOMEN.

Although percentages show that most temporary contracts are for women, it is necessary to explain that it is due to the gender distribution of the workforce. As there are more women, the amount of permanent and temporary hiring of women is higher.

KONECTA COLOMBIA WAS AWARDED THE GOLD AWARD FOR BEST HUMAN CAPITAL MANAGEMENT BY ALOIC.

KONECTA ARGENTINA WAS AWARDED THE SILVER AWARD FOR BEST HUMAN CAPITAL MANAGEMENT BY PAMOIC AND ALOIC.

SPAIN

A review and restructure of the recruitment area was carried out in 2018 to transition to a more centralized model.

This quest for enhancing efficiency has been organised in several projects:

RECRUITMENT	ENHANCEMENT OF THE EMPLOYEE EXPERIENCE	DEVELOPMENT	CORPORATE IDENTITY
Adaptation of the hiring process to the new business model	Welcome Manual Follow-up of approval indicators	Boost to internal development Adaptation of roles and services	Reinforcement of the corporate culture

PERU

The Human Management Strategy of **Konecta** Peru included the following lines:

TALENT MANAGEMENT	WORKING ENVIRONMENT	EQUALITY AND INTEGRATION	ENHANCEMENT OF WORK STATIONS
Boosting the development of middle and senior managers Boosting women's leadership through the LIFE Programme	Evaluation of the working environment Benchmark with Peruvian companies	Promotion of labour integration Actions under inclusion principles Promotion of a non-discriminatory culture	Development of technologies that facilitate the work of employees

KONECTA PERU WAS HONoured BY GREAT PLACE TO WORK PERU AS ONE OF THE 20 BEST COMPANIES TO WORK FOR WOMEN.

QUALITY EMPLOYMENT

The actions carried out by Konecta in 2018 had the goal of providing quality employment sustainably for its employees and for society. Therefore, this year's plans, programmes and projects stemmed from decisions made according to the values promoted by **Konecta**.

Konecta evaluates, on an annual basis, the perception of employees regarding job satisfaction in the company. In 2018, the participating countries were Argentina, Chile, Colombia, Mexico, Peru and Portugal. The method most commonly used this year was **Konecta's** internal survey model. However, offices like **Konecta** Peru opted for the Great Place to Work survey model, which set the foundations for developing future action plans.

DO YOU CONSIDER **KONECTA AS AN EXCELLENT PLACE TO WORK?**

APPROXIMATELY 80% OF RESPONDENTS AGREE.



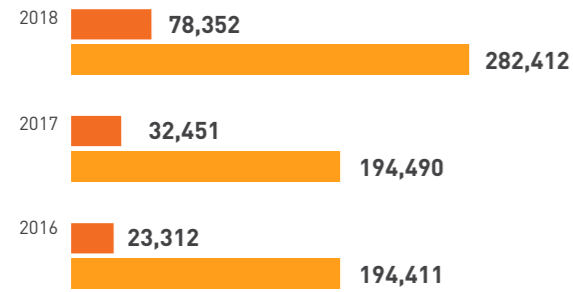
TRAINING

Konecta has carried out comprehensive training plans in face-to-face and e-learning environments that span across the company, with a particular focus on the operational and complementary training in the areas of leadership, professional skills, in addition to training plans related to diversity and integration.

As part of the cultural change driven by digital transformation, **Konecta** is working on an interesting training itinerary aimed at adapting existing profiles, focusing on the evaluation of digital skills, but also on identifying other social skills. These points are discussed more extensively in the section devoted to Digital Transformation and Customer Experience Learning Management.

MORE THAN € 1,000,000 INVESTED IN SKILLS TRAINING IN SPAIN.

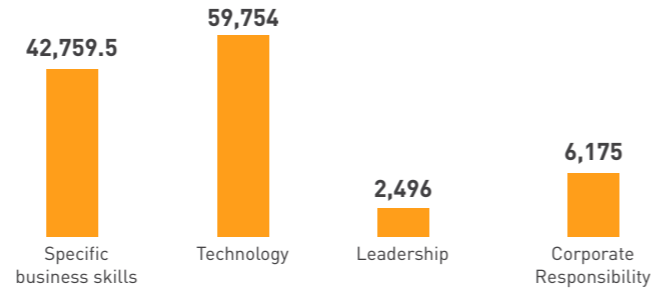
Operational Training hours *



■ Retraining ■ Initial

* Data from Konecta Spain

Additional Training hours *

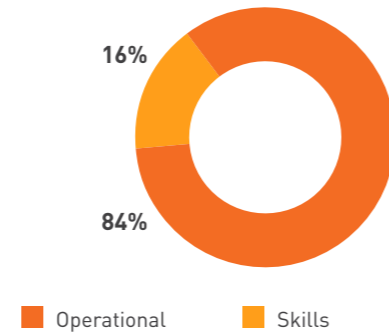


* Data from Konecta Spain

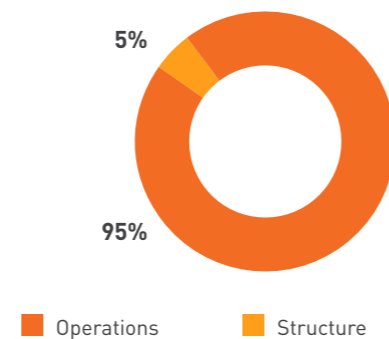
INTERNATIONAL

COUNTRY	TRAINING HOURS
CHILE	199,570
ARGENTINA	256,435
BRAZIL	12,462
COLOMBIA	2,229,934
SPAIN	485,169
MOROCCO	990
MEXICO	421,116
PERU	1,444,895
PORTUGAL	34,184
UNITED KINGDOM	68,143
TOTAL HOURS	5,152,898

Distribution of training hours



Training by category



15,288,807 €

Invested in training in 2018

5,152,898

Hours of training delivered in 2018

■ Operations ■ Structure

KONECTA PERU WAS GIVEN THE BEST HUMAN CAPITAL MANAGEMENT AWARD, THANKS TO LIFE PROGRAMME, A TRAINING PLAN FOR MIDDLE / SENIOR MANAGERS AND BEST PRACTICES FOCUSED ON WORK ENVIRONMENT.

KONECTA PERU PLAN LIFE

100 WOMEN TRAINED WITH 3,200 HOURS DEVOTED TO WOMEN'S LEADERSHIP.

WELFARE AND WORK-LIFE BALANCE

Konecta continues to promote bespoke social benefits and work-life balance plans to ensure that professional activities do not limit the development of the personal lives of employees.

To this end, we have worked on targeted measures to support labour disconnection, subject to the nature of the activity carried out by the staff in the company.

These measures include automatic switch-off timers of the air conditioning / heating system, restricted access to our centres during certain hours, weekends and holidays, as well as the establishment of access timetables to car parks with pre-determined entrance and exit schedules. Similarly, the use of telematic means such as teleconferences or videoconferences, both for meetings and for staff training, is enhanced to minimise the number of visits and meetings after 6 pm.

Staff whose activity is directly linked to customer service operations is subject to the schedules of the various campaigns. Several shifts are established for organising the workload given the nature of the activity, always complying with the legislation or agreement in force.

This culture of responsible business was broken down into different activities, plans and projects throughout 2018:

COLOMBIA

WELFARE

RELIEF CREDITS

3,800 credits in 2018 for education, fatalities, births, notary costs and life insurance

35 BUSINESS PARTNER

accompaniment to employees

Employees Fund

8,217 associates

LEISURE SOCIAL BENEFITS AND FOOD VOUCHERS

WORK-LIFE BALANCE

FLEXIBLE WORKING HOURS

TELEWORK PILOT PROJECT

CREATION OF NURSING ROOMS

PRIORITY IN THE CHOICE OF HOLIDAY DATES FOR PARENTS

SPAIN

In order to communicate work-life balance measure to **Konecta** Spain employees, a series of specific information and awareness campaigns were conducted. Among the many available measures, we find the following:

DISTINGUISHED MEASURES

- Shorter working hours for parents
- Nursing leave
- Priority in the choice of holiday dates for parents
- Flexible working hours
- Possibility of leave of absence for adoption
- Telework pilot projects
- Increase in the number of days for parental leaves

OTHER DISTINGUISHED MEASURES

COUNTRY	MEASURES
ARGENTINA	Discounts at universities, shops and gyms Delivery of new-born kits Priority vacation choice for parents Delivery of Start-of-school kits
BRAZIL	Multi-benefit card with discounts at various shops Gympass, discounts at gyms Psychological, financial and legal advice programmes Working woman coupon
CHILE	Maintenance of MUNDO ACHS (a programme of additional benefits of the Chilean Safety Association), which grants various benefits to collaborators.
MEXICO	Health and Sports Days
PERU	Labour relations plan that includes flexible working hours, maternity, paternity and / or adoption leaves, discount agreements in shops and leisure, and the promotion of after-work activities.
UNITED KINGDOM	Launch of the EDENRED incentive programme

2,321

Parental leaves

KONECTA GIVES AN AVERAGE OF 2.46 WEEKS' NOTICE (*) TO ITS EMPLOYEES BEFORE ANY SUBSTANTIAL CHANGE IN THEIR WORKING CONDITIONS.

****AVERAGE DATA FROM 10 COUNTRIES**

EQUALITY AND INTEGRATION

Konecta recognises the value that comes with the presence of various profiles on its teams and dedicates resources aimed at providing a free and safe environment, where equality and integration of all employees is encouraged. To this end, it establishes and develops a series of framework policies for equal treatment and opportunities, as well as programmes for the integration of people at risk of exclusion.

Konecta Foundation supports the organisation at all levels providing its expertise for the inclusion of people with disabilities in the company and their standardised integration, through the CSR coordinators present at our offices, who contribute to the detection of their needs, especially in terms of accessibility.

Similarly and systematically, when a person with special needs is hired, its profile is transferred to the Occupational Health and Safety department to carry out the necessary adjustments in the work station, based on its disability.



KONECTA IS COMMITTED TO A DIFFERENT ORGANISATIONAL MODEL

HARNESSING THE POTENTIAL AND SKILLS OF THE ENTIRE STAFF

ENSURING A CONTEXT OF EQUAL OPPORTUNITIES FOR ALL FEMALE EMPLOYEES

GENDER EQUALITY AS AN ORGANIZATIONAL TRAIT

DEVELOPING ITS WORK WITH AND IN FAVOUR OF THE COMMUNITY, WHERE WOMEN ARE ESSENTIAL TO **KONECTA**

KONECTA RESPECTS DIVERSITY. PROMOTION OF NON-DISCRIMINATION

ARGENTINA

PROGRAMME AGAINST GENDER-BASED VIOLENCE

Konecta Argentina has implemented various mechanisms that provide safe spaces against gender-based violence. This programme includes the following elements:

Implementation of policies that guarantee equal treatment and opportunity	Cooperation in the fight against gender violence with state entities and NGO's	Support with advice in cases of conflict	Early detection mechanisms
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LABOUR INTEGRATION PROJECT FOR PEOPLE WITH DISABILITIES

Konecta Argentina developed its first formal project for hiring people with disabilities. The project has the following stages:

STAGES

TRAINING FOR LIFE AND WORK

Support to 26 youths with disabilities

TRAINING ON INCLUSIVE SEARCH

SEMINAR ON BETTER SEARCHING FOR EMPLOYMENT

Support to 50 persons with disabilities

SEMINARS ON INCLUSION

IBEROAMÉRICA FORUM

SPAIN

KONECTA BTO EQUAL OPPORTUNITIES PLAN

2018 marked the first anniversary of the **Konecta** BTO Equal Opportunities Plan. During this period, 83 records were reviewed by the Equal Opportunities Commission. Also, the first steps to establish a protocol for sexual or gender-based harassment for the BTO Working Group were taken.

KONECTA SAT EQUAL OPPORTUNITIES PLAN

Similarly, the **Konecta** SAT Equal Opportunities Plan was created in May 2018. This year, the plan focused on the review of the 33 records sent to the Equal Opportunities Commission.

COLOMBIA

EQUIPARES SEAL

In 2018, **Konecta** Colombia was awarded the Equipares Silver Seal, an achievement that has proven the effectiveness of the actions undertaken with regards to equal opportunities. For this purpose, a number of goals and priorities, developed in the span of two years, were established.

KONECTA COLOMBIA WON THE EQUIPARES SILVER SEAL IN RECOGNITION OF THE VISIBLE PRACTICES IMPLEMENTED TO CLOSE THE WAGE AND LABOUR.

KONECTA MONTERÍA

2018 marked the third anniversary of the creation of the **Konecta** office in Montería. Today, there are 570 employees, 345 of whom belong to the Programme for victims of the armed conflict and forced displacement.

SUPPORT TO THE "40,000 PRIMEROS EMPLEOS" PROGRAMME

Konecta Colombia was among the first companies in the country to collaborate in this project of the national government to facilitate access to the labour market of 183 inexperienced youths.

PERU

The actions carried out by **Konecta** Peru during 2018 were as follows:

Signing of the Equality Plan	Preparation of gender-based violence prevention protocols	Awareness campaigns against harassment
Awareness campaigns against gender-based violence	Adjustment of the recruitment processes to include people with disabilities	Specific follow-up on staff members with disabilities

Thanks to this itinerary, **Konecta** Peru was recognised for its good labour practices, which promote equal opportunities under the principles of non-discrimination.

THE MINISTRY OF LABOUR AND EMPLOYMENT PROMOTION AWARDED KONECTA PERU FOR THE PERFORMANCE OF ITS GOOD LABOUR PRACTICES.

OTHER DISTINGUISHED MEASURES

COUNTRY	MEASURES
BRAZIL	Awareness campaigns for the inclusion of professionals with disabilities Committee with Staff with disabilities and the management
CHILE	Rules of Procedure
MEXICO	Equal Opportunities Policy Code of Conduct
UNITED KINGDOM	Equal Opportunities Policy

KONECTA PERU SUBSCRIBED THE “SOMOS PARES” COVENANT, COMMITTING ITSELF TO RESPECT, DIVERSITY, INCLUSION, AND THE PROMOTION AND MANAGEMENT OF GENDER EQUALITY.

KONECTA PERU RANKS 4TH IN THE 2018 PAR RANKING, ONE POSITION HIGHER THAN IN 2017. THIS RANKING EVALUATES GOOD BUSINESS PRACTICES ON GENDER EQUALITY.

PROFILE OF PEOPLE WITH DISABILITIES IN KONECTA SPAIN:



IN SPAIN: 2.04% EMPLOYEES WITH DISABILITIES IN 2018

TALENT ATTRACTION

In an effort to attract new talent, **Konecta** fostered the creation of different measures to promote equal opportunity employment across its office network.

A redefinition of the Welcoming Plan, which has been one of the projects on which a significant amount of Human Capital resources has been invested, was undertaken, as **Konecta** is fully aware of the impact of the first days in the Employee Experience and how this may affect the retention of talent.

Proactive recruitment model	Incorporation of a harmonised methodology	Multi-posting and application monitoring tools	Process enhancement proposals
Definition of indicators and reports	Support by the recruitment centre	Projects made up of specialised consultants	

COUNTRY MEASURES

ARGENTINA	Programme to improve the employability of people with disabilities: 76 beneficiaries Labour integration project for people with disabilities
BRAZIL	Youth training scheme: 52 young trainees Programmes for employment generation: 115 new employees
CHILE	Programmes for employment generation Youth employment subsidies
COLOMBIA	Youth training scheme: 642 trainees Programmes for employment generation: 183 youths of the “40 mil primeros empleos” programme
SPAIN	Creation of a new recruitment model: 48 trainees
MEXICO	Programmes for employment generation
PERU	Pilot employment programme for women victims of violence and trafficking: 3 women placed in the labour market
PORTUGAL	Recruitment actions in fairs: 5 people with disabilities currently in the hiring process

HEALTHY COMPANY

Konecta promotes a culture of safety, health and labour welfare, which is organised under internal procedures for the prevention of occupational hazards and includes training in specific prevention.

ARGENTINA

NEW TOOL FOR SAFETY AND HYGIENE MANAGEMENT

In 2018, we added a new web platform that allows managing **Konecta**'s procedures and Safety and Health documentation. Furthermore, this new tool allows for monitoring accident statistics and the use of action panels and required tasks.

NEW SECURITY PROTOCOLS

During this period, all evacuation, fire, flood, robbery, bomb threat, earthquake and social uprising protocols have been duly updated.

COLOMBIA

NEW OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

In 2018, **Konecta** Colombia decided to address the implementation of a Management System for Safety and Health at Work. As a notable example, it was possible to start the implementation of all components of the Management System at the Montería office as of August, with positive results in: involvement and engagement in health prevention and promotion programmes, emergency management and periodic medical examinations.

ACTIONS

COUNTRY ACTIONS

ARGENTINA	Safety and Occupational Health Policy Health monitoring by phonoaudiologist Hygiene and Safety management tool
BRAZIL	Internal Commission for Accident Prevention
CHILE	Safety and Occupational Health Policy Delivery of ergonomic kits Facility inspection programmes
COLOMBIA	Activities related to the documentation pertaining to the Occupational Health and Safety Management System Manual Update of risk detection Creation of a new reporting tool in the event of unsafe acts or conditions for Safety and Health at Work Creation of a procedure for monitoring contractors and suppliers in relation to Health and Safety aspects Occupational medical assessments: 19,000 pre-entry tests, 1,133 periodic examinations, 40 post-incapacity tests and 16 post-retirement tests Execution of 10 drills, with a participation of 1,973 employees Coordination of business activities
SPAIN	Safety and Occupational Health Policy Execution of drills in all centres Definition of measures to protect the safety and health of employees under the telework scheme
MEXICO	Creation of the Health and Safety Committee
PERU	Internal legal compliance audit on Safety and Health at Work with 0 nonconformities Health and Safety inspections to suppliers with a compliance score of 85%

TRAINING, COMMUNICATION AND SEMINARS

COUNTRY TRAINING, COMMUNICATION AND SEMINARS

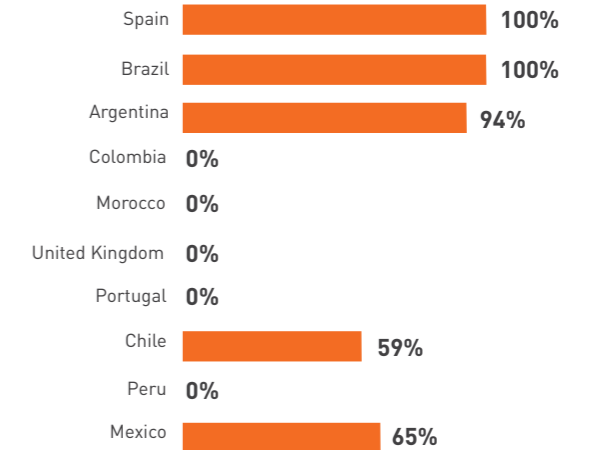
ARGENTINA	Training on the proper use of voice Training on leadership for the promotion of good habits
BRAZIL	Training of 160 brigadiers in case of emergency "SIPAT" information campaigns (Internal Week for the Prevention of Accidents at the Workplace)
CHILE	Training and information campaigns on Safety and Health at Work
COLOMBIA	Organisation of 19 work roundtables with health entities, occupational health administrator and the legal and labour area Execution of 3,825 sections of the "Ponte en Movimiento" programme (on active pauses) with the participation of 41,260 employees Execution of 109 activities related to safety and health culture, with the participation of 21,883 employees
SPAIN	Training on Occupational Safety and Health with a total amount of 13,220 hours
MEXICO	Anti-Harassment campaigns Creation of the Health and Safety Committee
PERU	The "Amigo elegido" campaign, which achieved a 37% reduction in transportation accidents Information campaigns related to Safety and Health at Work, with the participation of 7,583 employees E-learning training programmes on Safety and Health at Work, with participation of 66% Training of 123 brigadiers for emergencies

Moreover, the average of employees covered by collective agreement is around 42%. This is due to differences between the laws of the countries in which **Konecta** operates. It is worth underlining that the countries where there is a percentage lower than 100% of employees covered by collective agreement, are those where said agreements are regulated by other legislative channels.

