



**Non-Financial
Information
Statement
2020**

Konecta

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Konecta

Headquarter: calle Serrano, 41. 28001 Madrid

E-mail: mcalvarez@grupokonecta.com

Telephone: 911 77 93 00

Point of contact for questions concerning the content and process of definition of the Annual Non-Financial Information Statement.

About this Non-Financial Information Statement

Scope and coverage

This Consolidated Non-Financial Information Statement (EINF, in Spanish) corresponds to the period between 1 January, 2020 to 31 December, 2020, and has been prepared as required by Law 11/2018 of 28 December, on non-financial information and diversity. The Global Reporting Initiative (GRI) and the contents defined in the *GRI Standards* in their core option have been used as a reference guide for the preparation of this report, thus fulfilling the principles of materiality. Furthermore, the report has been verified by an independent external entity (DELOITTE).

Pursuant to commercial legislation, this Consolidated Non-Financial Information Statement of GMM TOPCO CONEXIÓN, S.L. Group, and its SUBSIDIARIES (hereinafter “Konecta”) is presented and formulated as a separate report, but remains an integral part of Konecta’s Consolidated Management Report corresponding to the year ending on December 31, 2020, drafted by the Board of Directors of GMM TOPCO CONEXIÓN, S.L. Group at the meeting held on March 24, 2021.

This is the sixth Corporate Responsibility Report published annually by Konecta. This attests to the Company’s commitment to transparency and communication with stakeholders with respect to sustainability, under an economic, social, and environmental approach.

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

Verification

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

Message from the Board



The pandemic has proven to be a very painful experience, mostly due to the suffering we have all been subject to, and the imposition of a pace of work with significantly higher levels of stress and demand. Nonetheless, it has also given greater visibility to the adaptability, flexibility and responsiveness of the Company in critical situations filled with uncertainty.

Throughout this year, the relevance of outsourcing as an essential sector has become evident, especially because it would have not been possible to provide many of the services that citizens and consumers required had they not been outsourced to companies like ours.

While it is true that, as a result of the emergence of the Covid-19 pandemic, our costs have increased due to the huge investments made, especially in digital and cloud technologies, and in the logistics required to preserve the health of

our staff —remote work adaptations and the implementation of health measures at our facilities—, the fact remains that this situation has opened up a range of potential clients resulting from the efforts of companies to develop an online relationship with end users, and the incorporation of new players to the world of automation.

Industry trends

The market, from an industry standpoint, is increasingly bound to concentration; our clients are global and thus seek global suppliers with robust income statements that allow them to resist onslaughts, such as the ones we have experienced in the last two decades. It has also been greatly reinforced by the accelerated progress on automation-related aspects, compared to the regular rhythm at which they would have developed had this crisis not existed.

Our vision is that outsourcing will be one of the outlets chosen by large companies to reduce costs, and create efficiencies. In the coming years, they will have to go out and compete vigorously to increase sales, and this will give us the opportunity to position our added value even further, as they will use many of our channels to that end.

“IN VIEW OF THE EXPERIENCE LIVED AND ITS RESULTS, AT THIS POINT, NO ONE CHALLENGES THE CONTINUITY OF THE BUSINESS PLANS OF OUTSOURCING COMPANIES”

“GLOBALISATION, CONCENTRATION, AND ADDED VALUE ARE THE THREE MAIN KEY ELEMENTS AND TRENDS IN OUR MARKET, IF WE LOOK AT THE COMPANIES THAT MAKE UP THE INDUSTRY”

Our Business Model

We work to make services increasingly specialised and aimed at transforming the experience of end users —our clients' clients —, generating greater value in their relationship with brands, providing technology and know-how, without losing our focus on efficiency and profitability, which is what allows us to be resilient, and strengthens the muscle of the Company to tackle new projects, while seeking to cover all the geographic areas where our large clients are present.

Digital transformation has pushed us towards a model in which we help our clients evolve to the extent of their already-developed capabilities, and move towards more comprehensive, or end-to-end interactions.

“ONE OF THE FUNDAMENTAL PILLARS
OF OUR GROWTH IS THE DIVERSIFICA-
TION OF CLIENTS AND INDUSTRIES”

Strategies for creating value

The Company's Business Plan for the next five years contains the strategies established to create value, that are relevant for the purpose of growing, involving both clients who were born in this time —or those who we support in their transformation despite not being digital natives—, as well as others that are emerging as new markets.

The expansion of the Company is a constant in our Business Plan. In this sense, we are working to grow in the US market, offering services from our workplaces in Latin America; expanding our market share in countries where we are already present, namely, Brazil and Mexico; and increasing our presence in Europe by exploiting the opportunities provided by nearshore. Konecta's vocation is to become the leader in the ranking of income by country.

“OUR STRATEGY AIMS AT POSITIONING
OURSELVES AS A MAJOR PLAYER IN
AMERICA AND SPAIN”

Boosting digital marketing, a capacity we have built through the acquisition of Rocket Hall, and our involvement in two business lines — e-commerce and Retail— which have yielded great results throughout the year even if they hadn't been present in our business before, are also pillars of our strategy for the diversification of our client portfolio and sectors.

Last but not least, technological innovation and Konecta Cloud are central to our growth. During the pandemic, they enabled us to achieve a large deployment to transfer a great percentage of our business to remote work, without losing neither the quality, nor the productivity offered by our professional team, while maintaining the service levels agreed with clients.

New challenges linked to a new reality

Two key aspects in this period are: continuing to innovate our products in an effort to ensure the constant evolution demanded by clients, and safeguarding client data, so they do not fall victims to any kind of cyberattacks, for which we are putting in place a series of security barriers in transactions, and incorporated a weekly section to review these scenarios in the Steering Committee for timely decision making.

On the other hand, as a non-digital native company, we have a wealth of sustained investment on traditional infrastructures, and the challenge is to develop new ways to interact in the Cloud, and in other digital models.

“ONE OF OUR GREATEST CHALLENGES IS TRANSFERRING THE IN-
TERACTIONS FROM PHYSICAL INFRASTRUCTURES TO THE CLOUD OR
VIRTUAL SYSTEMS”

Employment strategy

We are strengthening our team of professionals, both in Spain and in the rest of the countries, to serve areas such as digital marketing, artificial intelligence, big data, new e-commerce channels, client base development based on digital sales, and mobility, because commercial profiles and the relationship themselves vary according to the characteristics of the clients or potential clients. We need to merge traditional and digital models, and that means we have to work in an orderly transformation incorporating younger and digital talents.

Moreover, from the operational point of view, we think that remote work is here to stay, and we are negotiating with each of our clients to define individual models, and establish the distribution of the workforce in hybrid and remote modalities.

Beyond the initial complexities that this entails from the point of view of logistics, it is also true that this gives us the opportunity to promote greater work-life balance for our professionals, and increase their motivation, which we believe will lead to greater employee loyalty.

To attract this new talent, we need to readapt, modify our infrastructures, seek models that create welfare without turning people into islands, separated from the Company or the rest of their colleagues, because the loss of identity and sense of belonging is as bad for the Company as for its professionals. There lies the challenge.

We have also leveraged technology and local partnerships to further develop training programmes targeted at disadvantaged groups, thus increasing their chances of joining the labour market by joining our Company, or other companies, according to their abilities and preferences.

“WE SEEK NOT ONLY THE HIGHEST PROFITABILITY, BUT ALSO THE WELFARE AND PROFESSIONAL FULFILMENT OF OUR TEAM”

Commitment to sustainable development

At Konecta, we have a long experience developing projects that, while aligned with our business, are aimed at supporting society, as we are convinced that through education and the promotion of employment, we contribute to significantly reducing inequalities and creating welfare.

In that vein, we work across all the areas of the Company and, in collaboration with Konecta Foundation, we create partnerships with other private, public and social institutions in pursuit of synergies to help achieve our goals.

With the emergence of the Covid-19 pandemic, we prioritised support to communities to minimise its impact on the most vulnerable segments through various donations, especially food donations, for which we relied on the solidarity of our employees.

“AS FOR OUR SOCIAL ACTION, WE CONTINUE TO WORK ON THE SOCIAL AND LABOUR INCLUSION OF DISADVANTAGED GROUPS”

As a sign of our commitment, we once again reaffirmed our adherence to the United Nations Global Compact, as founding members of the Spanish network in 2004, aligning our strategies with its ten Principles in the areas of Human Rights, Labour Standards, Environment and Fight against Corruption, as well as the Sustainable Development Goals and the 2030 Agenda, so as to support the welfare and progress of society.



Business Model

Mission, Vision and Values

Konecta: Technological solutions for business excellence

Konecta's digital capabilities

Milestones 2020

Factors and Trends

Konecta

— Business Model

Mission, Vision and Values

— Mission

Konecta is an organisation focused on delivering excellence in Customer Experience and Innovation that provides comprehensive outsourcing services through a sustainable model that helps create value for shareholders, clients and its human capital, whilst maintaining a broad commitment to the environment and society.

— Vision

Being the world's leading BPO and Customer Relationship company, offering our clients and our clients' clients the best possible experience.

— Values

- Integrity
- Professionalism
- Excellence
- Sustainable Development
- Innovation

Guiding Principles

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

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

Success-oriented: we strive for excellence. The contribution of each person is crucial to success.

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

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

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

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

— Business Model

Konecta: Technological solutions for business excellence

Konecta has created a distinctive offering of increasingly specialised innovative services, based on technology and integrated digital capabilities across the entire value chain, so as to meet clients' expectations, and support the evolution of their services.

Omni-channel CRM

Description

Customer service to omni-channel clients through a highly trained fully technological and professional model.

Services

- Customer care and retention
- Moderation services for social media
- Technical assistance service
- Market research
- Multilingual operator

Digital marketing and Sales

Description

Customer engagement, digital marketing and lead management services aimed at maximising sales conversion through non-intrusive channels.

Services

- End-to-end digital customer acquisition through digital marketing, analytics, and AI (Artificial Intelligence)
- Cross-selling activities and upselling
- Sales and marketing activities following input / output schemes
- Field marketing activities

Other solutions

Description

Other complementary business solutions with high added value covering a wide range of services

Services

- Debt collection and recovery in judicial phase
- Technology consulting and cloud services
- Credit assessment and data analysis
- Data recording and documentation management
- End-to-end business process management

Konecta's digital capabilities

Konecta's cutting-edge technologies and digital capabilities are the driving forces behind its business transformation from traditional BPO (*Business Process Outsourcing*) to a consultative BPO that provides consulting and contact center solutions to its clients

Omni-channel Contact Center

Anytime-Anywhere interactions

Comprehensive technology-boosted solutions to coordinate an excellent Customer Experience in all channels.

Secure environment

Prevention, detection, and response

Strong security model based on prevention, detection, and response, that evolves hand in hand with ever-changing cyberthreats.

Advanced Analytics

The power of data

Portfolio of predictive and prescriptive analytic models to enhance Customer Experience, sales conversion, operational efficiency, and agents' profiling based on productivity.

Cloud services

Contact Center as another service

Robust "Work from Anywhere" cloud concept that combines flexibility and the highest security standards to go beyond teleworking from home.

Automation

Efficiency through bots

Development of text and voice cognitive solutions, based on the best AI to boost efficiency, productivity, and quality.

Digital Marketing

Smart sales

Smart, non-intrusive, and end-to-end sales model that integrates the clients' full purchase cycle, thus optimising the process.

ADVANCES IN AUTOMATION SERVICES, OMNI-CHANNELS, OR BIG DATA IMPLEMENTATION SHOW THAT KONECTA'S TRANSFORMATION IS ALREADY A REALITY.

— World-class development centres

+230

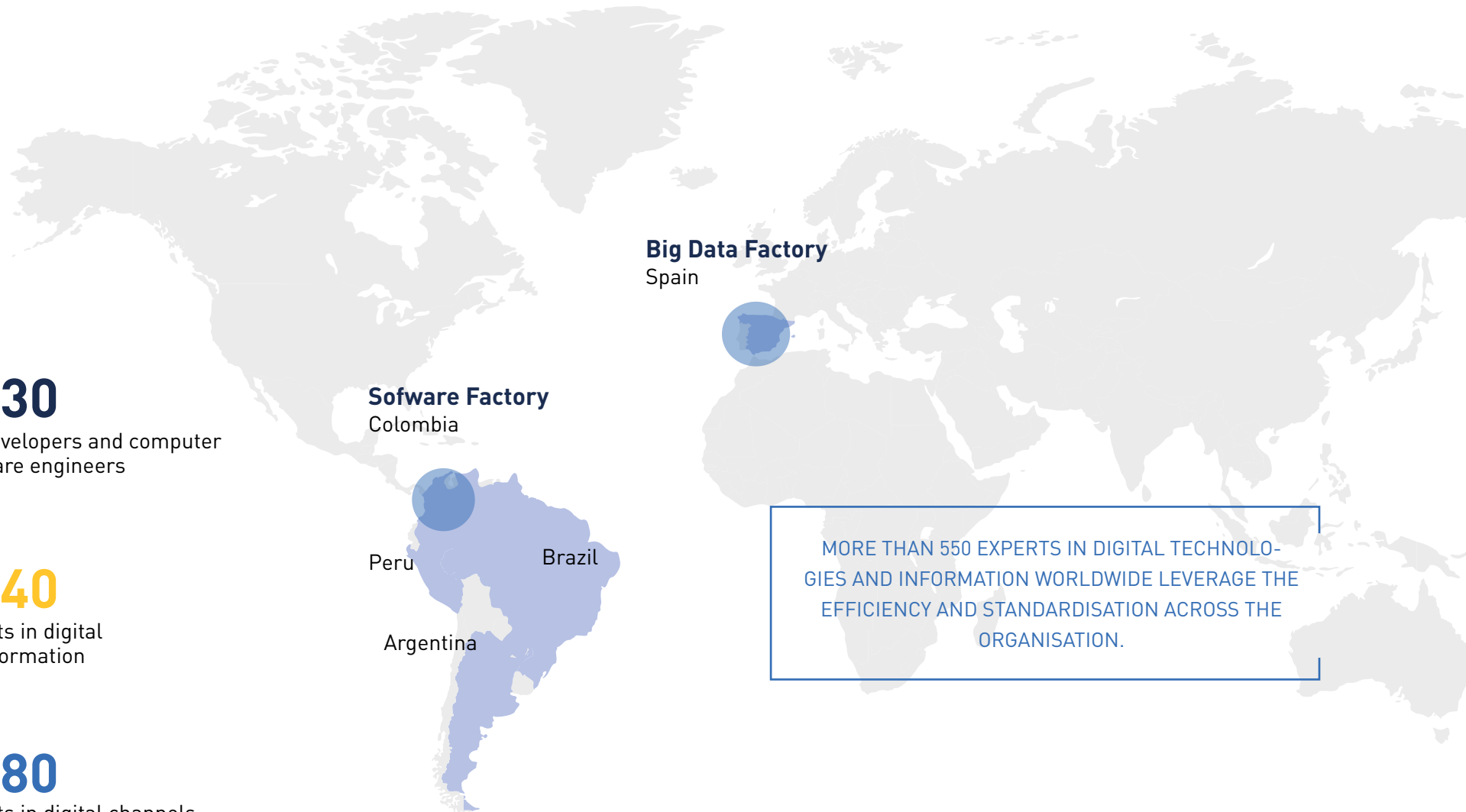
ICT developers and computer software engineers

+140

Experts in digital transformation

+180

Experts in digital channels



Software Factory
Colombia

Big Data Factory
Spain

Peru Brazil

Argentina

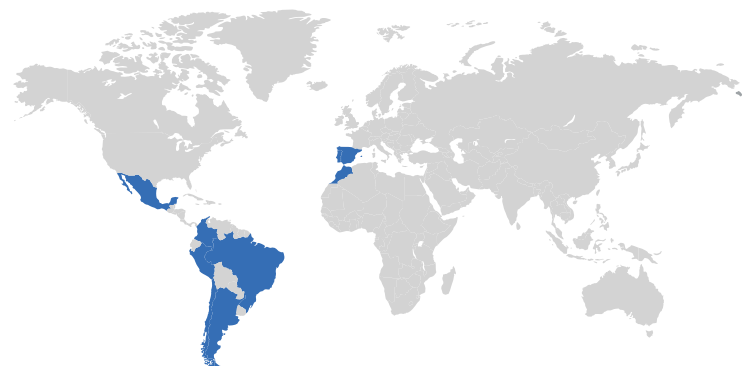
MORE THAN 550 EXPERTS IN DIGITAL TECHNOLOGIES AND INFORMATION WORLDWIDE LEVERAGE THE EFFICIENCY AND STANDARDISATION ACROSS THE ORGANISATION.

— Konecta key figures (2020)

Economic Dimension 2020	
Total net revenue (EUR thousands)	770,552
Economic value distributed (EUR thousands)	761,393
Income tax paid (EUR thousands)	5,003
Grants and donations (EUR thousands)	254
Contributions to foundations and non-profit organisations (EUR thousands)	318

Social Dimension 2020	
Number of employees	67,537
% of women in staff	68 %
Hours of training	5,834,710

Environmental Dimension 2020	
Paper consumption (t)	88
Water consumption (m ³)	214,804
Energy consumption (kWh)	43,855,338
Hazardous waste (t)	32



9 Countries	67,537 Professionals	65 Sites	56,156 Positions
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ARGENTINA
8 sites
7,712 employees
4,078 positions

BRAZIL
4 sites
5,625 employees
5,424 positions

CHILE
3 sites
2,413 employees
2,315 positions

COLOMBIA
9 sites
17,287 employees
13,218 positions

SPAIN
26 sites
17,741 employees
14,085 positions

MOROCCO
2 sites
254 employees
626 positions

MEXICO
4 sites
3,241 employees
4,820 positions

PERU
7 sites
12,402 employees
10,561 positions

PORTUGAL
2 sites
862 employees
1,029 positions

Milestones 2020

Acquisition of the Rockethall Group, specialised in the delivery of digital marketing services, artificial intelligence solutions and big data.

Implementation of Konecta Cloud, which has led to transfer its on-site business into the digital realm, while fulfilling the commitments agreed upon with our clients.

Ability to react to the Covid-19 crisis by getting most of the staff to work from home: 80 % of the workforce went on to work remotely.

Improved traceability and evolution of the selection process. Use of analytics for searching professional profiles. Strengthening of the Konecta brand as employer.

Remote recruitment of staff.

Development of courses and initiatives for online training of the professionals.

Changes in the sales force model, from an on-site approach, to a blended or remote model.

Internationalisation of recovery services, with the goal of reinforcing the area in the coming years.

Development of a specific unit for the retail / e-commerce business line, characterised by seasonal variations in demand, and the need for multilingual services.

Transformation of the territorial operating model in Spain towards a strategic account management model that excludes the geographic aspect. The goal is for clients to receive further added value from Konecta services, with a dedicated and experienced service that supports them in the evolution of their services, and also increases the profitability of each contract.

The analytics and automation areas become the source from which Customer Experience consultants feed to suggest improvements to each of the contracts.

Consolidation of the customer experience consultants' team, through which continuous improvement proposals are made to clients on each of their services.

WITH THE ACQUISITION OF THE ROCKETHALL GROUP, KONECTA IS BETTER EQUIPPED TO PROVIDE A SEAMLESS CUSTOMER EXPERIENCE IN DIGITAL ENVIRONMENTS WITH THE USE OF ARTIFICIAL INTELLIGENCE, SCIENCE DATA AND PROCESS AUTOMATION.

— Rocket Hall: adding value to our business

In November 2020, Konecta acquired the Rocket Hall group of companies, which operates in the market under different brands, such as B12, Strategy Big Data, Telemark and Admark, and is present in Spain, Peru, Colombia, and Mexico with 6,270 employees in its workforce at year-end.

With this acquisition, the Group reinforces and expands its offering, meeting the demands of the markets in which it operates, and anticipating trends in the sector, with the incorporation of their existing capabilities, AI solutions, big data, and digital marketing, the latter with the challenge of consolidating an international line that drives this business area by 2025.