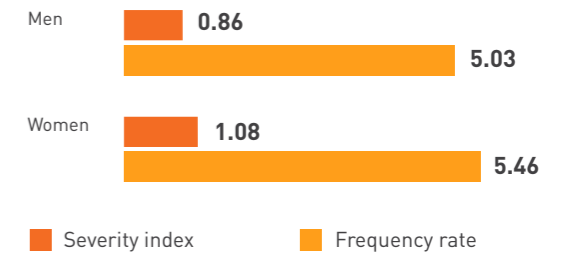
Finally, in compliance with **Konecta** commitments regarding the safety and health of its employees, this year, we have developed programmes for close monitoring of safety performance.

To do this, we have used indicators associated with the frequency rate and severity rate. As the chart shows, the results in 2018 were excellent, in particular, the low levels of these indicators and the fact that during 2018 there were no occupational fatalities due to the implementation of measures in line with **Konecta's** Health and Safety Policy.

Employees covered by collective agreements

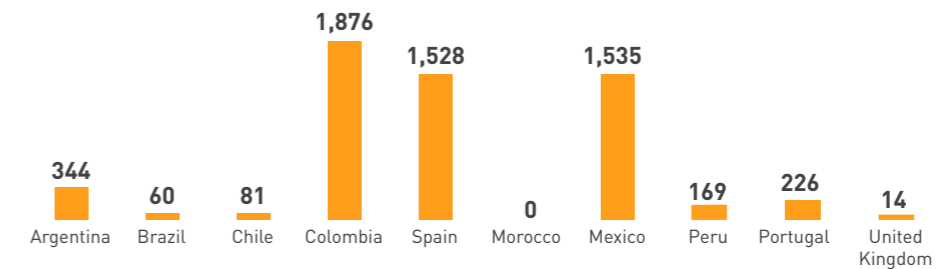


Average accident frequency rate and severity index*



* Argentina, Brazil, Colombia, Mexico, Peru, United Kingdom, Portugal, Morocco, Spain. Chile is not included because it does not have gender disaggregated data. Disaggregated data: Severity Rating: 0.1; Frequency index 2.89

Days lost due to accidents at work

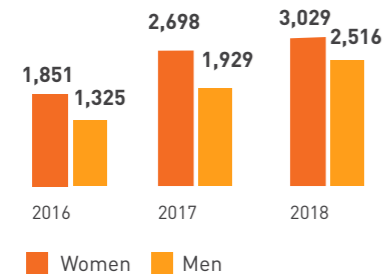


In addition, the data from days lost due to accidents at work serve to set the future lines of action in those countries with greatest difficulties.

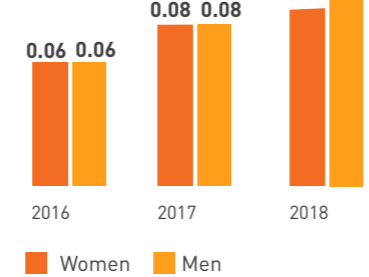
TURNOVER

Konecta is a growing company with a significant impact on job creation. The idiosyncrasy of the business in which the company operates causes a high turnover in staff. Despite this, the ratio of dismissals against hiring shows that **Konecta** indeed has a very positive impact on the employability of the communities in which it operates.

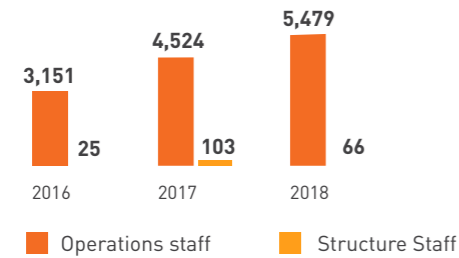
Number of dismissals by gender



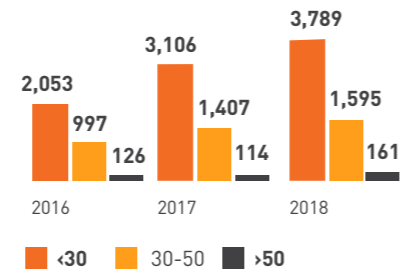
Ratio of dismissals



Number of dismissals by category

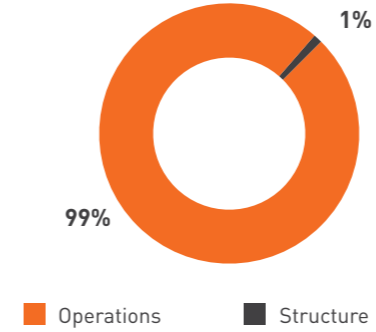


Number of dismissals by age range

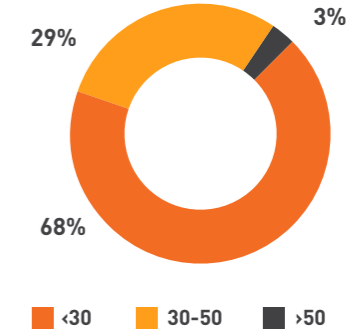


As can be seen, in 2018 there were more dismissals of women than men. In total, the ratio is 55% of laid-off women and 45% of laid-off men, as this balance is due to the gender distribution of the workforce. Another fact that explains the number of dismissals and the turnover rate lies in the ratios of women / men laid off for every woman / man hired, which shows that there is a higher incidence of dismissals among men.

Distribution of dismissals by professional category

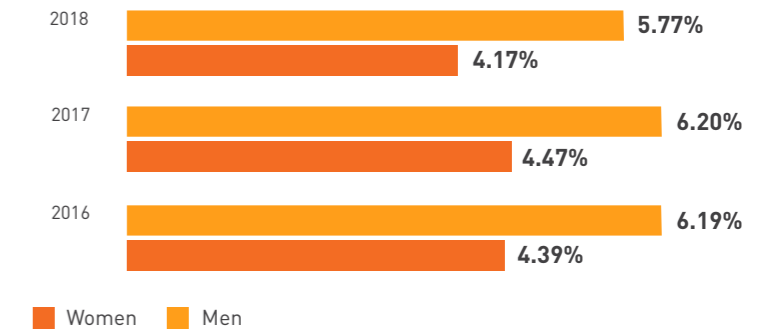


Distribution of dismissals by age range



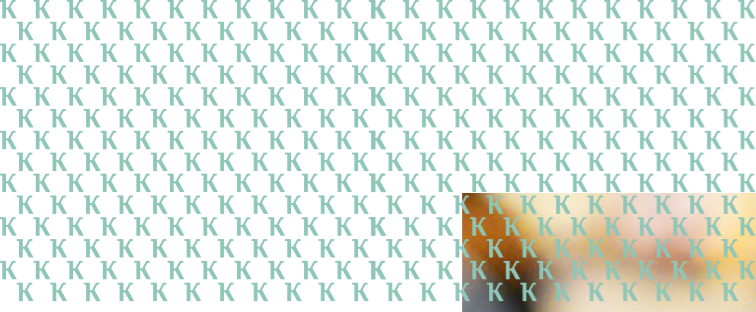
The effort carried out to establish and implement programmes that help retain talent is reflected on the rates of voluntary turnover of men and women, which were lower in 2018 than in 2017.

Percentage of voluntary turnover



GOALS FOR 2019

- IMPROVING THE RESULTS OF THE WORKING ENVIRONMENT SURVEYS
- IMPROVING TALENT ATTRACTION PROCESSES
- INCREASING LABOUR INTEGRATION AMONG PEOPLE AT RISK OF EXCLUSION
- DEVELOPMENT OF NEW BENEFITS FOR **KONECTA** EMPLOYEES
- REDUCING THE NUMBER OF ACCIDENTS
- GENERATE A PREVENTIVE CULTURE WITHIN **KONECTA**
- TRAINING IN HEALTH AND SAFETY AT WORK



V.

Corporate Responsibility and Sustainability



[WE CONTRIBUTE TO SUSTAINABLE DEVELOPMENT](#)

[INTERACTION WITH STAKEHOLDERS](#)

[WE ARE SUSTAINABLE](#)

WE CONTRIBUTE TO SUSTAINABLE DEVELOPMENT



KONECTA UNDERSTANDS CORPORATE RESPONSIBILITY AS A WAY TO RUN THE COMPANY, BASED ON MANAGING THE IMPACTS GENERATED BY ITS OPERATIONS ON STAKEHOLDERS AND THE FULFILMENT OF THEIR EXPECTATIONS.

Konecta integrates its Corporate Responsibility and Sustainability Policy into its business strategy, and engages senior management in its acceptance, promotion and implementation. The company develops and directs its management through four policy areas that involve all levels and departments of the company:

POLICY AREAS

- CORPORATE
- HUMAN CAPITAL
- SOCIAL ACTION
- COMMITMENT TO THE ENVIRONMENT



These commitments are manifested and deployed in specific initiatives, through which Konecta contributes to the Global Compact and the Sustainable Development Goals (SDGs).

OUR CONTRIBUTION



OUR COMMITMENTS

MARKETING

Sustainable business

Ethical behaviour:

General Code of Conduct

Whistleblowing Channel and Compliance Committee

Code of Conduct for Suppliers

Transparency

UN GLOBAL COMPACT

1, 2, 3, 4, 5, 6, 10

ODS



HUMAN CAPITAL

Quality employment

Continuing education and training

Equal opportunities

Personal and professional development

To provide a safe and healthful work

3, 4, 5, 6



SOCIAL ACTION

Socio-labour integration of people at risk of exclusion, on equal conditions

Partnerships with clients, public organizations and social organizations, to generate a multiplier effect

Promotion of corporate volunteering initiatives

1, 2



COMMITMENT TO THE ENVIRONMENT

Environmental Management System

Technologies, activities and processes with less waste production and energy saving

Training and awareness

7, 8, 9



INTERACTION WITH INTEREST GROUPS

Konecta identifies its stakeholders and establishes commitments with each of them.

STAKEHOLDERS	OUR COMMITMENT	COMMUNICATION MECHANISMS
EMPLOYEES	Career Development Equal opportunities Work-life balance Occupational Health & Safety assurance Freedom of association Ethical and responsible behaviour	Employee Portal Intranet Working environment surveys Internal newsletter Newsletters / E-mailings Suggestion boxes Follow-up Meetings Pop ups Whistleblowing channel Bulletin boards / Billboards on platforms
SHAREHOLDERS	Creation of value Good governance Risk control Transparency	Corporate website Board Meetings Corporate magazine
CLIENTS Current Potential	Innovation Quality Efficient management Security and privacy of information Transparency Collaboration to generate mutual benefits	Client surveys Commercial contacts / operations Events (Expocontact and conferences with clients) Corporate magazine Corporate website KonectaBlog Newsletters
COMMUNITIES NGOS SOCIAL ENTITIES	Ethical business actions Respect for the environment	Corporate website Social Networks Press Corporate magazine Meetings / Conferences Social or CSR forums to which the company is attached
SUPPLIERS Critical Non-critical	Compliance with commitments Ethical behaviour	Procurement Portal Corporate website Corporate magazine E-mail Meetings Expocontact Conference Specialised fairs Social Networks
PUBLIC ADMINISTRATION	Regulatory compliance Transparency	Press Corporate website Meetings
SOCIETY	Ethical business actions Respect for the environment	Press Corporate website Social Networks

In 2018, a new materiality study to identify the most important issues in corporate business responsibility for the various **Konecta** stakeholders was conducted. The following table shows the results of the study together with the relevant GRI indicators.

CR&S AXIS	RELEVANT ASPECT	GRI INDICATOR	
ECONOMIC PERFORMANCE	Economic result of the company	201-1	
	Leadership in the market	102-4	
		102-6	
		102-7	
Significant indirect economic impacts	203-1		
	203-2		
CORPORATE GOVERNANCE	Corporate risk management	102-15	
	Performance assessment for governing bodies	102-18 102-28	
SOCIAL PERFORMANCE	Labour practices	401-1	
		Employment policies	401-2 401-3
		Occupational Health and Safety	403-1 a 403-4
	Society and anti-corruption	Training	404-1 404-2
		Transparency	102-44
		Anti-corruption policies	205-1
			205-2
			205-3
		Regulatory compliance	419-1
		Social action	413-1
RESPONSIBILITY OVER THE PRODUCT	Security and privacy of clients	418-1	
	Regulatory compliance	416-2	
		418-1	
	Client Satisfaction	102-43	
	Quality customer service	102-44	
	Promotion of innovation in business management	-	

WE ARE SUSTAINABLE

The work and commitment of companies and their people are crucial to protecting the environment.

Konecta works in reducing the impact caused by its activity on the environment through energy-saving measures and awareness campaigns for its employees.

THROUGH ITS ENVIRONMENTAL MANAGEMENT SYSTEM, BASED ON THE UNE-EN ISO 14001 STANDARD, THE COMPANY DEVELOPS ENVIRONMENTAL PROGRAMMES IN ITS VARIOUS CENTRES.

ENVIRONMENTAL AWARENESS

During 2018, there have been various awareness campaigns at national and international level, aimed at all the personnel of the company with the purpose to contribute to improve the social context through the protection of the environment.

These campaigns affect not only the measures that may be applied by employees and those responsible for reducing consumption, but expand their scope by performing a proper segregation of waste. We have also reached agreements with suppliers for the delivery of consumables that are more respectful with the environment.

SUCCESS STORY

KONECTA ARGENTINA - UNITE PROGRAMME

This is a programme within the framework of the corporate responsibility and sustainability strategy through which actions with an environmental approach are driven.

Throughout 2018, **Konecta** Argentina successfully launched the “Unite Energía” Programme in all the sites in the country. This initiative encompassed an intensive energy savings plan that allowed the company to reduce energy consumption by 4,522 kW.

Awarded in the 2018 CRIC
Buenos Aires

LATAM ALOIC AWARD
“Best contribution in Social Responsibility - Energy Efficiency”

↓ 4,522 KW
Energy consumption in 2018

KONECTA VOLUNTEERS PARTICIPATE ANNUALLY IN REFORESTATION ACTIONS OF THE MOST IMPORTANT GREEN SPACE IN MEXICO CITY, THE CHAPULTEPEC PARK.

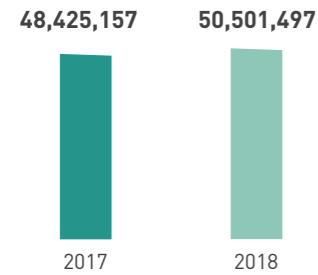
IN OCTOBER 2018, **KONECTA** PERU ORGANIZED THE KAMBIO VERDE CONTEST TO REWARD THE GREENEST OFFICE, BASED ON KPIS AND PER CAPITA CONSUMPTION.

THE SECOND ENVIRONMENTAL PHOTO CONTEST WAS HELD IN **KONECTA** SPAIN IN 2018, UNDER THE SLOGAN “NO PLASTIC POLLUTION”. THIS CONTEST WAS OPEN TO THE PARTICIPATION OF STAFF AT ALL LOCATIONS.

POWER CONSUMPTION

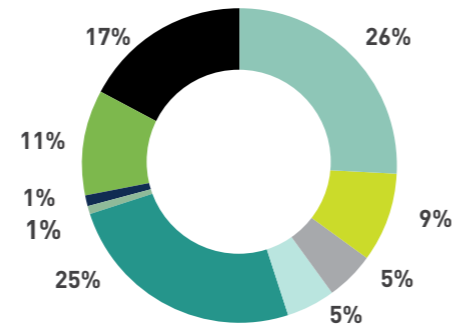
In 2018, **Konecta** increased its energy consumption, in large part due to the high production burden of this year.

Power Consumption (kWh)*



*Total Consumption excluding the United Kingdom due to the type of lease of the premises.

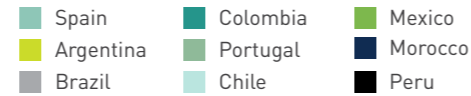
Distribution by Country



Electric intensity (kWh / Employee)*

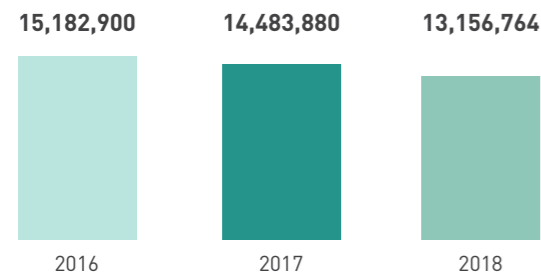


*Total Intensity excluding the United Kingdom due to the type of lease of the premises.



Spain, the country with the highest number of **Konecta** employees, was one of the main agents in the reduction of energy consumption, managing to improve its performance for the third consecutive year.