The integration of both groups in all countries started by the end of 2020, and the process will extend throughout 2021, harnessing the experience of teams and the existing synergies, identifying the differential values of each company, so as to promote and incorporate them to create a new dimension of the company, while continuing to foster a profitable, responsible and sustainable corporate culture.

From an organisational and policy perspective, both the structure and the body of policies, procedures and protocols governing Konecta's actions in all areas, will be extended to all the companies acquired, assessing at all times the integration of the best practices brought by Rocket Hall, in order to strengthen the performance linked to governance, and the social and environmental aspects of the Group.

Given the closing date of the acquisition, Rocket Hall's audited data corresponding to management throughout 2020, in accordance with the requirements of Law 11/2018, are presented as an annex to this Non-Financial Information Statement, as an independent performance report.

After completion of the ongoing process, the corresponding report for the year 2021 will be presented in a single, integrated document.

— Konecta Cloud

In 2020, **Konecta Cloud** is born, a fully digital initiative, designed to help companies manage their contact center operations under the teleworking modality.

This new management mode, based on the latest cloud technologies, provides a technological proposal that adapts to the needs of different types of companies, either large or SMEs, seeking to transfer their Customer Care Service model to the Cloud.

Thus, the Company offers its clients two innovative value proposals: "Business Services", focused on delivering the power of Konecta now from home, and "Digital Technologies", technological cloud solutions for Contact Centers. Both proposals seamlessly combine technological innovation and the value of people, with the aim of improving the customer-company relationship through any contact channel.



In July, we launched the Virtual Office, a service that allows creating a HQ in the cloud, and enables the implementation of services and operations under a teleworking scheme within hours.

By the end of 2020, we launched Anywhere, an evolution of the Virtual HQ, providing a comprehensive solution for managing remote work with a comprehensive technology offering that includes solutions to recruit talent online, train them in a digital environment with an online learning platform, and manage omni-channel clients with fully Cloud-based solutions that are also global, flexible and secure.

In addition, Konecta Anywhere included federated identity systems —a single electronic identity that can be used to access different applications and systems—, as well as two-factor authentication via Internet. With these systems that use tokens with single-use codes (TOTPs), or the biometric identification of employees, we increased control measures to enhance the security of operations made from home.

Factors and Trends

Client diversification and market opening

- Enhancement and diversification of the clients' portfolio.
- In addition to the clients who had already begun their digital transformation process, the number of brands having to invest in the development of an online relationship with end users has also increased, in parallel with the incorporation of new digital native players into the market. This has opened an important window of opportunity.
- The acquisition of Rocket Hall enhances Konecta's digital marketing offering, and the idea is to extend it to all the geographies where we operate.

Globalisation

- Companies are increasingly global and require innovative technological solutions. Thus, to meet the demand of its clients, Konecta continues to advance automation strategies and international expansion.
- To this end, the Company continues to consolidate its position in LATAM, strengthen its presence in Brazil and Mexico, and advances its expansion to the U.S. market.

Clients' expectations - Added value

- Konecta's high capacity to provide a quality response to the needs of clients makes their expectations ever higher, and pushes the organisation to strive for continuous improvement, and increased added value in each contract.

Automation

- Organisations need to go fully digital and Konecta, being a specialised company, can offer highly technological services, and the possibility of omni-channel solutions to manage interactions with clients.
- Markets demand continued innovation in products and services.
- The increase in digital relationships between companies and clients has increased the volume of cyberattacks. Automation requires strengthening the security of digital interactions.

Remote working

- Some of the changes brought about by the Covid-19 crisis are more than likely to be sustained over time, and one of them is definitely teleworking. This has led to a business transformation that demands the acceleration of digital channels and advanced analytics. Konecta Cloud meets those needs.
- In turn, teleworking facilitates work-life balance of employees, and increases their motivation, which can lead to greater customer loyalty and sense of belonging to the Company.



Good Governance

Corporate Governance Structure

Compliance framework

Ethics and Integrity

Commitment to Universal Human Rights

Risk management

Corporate Governance Structure

The parent company, GMM TOPCO CONEXIÓN, SL., develops outsourcing activities related to Customer Relationship and BPO (*Business Process Outsourcing*) services under the Konecta brand.

50.43 %

APENET AND MINORITY SHAREHOLDERS

49.57 %

ICG EUROPE FUND VII INVESTMENT S.A.R.L

The main task of the Board of Directors is to define the strategic orientation of the Group and ensure its implementation, in line with the interests of shareholders, taking into account the social and environmental aspects of the business.

The Steering Committee meets weekly to analyse and assess the daily operations of Konecta, its business plan, corporate development, as well as any other matter relevant to the Company. The Steering Committee communicates to the Board of Directors relevant issues related to the organisation.

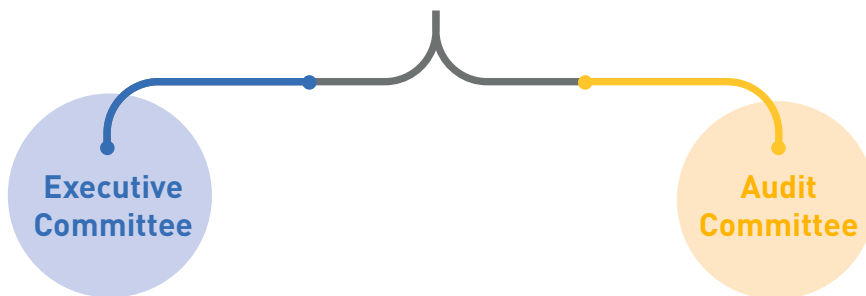
BOARD OF DIRECTORS

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

MEMBERS

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

Delegated Committees of the Board of Directors



STEERING COMMITTEE

José M^a Pacheco Guardiola **PRESIDENT** | Jesús Vidal Barrio Rivas **CHIEF EXECUTIVE OFFICER**

Rosa Queipo de Llano Argote
SECRETARY GENERAL OF THE STEERING COMMITTEE/ CHIEF LEGAL, COMPLIANCE AND SUSTAINABILITY OFFICER

Ramón Ros Bigeriego
CHIEF CORPORATE DEVELOPMENT AND STRATEGIC PLANNING OFFICER

Mónica Serrano Ceballos
CHIEF FINANCIAL OFFICER

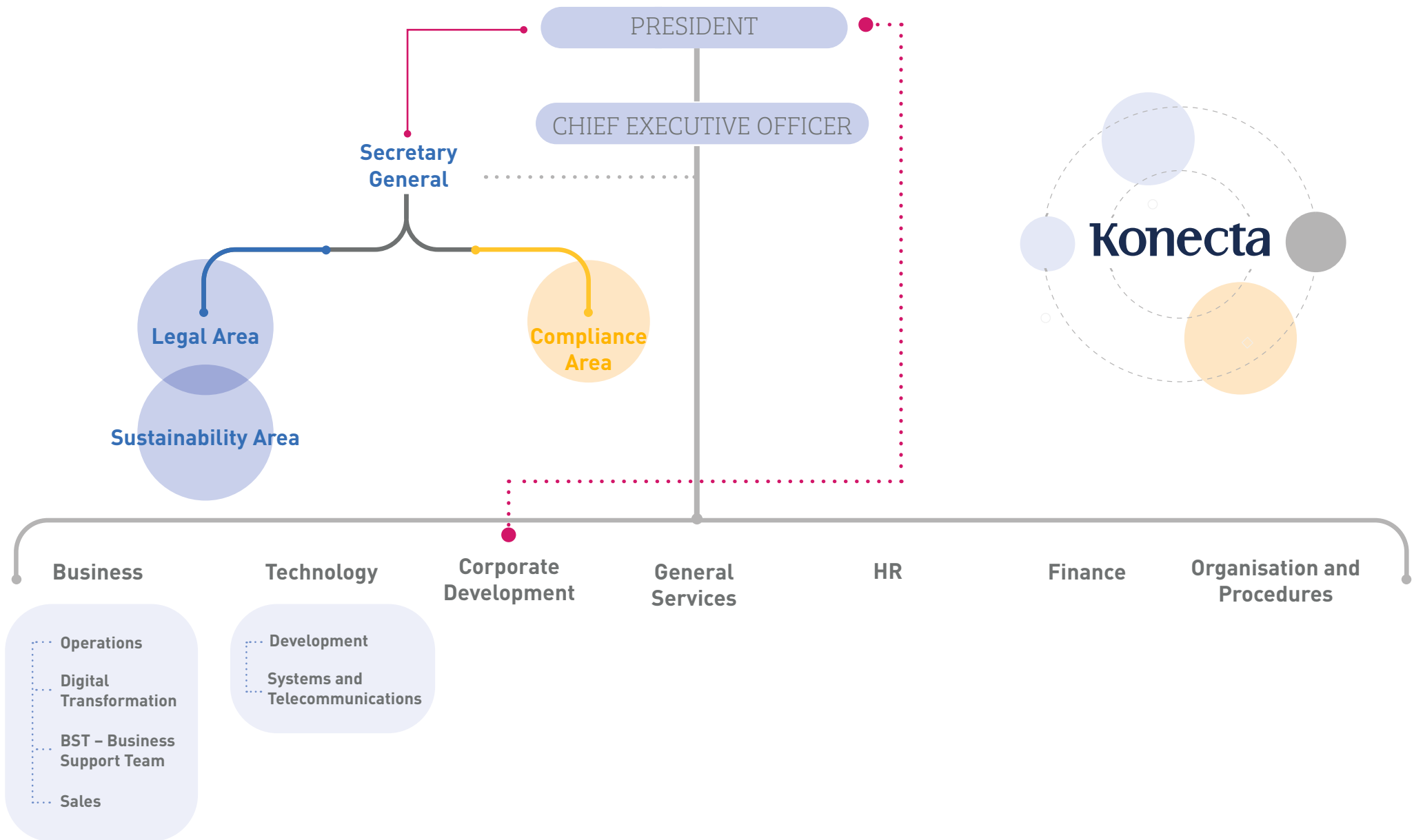
Enrique García Gullón
CHIEF EMEA BUSINESS OFFICER

Mariano Castaños Zemborain
CHIEF LATAM BUSINESS OFFICER

Miguel Fernández Robledo
CHIEF ORGANISATION AND PROCEDURE OFFICER

CORPORATE COMMITTEES

HR Committee | Operations Committee | Expenditure and Investment Committee | Recovery Committee | Technology and Media Committee | Efficiency Committee | EMEA Business Committee | Americas Business Committee | Quality and Environment Committee | Corporate Responsibility and Sustainability Committee



— Good Governance

Compliance framework

The Company has continued to work in the area of compliance by reviewing its existing policies and adopting two new ones, in particular the Quality and the Responsible Procurement policies, which have been integrated into the Compliance Programme, following approval by the Board of Directors in December 2020.



Furthermore, despite the impact of the pandemic on the activities planned for 2020, the virtual tools of the Company have been used to continue implementing the awareness and training plan aimed at the entire staff, strengthening good practices to ensure information security, ethical behaviour, data protection, and the knowledge necessary to increase proactive actions against online fraud attempts, among others.

A good example are the training reinforcement pills and awareness campaigns designed to ensure that employees review the contents of the Code of Ethics, its enforceability, and the behaviours expected by the Company. In addition, there is an initial training in the welcome package offered to new hires when joining Konecta.

AWARENESS CAMPAIGNS ON THE CODE OF ETHICS, PRIVACY AND CYBERSECURITY ARE CARRIED OUT PERIODICALLY THROUGH E-MAILS, THE WORKPLACE, AND TRAINING PILLS PUBLISHED ON THE "KONECTA INFORMA" ONLINE PLATFORM.

Ethics and Integrity

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

The Policy Against Corruption and Money Laundering, the Code of Ethics, and the Code of Ethics for Suppliers establish a regulatory framework that contains the values to be integrated into the decision-making processes of the people who make up Konecta, and cover a wide range of situations, such as conflicts of interest, complaints, bribery, and corruption or money laundering. They also include priority issues in the current scenario, characterised by globalisation and digital communications, such as privacy, confidentiality and security of personal data.

A COMPLIANCE COMMITTEE, UNDER THE GROUP'S CEO, HAS BEEN APPOINTED TO RESOLVE ISSUES RELATED TO THE CODE OF ETHICS.

— Whistleblowing Channel

A communication channel is available for stakeholders, at country and local level to inform the Compliance Committee about any alleged wrongdoing or violation of the Code of Ethics.

This line is available through the Employee Portal in Spain, by e-mail or by phone in Colombia and Argentina, and allows:

- Establishing an effective measure for the prevention and detection of behaviours contrary to ethics, or that collide with the Company policies.
- Contributing to the continuous improvement of internal processes for the management and control of said situations.

Tax Policy

Konecta has a public Tax Policy —approved on 13 December, 2019 by the Board of Directors— applicable to all companies and employees of the Group. This policy establishes the responsibility of the Finance Department to ensure compliance with tax obligations, following good tax practices, and fulfilling all taxes deemed payable, in accordance with the legal system in force.

To ensure alignment with the reality of the business and the relevant regulatory updates, the Steering Committee and the Board of Directors of the Company are responsible for the approval and periodic monitoring of tax policies, as are the Finance Department and the Director of the Financial and Tax divisions of the Company.

The latter is responsible for reconciling the responsible fulfilment of tax obligations in the countries where the Company operates with a commitment to create value for partners through the efficient management of tax costs and benefits, applying the regulations in accordance with the criteria published and applied by the competent authorities, and in the terms established in the guidelines of the Tax Policy and the principles contained in the Code of Ethics, understanding that the maintenance of the Public Treasury is a contribution to society.

In addition, the Company uses corporate structures based on commercial reasons, aligned with its business activity.

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

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



6,576 NEW EMPLOYEES TRAINED

5,897 HOURS OF TRAINING ON ETHICS AND CYBERSECURITY IN PERU AND SPAIN

— Money laundering

Despite not being a regulated entity, Konecta self-imposed the obligation to adopt and implement prevention policies and procedures, including financial management, so as to ensure maximum correction of all the economic transactions made by the Company.

Supply Chain

Principles of the Code of Ethics for Suppliers

Working Conditions

Professional Ethics

Responsibility and Sustainability

Procurement Portal

Konecta has a specific procedure for approval and procurement in the Corporate Procurement Portal that ensures compliance with the standards included in the Code of Ethics for Suppliers, as well as with the 10 principles of the UN Global Compact and its Environmental and Responsible Procurement policies. There is a centralised Procurement Committee, responsible for approving the acquisitions of the Group worldwide and monitoring this process.

In the last quarter of 2020, a project to review and incorporate new criteria for approval and assessment of suppliers delivering services to the Company was initiated. This project considered, among others, increasing aspects of continuity in production, environmental issues, prevention of occupational risks, data protection, information security, and corporate responsibility. Currently, the criticality parameters are being re-defined, as is the approval questionnaire.

Resilience to COVID-19

In 2020, during the pandemic, major issues with suppliers were related to the delivery times of some technological resources and medical supplies. In view of the urgent need for biosecurity material, and the shortage of such materials in the market, the supplier base was diversified to secure the delivery of materials and service at all times.

Peru created a consultation and management system that allowed reporting software and equipment incidents by the staff working remotely.

THROUGH THIS SYSTEM, PERU MANAGED TO REACH EFFICIENCY LEVELS OF 98 %.

Local Suppliers

Konecta mainly engages local suppliers that represent more than 85 % of the total spending, within its cost structure on a global level.

Konecta's main procurement categories are: services and IT equipment, and infrastructure and maintenance expenses.

Responsible procurement

Konecta Colombia developed the "Más que Proveedores" programme, through which the Company becomes an ally to create awareness within its supply chain on issues related to sustainability, and share best practices. Similarly, Konecta Peru worked with suppliers to make them part of its annual environmental management programme.

Incident selection and follow up

Konecta annually assesses the active suppliers through the Suppliers' Approval and Assessment Module in the Procurement Portal, which sets a minimum score to continue working with Konecta.

BY THE END OF 2020, 132 EVALUATIONS FOR THE 295 APPROVED AND ACTIVE SUPPLIERS THROUGHOUT THE YEAR HAD BEEN PERFORMED.

Information Security

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

This aspect has become more relevant in 2020, due the exponential increase in remote work as a result of the pandemic, which has put the Company's information systems, human teams, and organisational capacity, to the test.

In this regard, Konecta has a strong cybersecurity model based on the detection and swift response to potential issues with a number of measures which have been already implemented:

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

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

IT asset audits simulating attacks by hackers to identify vulnerabilities.

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

Malware analysis laboratory.

Anti-malware solutions.

Response team to IT security incidents to isolate and mitigate threats / incidents.

Analysis of user behaviour based on behavioural patterns (UBA).

Training and awareness.

IN 2020, NO SECURITY-RELATED INCIDENTS WERE REPORTED TO THE MONITORING BODY.

Protection of Personal Data

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

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

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

The policy also contains confidentiality and data protection clauses within the general Purchase Terms & Conditions and NDAs.

For the proper management and coordination of this aspect, the Company has appointed a Data Protection Officer (DPD, in Spanish), and created an e-mail (dpd@grupokonecta.com) for any issues related to the processing or privacy of personal data, available both for Konecta and its clients.

IN 2020, NO INCIDENTS RELATED TO PRIVACY OR LOSS OF PERSONAL DATA WERE REPORTED TO THE RELEVANT AUTHORITY.

— Good Governance

Commitment to Universal Human Rights

Since its inception, Konecta has brought together people from different cultures, idiosyncrasies and generations and this, in addition to its 20+ years' experience, bears witness to the value the Company affords to the presence of diverse profiles in its teams, dedicating resources and efforts to create a respectful, safe and inclusive workplace, where equality of opportunities, diversity, and non-discrimination are promoted as values inherent to its identity.



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

To this end, the Company has a body of ethical policies and codes, approved by the Board of Directors, which act under the following fundamental principles:

- Equal opportunity and professional development.
- Work-life balance.
- Ensuring occupational health and safety.
- Respect to freedom of association.
- Ethical and responsible behaviour.
- Zero tolerance for violence and discrimination.

The Company also rejects child and forced labour, and has implemented mechanisms in its selection and recruitment processes aimed at neutralising this risk. It also requires suppliers to adhere to the Principles of the Global Compact as an exclusionary condition to work with the Group worldwide.

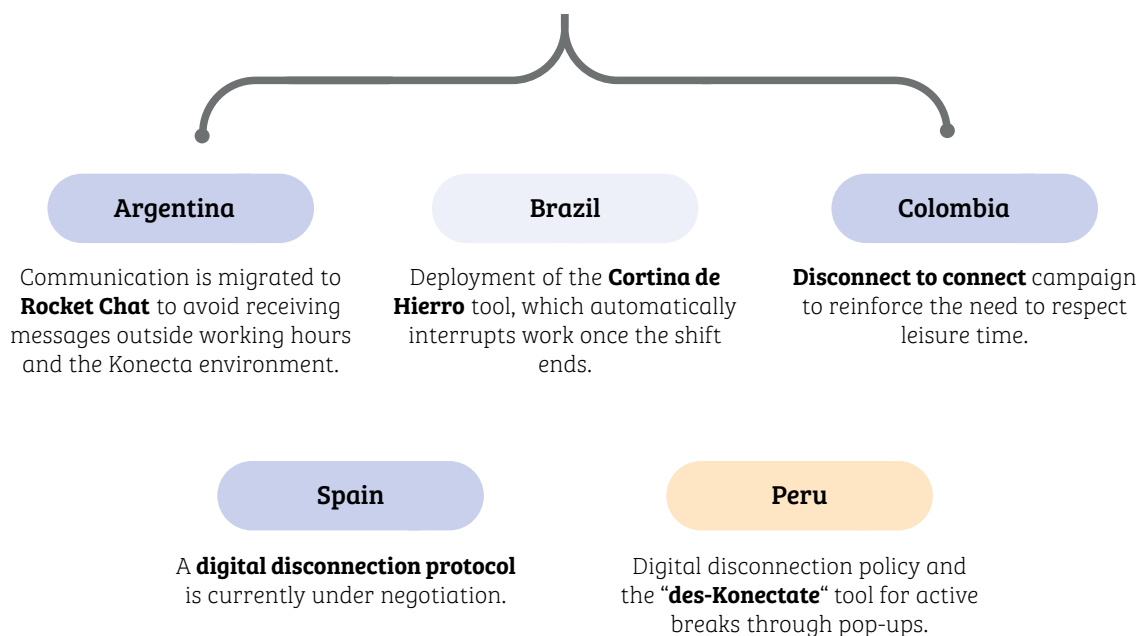
And Konecta goes one step further by incorporating the right to labour market integration of vulnerable groups, under conditions that promote improved quality of life, and the ability to contribute from their abilities to the progress of society. This is at the heart of Konecta's DNA and embodies the Company's Guiding Principles. In 2020, 6.4 % of the staff received 25,404 hours of training on subjects linked to Human Rights, such as equality, gender-based violence, and diversity.