Energy consumption in Spain (kWh)



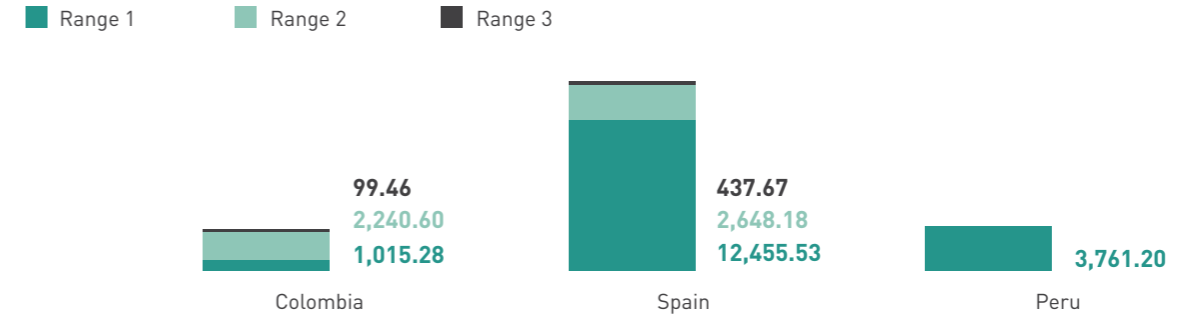
ENERGY CONSUMPTION DECREASED BY 9% WITH RESPECT TO 2017.

IN 2018, CONSUMPTION AMOUNTED TO 0.053 KWH PER EMPLOYEE, ↓0.012 WITH RESPECT TO THE PREVIOUS YEAR.

CARBON FOOTPRINT

Colombia, Peru and Spain, in mid-2018, calculated their carbon footprint for 2017, which in the case of Colombia was based on the Fenalco Solidario Corporation, using the GHE measuring and reporting protocol produced by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI):

Carbon footprint 2017 (tCO2)



SUCCESS STORY

KONECTA PERU

Konecta Peru applied measures focused on reducing energy consumption. The measures introduced include the following:

- Auto shutdown of computers at its various office locations.
- Change from fluorescent to LED light bulbs in 56% of the total area.
- Shutdown of air conditioners, offices, meeting rooms, platforms, etc., when not in use.
- Change of electrical panels in the Sudamericana centre and improvement of the electrical panels at the Crillón and Chiclayo offices.

With regard to transport, the fleet of petrol and diesel vehicles used for the staff transfer service was reduced by 32%. This reduction had an impact of 31% in tCO2/km emissions.

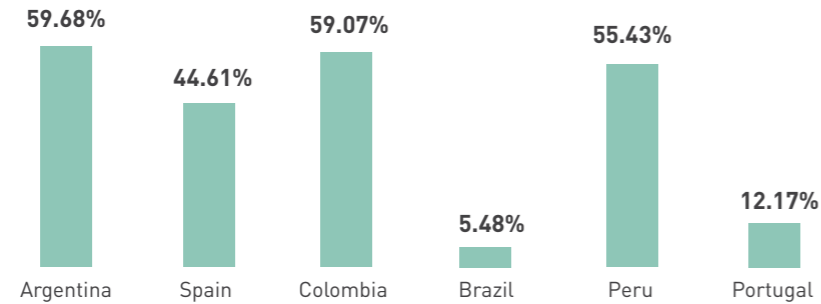
KONECTA ARGENTINA

Konecta Argentina has made daily reports on energy saving and control of air conditioners. This data has allowed for the drafting of a weekly report that is distributed among the management team to foster collaboration in the implementation of energy-saving measures (turning off the lights, computers and air conditioning / heating equipment at the end of the day).

LED SURFACE

Since 2017, the company is working to renew the lighting of centres to improve working conditions and reduce consumption.

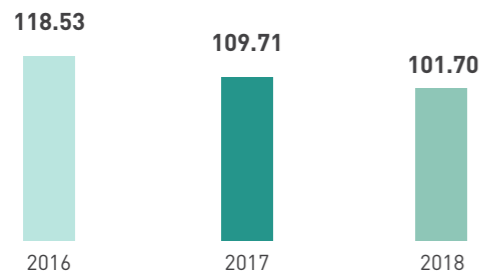
LED illuminated surface in 2018 (%)



CONSUMPTION OF RESOURCES

Konecta has significantly reduced its paper consumption. The promotion of “no printing” measures and policies, together with investments in technological material and digitization, has borne fruit, not only by securing a lower power consumption, but also by improving the management times and, therefore, efficiency.

Paper consumption (t)*



*Data from Spain. Currently working in the collection and data audit from the rest of countries

Consumption intensity (t/employee)*



*Data from Spain

↓ 7.3%

Paper consumption in 2018

↓ 12.4%

Tons of paper consumed per employee in 2018

100%

Printers with eco-label in Spain

Konecta Spain has had a pioneering role in implementing measures to reduce paper consumption, an example that has been replicated in other latitudes, as in Argentina, where the digitization of HR and administrative documents resulted in savings of 300 kg of paper compared to the previous year.

SUCCESS STORY

KONECTA PERU

“SMART BOLETA” PROJECT

This project is part of the document digitisation and digital transformation strategy. Smart Boleta is an application that allows viewing and downloading documents that are delivered to the collaborators (payroll, certificates, regulations, etc.), via either web page or smartphone. This enables significant savings on paper (approximately 12,000 sheets per month), transfers, distribution and time, as well as storage.

The goal is to digitise all work documents, including employment contracts, which would be a great cost savings, considering that every month approximately 1,000 new contracts are signed, to which we must add contract renewals.



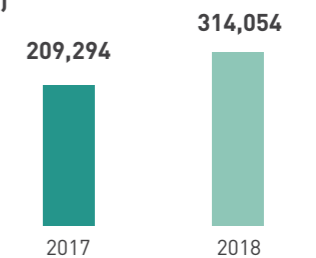
↓ 12,000 MONTHLY SHEETS OF PAPER WITH THE “SMART BOLETA” PROJECT.

PROTECTION OF THE OZONE LAYER

Both Argentina and Peru have replaced the R22 refrigerant gas from their air conditioning equipment for more environmentally-friendly gases.

With regard to water consumption, control was improved in 2018. This resulted in an increase in the volume accounted for.

Water consumption (m3)



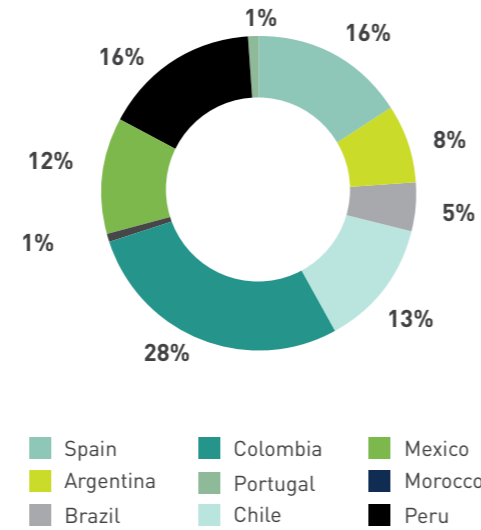
THE INTENSITY OF CONSUMPTION PER EMPLOYEE INCREASED BY 1.82 M3 DUE TO IMPROVEMENTS IN DATA COLLECTION.

*Total Consumption excluding the United Kingdom due to the type of lease of the premises. Argentina was not included in 2017 due to lack of data.

For a more efficient management, staff has been sensitised in the importance of saving water. Furthermore, an investment on regulating equipment with technology that allows eliminating unnecessary consumption has been made in several of our LATAM facilities.

PORTUGAL OBTAINED THE BEST RESULTS FOR 2018, AS IT HAS REDUCED ITS INTENSITY OF CONSUMPTION BY ↓8.35%.

Distribution by Country (2018)



Consumption intensity (m3/employee)

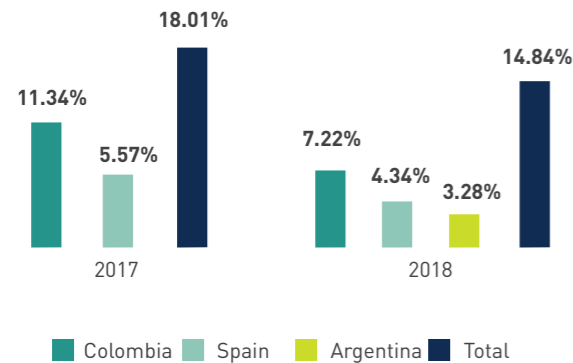


*Total Consumption excluding the United Kingdom due to the type of lease of the premises. Argentina was not included in 2017 due to lack of data.

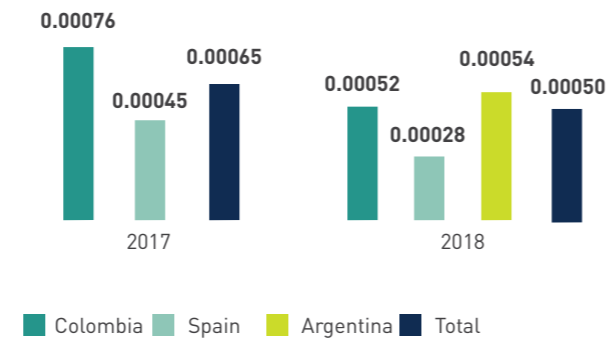
WASTE MANAGEMENT

The organisation is working to reduce the generation of hazardous waste in all its offices, among which Spain and Colombia are particularly noteworthy. In addition, we have started to register the amount of hazardous waste generated in Argentina.

Hazardous Waste (t)*



Intensity (t / Employee)



*Hazardous waste is understood as WEEE, fluorescents, oils and refrigerant gases. Currently working on the collection and data audit from the rest of countries

↓ 34.93%
Tons generated in Spain in 2018

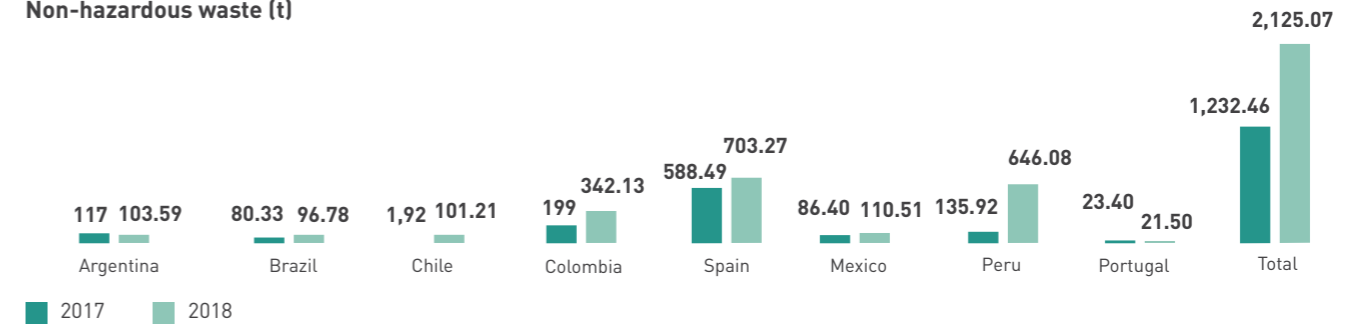
↓ 36.33%
Tons generated in Colombia in 2018

↓ 17.60%
Tons generated in 2018

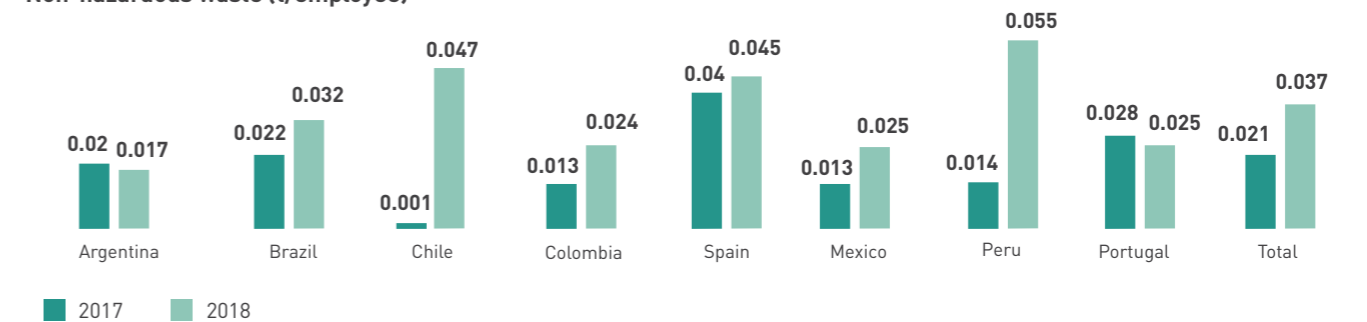
↓ 17.60%
Tons generated per employee in 2018

In terms of the generation of non-hazardous waste, there was an increase thereof, due to last year's high burden of production.

Non-hazardous waste (t)



Non-hazardous waste (t/employee)



↓ 11.46%
Tons generated in Argentina in 2018

↓ 72.42%
Tons generated in 2018

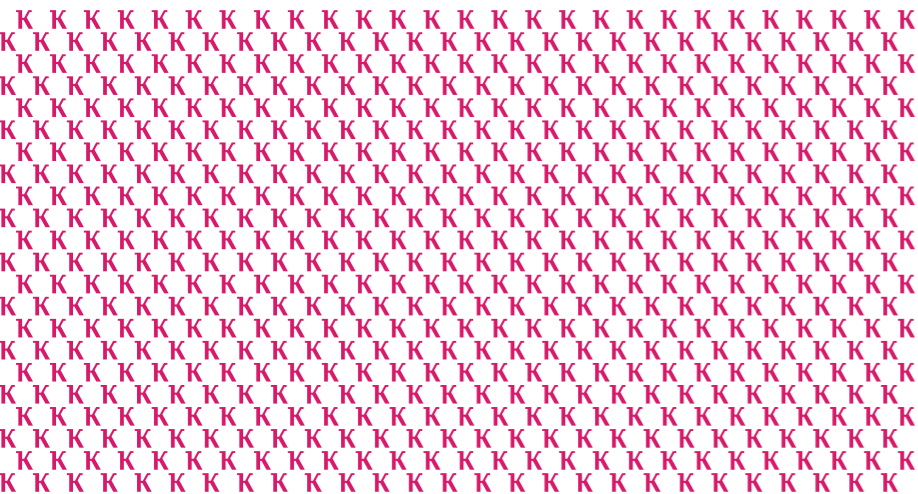
↓ 73.30%
Tons generated per employee in 2018

“RECICLAR AYUDA”

In 2018, several waste collection and segregation campaigns were conducted at all **Konecta** offices. Through our collaboration with various NGOs, we raised awareness among employees about the importance of a proper waste management and how this can help other people. An example of this are the cases of Argentina, Peru and Mexico, where they collected paper, bottles and plastic caps to help childcare institutions.

VI.

Integration, our greatest value



KONECTA FOUNDATION *



In 2005, with the need to contribute to the progress toward a just society, **Konecta** created its own not-for-profit organisation, the **Konecta Foundation**. Both organisations work together for the implementation of social initiatives that improve the quality of life of groups at risk of exclusion. From then until now, the Foundation has focused all its actions toward the social development of the communities in which the company develops its activity, mainly in Spain, and as a result of the international expansion process of the company, it has expanded its scope of action to support the development of projects in Brazil, Chile, Colombia and Peru.

To multiply the effect of its initiatives, the Foundation has created and maintained alliances with other entities such as major companies, NGOs and associations, in search of synergies that will help achieve its goals.

Its activity is channelled through 4 lines of action to fight for equal opportunities for all:

LINES OF ACTION:

TRAINING AND EMPLOYMENT

RESEARCH AND UNIVERSITY

SOCIAL DEVELOPMENT (CULTURE AND SPORTS)

VOLUNTEERING

* 2018 Figures

OBJECTIVES

Promoting employment and training as methods for integration.

Raising awareness in the business sector adding value to partner companies.

Supporting research and development to improve the quality of life of persons with disabilities.

Boosting interactions with universities and business schools.

Fostering projects related to new technologies to build an accessible environment for everyone.

Contributing to the social integration of people at risk of exclusion through art, culture and sports.

Transferring Spain's expertise to all the countries where Konecta is present.

MISSION, VISION AND VALUES OF THE FOUNDATION

MISSION

Supporting social development in and outside the company through innovative projects related to **Konecta's** activities and settings, using business resources, and in collaboration with other organisations.

VISION

Becoming a leading reference in the social and labour integration of people at risk of exclusion and promoting social engagement among other companies to generate a multiplier effect.

VALUES

TRUST

We trust in the ability of persons at risk of exclusion to overcome the difficulties that hamper the social and labour integration.

INNOVATION

We are committed to designing projects associated to new technologies that contribute to improving the living conditions of these groups.



COMMITMENT

We share social projects with other entities to achieve a greater impact.



EXCELLENCE

We focus on managing resources to obtain the best possible results in each project.

TRAINING AND EMPLOYMENT

Konecta Foundation encourages the creation and improvement of training programmes aimed at obtaining the knowledge, skills and experiences needed for the social and labour integration of people at risk of exclusion, therefore, the phases of training programmes are the following:



693 PERSONS WITH DISABILITIES EMPLOYED IN 2018

KONECTA AND ONCE FOUNDATION (FOAL)

The ONCE Foundation for Latin America (FOAL) and **Konecta** maintain a collaboration agreement aimed at implementing joint measures to promote labour integration of people with visual disabilities within the company staff in Brazil and Chile.

BRAZIL

16 employees with vision impairment in staff who monitor and assess calls. 15 persons with other type of disabilities hired.

With the collaboration of the Brazilian National Organisation for the Blind (ONCB).

CHILE

5 persons with vision impairment hired since its implementation.

IN THE SAME VEIN, IN LATIN AMERICA, THE FOUNDATION HAS OPTED FOR TRAINING PROGRAMMES TO SUPPORT EQUAL OPPORTUNITIES AND THE CREATION OF AN INCLUSIVE LABOUR MARKET IN WHICH ALL PROFESSIONALS CAN DEVELOP THEIR CAPABILITIES TO REACH THEIR POTENTIAL AND IMPROVE THEIR QUALITY OF LIFE.

COUNTRY	TRAINING	PURPOSE	IMPACT	COLLABORATORS
	Trainee Programme	Providing an opportunity for young people in unfavourable conditions to start their work experience in the company.	688 trainees.	SENA Public Employment Service
KONECTA COLOMBIA	Labour integration project for people with disabilities	Customer service training project especially adapted for people with physical disabilities.	103 persons trained, 24 of which were incorporated into the labour market.	Konecta Foundation DKV Integralia Foundation
	Productive Transformation project in Montería	Contribution to the development of the local community and social inclusion through training in Contact Centre skills.	More than 570 employees in three years. The vast majority come from support programmes for victims of armed conflict.	Colombian National Government
	"40,000 primeros empleos" programme	Providing an opportunity for young people without work experience.	183 trainees in 2018. 1,353 collaborators since the beginning of the programme in 2015.	Colombian National Government
KONECTA ARGENTINA	1st formal project for labour integration	Support through training for labour integration of youth with disabilities.	More than 70 youths with disabilities trained.	Incluwork Cilsa
KONECTA PERU	10th Vocational Training Degree in Contact Centres at the University of Pachacútec (Peru)	Facilitating employment of young people at risk of exclusion, underprivileged or with disabilities.	246 students trained. 181 positions at Konecta. 90% of labour integration, 75% within Konecta.	Konecta Foundation DKV Integralia Foundation Pachacútec Foundation
	"PerúIntegral" Programme	Facilitating the inclusion of people with disabilities into the labour market.	150 people with disabilities employed from the beginning. 7 agreements signed.	Fundación DKV Integralia

KONECTA FOUNDATION AND DKV INTEGRALIA FOUNDATION RECEIVED THE PRESTIGIOUS SERES AWARD 2018 FOR BEST SOCIAL INNOVATION PROJECT THANKS TO ITS INITIATIVE “1ST VOCATIONAL TRAINING DEGREE IN CONTACT CENTRES AT THE UNIVERSITY OF PACHACÚTEC (PERU)”.

AS PART OF ITS SOCIAL INCLUSION POLICY, KONECTA COLOMBIA HIRED 202 EMPLOYEES OF VENEZUELAN NATIONALITY.

KONECTA PORTUGAL WAS PRESENT AT THE RECRUITMENT FAIR FOR PEOPLE WITH DISABILITIES OF THE SALVADOR ASSOCIATION.

KONECTA ARGENTINA PARTICIPATED IN TRAINING ACTIVITIES FOR SECONDARY SCHOOL STUDENTS, WHERE THEY WERE TAUGHT HOW TO PREPARE A RESUME AND PREPARE FOR AN INTERVIEW TO FACILITATE THEIR ENTRY INTO THE LABOUR MARKET.

In Spain, during 2018, we have continued to consolidate strategic alliances that provide synergies to provide high-impact social actions in the communities. The primary mission of these partnerships is to promote important projects for training and employment in order to achieve full integration of persons with increased risk of exclusion into the labour market.

	PROJECT	GOAL	IMPACT
	“Juntos somos capaces”	Providing opportunities for people with intellectual disabilities and mental illness for their entry into the labour market.	505 people employed in 2018 4,814 member companies in total More than 3,300 entries since 2010
MAPFRE FOUNDATION	7th and 8th “Sembrando ilusión” seminars	Raising public awareness on intellectual disability and mental illness.	55 sessions nationwide 35 participating social entities 9,265 attendees € 35,265 raised
	“Accedemos”	Facilitating the employment of jobless people in SMEs.	568 grants in 2018 € 4,500 grants per contract
	“Educa tu mundo”	Promotion of education in values, the dissemination of culture, promotion of healthy habits, social awareness and the insurance and financial culture.	325 schools attached 6,710 schools’ network 22,750 beneficiaries

	PROJECT	GOAL	IMPACT
MAPFRE	“Familiares” Programme	Guidance and integration of relatives of MAPFRE and its Foundation employees with any type of disability.	8 people employed in 2018 59 beneficiaries since the beginning of the programme
	Study	Identification of the actual needs of people with disabilities and their families on health, savings and life.	336 partner families 187 social entities 12 public bodies
	On-the-job training for people with acquired disability	Training students in professional areas suited to their professional profiles.	73 people have undertaken internships in 2018 5 persons employed
FREMAP	Entrepreneurship for people with acquired disability	Training to promote self-employment as a way for job retraining.	5 students trained 3 companies created
	Certificate of Professional Competence for students of Fremap’s Vocational Retraining Centre	Internships at Konecta and other companies with the aim of raising awareness among company employees, while contributing to their labour integration.	62 students trained in companies
UNIVERSIA FOUNDATION	7th Call for Grants for Inclusive Projects	Financial support to social organisations that promote projects aimed at improving the quality of life of people with disabilities.	157 projects submitted in 2018 6 winning entities € 50,000 of financial support
MUTUA MADRILEÑA AND MUTUA MADRILEÑA FOUNDATION	Professional Contact Centre Training School	Providing approved training with a Certificate of Professional Standards on Contact Centres for women victims of domestic violence and / or other vulnerable groups.	390 hours of training, 40 hours of on-the-job training 13 participants, 100% of whom have joined the Mutual Madrileña staff Winning project of the 16th Expansion Awards for innovation in Human Resources
MUTUA UNIVERSAL	“Cualifica y Emplea”	Re-training of Mutua employees and workers of partner companies and freelancers with full permanent disability.	10 participants 8 persons employed

RESEARCH AND UNIVERSITY*

↑ 250

People with disabilities formed in 2018 by the Chair of Entrepreneurship

96.9%

of people consider the “LIBERTY RESPONDE” service satisfactory

69

Companies created by entrepreneurs with disabilities from the start

Konecta Foundation is committed to the elimination of physical, technological and social barriers by supporting research projects and social innovation developed in Spain.

RESEARCH AND UNIVERSITY

PROJECT	IMPACT	COLLABORATORS
Konecta Foundation - Rey Juan Carlos University (URJC) Chair of Entrepreneurship and Disability	250 entrepreneurs trained in 2018 6 companies created in 2018	Rey Juan Carlos University (URJC) Móstoles City Hall Alcorcón City Hall “Madrid Emprende” Tres Cantos City Hall
Specialised education of qualified professionals with disabilities, promoting entrepreneurship and job integration.	2,400 entrepreneurs trained in total since the start of the chair Accumulated total of 69 companies created	OHL CERMI Association for the Deaf Juan XXIII Amas Group

* The data from the Research and University projects correspond to projects developed by Konecta Foundation in Spain.

PROJECT	IMPACT	COLLABORATORS
1st Call for Grants “EMPRENDE + DISCAPACIDAD” Aimed at entrepreneurs with disabilities or entrepreneurs developing projects designed for improving the quality of life of people with disabilities.	75 projects submitted 3 winning projects 3 entrepreneurs have received expert advice € 9,000 in prizes	ONCE Foundation
“LIBERTY RESPONDE” Service Accessibility advice tailored to the needs of each person. Queries resolved by subject: • Regulations and / or legislation: 32% • Housing accessibility: 24% • Accessibility to common areas: 16% • Technical aids: 10% • Accessible transportation: 8%	106 queries submitted in 2018 96.9% of the people served believe that the report received suits their needs 341 inquiries received in 4 years	19 participating social entities The following institutions have joined the project in 2018: • COAMIFICOA • ASPACE Madrid • FAEMA Ávila • Ávila City Hall
10th Aula TIC-Konecta-UCM Training in ICTs aimed at young people with Down syndrome.	37 students trained in 2018 22 graduates	Down Madrid Telefónica Complutense University of Madrid
“Vida Independiente” Project Economic aid for improving accommodation offered by the University to people with disabilities.	12 beneficiaries in 2018 50% reduction in the monthly cost to students with disabilities	Autonomous University of Madrid (UAM) Juan Luis Vives Students’ Residence

SOCIAL DEVELOPMENT*

TOURNAMENTS WITH THE PARTICIPATION OF OVER 270 ATHLETES

↑ 500 PARTICIPANTS IN ARTS AND CULTURE INITIATIVES

Konecta Foundation supports various educational, sports and cultural projects in Spain that facilitate the integration of vulnerable people into society, to contribute to the social development of the areas where the company is present.

SOCIAL DEVELOPMENT (CULTURE AND SPORTS)

PROJECT	IMPACT	COLLABORATORS
<p>Support for the ALALÁ Foundation</p> <p>Through education, ALALÁ Foundation works in the social integration of underprivileged children and young people and their families, mainly from the Roma community, promoting education in values, and using culture and art as a motivational tool.</p>	<p>130 underprivileged children have participated in different activities</p> <p>15 women trained in the sewing workshop</p> <p>15 Konecta volunteers have cooperated in this project</p>	<p>ALALÁ Foundation</p> <p>MAPFRE Foundation</p> <p>Konecta Foundation</p> <p>Konecta</p>
<p>Fashion Art Workshops</p> <p>Initiative to support the social and labour integration of people and groups at risk of social exclusion.</p>	<p>15 women at risk of exclusion participated in the initiative</p>	<p>Royal Tapestry Factory</p> <p>Balia Foundation</p>

* The data from the Social Development projects correspond to projects developed by Konecta Foundation in Spain

PROJECT	IMPACT	COLLABORATORS
<p>7th CONTEMPORARY ART BIENNALE</p> <p>Dissemination of artistic work related to disability made by artists with disabilities to raise awareness in society.</p>	<p>13 Konecta employees enjoyed a guided tour of the exhibition</p> <p>200,000 visitors</p>	<p>ONCE Foundation</p> <p>Konecta Foundation</p>
<p>INSURANCE SOLIDARITY AWARD</p> <p>“La Azotea Azul” consists of creating an outdoor space at the Virgen del Rocio Children’s Hospital in Seville, where long-term hospitalised children can play, receive family and friends and even celebrate their birthdays.</p>	<p>4,000 hospitalised children will enjoy this initiative</p>	<p>AON Spain Foundation</p> <p>El Gancho Foundation</p>

SPORTS

PROJECT	IMPACT	COLLABORATORS
<p>15th Konecta Foundation’s Paddle Tennis Charity Tournament</p> <p>In order to raise funds for a research project, and information and guidance for people affected by the Duchenne and Becker disease and their families from the DUCHENNE PARENT PROJECT SPAIN Association.</p>	<p>Over 275 players</p> <p>More than € 285,000 donated</p> <p>19 social entities supported.</p> <p>↑ 2,600 participants in all fifteen editions</p>	<p>AON Foundation</p> <p>Santalucía</p> <p>Santander</p> <p>Limpiezas Serrano</p> <p>Konecta</p> <p>Others...</p>
<p>10th Wheelchair Paddle Tennis Open National Tournament</p>	<p>44 athletes from various parts of the country</p>	<p>Konecta Foundation</p> <p>Ciudad de la Raqueta</p>
<p>IN Association’s Paddle Tennis Tournament (Seville)</p>	<p>32 athletes</p>	<p>Association for the promotion of adapted sports</p>

VOLUNTEERING

5,871

Volunteers from Konecta

5,620

Volunteering hours

46,698

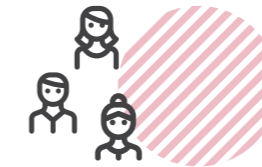
Beneficiaries

Konecta Foundation contributes to creating value for society and also for the company. A key factor for this is its volunteering line where **Konecta** employees and other companies are offered opportunities to collaborate with social organisations with their knowledge and time.

PROFESSIONAL VOLUNTEERING

PROJECTS IN SPAIN

PROJECT	IMPACT	COLLABORATORS
Success stories and Employment Workshop: Work experience testimony of an employee with intellectual disability. Recruitment process and preparation of an interview.	20 young people with intellectual disabilities	Capacis Foundation in Madrid
Experience-based Talks: Creative work experience testimony of the Konecta Marketing department (employee with a disability) and practical advice to students with acquired disabilities from the graphic design workshop.	15 students with acquired disabilities from the graphic design workshop	Fremap in Madrid
Seminar: How to do an interview	15 youths at risk of exclusion	AvanzaOng Foundation



10 KONECTA ARGENTINA EMPLOYEES CONDUCTED A PRODUCTION FOR INSTAGRAM IN ORDER TO RAISE AWARENESS ABOUT GENDER-BASED VIOLENCE.

SOLIDARITY CAMPAIGNS

2018 CAMPAIGNS

Food Collection Campaign

Once the campaign finalises, the company provides the same amount of food that was collected by all employees as a whole.

COUNTRIES

Spain
Mexico
Argentina
Peru

IMPACT

1,800 kg in Spain
7,617 beneficiaries in Mexico
4 NGOs benefited

Clothes' collection campaign

Spain
Brazil
Argentina

More than 287 volunteers

1,435 kg collected in Spain
1,000 pieces collected in Brazil
Over 240 beneficiaries
4 NGOs benefited

Blood donation campaign

Spain

227 volunteers

824 beneficiaries

Toys' donation campaign

Spain
Brazil
Argentina

1,600 toys distributed around in Spain
2,000 toys distributed in Brazil
More than 50 children benefited in Argentina

Christmas Markets

Spain
Argentina
Peru
Portugal

More than 387 volunteers
Over 240 beneficiaries
€ 1,934.05 collected

Campaigns in favour of women and children

Spain
Argentina
Chile

More than 995 volunteers
Over 240 beneficiaries
€ 4,972 collected

KONECTA ARGENTINA VOLUNTEERS ATTEND TWICE A MONTH TO THE "MADRES DEL SOL" SHELTER, WHICH FOSTERS WOMEN VICTIMS OF GENDER VIOLENCE, FOR A **CHILDREN'S BOOK READING WORKSHOP**.

LEISURE AND SPORTS VOLUNTEERING

2018 CAMPAIGNS	COUNTRIES	IMPACT	
“Hay salida” Race Informative awareness campaign against gender-based violence.	Spain	79 participants from Konecta	
All-Terrain exhibition circuit for people with disabilities Awareness and leisure session aimed at children with cerebral palsy, family and friends.	Spain	15 volunteers 320 beneficiaries	ODYSSEUS Association ASPACE Foundation
Sports volunteering day Raising awareness about healthy habits. Fundraising for the Multiple Sclerosis Foundation.	Spain	19 volunteers 4-hour sports marathon	Multiple Sclerosis Foundation
Tree planting Day Environmental support actions.	Colombia	30 volunteers 80 new trees	Office of the Metropolitan Area of Medellín

INTERNAL CALL FOR SOCIAL PROJECTS

Konecta Foundation’s social projects promote the participation of employees by encouraging them to submit social projects in which they are involved and are developed by a non-profit organisation.

ACCUMULATED RESULTS:
9 EDITIONS
42 SOCIAL ENTITIES BENEFITED
€ 250,000 ALLOCATED

75 volunteers

Submitted their applications

757 beneficiaries

Among the 4 winning projects in 2018

The four winning projects in this edition were the following:

BENEFICIARY	PROJECT
Galbán Association	“Galbán Association's Comprehensive Educational Project”, whose objective is to provide educational support to children and teenagers with cancer and their families (Asturias).
Capacis Foundation	“Representando activos” Project, aimed at promoting labour integration of young people with intellectual disabilities (Madrid).
Andalusian Association of Cystic Fibrosis	“Project for Psychoeducational care to people with cystic fibrosis and their families”, aimed at improving their quality of life and mutual-help groups (Andalusia).
Associação de Reabilitação and Integração Ajuda (Portugal)	“INcomum” Project: Mental Health intervention with children and youth in the Community”, aimed at promoting clinical stability, autonomy and vocational training (Portugal).

6TH “IMPLICACION” AWARDS

Awarded for the sixth consecutive year, in recognition of the engagement and commitment of Konecta employees to social action initiatives, in the following categories: “Best Departmental Action”, “Individual Action Improvement” and “Best Labour Integration Action”.

SUPPORT FOR VOLUNTEERS FROM OTHER ORGANIZATIONS

Konecta Foundation supports different companies in the development of their volunteering programmes, with the aim to continue to support social initiatives. In 2018, our foundation collaborated with AON Spain Foundation in the organisation of various volunteering activities for their Global Day of Service, including the preparation of meals for underprivileged people in the Santa Maria Josefa and Hijas de la Caridad soup kitchens in Madrid.

600

Meals served

39

Volunteers

SOCIAL GOALS FOR 2019



1. COLOMBIA

Consolidating the volunteering group, focused on the support of environmental actions.
Increasing the employment ratios of our projects among people with disabilities, launching a call that would ensure the availability of 100 people to be trained in customer service courses, with a goal of hiring 50 employees.

2. PERU

Providing training and employment to 150 new beneficiaries.
Creating a base of 2,000 Konecta volunteers.
Promoting and participating in at least 10 volunteering activities.
Creating 2 new partnerships on Social Action.

3. ARGENTINA

Increasing the generation of jobs for people with disabilities.
Expanding the collaboration with FOAL from Colombia to Argentina.

4. BRAZIL

Making progress in the enhancement of the social campaigns developed.

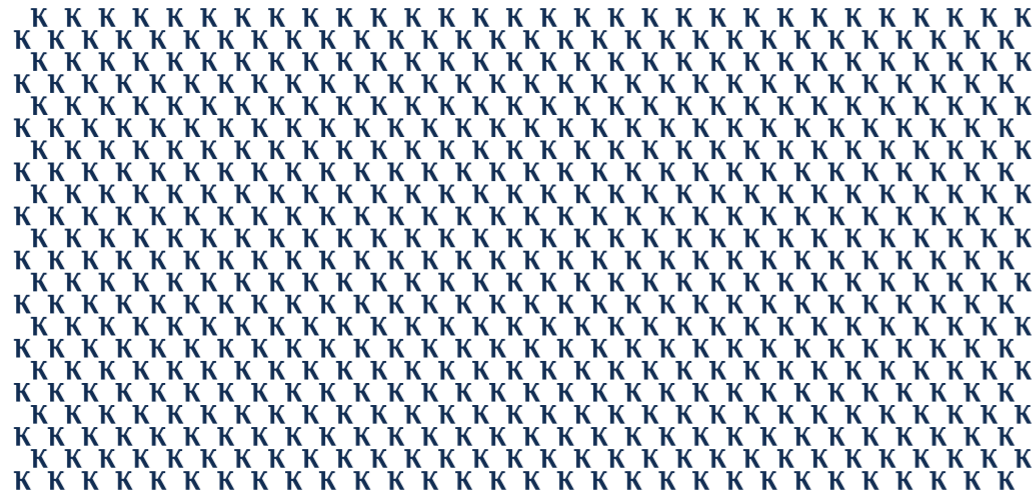
5. PORTUGAL

Increasing the number of volunteering activities.
Increasing the pool of volunteers.

6. SPAIN

Consolidating **Konecta's** Professional Training School for Contact Centres with the commitment to hire new staff.
Encouraging training and employment projects for groups in a new country, adapted to local needs.
Launching the 2nd edition of the Emprende + D Awards.
Supporting small social entities through joint collaborative actions around social development.
Strengthening professional volunteering campaigns with employees.

VII. Annexes



ABOUT THIS REPORT

COVERAGE AND SCOPE

This is the fourth year that **Konecta** publishes its Corporate Responsibility and Sustainability Report, in accordance with the Global Reporting Initiative (GRI) and content defined in the 2016 GRI Standards, in their essential option. And the first year, according to Law 11/2018 on non-financial information and diversity. Also, in compliance with the Law, this report has been verified by an independent external entity (AENOR).

With this report, **Konecta**, in an exercise in transparency with its stakeholders, holds itself accountable for its commitments to sustainability under an economic, social and environmental approach.

The contents of this report refer to data included from January 1 to 31 December 2018, and cover all activities of the Organisation.