Konecta provides an Ethics line, a dedicated communication channel in each country to all employees, to report on behaviours that might be considered unethical, violate individual rights or principles, or go against the Company's rules and policies. No complaints or claims for violations of human rights in the Company were reported in 2020. Similarly, none of the company's operations were reviewed or assessed in relation to its impact on this aspect.

— Welfare and reconciliation, an essential balance

The needs for work-life balance have increased in the context of the extraordinary circumstances of 2020. To ensure downtime and the enjoyment of personal time, the Company has advanced measures aimed at supporting the right to disconnect adapted to each country.

Measures to ensure disconnection from work



Likewise, the Company promotes work-life balance measures, tailored to the needs of the staff, and in accordance with the characteristics of the various campaigns, such as paid leaves that allow them to develop their professional activities, and harmonise their work-life.

In this regard, Colombia has a flexible programming model through the Jarvis proprietary tool, which ensures compliance with service agreements with clients, while identifying the needs for work/life balance of the staff.

Others benefits that allow the company to be closer to its professionals include seniority-based recognitions, discounts, pension systems, transport and food vouchers, flexible schedules, payroll advances, leisure and sports options, benefits for pregnant women, and baby kits, adapted to the relevant local needs.

— Psychological support to employees

Aware of the emotional effects linked to this crisis, the Company created psycho-emotional support hotlines to assist and ensure the welfare of the staff, with the support of professionals such as psychologists, social workers and doctors. **Estamos con Vos** in Argentina, and **A tu lado** in Peru are two examples of these efforts.

Gender equality and diversity

— Commitment to Equality

Konecta promotes equal opportunities and conditions inside and outside the workplace. With a staff made up more than 67 % of women, gender equality and non-discrimination are an integral part of its corporate culture.



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

This is reflected in the Company’s corporate policies on Human Resources, Equal Opportunities, and Selection and Recruitment, as well as in a number of mechanisms and measures already deployed or which have continued in 2020, with the aim of providing the staff with safe spaces against any conduct that violates these fundamental principles.

“SAFE COMPANY, FREE FROM VIOLENCE AND DISCRIMINATION AGAINST WOMEN” IN PERU.

Protocols against sexual harrasment and gender-based violence.

Committees for gender equality in several countries.

Awareness campaigns to promote equality.

“Commitment to equal treatment”, a document available to suppliers in the Corporate Procurement Portal.

Equality plans, among which include that of the company Universal Support S.A., prepared and registered in Spain, which adds to the six existing ones, and an Equality Plan in Peru.

Equality Hotline in Spain, a communication channel to collect opinions and suggestions from the staff on issues related to this right.

“Life” and “Basta ya” Programmes in Peru, to promote positive actions in favour of equality amongst women and men.

New Masculinities Workshop in Peru which, among other initiatives, was recognised with the Great Place to Work for Women 2020 Award.

NMX-R-025 standard certification on Equality and Non-Discrimination in the Workplace, in Mexico.

Equipares Gold Seal Certification for the Gender Equality Management System implemented in Colombia.

1st place in the Peru and Latam PAR Ranking awarded by Aequals, gender equality in organisations.

— Diversity and inclusion

The Company develops various initiatives to promote the integration of various professionals from disadvantaged groups in the organisation.

Konecta boosts the creation of job opportunities with reasonable accommodations, selection and training processes performed by specially trained and sensitised support, in addition to providing and monitoring the process to ensure a standardised incorporation into the workforce.

Criteria for inclusion in the selection and recruitment processes.

Training of recruitment teams and training on inclusive practices.

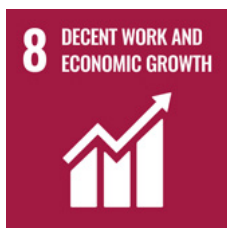
Training and internship programmes at contact centers to increase employability.

Staff awareness campaigns to contribute to standardised integration.

Accommodation of work stations to different disabilities.

Progressive adaptation of the workplace by incorporating accessibility measures for people with disabilities.

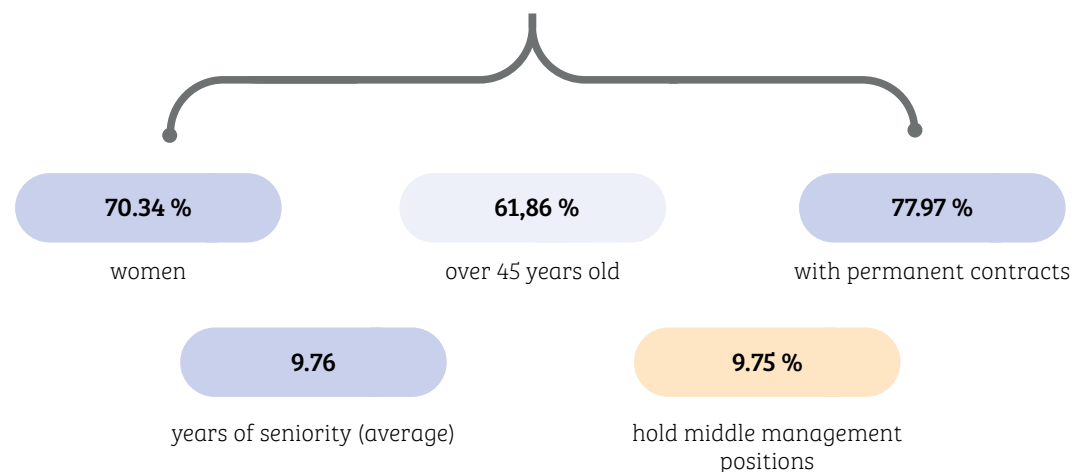
In the same way and systematically, when hiring persons with special needs, their profile is transferred to physically adapt their work station to their type of disability.



Through an articulated work, the Company develops training programmes, as well as integration, support and monitoring plans for comprehensive labour market inclusion.

658 persons with disabilities in staff
1,643 hires in 2020 of people over 50 years old

Profile of people with disabilities working in Spain



In partnership with public and private partners, including Konecta Foundation, the Company promotes the employment of vulnerable groups: LGTBI+, women victims of domestic violence, persons with disabilities, people over 45 years old, and immigrants.

In some of these cases, psychological and legal counselling is provided, for example, in Peru, to ensure at all times the absence of situations that lead to discrimination based on gender or sexual orientation, ethnicity, religion, national origin, marital status, or social status.

Adding opportunities

Inclusion of members from the transgender community, through an initiative launched in Argentina in the last quarter of 2020, with the collaboration of the NGO Digital Impact.

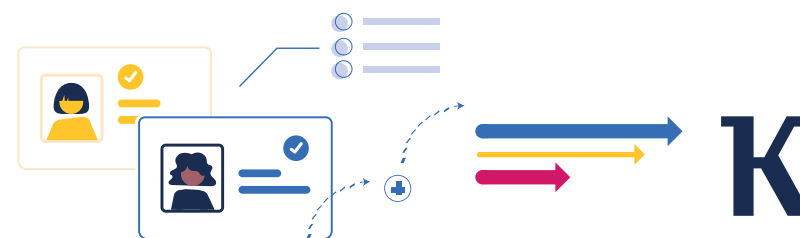
The programme, aligned in the Employability Plan, began with awareness campaigns for senior and middle management, as well as the review and drafting of policies, procedures and processes to ensure a smooth integration.

As part of the agreement, all staff had access to the digital course on the subject, totaling over 240 hours of training and obtaining a 91.34 % satisfaction among the staff.

4 Labour Inclusion pathways: The model through which incorporates Colombia vulnerable groups in its workforce.

In 2020, despite the crisis, the Company managed to train 52 people with physical disabilities through this programme, adding 37 participants to its staff; employing 78 women victims of gender-based violence or in a situation of vulnerability, and reintegrating 101 people over 45 years old in Konecta.

This year, the total number of hires from the programme for victims of armed conflict and vulnerable populations in Monteria came from members of the socioeconomic strata 1 and 2, since the pandemic has made it impossible to identify victims of armed conflict amongst hires.



Inkluye Schools in Peru have adapted their training programmes to the virtual modality, while maintaining their objective of providing employment opportunities to groups at risk of exclusion, with the support of public institutions, companies and social entities, among which is Konecta Foundation.

As a result, they managed to train 99 people from these groups, for a total of 722 since the project began in 2012, and incorporated 78 in the Company, 18 of which have disabilities and 60 come from vulnerable populations.

Professional Contact Center Training School, through which members of vulnerable groups are trained. At the end of the training, an official certificate of professionalism is awarded, together with the opportunity to join Konecta's staff.

In 2020, Konecta has made a great effort to adapt all content to the virtual environment, to continue with the trainings, practices and integrations planned for the various work centres of the Company.

Two editions were carried out in Spain in 2020.

— Good Governance

Risk Management

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

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

In 2020, Konecta continued to work on the analysis of identified risks and existing controls for the prevention of criminal offences, considering the matrices of critical areas.