Differences may arise in the figures published in 2016 and 2017, due to the improvement produced in the data collection system for all countries in 2018.

MATERIALITY

The document pays special attention to the issues identified as relevant in the materiality analysis carried out throughout 2018, whose manufacturing process and results are shown in the chapter devoted to Corporate Responsibility and Sustainability. Additionally, other items of the GRI Standards have been voluntarily included, despite not being relevant to the organisation, as they contribute to increasing transparency and understanding **Konecta's** activities.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE	
ORGANISATIONAL PROFILE					
Brief description of the Group's business model, which will include its business environment, its organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future evolution.	GRI VERSION 2016	102-1	Name of the organisation	Inbond Inversiones 2014, S.L. The Group operates outsourcing services for Customer Relations and BPO (Business Process Outsourcing) under the brand Konecta	-
		102-2	Activities, brands, products and services	See Konecta: Comprehensive Solutions	9-11
		102-3	Location of headquarters	See Konecta: A new business model	11 126
		102-4	Location of operations	Argentina, Brazil, Chile, Colombia, Spain, Mexico, Morocco, Peru, Portugal, United Kingdom	11 126
		102-5	Property and legal regime applicable	Inbond Inversiones 2014, S.L., with registered address at Calle Serrano 41, 28001 Madrid, Spain.	-
		102-6	Markets and services served (broken down by location, sectors, and types of clients and beneficiaries)	See Konecta	9-11 18-33
		102-7	Scale of the organisation		6-7 9-11 20-25 39-42
		102-8	Information on employees and other workers	See Our Social Dimension: Human Capital	6-7 39-42 50 55-57
		102-9	Supply chain	Konecta's main procurement categories are services and IT equipment, as well as infrastructure and maintenance costs. There is a centralised Procurement Committee responsible for supervising the purchase processes throughout the Group worldwide. Konecta's Organisational and Procedural Department developed a procedure for the approval of suppliers for the whole Group, which includes social commitment as part of the company's selection criteria. Konecta's Environmental Management System also includes their commitment to favour energy suppliers holding certificates of Guarantee of Origin for renewable energy.	17 54
Total number and distribution of employees by gender, age, country and job classification; total number and distribution of types of contract, annual average of permanent contracts, temporary contracts and part-time contracts by gender, age and job classification.					

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE	
ORGANISATIONAL PROFILE					
Detailed information on the current and foreseeable effects of the company activities on the environment and, where appropriate, health and safety, environmental assessment procedures or certification; resources devoted to prevention of environmental risks; the application of the precautionary principle, the amount of provisions and guarantees for environmental risks.	GRI VERSION 2016	102-10	Significant changes to the organisation and its supply chain	See Konecta: A new business model See Konecta: Ethics and Integrity In early 2019, there was a change in the composition of shareholders: Apenet y Management: 50.01 %; ICG EUROPE FUND VII INVESTMENT S.A.R.L: 49.9 %.	9-12 18
		102-11	Precautionary principle or approach	Current or future impacts on service quality and the environment have been identified and evaluated as stipulated in Konecta's integrated Quality and Environment Management System.	34-37 52-55 63-69
		102-12	External initiatives	See Corporate Responsibility and Sustainability: We contribute to Sustainable Development See Integration, our greatest value: Training and Employment. See Integration, our greatest value: Research and University See Integration, our greatest value: Social development See Integration, our greatest value: Volunteering	59-60 74-77 78-79 80-81 82-85
Partnership or sponsorship actions.					
Partnership or sponsorship actions.					
Partnership or sponsorship actions.	102-13	Membership of associations	See Konecta: Affiliations with Associations 2018	37	

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
STRATEGY				
Objectives and strategies, and key factors and trends that may affect future developments.	102-14	Statement from senior decision-maker	See Message from the Board	4-5
Main risks related to these issues connected with 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 VERSION 2016 102-15	Key impacts, risks and main opportunities	<p>Konecta periodically identifies weaknesses, threats, strengths and opportunities through a SWOT analysis carried out by its management system. This analysis is a source of information for identifying risks and opportunities for the company in the short, medium and long term.</p> <p>The risks identified as having the most impact in 2018 are competition, high absenteeism, labour conflicts, talent retention, staff satisfaction, loss of business opportunities and business diversification, pricing model in line with the changes taking place in different markets, changing trends among consumers in response to technological advances, difficulty finding profiles and legislative changes</p> <p>To tackle them, actions aimed at mitigating risks have been implemented.</p>	4-5 9-11 59-62
ETHICS AND INTEGRITY				
	102-16	Values, principles, standards, and norms of behaviour	<p>See Konecta: Mission, Vision and Values</p> <p>See Konecta: Ethics and Integrity</p> <p>See Corporate Responsibility and Sustainability</p>	14-17 59-61

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
ETHICS AND INTEGRITY				
	GRI VERSION 2016 102-17	Mechanisms of advice and concerns about ethics	<p>See Konecta: Corporate Governance</p> <p>See Konecta: Mission, Vision and Values</p> <p>See Konecta: Ethics and Integrity. Whistleblowing channel.</p> <p>See Corporate Responsibility and Sustainability Complaints received through the Whistleblowing Channel:</p> <ul style="list-style-type: none"> - Spain and Argentina: 18 complaints received (6 payroll-related issues, 5 on bad manners from colleagues or coordinator, 1 on gender discrimination, 2 for platform works and 4 others). - Colombia: 24 complaints handled, 4 on abuse of power and harassment in the workplace, 5 on malpractice, 2 on compliance with laws, 1 on omission or absence of controls and 9 others. - Peru: 1 complaint of misconduct - There have been 8 compliance-related complaints: 100% of complaints have been handled: 5 on harassment / labour abuse, one on unethical conduct (closed), one for regulatory compliance (closed) and one on noise nuisance (currently under investigation); after the investigation conducted, it was concluded that the offences were not related to Compliance issues and were redirected to the relevant departments for proper management. - Portugal: 0 complaints Chile, Morocco and UK: currently not active. 	14-17 59-61
GOVERNANCE				
	GRI VERSION 2016 102-18	Governance Structure	See Presentation: Corporate Governance.	12-13
	GRI VERSION 2016 102-19	Delegating authority	The Corporate Responsibility and Sustainability team depends on the Board Secretariat (which reports directly to the Board) and has quantified goals established with the collaboration from other areas. To implement Corporate Responsibility and Sustainability policies locally, there is a person in each country in charge of the compilation of the requested information. Frequent contact with this network of decision makers is established.	12-13

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
GOVERNANCE				
	GRI VERSION 2016	102-20 Executive level liability for economic, environmental and social issues	See Konecta: Corporate Governance.	12-13
		102-21 Consultation with stakeholders on economic, environmental and social issues	See Corporate Responsibility and Sustainability: Interaction with stakeholders.	61-62
		102-22 Composition of the highest governance body and its committees	See Konecta: Corporate Governance.	12-13
		102-23 Chair of the highest governance body	See Konecta: Corporate Governance.	12-13
		102-24 Nominating and selecting the highest governance body	Members of the Board are appointed by the shareholders of the company in proportion to their share ownership.	12-13
		102-25 Conflicts of interest	See Konecta: Ethics and integrity. See Corporate Responsibility and Sustainability: Interaction with stakeholders.	16-17 61-62
		102-26 Role of the highest governance body in setting purpose, values and strategy	See Message from the Board See Konecta: Corporate Governance.	4-5 12-13
		102-27 Collective knowledge of the highest governing body	The Board of Directors is regularly informed about the progress made in the Corporate Responsibility and Sustainability System on issues related to the economic, social and environmental management that such System provides.	12-13
		102-28 Evaluation of the highest governance body's performance	See Konecta: Corporate Governance. See Corporate Responsibility and Sustainability. In the case of Konecta Foundation, performance is assessed through the Board of Trustees in their quarterly meetings.	12-13 61

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
GOVERNANCE				
	GRI VERSION 2016	A description of the policies applied by the Group on these issues, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	See Konecta: Mission, Vision and Values See Konecta: Ethics and Integrity See Konecta: Certifications and Accolades See Our Social Dimension: Healthy company See Our social dimension: Equality and Integration See Corporate Responsibility and Sustainability	14-15 34-36 47-50 52-55 59-69
		102-29 Identifying and managing economic, environmental and social impacts		
		102-30 Effectiveness of risk management processes	The methodology for risk management relies on the Corporate Responsibility, Quality and Environment management systems, which identify the main risks to which the company processes are exposed, including social risks, essential in decision-making. Once identified, they were evaluated under the parameters of impact and probability to determine the inherent risk thereof, and actions were established for those assessed as extreme risks.	-
		102-31 Evaluation of economic, environmental and social issues	The main contingencies and uncertainties to which the company processes are exposed, including those related to the social area, which are essential in decision-making, have been identified. Once identified, they were evaluated under the parameters of impact and probability to determine the inherent risk thereof, and actions were established for those assessed as extreme risks.	-
		102-32 Highest governance body's role in sustainability reporting	The sustainability report is approved by the Board of Directors	-
		102-33 Communicating critical concerns	The Steering Committee analyses and informs the Board of Directors about the relevant issues that affect the organisation.	-
		102-34 Nature and total number of critical concerns	See Corporate Responsibility and Sustainability: Interaction with stakeholders. See indicator 102-17	60-61

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																							
GOVERNANCE																											
Average remuneration of directors and executives, including variable remuneration, allowances, compensations.	GRI VERSION 2016	102-35	Remuneration policies Remunerations received by senior executives during the year 2018, classified by item, were as follows: <table border="1"> <thead> <tr> <th colspan="2">Thousands of euros</th> </tr> </thead> <tbody> <tr> <td>Wages</td> <td>1,390</td> </tr> <tr> <td>Social benefits</td> <td>53</td> </tr> <tr> <td>Insurance premiums</td> <td>184</td> </tr> </tbody> </table> Senior Management of the parent company is located in Spain, and consists entirely of male executives, who are older than 50. This is why this data cannot be disaggregated by country, gender or age range.	Thousands of euros		Wages	1,390	Social benefits	53	Insurance premiums	184	-															
		Thousands of euros																									
		Wages	1,390																								
Social benefits	53																										
Insurance premiums	184																										
102-36	Process to determine compensation	In Spain, wages are regulated by the sectoral agreement. Chile and Brazil have two major company agreements. In other countries where Konecta is present, wages are associated to their applicable legislation.	-																								
102-37	Stakeholders' involvement in remuneration	The Partners' Board approves the maximum annual remuneration to be received by the President and the Chief Executive Officer.	-																								
STAKEHOLDER ENGAGEMENT																											
		102-40	List of stakeholder groups	See Corporate Responsibility and Sustainability: Interaction with stakeholders.	60-61																						
	GRI VERSION 2016	102-41	Collective bargaining agreements	The collective agreement covering 100% of the Spanish staff was renewed in 2017. <table border="1"> <thead> <tr> <th>Country</th> <th>% of employees covered by collective</th> </tr> </thead> <tbody> <tr> <td>Mexico</td> <td>65%</td> </tr> <tr> <td>Peru</td> <td>0%</td> </tr> <tr> <td>Chile</td> <td>59%</td> </tr> <tr> <td>Portugal</td> <td>0%</td> </tr> <tr> <td>United Kingdom</td> <td>0%</td> </tr> <tr> <td>Morocco</td> <td>0%</td> </tr> <tr> <td>Colombia</td> <td>0%</td> </tr> <tr> <td>Argentina</td> <td>94%</td> </tr> <tr> <td>Brazil</td> <td>100%</td> </tr> <tr> <td>Spain</td> <td>100%</td> </tr> </tbody> </table>	Country	% of employees covered by collective	Mexico	65%	Peru	0%	Chile	59%	Portugal	0%	United Kingdom	0%	Morocco	0%	Colombia	0%	Argentina	94%	Brazil	100%	Spain	100%	55
Country		% of employees covered by collective																									
Mexico		65%																									
Peru		0%																									
Chile		59%																									
Portugal	0%																										
United Kingdom	0%																										
Morocco	0%																										
Colombia	0%																										
Argentina	94%																										
Brazil	100%																										
Spain	100%																										
	102-42	Identification and selection of stakeholders	See Corporate Responsibility and Sustainability: Interaction with stakeholders.	60-61																							
	102-43	Approach to stakeholder engagement	See Corporate Responsibility and Sustainability: Interaction with stakeholders.	60-61																							
	102-44	Key issues and concerns mentioned	See Corporate Responsibility and Sustainability: Interaction with stakeholders.	60-61																							

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE	
MATERIALS ASPECTS AND COVERAGE					
	GRI VERSION 2016	102-45	Entities included in the consolidated financial statements	Inbond Inversiones 2014 SL, as parent company, and Brendenbury S.L., Grupo Konectanet S.L.U., Konecta BTO S.L., Konecta Field Marketing S.A., Grupo Konecta Centros Especiales de Empleo S.L., Konecta Mediación S.L., Puntoform S.L., Grupo Stratton Spain S.L.U., Konecta Gestión Integral de Procesos S.L., Konectanet Comercialización S.L., Konectanet Andalucía S.L., Konecta Comunicaciones S.A., Konecta Servicios de BPO S.L., Konecta Servicios Administrativos y Tecnológicos S.L., Universal Support S.A., Konecta Activos Inmobiliarios S.L., Grupo Konectanet México Servicios S.A. de CV, Grupo Konecta Marruecos S.A.R.L.A.U., Konecta Portugal Lda., Konecta Brazil Outsourcing Ltda.; Grupo Konecta UK Limited, Konecta Chile S.A., Kallplat Chile Call Center Limitada, B-Connect Services, S.A. de C.V., and Konectanet II Mediadora de Seguros LDA, as subsidiaries.	-
		102-46	Definition of report content and topic boundaries	See Corporate Responsibility and Sustainability: Interaction with stakeholders. See About this report.	60-61 89
		102-47	List of material topics	See Corporate Responsibility and Sustainability: Interaction with stakeholders.	60-61
		102-48	Restatement of information	Where there are any changes in calculations or restatements of information, they are indicated in each case along herein.	-
		102-49	Changes in reporting	About this report. This report includes information required by the new law on non-financial information, Law 11/2018.	89
REPORTING PROFILE					
	GRI VERSION 2016	102-50	Reporting period	2018	89
		102-51	Date of most recent report	2017	-
		102-52	Reporting Cycle	Annual	89
		102-53	Contact point for questions regarding the report	mcalvarez@grupokonecta.com	-
		102-54	Reporting claims in accordance with the GRI Standards		89
		102-55	GRI Content Index		90-117
	102-56	External Assurance	Verified by AENOR	89	

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																						
MANAGEMENT APPROACH																										
	GRI VERSION 2016	103-1 Explanation of the material topics and its boundaries	The explanation for each material topic is included in the section devoted to the report and, more specifically, in this index.	-																						
		103-2 The management approach and its components	The approach for each material topic is explained in the corresponding section of the report and, more specifically, in this index.	-																						
		103-3 Evaluation of the management approach	The approach evaluation for each material topic is reported in the corresponding section of this report through the impacts reported, also evaluated in the external verification herein.	-																						
ECONOMIC PERFORMANCE																										
MANAGEMENT APPROACH: ECONOMIC PERFORMANCE																										
Profits obtained by country; income taxes paid.	GRI VERSION 2016	201-1 Direct economic value generated and distributed.	<p>See Key Figures.</p> <p>Profits obtained by country are presented in the table below:</p> <table border="1"> <thead> <tr> <th>Country</th> <th>Profits (thousands of euros)</th> </tr> </thead> <tbody> <tr><td>Mexico</td><td>-705.94</td></tr> <tr><td>Peru</td><td>3,884.60</td></tr> <tr><td>Chile</td><td>305.43</td></tr> <tr><td>Portugal</td><td>-304.27</td></tr> <tr><td>United Kingdom</td><td>-2,767.03</td></tr> <tr><td>Morocco</td><td>19.01</td></tr> <tr><td>Colombia</td><td>11,028.63</td></tr> <tr><td>Argentina</td><td>981.28</td></tr> <tr><td>Brazil</td><td>1,532.64</td></tr> <tr><td>Spain</td><td>28,898.68</td></tr> </tbody> </table>	Country	Profits (thousands of euros)	Mexico	-705.94	Peru	3,884.60	Chile	305.43	Portugal	-304.27	United Kingdom	-2,767.03	Morocco	19.01	Colombia	11,028.63	Argentina	981.28	Brazil	1,532.64	Spain	28,898.68	6-7
Country		Profits (thousands of euros)																								
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The important elements of the GHG emissions generated as a result of the activities of the company, including the use of goods and services produced; the measures taken to adapt to the consequences of climate change; the reduction goals voluntarily established in the medium and long term to reduce GHG emissions, and the means implemented for this purpose.		201-2 Financial implications and other risks and opportunities due to climate change	In view of the activities in which the Group companies engage, there are no financial implications arising from climate change. The risk matrix considers environmental risks.	-																						

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																					
MANAGEMENT APPROACH: ECONOMIC PERFORMANCE																									
Payment to the long-term savings forecasting systems and other payments, disaggregated by gender.	GRI VERSION 2016	201-3 Defined benefit plan obligations and other retirement plans	There are no benefit plans	-																					
Public subsidies received.		201-4 Financial aid granted by government entities	See Key Figures.	6-7																					
MANAGEMENT APPROACH: MARKET PRESENCE																									
Average pay and its evolution disaggregated by gender, age and occupational classification of equal value; wage gap, and average remuneration of similar jobs in society.	GRI VERSION 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	See indicator 405-2 100% of Konecta's salaries are above the Guaranteed Minimum Wage.	-																					
The impact of the activities of the company in local employment.		202-2 Proportion of senior management hired from the local community	<table border="1"> <thead> <tr> <th>Country</th> <th>% executives from the local community</th> </tr> </thead> <tbody> <tr><td>Mexico</td><td>100%</td></tr> <tr><td>Peru</td><td>57%</td></tr> <tr><td>Chile</td><td>86%</td></tr> <tr><td>Portugal</td><td>80%</td></tr> <tr><td>United Kingdom</td><td>66.67%</td></tr> <tr><td>Morocco</td><td>100%</td></tr> <tr><td>Colombia</td><td>100%</td></tr> <tr><td>Argentina</td><td>100%</td></tr> <tr><td>Brazil</td><td>80%</td></tr> <tr><td>Spain</td><td>100%</td></tr> </tbody> </table>	Country	% executives from the local community	Mexico	100%	Peru	57%	Chile	86%	Portugal	80%	United Kingdom	66.67%	Morocco	100%	Colombia	100%	Argentina	100%	Brazil	80%	Spain	100%
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MANAGEMENT APPROACH: INDIRECT ECONOMIC IMPACTS																									
	GRI VERSION 2016	203-1 Infrastructure investments and services supported	See Key Figures.	6-7																					
The impact of the activities of the company in local development; the impact of the activities of the company in local populations and in the territory.		203-2 Significant indirect economic impacts	See Key Figures.	6-7																					

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: PROCUREMENT PRACTICES				
The inclusion of social, gender and environmental issues in the procurement policy; the consideration of social and environmental responsibility in our relations with suppliers and subcontractors; monitoring systems and audits and the results thereof.	GRI VERSION 2016	204	Procurement Practices See Konecta: Ethics and Integrity See Corporate Responsibility and Sustainability: Interaction with stakeholders	16-17 60-61
The impact of the activities of society on local employment and development; the impact of the activities of society on local populations and the territory.		204-1	Proportion of spending on local suppliers Konecta mainly engages local suppliers.	-
MANAGEMENT APPROACH: ANTI-CORRUPTION POLICY				
Measures taken to prevent corruption and bribery; measures to combat money laundering, contributions to foundations and non-profit organizations.	GRI VERSION 2016	205-1	Operations assessed for risks related to corruption In all centres	-
		205-2	Communication and training on anti-corruption policies and procedures See Konecta: Ethics and Integrity, Whistleblowing Channel.	16-17
		205-3	Confirmed incidents of corruption and actions taken 0 cases	-
			Money laundering In accordance with Law 10/2010, of April 28, on the prevention of money laundering and the financing of terrorism, Konecta is not deemed a Regulated Entity. However, steps have been taken internally in our financial management to ensure the maximum correction of all economic transactions carried out by the company, for example, there are no cash payments to suppliers, and the payment of invoices is made solely to the account number specified in the invoice and, where said information is not included, the submission of a bank account ownership certificate is requested. Moreover, in this regard, to substantiate the actual holders of shares or units of the different companies that integrate Konecta, the proceedings of the corresponding actual ownership are made public to submit this documentation to financial entities and other regulated entities.	-

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																				
MANAGEMENT APPROACH: ANTI-COMPETITIVE BEHAVIOUR																								
		206-1	Legal actions related to unfair competition, monopolistic practices and against free competition 0 complaints	-																				
ENVIRONMENTAL PERFORMANCE																								
MANAGEMENT APPROACH: MATERIALS																								
Consumption of raw materials and measures taken to improve the efficiency of their use	GRI VERSION 2016	301-1	Materials used by weight or volume Not significant due to the activity developed	-																				
Prevention, recycling and reuse measures, as well as other forms of recovery and waste disposal; actions to combat food waste.		301-2	Recycled input materials used See Corporate Responsibility: We are sustainable <table border="1"> <thead> <tr> <th>Materials (Spain)</th> <th>% recycling</th> </tr> </thead> <tbody> <tr> <td>Headphones (TCO certificate)</td> <td>41 %</td> </tr> <tr> <td>Office chairs (made up of recycled materials)</td> <td>100%</td> </tr> <tr> <td>Office supplies</td> <td>17.60%</td> </tr> <tr> <td>Ecolabel Paper</td> <td>100 %</td> </tr> <tr> <td>Pavement installed with environmental certificate and recyclable.</td> <td>25.59%</td> </tr> </tbody> </table> <p>We are working with the rest of the countries to obtain this information</p>	Materials (Spain)	% recycling	Headphones (TCO certificate)	41 %	Office chairs (made up of recycled materials)	100%	Office supplies	17.60%	Ecolabel Paper	100 %	Pavement installed with environmental certificate and recyclable.	25.59%	-								
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MANAGEMENT APPROACH: PRODUCTS & SERVICES																								
Prevention, recycling and reuse measures, as well as other forms of recovery and waste disposal; actions to combat food waste.		301-3	Reused products and packaging materials Not significant due to the activity developed as the cafeteria service is only available in one centre and is outsourced.	-																				
MANAGEMENT APPROACH: ENERGY																								
Direct and indirect energy consumption, measures taken to improve energy efficiency and the use of renewable energies.	GRI VERSION 2016	302-1	Energy consumption within the organisation See Corporate Responsibility: we are sustainable <table border="1"> <thead> <tr> <th>Country</th> <th>kWh</th> </tr> </thead> <tbody> <tr> <td>Spain</td> <td>13,156,764</td> </tr> <tr> <td>Argentina</td> <td>4,717,892</td> </tr> <tr> <td>Brazil</td> <td>2,661,184</td> </tr> <tr> <td>Chile</td> <td>2,296,434</td> </tr> <tr> <td>Colombia</td> <td>12,485,738</td> </tr> <tr> <td>Portugal</td> <td>558,463</td> </tr> <tr> <td>Morocco</td> <td>205,320</td> </tr> <tr> <td>Mexico</td> <td>5,636,466</td> </tr> <tr> <td>Peru</td> <td>8,783,235</td> </tr> </tbody> </table> <p>There is no use of renewable energies</p>	Country	kWh	Spain	13,156,764	Argentina	4,717,892	Brazil	2,661,184	Chile	2,296,434	Colombia	12,485,738	Portugal	558,463	Morocco	205,320	Mexico	5,636,466	Peru	8,783,235	63-66
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LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																				
MANAGEMENT APPROACH: ENERGY																								
	302-2	Energy consumption outside the organisation	There are no tools for its calculation	-																				
	302-3	Energy intensity	<table border="1"> <thead> <tr> <th>Country</th> <th>KWh / Employees</th> </tr> </thead> <tbody> <tr><td>Spain</td><td>835</td></tr> <tr><td>Argentina</td><td>780</td></tr> <tr><td>Brazil</td><td>877</td></tr> <tr><td>Chile</td><td>1,058</td></tr> <tr><td>Colombia</td><td>891</td></tr> <tr><td>Portugal</td><td>651</td></tr> <tr><td>Morocco</td><td>2,256</td></tr> <tr><td>Mexico</td><td>1,251</td></tr> <tr><td>Peru</td><td>752</td></tr> </tbody> </table>	Country	KWh / Employees	Spain	835	Argentina	780	Brazil	877	Chile	1,058	Colombia	891	Portugal	651	Morocco	2,256	Mexico	1,251	Peru	752	64
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Direct and indirect energy consumption, measures taken to improve energy efficiency and the use of renewable energies.	302-4	Reduction of energy consumption	<table border="1"> <thead> <tr> <th>Country</th> <th>Reduction compared to 2017*</th> </tr> </thead> <tbody> <tr><td>Spain</td><td>9.16%</td></tr> <tr><td>Argentina</td><td>0.10%</td></tr> <tr><td>Brazil</td><td>-28.92%</td></tr> <tr><td>Chile</td><td>-64.26 %</td></tr> <tr><td>Colombia</td><td>-16.25%</td></tr> <tr><td>Portugal</td><td>-3.52%</td></tr> <tr><td>Morocco</td><td>22.67%</td></tr> <tr><td>Mexico</td><td>4.32%</td></tr> <tr><td>Peru</td><td>-5.56%</td></tr> </tbody> </table>	Country	Reduction compared to 2017*	Spain	9.16%	Argentina	0.10%	Brazil	-28.92%	Chile	-64.26 %	Colombia	-16.25%	Portugal	-3.52%	Morocco	22.67%	Mexico	4.32%	Peru	-5.56%	63-66
			Country	Reduction compared to 2017*																				
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Mexico	4.32%																							
Peru	-5.56%																							
			*Positive values correspond to reductions and negative value correspond to increases.																					
	302-5	Reduction of the energy requirements of products and services	See Corporate Responsibility: We are sustainable	63-66																				
MANAGEMENT APPROACH: WATER																								
Water consumption and water supply according to local constraints.	303-1	Total water withdrawal by source	See Corporate Responsibility: We are sustainable. The water consumed at Konecta comes from the public water network	68																				
			<table border="1"> <thead> <tr> <th>Country</th> <th>Water consumption (m3 / Employee)</th> </tr> </thead> <tbody> <tr><td>Spain</td><td>3.15</td></tr> <tr><td>Argentina</td><td>4.19</td></tr> <tr><td>Brazil</td><td>5.05</td></tr> <tr><td>Chile</td><td>18.28</td></tr> <tr><td>Colombia</td><td>6.36</td></tr> <tr><td>Portugal</td><td>18.26</td></tr> <tr><td>Morocco</td><td>8.56</td></tr> <tr><td>Mexico</td><td>4.28</td></tr> <tr><td>Peru</td><td>5.56</td></tr> </tbody> </table>		Country	Water consumption (m3 / Employee)	Spain	3.15	Argentina	4.19	Brazil	5.05	Chile	18.28	Colombia	6.36	Portugal	18.26	Morocco	8.56	Mexico	4.28	Peru	5.56
			Country		Water consumption (m3 / Employee)																			
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Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE						
MANAGEMENT APPROACH: WATER										
	303-2	Water sources significantly affected by water extraction	None	-						
	303-3	Water recycled and reused	Water is not reused or recycled	-						
MANAGEMENT APPROACH: BIODIVERSITY										
Measures taken to preserve or restore biodiversity.	304	BIODIVERSITY	See Corporate Responsibility: We are sustainable.	63						
Impacts caused by activities or operations in protected areas.	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 located in protected areas	-						
			304-2	Significant impacts of activities, products, and services on biodiversity	Konecta centres are not located in protected areas, and their activities do not generate significant impacts on biodiversity.	-				
							304-3	Habitats protected or restored	See Corporate Responsibility: We are sustainable.	63
							304-4	Species listed on the IUCN Red List and national conservation lists with habitats in areas affected by operations	Not significant due to the activity developed	-
MANAGEMENT APPROACH: EMISSIONS										
The important elements of the GHG emissions generated as a result of the activities of the company, including the use of goods and services produced; the measures taken to adapt to the consequences of climate change; the reduction goals voluntarily established in the medium and long term to reduce GHG emissions, and the means implemented for this purpose.	305-1	Direct and indirect emissions of GHG emissions (scope 1)	Emission factors are updated every year in April and the carbon footprint for 2018 is not calculated until then. This is the reason why it has not been possible to include the calculations for the 2018 carbon footprint in this report, which will be included in next year's report. The countries not included do not calculate their carbon footprint. However, we will work to gradually increase the number of countries that calculate it.	65						

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																																																																	
MANAGEMENT APPROACH: EMISSIONS																																																																					
	GRI VERSION 2016	305-2 Indirect GHG emissions when generating energy (scope 2)	See indicator 305-1	65																																																																	
		305-3 Other indirect GHG emissions (scope 3)	See indicator 305-1	65																																																																	
		305-4 GHG Emissions intensity	See indicator 305-1	65																																																																	
The important elements of the GHG emissions generated as a result of the activities of the company, including the use of goods and services produced; the measures taken to adapt to the consequences of climate change; the reduction goals voluntarily established in the medium and long term to reduce GHG emissions, and the means implemented for this purpose.		305-5 Reduction of GHG emissions	See indicator 305-1	65																																																																	
		305-6 Emissions of ozone-depleting substances	See indicator 305-1	65																																																																	
		305-7 Nitrogen oxides, sulphur oxides, and other significant air emissions	See indicator 305-1	65																																																																	
MANAGEMENT APPROACH: EFFLUENTS AND WASTE																																																																					
	GRI VERSION 2016	306-1 Water discharge by quality and destination	There are no tools for its calculation	-																																																																	
Prevention, recycling and reuse measures, as well as other forms of recovery and waste disposal; actions to combat food waste.		306-2 Waste by type and disposal method	See Corporate Responsibility: we are sustainable Waste management	68-69																																																																	
		<table border="1"> <thead> <tr> <th>Country</th> <th>RNP(t)</th> <th>Recycled (t)</th> <th>Country</th> <th>RP(t)</th> <th>Recycled (t)</th> </tr> </thead> <tbody> <tr> <td>Argentina</td> <td>103.59</td> <td>1.01</td> <td>Argentina</td> <td>3.28</td> <td>3.28</td> </tr> <tr> <td>Brazil</td> <td>96.78</td> <td>8.74</td> <td>Colombia</td> <td>7.22</td> <td>7.22</td> </tr> <tr> <td>Chile</td> <td>101.21</td> <td>0</td> <td>Spain</td> <td>4.34</td> <td>4.34</td> </tr> <tr> <td>Colombia</td> <td>342.13</td> <td>11.01</td> <td>TOTAL</td> <td>14.84</td> <td>14.84</td> </tr> <tr> <td>Spain</td> <td>703.27</td> <td>111.1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Morocco</td> <td>0</td> <td>0</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Mexico</td> <td>110.51</td> <td>0</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Peru</td> <td>646.08</td> <td>5.38</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Portugal</td> <td>21.5</td> <td>0</td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL</td> <td>2,125.07</td> <td>137.24</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Country	RNP(t)	Recycled (t)	Country	RP(t)	Recycled (t)	Argentina	103.59	1.01	Argentina	3.28	3.28	Brazil	96.78	8.74	Colombia	7.22	7.22	Chile	101.21	0	Spain	4.34	4.34	Colombia	342.13	11.01	TOTAL	14.84	14.84	Spain	703.27	111.1				Morocco	0	0				Mexico	110.51	0				Peru	646.08	5.38				Portugal	21.5	0				TOTAL	2,125.07	137.24				
Country	RNP(t)	Recycled (t)	Country	RP(t)	Recycled (t)																																																																
Argentina	103.59	1.01	Argentina	3.28	3.28																																																																
Brazil	96.78	8.74	Colombia	7.22	7.22																																																																
Chile	101.21	0	Spain	4.34	4.34																																																																
Colombia	342.13	11.01	TOTAL	14.84	14.84																																																																
Spain	703.27	111.1																																																																			
Morocco	0	0																																																																			
Mexico	110.51	0																																																																			
Peru	646.08	5.38																																																																			
Portugal	21.5	0																																																																			
TOTAL	2,125.07	137.24																																																																			

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: EFFLUENTS AND WASTE				
	GRI VERSION 2016	306-3 Significant spills	No spills recorded to date	-
		306-4 Transport of hazardous waste	Konecta does not transport waste. Hazardous waste generated are managed according to the legislation in force.	-
		306-5 Water bodies affected by discharges of water and / or runoff	None have been affected.	-
MANAGEMENT APPROACH: REGULATORY COMPLIANCE				
		307-1 Non-compliance with environmental legislation and regulations	No breaches of this typology have occurred.	-
MANAGEMENT APPROACH: ENVIRONMENTAL EVALUATION OF SUPPLIERS				
The inclusion of social, gender and environmental issues in the procurement policy; the consideration of social and environmental responsibility in our relations with suppliers and subcontractors; monitoring systems and audits and the results thereof.	GRI VERSION 2016	308-1 New suppliers that have passed assessment and selection filters in accordance with environmental criteria	100% of suppliers	-
The inclusion of social, gender and environmental issues in the procurement policy; the consideration of social and environmental responsibility in our relations with suppliers and subcontractors; monitoring systems and audits and the results thereof.		308-2 Negative environmental impact to the supply chain and actions taken	See Konecta: Ethics and Integrity The possible impacts derived from the supply chain are mitigated by applying clauses, requirements and even on-site monitoring / audits to suppliers.	16-17
MANAGEMENT APPROACH: POLLUTION				
Contamination: measures to prevent, reduce or repair the 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 VERSION 2016	Measures to prevent, reduce or repair the carbon emissions that seriously affect the environment	See Corporate Responsibility: We are sustainable Waste management To prevent, reduce or repair carbon emissions, the calculation of the CO2 footprint of the refrigerant gases is taken into account. Likewise, the company is working to renew the lighting of centres to improve working conditions and reduce consumption. No noise or light pollution is generated as a result of Konecta's activities.	65

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																																																								
SOCIAL PERFORMANCE																																																												
MANAGEMENT APPROACH: EMPLOYMENT																																																												
<p>Organisation of the working hours, total number and distribution of employees by gender, age, country and occupational classification; total number and distribution of contract modalities, annual average of contracts, temporary contracts and part-time contracts by gender, age and occupational classification, number of dismissals by gender, age and occupational classification; average pay and evolution disaggregated by gender, age and occupational classification or similar; wage gap, average remuneration of similar jobs or average in society, average remuneration of directors and officers, including variable remuneration, allowances, indemnities, payment to long-term savings forecasting systems, and any other disaggregated perception by gender, implementation of labour disconnection policies, employees with disabilities.</p>	GRI VERSION 2016	401	EMPLOYMENT	See Our Social Dimension	39-57																																																							
		401-1	New hires and employee turnover	<table border="1"> <thead> <tr> <th>2018</th> <th>Nº contracts Men</th> <th>Nº contracts Women</th> <th>Turnover (Women)</th> <th>Turnover (Men)</th> </tr> </thead> <tbody> <tr> <td>Mexico</td> <td>6,206</td> <td>5,061</td> <td>10.3%</td> <td>13.0%</td> </tr> <tr> <td>Peru</td> <td>5,697</td> <td>8,592</td> <td>6.0%</td> <td>6.4%</td> </tr> <tr> <td>Chile</td> <td>1,271</td> <td>1,547</td> <td>3.7%</td> <td>4.1%</td> </tr> <tr> <td>Portugal</td> <td>456</td> <td>585</td> <td>6.3%</td> <td>7.6%</td> </tr> <tr> <td>United Kingdom</td> <td>274</td> <td>214</td> <td>8.0%</td> <td>8.5%</td> </tr> <tr> <td>Morocco</td> <td>26</td> <td>52</td> <td>3.3%</td> <td>3.7%</td> </tr> <tr> <td>Colombia</td> <td>4,504</td> <td>8,276</td> <td>5.2%</td> <td>5.6%</td> </tr> <tr> <td>Argentina</td> <td>441</td> <td>1,076</td> <td>1.1%</td> <td>1.4%</td> </tr> <tr> <td>Brazil</td> <td>754</td> <td>1,199</td> <td>3.8%</td> <td>4.0%</td> </tr> <tr> <td>Spain</td> <td>3,464</td> <td>7,247</td> <td>1.3%</td> <td>1.8%</td> </tr> </tbody> </table>	2018	Nº contracts Men	Nº contracts Women	Turnover (Women)	Turnover (Men)	Mexico	6,206	5,061	10.3%	13.0%	Peru	5,697	8,592	6.0%	6.4%	Chile	1,271	1,547	3.7%	4.1%	Portugal	456	585	6.3%	7.6%	United Kingdom	274	214	8.0%	8.5%	Morocco	26	52	3.3%	3.7%	Colombia	4,504	8,276	5.2%	5.6%	Argentina	441	1,076	1.1%	1.4%	Brazil	754	1,199	3.8%	4.0%	Spain	3,464	7,247	1.3%	1.8%	40-42 56-57
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401-2	Employee Benefits	Chapter Our Social Dimension: Human Capital	40-42																																																									
401-3	Parental Leaves	<table border="1"> <thead> <tr> <th colspan="2">Employees who have enjoyed parental leaves in 2018</th> </tr> </thead> <tbody> <tr> <td>Mothers</td> <td>1,839</td> </tr> <tr> <td>Fathers</td> <td>482</td> </tr> <tr> <td colspan="2">100% PEOPLE REINCORPORATED</td> </tr> </tbody> </table>	Employees who have enjoyed parental leaves in 2018		Mothers	1,839	Fathers	482	100% PEOPLE REINCORPORATED		45-46																																																	
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<p>Number of dismissals by gender, age and occupational classification;</p>																																																												
<p>Measures designed to facilitate the enjoyment of conciliation and encourage joint responsibility of these by both parents.</p>																																																												