8 DECENT WORK AND
ECONOMIC GROWTH



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

Strategic risks	<ul style="list-style-type: none"> Risks associated with operating in other countries (e.g. regulatory, political, economic changes). High competitiveness of the market. Concentration of turnover in few customers. Changes in industry trends towards the delivery of CRM and BPO services. Changes in regulation / labour relations. Effect of labour disputes over the business.
Compliance and regulatory risks	<ul style="list-style-type: none"> Regulatory changes in the markets and sectors where the Group has presence. Regulatory non-compliance on data protection and privacy. Failure to comply with the policies against corruption and bribery, and money laundering. Non-compliance with labour and tax laws and obligations.
Financial risks	<ul style="list-style-type: none"> Liquidity strains on the economy. Currency Risk. Expansion of the Company into unstable markets. Operating risks due to the changing situation or appearance of unforeseen events (Covid-19). Increase in costs.
IT risks	<ul style="list-style-type: none"> Technology obsolescence. Cyberattacks and information security. Dependence on third parties for technology and telecommunications services. Capacity to invest and implement new technologies.
Operational risks	<ul style="list-style-type: none"> Consumer trend towards new models of digital and self-service channels. Increasingly demanding customers who expect higher added value. Client dissatisfaction. System failures. Attraction and retention of qualified profiles to support our operations. Swiftness in the procurement of goods and services to meet urgent requirements from clients.
Reputational risks	<ul style="list-style-type: none"> Loss of reputation, image, and brand value. Loss of trust as employer. Insufficient effectiveness and quality in the management and resolution of complaints and claims. Deficiencies in communication.
Sustainability risks	<ul style="list-style-type: none"> Irrational use of natural resources and energy. Poor waste management. Lack of training and awareness among staff in the area of sustainability.



Quality Service

Client satisfaction

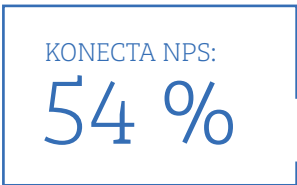
Quality in service

Certifications and
Recognitions

Quality Service

Client satisfaction

Konecta conducts frequent surveys to track the level of client satisfaction, and these results are analysed by departments and business units to gain knowledge, in a timely manner, of the levels of recommendation or de-traction related to the services offered, by means of re-viewing the opinion and perceived value by clients of the Company's various busi-ness processes, to make strategic decisions that foster continuous improvement, aimed at increasing said satisfaction



GIVEN THE EXCEPTIONAL CIRCUMSTANCES OF 2020 CAUSED BY THE PANDEMIC, CLIENTS HAVE RECOGNISED THE RESILIENCE AND ADAPTIVE CAPACITY OF THE COMPANY.

ARGENTINA

The clients' recommendation indicator went from 43.8 % in 2019, to 62.3 % in 2020.

Overall TTB satisfaction went from 88.1 % in 2019 to 98.1 % in 2020.

MEXICO

NPS increased by 10.3 % compared to 2019 (37.5 %).

Satisfaction survey results - 2020*

<i>Argentina</i>	<p>Participation: 84.1%</p> <p>Overall TTB (Top Two Box) satisfaction: 98.1 %</p> <p>NVS (Net Value Score): 62.3 %</p> <p>Overall satisfaction with Konecta: 98 %</p>
<i>Colombia</i>	<p>Participation: 92.9 %</p> <p>Overall TTB (Top Two Box) satisfaction: 82.1 %</p> <p>NPS (Net Promoter Score): 68 %</p> <p>Overall satisfaction through the pandemic: 85.7 %</p>
<i>Mexico</i>	<p>Participation: 43 %</p> <p>Overall TTB (Top Two Box) satisfaction: 91.3 %</p> <p>Service value compared to competition (Top Two Box): 87 %</p> <p>NPS (Net Promoter Score): 47.8 %</p>
<i>Peru</i>	<p>Overall satisfaction with Konecta: 80.8 %</p> <p>NPS (Net Promoter Score): 56.5 %</p>
<i>Spain</i>	<p>Ability to adapt to the pandemic - TTB (Top Two Box): 75 %</p> <p>Ability to control operations in the remote work modality: 81 %</p> <p>NPS (Net Promoter Score): 34 %</p>

*No satisfaction surveys were conducted in Brazil, Portugal, Chile, and Morocco in 2020 due to the pandemic.
 Explanation of indicators:
 TTB (Top Two Box): sum of the % of the two highest scores within the rating scale.
 NPS (Net Promoter Score): indicator measuring satisfaction with regard to a product or service.
 NVS (Net Value Score): indicator that measures perceived value by customers when compared to other com-panies.

— Quality Service

Quality in service

The Company developed a corporate tool to centralise identified non-conformities in a single repository to record and track information, as well as to reduce error rates and potential data loss.

As of 2020, the tool was already implemented in Chile, Spain, Peru and Portugal.

— Monitoring of remote work

Throughout the pandemic, Konecta's team of consultants conducted permanent quality controls, particularly on the process of migration to the remote work modality, in order to ensure quality of service, while making sure that the entire operation was in line with the new way of working.

Service improvements implemented in 2020

Argentina

Follow-up of the Experience and Training merger project through the Simplicity Project, with the objective of prioritising B2B / B2C Customer Experience, with the development of a specialist position profile, featuring a comprehensive vision and business knowledge management capabilities through the new collaborative platforms, Eureka and Think.

Chile

Due to the pandemic, the training of new hires are made online. To that end, Konecta Chile created animated videos of the presentation talks. This enabled the standardisation of the initial topics covered in the training, and the delivery of a standardised message across all the organisation.

Spain

Launch of the New Quality "K-UPers" project with the aim of harmonising monitoring methodologies and quality control operations, and identifying capabilities in profiles to enhance their development within the service and, through control actions and the creation of value in their service, enhance their contribution in improving the ROI.

Peru

Multi-channel design and management of Customer Service facilities through inbound and outbound calls, e-mails, webs, digital channels, social media, recovery management, and delivery of back office services on-site and remotely.

— Quality Service

Certifications and Awards

Certifications 2020

Brazil **PROBARE Maturities' Standards**
 Brazilian Self-Regulation Programme of the Customer Relations Industry

Chile **ISO 9001**
 Quality Management System

Colombia **ISO 9001**
 Quality Management System

ISO/IEC 27001
 Data Security

Certificate for Social Responsibility Fenalco Solidario

Gold Seal - Equipares Employment Equity

Seal for the Company's Commitment to Biosafety against Covid-19
Fenalco Solidario

Spain **ISO 9001**
 Quality Management System

ISO 14001
 Environmental Management System (5 platforms)

Certifications 2020

Spain **ISO 22301**
 Business Continuity Management System (Autoclub Mutua)

PCI - DSS
 Payment Card Industry Data Security Standard

ISO/IEC 27001
 Data Security

Morocco **ISO 9001**
 Quality Management System

ISO/IEC 27001
 Data Security

Mexico **Certification from the National Institute for Transparency**
 Data Protection (AMEX)

ISO 9001
 Quality Management System

ISO/IEC 27001
 Data Security

World-Class Global CIC Model

PCI -DSS
 Payment Card Industry-Data Security Standard

NMX-025
 Employment Equity and Non Discrimination Policy

EFR
 Family-friendly Company

ICREA
 International Computer Room Experts Association - Levels I and II

Certifications 2020

Peru

ISO 9001
Quality Management System

ISO 45001
Occupational Health and Safety Management System

ISO/IEC 27001
Data Security

Certificate from the Ministry of Women and Vulnerable Populations
Safe Company, Free from Violence and Discrimination Against Women

Portugal

ISO 9001
Quality Management System

ISO/IEC 27001
Data Security

Awards and accolades 2020

Argentina

PAMOIC
GOLD
Best Sales Strategy
Best Collection Strategy
Better Organisational Strategy
Best Multi-channel Strategy

SILVER
Best Outsourced Operation Strategy
Best Social Responsibility Contribution
Best Operational Strategy for the citizens' sector

ALOIC
SILVER
Best Operating Strategy for the citizen sector

Recognition in the 9th edition of the Conciencia Awards
How to remain close while being far "Social Media and Communication approach through the Pandemic - Internal audiences"

Awards and accolades 2020

Brazil

21st edition of the Modern Consumer Award for Excellence in Customer Services in 2020
IntegrALL tool

20th ABT Award 2020
Konecta-BMG Bank in the category: Innovation and Technology Solutions, in recognition of IntergrALL's innovative technology
Konecta – Telefónica in the category: Innovation in Products and Services for Clients (outsourced), for their Gamification project

Colombia

ALOIC
SILVER
Better Customer Experience Strategy
Best Process Outsourcing Strategy
Best Credit and Collection Strategy
Best Organisational Strategy

BRONZE
Better Human Development Strategy

National Award for Excellence in the Contact Center and BPO Industry
GOLD
Best Social Responsibility Contribution
Best Multi-channel Strategy
Best Collection Strategy
Executive of the Year

SILVER
Better Customer Experience Strategy

Colombian Sustainability Award for Best Labour Practices - ACRIP
Category: large companies