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																					
MANAGEMENT APPROACH: LABOUR / MANAGEMENT RELATIONS																									
<p>Organisation of the social dialogue, including procedures for informing and consulting staff and negotiating with them.</p>	GRI VERSION 2016	402	LABOUR RELATIONS	<p>In Spain, Konecta's labour relations with 100 % of its staff are governed by the collective agreement in force that corresponds to the activity carried out.</p> <p>In Mexico, labour relations, both individual and collective, are governed by the Federal Labour Law. Only the operating staff is unionised.</p> <p>In Peru, due to the absence of collective bargaining, labour relations are governed by the Law of Productivity and Labour Competitiveness.</p> <p>In Brazil, Konecta's labour relations with 100 % of its staff are governed by the agreement signed with the sector's union.</p> <p>Chile has signed agreements with several trade unions.</p> <p>As in Peru, in the UK, Portugal, Morocco and Colombia there are no collective agreements. Therefore, labour relations are governed by the general labour legislation in force.</p>	55																				
		402-1	Minimum notice periods regarding operational changes	<table border="1"> <thead> <tr> <th>Country</th> <th>Validity period</th> </tr> </thead> <tbody> <tr> <td>Mexico</td> <td>2 weeks</td> </tr> <tr> <td>Peru</td> <td>1.14 weeks</td> </tr> <tr> <td>Chile</td> <td>4 weeks</td> </tr> <tr> <td>Portugal</td> <td>1.14 weeks</td> </tr> <tr> <td>United Kingdom</td> <td>4 weeks</td> </tr> <tr> <td>Morocco</td> <td>1 week</td> </tr> <tr> <td>Colombia</td> <td>2.14 - 4 weeks</td> </tr> <tr> <td>Argentina</td> <td>4 weeks</td> </tr> <tr> <td>Brazil</td> <td>2.14 weeks</td> </tr> <tr> <td>Spain</td> <td>2.14 weeks</td> </tr> </tbody> </table>	Country	Validity period	Mexico	2 weeks	Peru	1.14 weeks	Chile	4 weeks	Portugal	1.14 weeks	United Kingdom	4 weeks	Morocco	1 week	Colombia	2.14 - 4 weeks	Argentina	4 weeks	Brazil	2.14 weeks	Spain
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MANAGEMENT APPROACH: OCCUPATIONAL HEALTH AND SAFETY																									
Health and safety conditions at work.	GRI VERSION 2016	403	OCCUPATIONAL HEALTH AND SAFETY	52-55																					
Percentage of employees covered by collective bargaining by country.	GRI VERSION 2016	403-1	Workers' representation in formal joint management-worker health and safety committees	100%																					

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LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																																																																																		
MANAGEMENT APPROACH: OCCUPATIONAL HEALTH AND SAFETY																																																																																						
Accidents at work, in particular their frequency and severity disaggregated by gender. Number of hours of absenteeism.	GRI VERSION 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities (accidents at work and occupational diseases)	<table border="1"> <thead> <tr> <th colspan="2">Absenteeism rate</th> <th>Nº accidents with days lost</th> <th>Occupational disease*</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Mexico</td> <td>F</td> <td>1.46%</td> <td>261</td> </tr> <tr> <td>M</td> <td>0.87%</td> <td></td> </tr> <tr> <td rowspan="2">Peru</td> <td>F</td> <td>0.93%</td> <td>11</td> </tr> <tr> <td>M</td> <td>0.66%</td> <td></td> </tr> <tr> <td rowspan="2">Chile</td> <td>F</td> <td>6.92%</td> <td>13</td> </tr> <tr> <td>M</td> <td>2.61%</td> <td></td> </tr> <tr> <td rowspan="2">Portugal</td> <td>F</td> <td>4.93%</td> <td>16</td> </tr> <tr> <td>M</td> <td>1.37%</td> <td></td> </tr> <tr> <td rowspan="2">United Kingdom</td> <td>F</td> <td>6.33%</td> <td>4</td> </tr> <tr> <td>M</td> <td>4.99%</td> <td></td> </tr> <tr> <td rowspan="2">Morocco</td> <td>F</td> <td>5.40%</td> <td>0</td> </tr> <tr> <td>M</td> <td>4.12%</td> <td></td> </tr> <tr> <td rowspan="2">Colombia</td> <td>F</td> <td>2.35%</td> <td>229</td> </tr> <tr> <td>M</td> <td>1.62%</td> <td></td> </tr> <tr> <td rowspan="2">Argentina</td> <td>F</td> <td>5.74%</td> <td>17</td> </tr> <tr> <td>M</td> <td>2.26%</td> <td>77</td> </tr> <tr> <td rowspan="2">Brazil</td> <td>F</td> <td>4.77%</td> <td>15</td> </tr> <tr> <td>M</td> <td>2.67%</td> <td>5</td> </tr> <tr> <td rowspan="2">Spain</td> <td>F</td> <td>10.57%</td> <td>21</td> </tr> <tr> <td>M</td> <td>5.98%</td> <td>0</td> </tr> <tr> <td rowspan="2">TOTAL</td> <td>F</td> <td>4,56%</td> <td></td> </tr> <tr> <td>M</td> <td>2,15%</td> <td></td> </tr> </tbody> </table> <p>*OD: Activities that require a maintained and continued use of the voice, such as teachers, singers, etc. This data is not recorded in some countries, as they do not have the mutual insurance company data to support this process.</p>	Absenteeism rate		Nº accidents with days lost	Occupational disease*	Mexico	F	1.46%	261	M	0.87%		Peru	F	0.93%	11	M	0.66%		Chile	F	6.92%	13	M	2.61%		Portugal	F	4.93%	16	M	1.37%		United Kingdom	F	6.33%	4	M	4.99%		Morocco	F	5.40%	0	M	4.12%		Colombia	F	2.35%	229	M	1.62%		Argentina	F	5.74%	17	M	2.26%	77	Brazil	F	4.77%	15	M	2.67%	5	Spain	F	10.57%	21	M	5.98%	0	TOTAL	F	4,56%		M	2,15%		No data available	55
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Occupational diseases; disaggregated by gender.		403-3 Workers with high incidence or high risk of diseases related to their activity	Not applicable	-																																																																																		
The balance of collective agreements, particularly in the field of health and safety at work.		403-4 Health and safety issues addressed in formal agreements with trade unions	Workers' representatives (Health and Safety Committee and Prevention Delegates) are informed of any aspect affecting the working conditions of the staff.	-																																																																																		

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LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																													
MANAGEMENT APPROACH: TRAINING AND EDUCATION																																	
Policies implemented in the field of training.		404 TRAINING AND PROFESSIONAL DEVELOPMENT	Chapter Our Social Dimension: Human Capital	43-44																													
Total amount of hours of training by professional categories.	GRI VERSION 2016	404-1 Average hours of training per year per employee	Chapter Our Social Dimension: Human Capital	6-7 43-44																													
			<table border="1"> <thead> <tr> <th>Country</th> <th>Hours of Training</th> <th>Hours of training / Employee</th> </tr> </thead> <tbody> <tr> <td>Chile</td> <td>199,570</td> <td>90.05</td> </tr> <tr> <td>Argentina</td> <td>256,435</td> <td>42.41</td> </tr> <tr> <td>Brazil</td> <td>12,462</td> <td>4.11</td> </tr> <tr> <td>Colombia</td> <td>2,230,210</td> <td>159.12</td> </tr> <tr> <td>Spain</td> <td>485,169</td> <td>30.79</td> </tr> <tr> <td>Morocco</td> <td>990</td> <td>10.88</td> </tr> <tr> <td>Mexico</td> <td>421,116</td> <td>93.44</td> </tr> <tr> <td>Peru</td> <td>1,444,895</td> <td>123.67</td> </tr> <tr> <td>Portugal</td> <td>34,184</td> <td>39.84</td> </tr> <tr> <td>United Kingdom</td> <td>68,143</td> <td>265</td> </tr> </tbody> </table>		Country	Hours of Training	Hours of training / Employee	Chile	199,570	90.05	Argentina	256,435	42.41	Brazil	12,462	4.11	Colombia	2,230,210	159.12	Spain	485,169	30.79	Morocco	990	10.88	Mexico	421,116	93.44	Peru	1,444,895	123.67	Portugal	34,184
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		404-2 Programmes to improve employee skills and transition assistance schemes	Chapter Our Social Dimension: Human Capital	29-31 40-42																													
		404-3 Percentage of employees who receive periodic performance evaluations and professional development	In 2018, structure staff performance in the corporate tool was implemented in Peru, Spain and Portugal. We are currently working to incorporate the rest of the countries progressively. Performance of employees in contact with end users is evaluated in all cases.	-																													

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: DIVERSITY AND EQUAL OPPORTUNITIES				
Measures taken to promote equal treatment and opportunities between men and women; equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men), measures taken to promote employment, protocols against sexual harassment and on the grounds of gender, integration and universal accessibility of persons with disabilities; the policy against all forms of discrimination and, where appropriate, of diversity management.	405	DIVERSITY	Chapter Our Social Dimension: Human Capital	47-50 79-81
Diversity Policy applied in relation to the board of directors, management and the specialised commissions created therein, with regard to issues such as age, gender, disability, or the training and professional experience of members; including goals, actions taken, the way in which they have been applied, in particular, the procedures to try to include a number of women to achieve a balanced presence of men and women in the governing body and the results in the reporting period, as well as the steps, if any, agreed on these issues by the Commission on Appointments.	GRI VERSION 2016 405-1	Diversity in governance bodies and employees	Between 30 and 50 years: 1 person	16-17 40-41
Over 50 years old: 6 persons				
They must inform if data was provided to shareholders on the diversity criteria and objectives on the occasion of the election or renewal of the members of the board of directors, management and the specialised commissions constituted therein.				16-17 60-61

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LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE																																																																																																		
MANAGEMENT APPROACH: DIVERSITY AND EQUAL OPPORTUNITIES																																																																																																						
Average pay and its evolution disaggregated by gender, age and occupational classification of equal value; wage gap, and average remuneration of similar jobs in society.	GRI VERSION 2016 405-2	Ratio of the basic salary and remuneration of women to men (IN LOCAL CURRENCY)	<table border="1"> <thead> <tr> <th rowspan="2">COUNTRY</th> <th rowspan="2">GENDER</th> <th colspan="3">SALARY</th> </tr> <tr> <th>2016</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Mexico</td> <td>F</td> <td>107,246</td> <td>120,762</td> <td>133,306</td> </tr> <tr> <td>M</td> <td>118,939</td> <td>132,961</td> <td>149,240</td> </tr> <tr> <td rowspan="2">Peru</td> <td>F</td> <td>20,708</td> <td>19,310</td> <td>19,683</td> </tr> <tr> <td>M</td> <td>23,152</td> <td>20,879</td> <td>20,910</td> </tr> <tr> <td rowspan="2">Chile</td> <td>F</td> <td>7,268,645</td> <td>7,433,099</td> <td>7,630,038</td> </tr> <tr> <td>M</td> <td>7,688,616</td> <td>7,781,518</td> <td>7,808,154</td> </tr> <tr> <td rowspan="2">Portugal</td> <td>F</td> <td>12,914</td> <td>13,274</td> <td>13,535</td> </tr> <tr> <td>M</td> <td>13,050</td> <td>13,389</td> <td>13,978</td> </tr> <tr> <td rowspan="2">United Kingdom</td> <td>F</td> <td>21,029</td> <td>20,401</td> <td>20,612</td> </tr> <tr> <td>M</td> <td>21,378</td> <td>21,237</td> <td>19,820</td> </tr> <tr> <td rowspan="2">Morocco</td> <td>F</td> <td>61,846</td> <td>60,262</td> <td>62,267</td> </tr> <tr> <td>M</td> <td>65,135</td> <td>62,562</td> <td>63,990</td> </tr> <tr> <td rowspan="2">Colombia</td> <td>F</td> <td>16,054,275</td> <td>15,967,420</td> <td>16,058,073</td> </tr> <tr> <td>M</td> <td>17,988,987</td> <td>18,026,609</td> <td>18,082,632</td> </tr> <tr> <td rowspan="2">Argentina</td> <td>F</td> <td>199,500</td> <td>230,668</td> <td>289,255</td> </tr> <tr> <td>M</td> <td>198,034</td> <td>229,957</td> <td>288,516</td> </tr> <tr> <td rowspan="2">Brazil</td> <td>F</td> <td>24,654</td> <td>21,312</td> <td>20,477</td> </tr> <tr> <td>M</td> <td>26,764</td> <td>24,170</td> <td>23,230</td> </tr> <tr> <td rowspan="2">Spain</td> <td>F</td> <td>16,629</td> <td>16,271</td> <td>16,458</td> </tr> <tr> <td>M</td> <td>17,103</td> <td>16,944</td> <td>17,120</td> </tr> </tbody> </table>	COUNTRY	GENDER	SALARY			2016	2017	2018	Mexico	F	107,246	120,762	133,306	M	118,939	132,961	149,240	Peru	F	20,708	19,310	19,683	M	23,152	20,879	20,910	Chile	F	7,268,645	7,433,099	7,630,038	M	7,688,616	7,781,518	7,808,154	Portugal	F	12,914	13,274	13,535	M	13,050	13,389	13,978	United Kingdom	F	21,029	20,401	20,612	M	21,378	21,237	19,820	Morocco	F	61,846	60,262	62,267	M	65,135	62,562	63,990	Colombia	F	16,054,275	15,967,420	16,058,073	M	17,988,987	18,026,609	18,082,632	Argentina	F	199,500	230,668	289,255	M	198,034	229,957	288,516	Brazil	F	24,654	21,312	20,477	M	26,764	24,170	23,230	Spain	F	16,629	16,271	16,458	M	17,103	16,944	17,120	
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LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: NON-DISCRIMINATION				
Application of due diligence procedures in the field of human rights; prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage, and repair possible abuses; complaints of cases of violation of human rights; promotion and enforcement of the provisions of the fundamental conventions of the International Labour Organization related to the respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	GRI VERSION 2016	406-1 Cases of discrimination and corrective actions taken	No cases of discrimination have been recorded.	16-17 47-50 60-61
Equality: measures taken to promote equal treatment and opportunities between men and women; equality plans (Chapter III of the Organic Law 3/2007, of 22 March, for effective equality of women and men), measures taken to promote employment, protocols against sexual harassment and on the grounds of gender, integration and universal accessibility of persons with disabilities; policies against all forms of discrimination and, where appropriate, of diversity management.				
Universal Accessibility for people with disabilities.				
Employees with disabilities.			Chapter Our Social Dimension: Human Capital	40-42

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
Application of due diligence procedures in the field of human rights; prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage, and repair possible abuses; complaints of cases of violation of human rights; promotion and enforcement of the provisions of the fundamental conventions of the International Labour Organization related to the respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	GRI VERSION 2016	407 FREEDOM OF ASSOCIATION	In view of the services carried out, we consider that there is no risk of infringement of human rights.	18-19 60-61
Organisation of the social dialogue, including procedures for informing and consulting staff and negotiating with them.				
		407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	None	-
MANAGEMENT APPROACH: CHILD LABOUR				
Application of due diligence procedures in the field of human rights; prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage, and repair possible abuses; complaints of cases of violation of human rights; promotion and enforcement of the provisions of the fundamental conventions of the International Labour Organization related to the respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	GRI VERSION 2016	408 CHILD LABOUR	See Corporate Responsibility and Sustainability: The UN Global Compact and SDGs. Code of Ethics for Suppliers	16-17 60-61

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: CHILD LABOUR				
	408-1	Operations and suppliers at significant risk for incidents of child labour	See Corporate Responsibility and Sustainability: The UN Global Compact and SDGs Code of Ethics for Suppliers	16-17 60-61
MANAGEMENT APPROACH: FORCED LABOUR				
Application of due diligence procedures in the field of human rights; prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage, and repair possible abuses; complaints of cases of violation of human rights; promotion and enforcement of the provisions of the fundamental conventions of the International Labour Organization related to the respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	GRI VERSION 2016	409	FORCED LABOUR See Corporate Responsibility and Sustainability: The UN Global Compact and SDGs Code of Ethics for Suppliers	16-17 60-61
	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	See Corporate Responsibility and Sustainability: The UN Global Compact and SDGs Code of Ethics for Suppliers	16-17 60-61
MANAGEMENT APPROACH: SECURITY MEASURES				
	GRI VERSION 2016	410-1	Security personnel trained in human rights policies or procedures Konecta does not have its own security personnel. In Spain, we work with a major group that offers different security services, attached to the Global Compact, and which also indicate that the implementation of the rights set forth in the Universal Declaration of Human Rights (UDHR), adopted by the General Assembly of United Nations are respected.	60-61
MANAGEMENT APPROACH: RIGHTS OF THE INDIGENOUS PEOPLES				
	411-1	Cases of violations of the rights of indigenous peoples	0	-

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: ASSESSMENT				
Application of due diligence procedures in the field of human rights; prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage, and repair possible abuses; complaints of cases of violation of human rights; promotion and enforcement of the provisions of the fundamental conventions of the International Labour Organization related to the respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	GRI VERSION 2016	412	HUMAN RIGHTS See Corporate Responsibility and Sustainability: The UN Global Compact and SDGs	60-61
	412-1	Operations subject to reviews or impact assessments on human rights	See Corporate Responsibility and Sustainability: The UN Global Compact and SDGs Code of Ethics for Suppliers	16-17 60-61
MANAGEMENT APPROACH: INVESTMENT				
	GRI VERSION 2016	412-2	Employee training on human rights policies or procedures Approval of the Code of Conduct for Employees and training on the subject. Training in equality, respect for people, etc. Training in customer treatment.	16-17 43-44 47-50
The inclusion of social, gender and environmental issues in the procurement policy; the consideration of social and environmental responsibility in our relations with suppliers and subcontractors; monitoring systems and audits and the results thereof.	GRI VERSION 2016	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening 100% of the contracts signed with suppliers include human rights clauses.	16-17 26-27 60-61
MANAGEMENT APPROACH: LOCAL COMMUNITIES				
The impact of the activities of society on local employment and development; the impact of the activities of society on local populations and the territory; the relations maintained with key players of local communities and types of dialogues with them;	GRI VERSION 2016	413	LOCAL COMMUNITIES See Integration, our greatest value	71-87

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: LOCAL COMMUNITIES				
Relations maintained with key players of local communities and types of dialogues with them.	GRI VERSION 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	Chapter Our Social Dimension: Equality and Integration See Integration, our greatest value	47-50 71-87
The impact of the activities of society on local employment and development; the impact of the activities of society on local populations and the territory; the relations maintained with key players of local communities and types of dialogues with them.		413-2 Operations with significant actual and potential negative impacts on local communities	See Integration, our greatest value	71-87
MANAGEMENT APPROACH: EVALUATION OF SUPPLIERS IN THE FIELD OF HUMAN RIGHTS, LABOUR PRACTICES AND SOCIAL IMPACT				
The inclusion of social, gender and environmental issues in the procurement policy; the consideration of social and environmental responsibility in our relations with suppliers and subcontractors; monitoring systems and audits and the results thereof.	GRI VERSION 2016	414-1 New suppliers screened using social criteria	100 %	16-17 26-27 60-61
The inclusion of social, gender and environmental issues in the procurement policy; the consideration of social and environmental responsibility in our relations with suppliers and subcontractors; monitoring systems and audits and the results thereof.		414-2 Negative environmental impact to the supply chain and actions taken	0	16-17
		415-1 Contributions to political parties and / or political representatives	There have been no contributions to political parties	-
MANAGEMENT APPROACH: CUSTOMERS' HEALTH AND SAFETY				
Measures for the health and safety of consumers.	GRI VERSION 2016	416 CUSTOMERS' HEALTH AND SAFETY	The services offered by Konecta do not entail impacts on occupational safety and health of customers.	18-19
		416-1 Assessment of impacts on health and safety in the categories of products or services	The services offered by Konecta do not entail impacts on occupational safety and health of customers.	18-19
Complaint systems and complaint management.		416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	No breaches of this typology have occurred.	-

Note: Relevant issues are identified in blue.

LAW 11/2018 REQUIREMENT	GRI STANDARD	SUMMARY / DESCRIPTION	COMMENT / CHAPTER	PAGE
MANAGEMENT APPROACH: CUSTOMERS' HEALTH AND SAFETY				
	GRI VERSION 2016	Complaint management	Konecta, due the nature of its services, has 2 types of claims: those from end users (which are not always related to the services provided by the company) and those from clients. The former are controlled by our clients and the latter by Konecta. Currently, we are working on a method that allows to follow-up on both profiles from a corporate standpoint.	
MANAGEMENT APPROACH: LABELLING OF PRODUCTS AND SERVICES				
	GRI VERSION 2016	417-1 Requirements for product and service information and labelling	Not applicable	-
Complaint systems and complaint management.		417-2 Cases of non-compliance concerning product and service information and labelling	Not applicable	-
		417-3 Cases of non-compliance concerning marketing communications	0	-
MANAGEMENT APPROACH: PRIVACY OF CUSTOMERS				
Complaint systems and complaint management.		418-1 Substantiated complaints concerning violations of customer privacy and loss of client data	0	-
MANAGEMENT APPROACH: REGULATORY COMPLIANCE				
	GRI VERSION 2016	Application of due diligence procedures in the field of human rights; prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage, and repair possible abuses; complaints of cases of violation of human rights; promotion and enforcement of the provisions of the fundamental conventions of the International Labour Organization related to the respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.		
		419-1 Non-compliance with laws and regulations in the social and economic field	No breaches of this typology have occurred.	-

Note: Relevant issues are identified in blue.

AENOR

VERIFICATION OF SUSTAINABILITY REPORT

VMS-2019/0016

AENOR has verified the Report by the organization

GRUPO KONECTANET, S.L.

TITLE: CORPORATE RESOPNSIBILITY AND SUSTAINABILITY REPORT KONECTA 2018

In accordance with: GRI Standards of the Global Reporting Initiative

GRI option applied: Exhaustive

Verification Process: To grant this Verification Document, AENOR has verified that the report complies with GRI requirements and has checked the data and information contained in the report.

Issue date: 2019-05-14



Rafael GARCÍA MEIRO
Chief Executive Officer

Original Electrónico

AENOR INTERNACIONAL, S.A.U.
Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00 - www.aenor.com

AENOR

AENOR Verification Statement for

INBOND INVERSIONES 2014 S.L.

relating to the reporting of non-financial information in accordance with Law 11/2018 corresponding for the year ended 31 December 2018

FILE: 2006/0549/GEN/02

INBOND INVERSIONES 2014 S.L. (hereinafter the company) has commissioned AENOR to carry out a verification under a limited level of assurance of the state of non-financial information (hereinafter NFI reporting), in accordance with Law 11/2018 amending the Commercial Code, the consolidated text of the Capital Companies Law approved by Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of July 20, on Account Auditing, in matters of non-financial information and diversity (hereinafter, Law 11/2018), for the verification period of its activities, fiscal year ended December 31, 2018, included in the non-financial reporting formulated on 28 May 2019, which is part of this Statement.

AENOR, in accordance with the aforementioned Law, has carried out this verification as an independent provider of verification services.

In this sense, AENOR has carried out the present verification under the principles of integrity, independence, ethics, objectivity, professional competence and diligence, confidentiality and professional behaviour that are required based on the accreditations that it has, within the general scope of application of ISO/IEC 17021-1:2015 and ISO 14065, and individuals, such as the Accreditation granted by the United Nations Convention on Climate Change (UNFCCC) for verification and validation of Clean Development Mechanism (CDM) projects.

AENOR, as required by the aforementioned Law, declares that it has not participated in processes prior to the verification of the NFI reporting.

AENOR INTERNACIONAL S.A.U. C/ GÉNOVA 6, 28004 MADRID
Página 1 de 7

AENOR

Company data: **INBOND INVERSIONES 2014 S.L.**

headquartered in: C/ Serrano 41, 2ª planta, 28001 Madrid, España

Representatives of the Organization for the purposes of statement of non-financial information: Rosa QUEIPO DE LLANO, Board Clerk

INBOND INVERSIONES 2014 S.L. had the responsibility to report its non-financial information status in accordance with Law 11/2018. The formulation of the NFI reporting as well as its content is the responsibility of the Administrators of the company. This responsibility also includes the design, implementation and maintenance of the internal control considered necessary to allow the NFI reporting to be free from any material misstatement, due to fraud or error, as well as the management systems from which the necessary information is obtained for the preparation of the NFI.

Purpose

The purpose of the verification is to provide interested parties with a professional and independent judgement about the information and data contained in the non-financial information statement of the aforementioned organization, prepared in accordance with Law 11/2018.

Scope of Verification

Non-financial reporting CORPORATE RESOPONSIBILITY AND SUSTAINABILITY REPORT KONECTA 2018 approved 14 May 2019 of **INBOND INVERSIONES 2014 S.L.** and companies included in the consolidated and related statements Annex A.

Materiality

For verification purposes, it was agreed to consider material discrepancies those omissions, distortions or errors that can be quantified and result in a difference greater than 5% with respect to the total declared.

AENOR

Criteria

The criteria and information that have been taken into account as a reference for carrying out the check have been:

- 1) Law 11/2018 of 28 December amending the Commercial Code, the revised text of the Capital Companies Law approved by Royal Legislative Decree 1/2010 of 2 July and Law 22/2015 of 20 July on the Auditing of Accounts, on non-financial information and diversity.
- 2) Standard ISAE 3000 (revised), relating to the commissioning of different insurances or the review of historical financial information.
- 3) The criteria established by the global sustainability reporting initiative at GRI standards when the organization has opted for this internationally recognized framework for the disclosure of information related to its corporate social responsibility.

AENOR expressly disclaims any responsibility for investment or other decisions based on this statement.

Verification process carried out

During the verification process carried out, under a limited level of assurance, AENOR conducted interviews with the staff in charge of collecting and preparing the non-financial information statement and reviewed evidence relating to:

- Activities, products and services provided by the organization
- Consistency and traceability of the information provided, including the process followed to compile it, sampling information on the reported one.
- Completion and content of the statement of non-financial information in order to ensure the completeness, accuracy and truthfulness of its content.

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Conclusion

Based on the foregoing, in our opinion, there is no evidence to suggest that the statement of non-financial information included in the non-financial reporting CORPORATE RESPONSIBILITY AND SUSTAINABILITY REPORT KONECTA 2018 approved 14 May 2019, and for the year ended December 31 2018, is not a faithful representation of the **INBOND INVERSIONES 2014 S.L.** and companies included in the consolidated statements, performance in social responsibility matters under Law 11/2018. Specifically, in relation to environmental, social and personnel issues, including the management of equality, non-discrimination and universal accessibility, human rights, the fight against corruption and bribery and diversity.

Madrid, 14 May 2019



Rafael García Meiro
Chief Executive Officer

AENOR

ANEXO

Companies included in Non Financial Statements

SOCIEDADES NACIONALES

- 1.- INBOND INVERSIONES 2014 SL
B-87132932
Calle Serrano 41 2ª planta 28001 (Madrid)
- 2.- BRENDENBURY SL
B-87098760
Calle Serrano 41 2ª planta 28001 (Madrid)
- 3.- GRUPO KONECTANET S.L.U
B-83332056
Calle Serrano 41 2ª planta 28001 (Madrid)
- 4.- KONECTA ACTIVOS INMOBILIARIOS, S.L.
B-84516855
Calle Serrano 41 2ª planta 28001 (Madrid)
- 5.- KONECTA BTO, S.L
B-62916077
Calle Serrano 41 2ª planta 28001 (Madrid)
- 6.- KONECTANET ANDALUCÍA, S.L.
B-84245703
Calle Serrano 41 2ª planta 28001 (Madrid)
- 7.- KONECTANET COMERCIALIZACION S.L.
B-83750257
Calle Serrano 41 2ª planta 28001 (Madrid)
- 8.- KONECTA SERVICIOS ADMINISTRATIVOS Y TECNOLOGICOS, S.L.
B-83875823
Calle Serrano 41 2ª planta 28001 (Madrid)
- 9.- GRUPO KONECTA CENTROS ESPECIALES DE EMPLEO, S.L
B-84033422
Avda. de la Industria nº 49 – 28108 Alcobendas (Madrid)
- 10.- KONECTA FIELD MARKETING S.A.
A-81564445
Calle Serrano 41 2ª planta 28001 (Madrid)
- 11.- PUNTOFORM, S.L.
B-84073071
Avda. de la Industria nº 49 – 28108 Alcobendas (Madrid)
- 12.- KONTACTA COMUNICACIONES S.A.
A-84384783
Camino De La Torre, Parcela 78 Y 79, Polígono 5 de Prado de la Torre, 41110, Bollullos de la Mitación (Sevilla)
- 13.- KONECTA SERVICIOS DE BPO, S.L
(Kontakt Top Ten, S.L y Konecta centro especial de empleo Sevilla, S.L)

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B- 91380303
Calle Serrano 41 2ª planta 28001 (Madrid)

14.- KONECTA GESTIÓN INTEGRAL DE PROCESOS, S.L.
(Antes Home Services on line solutions, S.L, Konecta Servicios Auxiliares, SL y Opportunity Center, S.L)
B-84291236
Calle Serrano 41 2ª planta 28001 (Madrid)

15.- KONECTA MEDIACIÓN, S.L.
(Antes Konecta Soluciones Globales, SL, Konecta Catalunya, SL, Konecta marketing & publicidad, S.L y Kapitalia Credit House Global, S.L.)
B-84885466
Calle Serrano 41 2ª planta 28001 (Madrid)

16. - UNIVERSAL SUPPORT, S.A
A-15556525
Parcela B-18 Polígono de Bergondo.
15165 Bergondo - La Coruña

17. - STRATTON SPAIN S.L.U **Sociedad Holding que mantiene el 100 % de las participaciones de Allus Spain,**
B-85025724
Calle Serrano 41 2ª planta 28001 (Madrid)

SOCIEDADES INTERNACIONALES

18. - GRUPO KONECTA MAROC S.A.R.L.A.U
Identifiant fiscal n° 2261619
Lotissement La Colline, Immeuble "Les Quatre Temps", Porte A 2eme étage, SIDI MAAROUF (Casablanca) 20190 (Marruecos).

19. - KONECTA CHILE S.A.
RUT 76583350-7
Rodrigo de Araya, 1045 Macul (Santiago) Chile

20.- KALLPLAT CHILE CALL CENTER LIMITADA
RUT 76.071.717-7
Zañartu 1300 (Ñuñoa)

21- KONECTANET PORTUGAL LDA.
P-506243478
Rua Gregório Lopes, Lote 1596 B 1400-195 Lisboa

22.- KONECTANET II, MEDIADORA DE SEGUROS, LDA.
NIPC 513901191
Rua Gregorio Lopez, Lote 1596, Parcela B Lisboa 1400 195

23- KONECTA BRAZIL OUTSOURCING LTD
Rua Sergio Tomás, 415 - Bom Retiro | 01131-010 | São Paulo - SP | Brasil
CNPJ/MF: 08.911.199/0001-11
NIRE: 35.221.559.930

24- GRUPO KONECTA UK, LIMITED
Elder Gate, 500. First Floor | Station House MK13 8BJ Milton Keynes (Buckinghamshire) | UK
NIT 06456420
CIF N8267182G

AENOR INTERNACIONAL S.A.U. C/ GÉNOVA 6, 28004 MADRID
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AENOR

25- GRUPO KONECTANET MEXICO SERVICIOS SA de CV
MGA 0201221P6
Avenida UNO, 61 y 63, Colonia San Pedro de los pinos, Delegación Benito Juárez, 03800 (México DF) | México

26.- B CONNECT SERVICES S.A DE C.V.
Registro Federal de Contribuyentes BSE980302RU3
Avenida UNO, 61 y 63, Colonia San Pedro de los pinos, Delegación Benito Juárez, 03800 (México DF) | D.F.

AENOR INTERNACIONAL S.A.U. C/ GÉNOVA 6, 28004 MADRID
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KONECTA OFFICES

ARGENTINA

ROSARIO
• Brown 2552

MENDOZA
• Gutiérrez 50

BUENOS AIRES
• Corrientes 746

CÓRDOBA
• 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 CEP 01131-010
• Rua Ipanema 415, Bresser, São Paulo -SP, 03164-200

CHILE

SANTIAGO
• Rodrigo de Araya N°1045, Macul
• Zañartu N°1300, Ñuñoa

COLOMBIA

MEDELLÍN
• Lleras: Cr. 37A N° 8-43
• CEOH: Cr. 52 N° 14-30, Local 261
• PUERTO SECO: Cll. 8B N° 65-185
• Buró Itagüí: Cll 50 N° 40-17, Interior 103

BOGOTÁ
• Buró 24: Av. Cll 24 N° 86-49, Lote 2
• Dorado: Transversal 93 N° 51-98
• Centro: Cr. 8 N° 12B-61
• Calle 17: Cll 17 N° 65B-95, Local 105C
• Niza: Cll 116 N° 71 D-46

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

SPAIN

KONECTA HEADQUARTERS
• C/Serrano, 41 28001 Madrid

ANDALUCÍA
• Ctra. Prado de la Torre s/n Parc 77-79. 41110 Bollullos de la Mitación - Sevilla
• C/ Leonardo Da Vinci, 5. 41092 Isla de la Cartuja - Sevilla

ASTURIAS
• Camino de los Heros, 4, 33401 Avilés

CANARIAS
• Edificio Fundación Puertos Las Palmas, Muelle Santa Catalina s/n. Explanada de los Vapores Interinsulares, 35008 Las Palmas de Gran Canaria
• Dársena Pesquera del Puerto de Santa Cruz de Tenerife, edificio SOFITESA, 38180 Santa Cruz de Tenerife

CATALUÑA
• Complejo de Oficinas Illacuna. Edf. B Calle Llacuna, 56-68, 08005 Barcelona
• C/ Marqués de Sentmenat, 35, 08010 Barcelona

CASTILLA Y LEÓN
• Complejo San Cristóbal, Edif. 3.2 C/ Plata 41, 47012 Valladolid

COMUNIDAD DE MADRID
• Avda. de la Industria, 49, 28108 Alcobendas - Madrid
• C/ del Comercio, 6-8, 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, 28037 Madrid

COMUNIDAD VALENCIANA
• C/ Joaquín Martínez Marciá, 14, 03205 Elche - Alicante

EXTREMADURA
• C/ Luis Montero Béjar, esq. Alfonso Iglesias Infante S/N, 06200 Almendralejo - Badajoz

GALICIA
• Polígono de Bergondo, parcela B-18, 15165 Bergondo - La Coruña

PAÍS VASCO
• C/ José Miguel Arrieta Mascarua, 1, 48840 Güeñes – Bilbao

MOROCCO

CASABLANCA
• Lotissement La Colline, Immeuble les Quatre Temps Sidi Maarouf, 20190 Casablanca

MEXICO

CIUDAD DE MÉXICO
• Av. Añil 611, Granjas México, C.P 08400 Delegación Iztacalco I
• Av. Uno 63 San Pedro de los Pinos, C.P 03800, Delegación Benito Juárez
• Av. Viaducto Río de la Piedad y Río Churubusco S/N, Granjas México, C.P 08400 Delegación Iztacalco I

PUEBLA
• Calle Constitución de 1917, 1109 Barrio de Santiago, C.P 72000

DURANGO
• Calzada Carlos Herrera Araluce N°544, Parque Industrial Carlos Herrera, C.P 35078 Gómez Palacio I

PERU

LIMA
• Centro de Negocios Lima Cargo City: Av. Elmer Faucett N° 2889, pisos 2, 3 y 5, Callao
• Mall Aventura Plaza: Av. Oscar Benavides Nro. 3866, Nivel 5 edif. N° 1, 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

CHICLAYO
• Jr. Sáenz Peña N° 355, Chiclayo

PORTUGAL

LISBOA
• Rua Gregorio Lopes, LT 1596B. 1400-195 Lisboa
• Praça José Queirós N°1. Olivais, 1800-237 Lisboa

UNITED KINGDOM

GLASGOW
• Commonwealth House, 16 Albion Street. Glasgow G1 1LH

Konecta

Serrano, 41
28001 Madrid

www.grupokonecta.com