Awards and accolades 2020

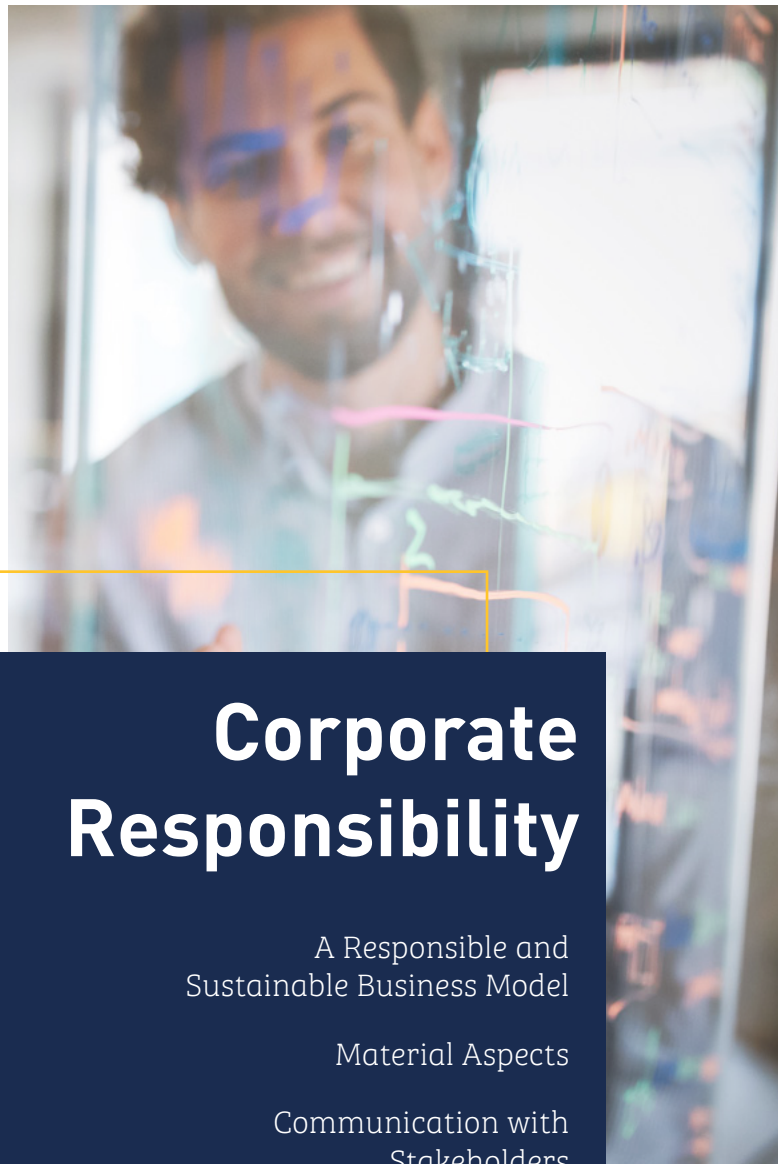
<i>Peru</i>	<p>ABE Awards 2020</p> <p>Leadership in Business Reinvention</p> <p>Strategies to Protect Human Capital</p> <p>Leading Practices in Health and Safety of Employees</p> <p>Partner Experience</p> <p>Impact Care in the Community with Social Responsibility</p> <p>1st place in the PAR PERU ranking. Ranking for gender equality in organisations of a total of 211 participating companies</p> <p>1st place in the PAR LATAM ranking of a total of 910 participating companies</p> <p>Great Place to Work for Women Certification, October 2019 - September 2020. For providing world-class work experience to partners worldwide</p> <p>EsSalud. Health-friendly Organisation</p> <p>Healthy lifestyle habits. Reforma la Vida Programme</p> <p>Iberoamérica Incluye Award 2020</p> <p>In recognition of the work done with the diversity and inclusion programme, Incluye</p> <p>Certificate of recognition awarded by the Ministry of Environment for measuring the carbon footprint</p>
<i>Spain</i>	<p>AEERC's Fortius Awards</p> <p>Best Agent of the year</p>
<i>Portugal</i>	<p>APCC Best Awards - Silver Award</p> <p>Zurich Help Point Insurance line, operated by Konecta</p>

Associations 2020

<i>Argentina</i>	<p>Argentinian Chamber of Contact Centers (CACC)</p> <p>American Chamber of Commerce in Argentina (AMCHAM)</p> <p>Latin American Alliance of Organisations for Customer Interactions (ALOIC)</p> <p>Argentinian Institute of Corporate Social Responsibility (IARSE)</p>
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Associations 2020

<i>Chile</i>	<p>Spanish Chamber of Commerce in Chile (CAMACOES)</p> <p>Santiago Chamber of Commerce (CCS)</p>
<i>Colombia</i>	<p>Colombian Association of BPOs (BPRO)</p> <p>Colombian Association of the Collection Industry (COLCOB)</p> <p>Fenalco Solidario Corporation</p> <p>Colombian Institute of Technical Standards (ICONTEC)</p>
<i>Spain</i>	<p>Association of Customer Experience Companies (CEX)</p> <p>Spanish Association of Customer Relationship Experts (AEERC)</p> <p>Spanish Global Compact Network</p> <p>Inserta Responsible Forum</p> <p>Association for the Development of Customer Experience (DEC Association)</p> <p>Spanish Retail Association</p> <p>Spanish Renting Association</p> <p>Ibero-American Network of Inclusive Enterprises (RIEI)</p> <p>Business Confederation of Andalusia (CEA)</p> <p>Chamber of Commerce Club</p> <p>La Cartuja Entrepreneurs' Circle</p>
<i>Peru</i>	<p>American Chamber of Commerce of Peru (AMCHAM)</p> <p>Spanish Chamber of Commerce in Peru</p> <p>Peruvian Association of Human Resources (APERHU)</p> <p>Peruvian Association of Customer Experience (APEXO)</p> <p>Spanish International Cooperation Agency (AECID)</p> <p>National Confederation of Private Business Institutions (CONFIEP)</p> <p>Corporate and Disability Network</p> <p>Association of Women Entrepreneurs (AMEP)</p> <p>Aequales</p> <p>Red Pride Connection Peru</p> <p>Ibero-American Network of Inclusive Enterprises (RIEI)</p>
<i>Portugal</i>	<p>Portuguese Association of Contact Centers (APCC)</p> <p>Luso-Spanish Chamber of Commerce</p>



Corporate Responsibility

A Responsible and Sustainable Business Model

Material Aspects

Communication with Stakeholders

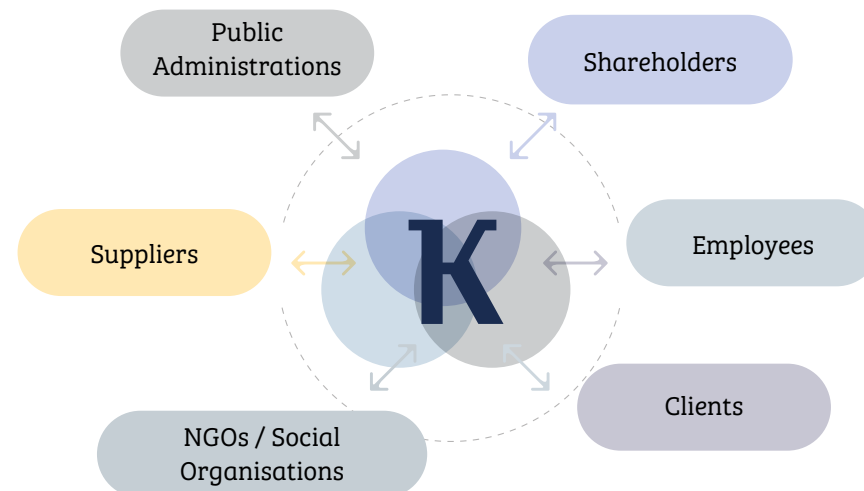
— Corporate Responsibility

A Responsible and Sustainable Business Model

Konecta is committed to a model of sustainable corporate growth that responds to the needs and expectations raised by its stakeholders, with the implementation of management practices based on profitability, quality, innovation, ethics, transparency, respect for human capital and welfare, diversity and equal opportunities, so as to minimise its impact on the environment, and contribute to community development.

— Stakeholders

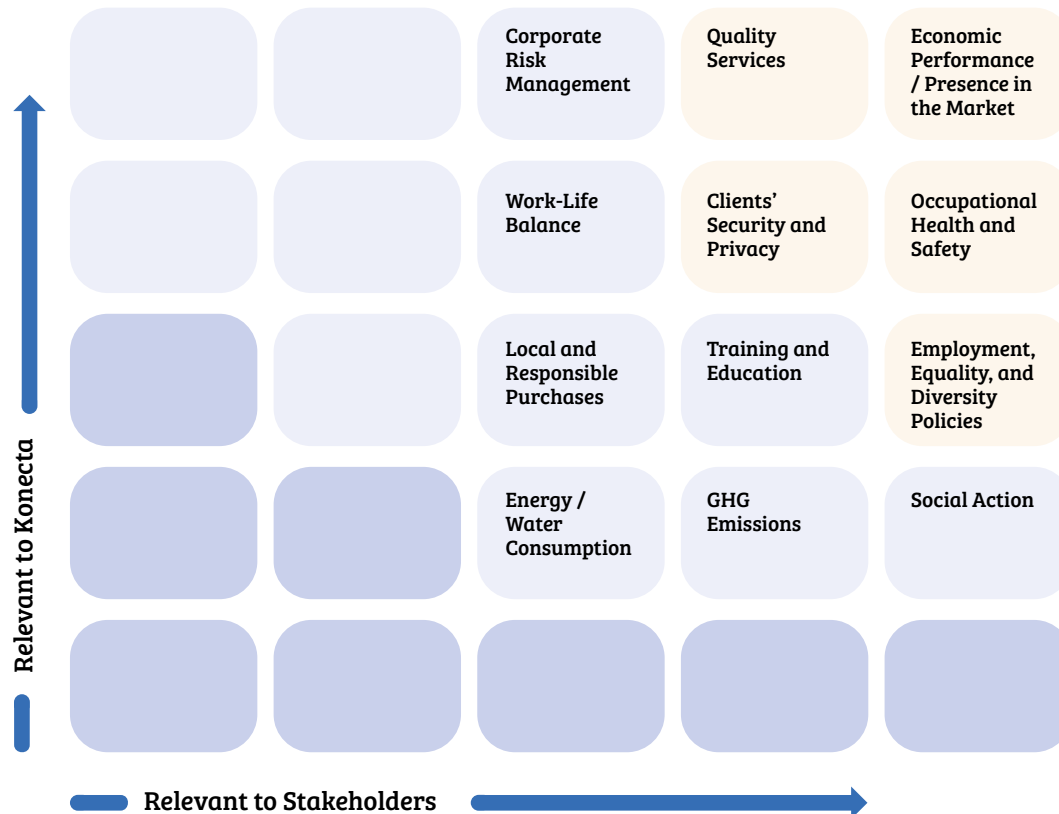
EXPECTATIONS ↔ IMPACTS



— Corporate Responsibility

Material Aspects

To this end, the Company has been conducting regular materiality studies since 2016 —the last one in 2019—, through which relevant issues for the Company and its stakeholders are identified, based on which the Company aligns its strategic sustainability objectives to the Principles of the Global Compact and Sustainable Development Goals outlined in the 2030 Agenda.



In mid-2020, the Steering Committee approved the Master Plan on Corporate Responsibility, which includes the areas on which the sustainability strategy of the Group is based, and applied locally, in line with the reality and expectations of the stakeholders in each country.

At the corporate level, the Group has a Committee to properly develop the objectives set out therein, and efficiently report to the Board on the progress made on this matter. The Committee meets quarterly and is made up of representatives of the main areas of the Company, led by the General Secretary of the Steering Committee, who is also responsible for the areas of Compliance and Sustainability.

Similarly, at the local level, a representative from each country has been designated to track relevant information and promote local initiatives.

In line with our commitment to transparency with stakeholders, the Group draws up its annual Corporate Responsibility and Sustainability Report, which provides information about its sustainability commitments under an economic, social and environmental approach. This document focuses particularly on the issues identified as relevant in the last materiality analysis conducted, in accordance with the guidelines contained in the Global Reporting Initiative (GRI).

The following table summarises the results collected from the materiality study, along with the relevant chapters of this Non-Financial Information Statement.

<i>Corporate Responsibility FOCUS</i>	<i>RELEVANT ASPECT</i>	<i>CHAPTERS</i>
<i>Economic Performance</i>	Significant indirect economic impacts	Business Model
	Economic performance of the Company	Business Model
	Market presence	Business Model
<i>Corporate governance</i>	Corporate risk management	Business Model
	Governance performance assessment	Business Model
	Governance composition and structure	Business Model
<i>Environmental aspects</i>	Greenhouse Gas Emissions	Environmental Issues
	Assessment and control of suppliers in environmental issues	Environmental Issues
	Energy / water consumption	Environmental Issues
	Regulatory compliance	Environmental Issues
<i>Labour practices and decent work</i>		
<i>Social aspects</i>	Assessment of suppliers' labour practices	Social and staff-related issues
	Work-life balance	Social and staff-related issues
	Employment, equal opportunities and diversity policies	Social and staff-related issues
	Occupational health and safety	Social and staff-related issues
	Training and education	Social and staff-related issues

<i>Corporate Responsibility FOCUS</i>	<i>RELEVANT ASPECT</i>	<i>CHAPTERS</i>
<i>Society and fight against corruption</i>		
<i>Social aspects</i>	Development of local communities	Fight against corruption and bribery
	Social action	Fight against corruption and bribery
	Regulatory compliance	Fight against corruption and bribery
	Transparency	Fight against corruption and bribery
	Anti-corruption Policies	Fight against corruption and bribery
	<i>Human Rights</i>	
<i>Product Liability</i>	Forced Labour	Human Rights
	Suppliers' assessment on Human Rights	Human Rights
	Child labour	Human Rights
	Freedom of association and collective bargaining	Human Rights
	Non-discrimination	Human Rights
	Regulatory compliance	Society
<i>Product Liability</i>	Security and privacy of clients	Society
	Client satisfaction	Society
	Quality service	Society
	Promoting innovation in business management	Society

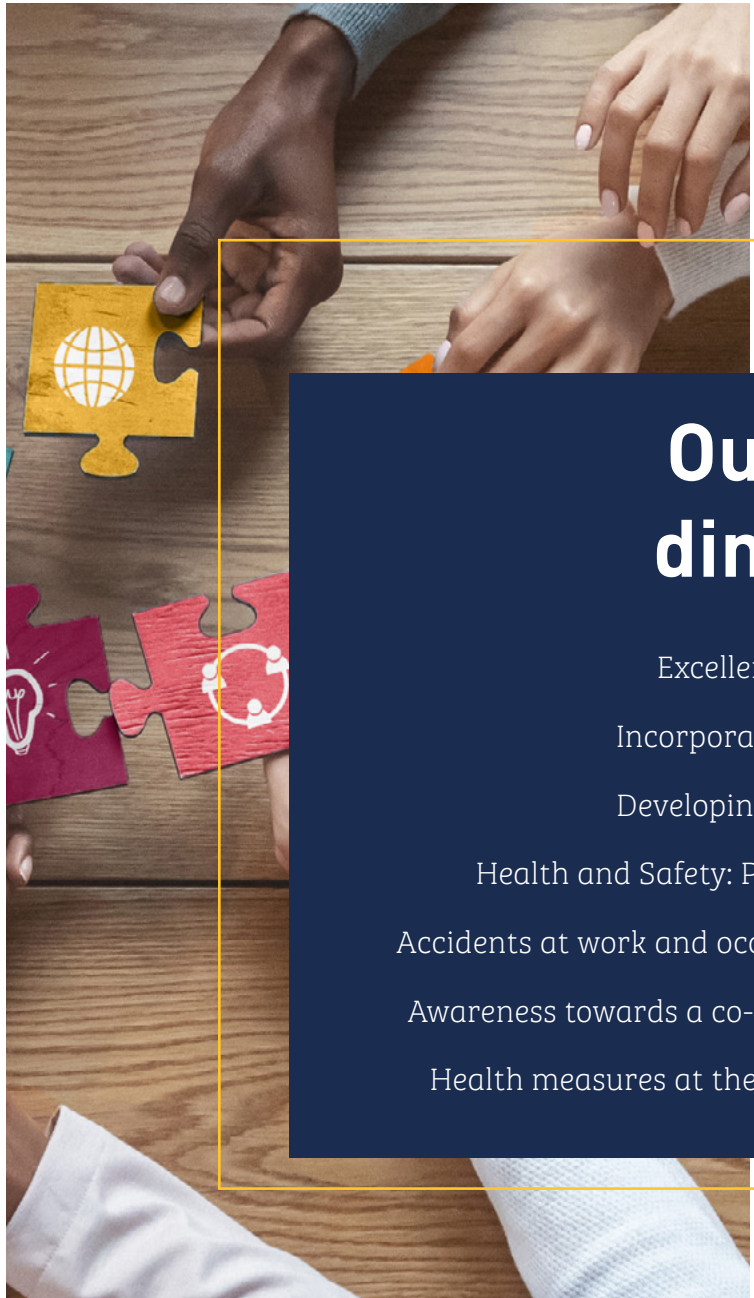
— Corporate Responsibility

Communication with Stakeholders

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

Corporate Responsibility FOCUS		COMMUNICATION CHANNEL
Corporate governance	Compliance	
		Whistleblowing Channel
		Equality Channel
		Corporate and local committee meetings
	Relationships with external stakeholders	
		Corporate Purchasing Portal
		Clients' Area on the corporate Web
		Satisfaction surveys for clients
		Corporate Website
		Digital magazine
		Webinars
		Newsletters / Press releases for clients
		Innovation blog
		LinkedIn
	Public social media	
	Meetings, e-mails for daily operations	

Corporate Responsibility FOCUS		COMMUNICATION CHANNEL
Social aspects	Human Capital	
		Employee Portal
		Digital channels for specific administrative requirements
		Local intranets
		Digital publications / Local newsletters
		Local social networks / Workplace
		Local chat rooms
		Internal communication apps
		Operational websites
		Work environment surveys
		Local training portals / Konecta Informa (Konecta Campus)
	Society	
		Forums and virtual events
		Corporate Website
	Webinars	
	Public social media	
	Social networks	
	Meetings, emails for operational projects	
Environment	Human Capital	
		Local intranets
		Workplace
		Digital publications / Local newsletters
		Social networks
	Konecta Informa (Konecta Campus)	
	Virtual forums	



Our social dimension

Excellence and Experience

Incorporating the best talent

Developing people's potential

Health and Safety: Prevention-oriented

Accidents at work and occupational diseases

Awareness towards a co-responsible culture

Health measures at the workplace against Covid-19

Our human capital: Excellence and Experience

Konecta's human capital management model seeks to ensure the competitiveness and sustainability of the Company in the short, medium and long term, while promoting the professional growth of those who work in it. To do this, the Company bases its strategy on:

- Welfare and work-life balance
- A healthy company
- Equality and integration
- Knowledge management
- Diversity
- Internal promotion



Especially throughout 2020, the Company made an important effort to enhance the key professional skills of the staff to provide a specialised, diverse, and competitive know-how, through remote support strategies, implemented in all the countries where we operate, for those who were developing their activity outside their work environment and without their daily supports.

In this regard, last year proved to be complex and challenging, due to the circumstances imposed by the Covid-19 pandemic, which disrupted the way in which society usually operated and conditioned, in turn, business operations.

In this environment, the priority was, and continues to be, protecting the health of the workforce and maintaining employment, with the implementation of the protocols recommended by health authorities in each country in which the Company operates, while ensuring the continuity and sustainability of its own business and of clients of sectors whose services have been declared essential, particularly in the conditions imposed by last year's lockdown.

Building on the knowledge and experience accumulated in business processes, operational capacity, and technological solutions, the Company migrated in record time to 80 % of the workforce to the teleworking modality, to adapt to the new circumstances, prioritising all people at risk: pregnant women, older age employees, people with medical conditions, etc.

This required combined efforts from different areas and huge investments to prepare the homes of our staff with the tools necessary for the development of their activities, ensuring the connectivity required for delivering services, and strengthening our infrastructure with enhanced security layers.

Moreover, in cases where carrying out the activity in person or remotely due to local technical difficulties was not possible, the Company adopted measures, such as paid leaves and temporary suspensions of contract, in line with the possibilities offered by the legislation of each country, with the aim of preserving jobs.

KONECTA SET UP REMOTE WORK IN RECORD TIME, PRESERVING THE HEALTH OF ITS PROFESSIONALS AND ENSURING BUSINESS CONTINUITY FOR ITS CLIENTS.

— Estamos Kontigo

Initiative developed in Spain to support the staff working remotely, and create a sense of proximity, by offering support through different channels that send queries to the Quality and Customer Experience departments. It combines two actions:

- Support via training pills targeted to any activity and professional category.
- Travel Guide: forums and short pills that include challenges, customising a training map tailored to the needs of each participant.

Given the diversity of the workforce, the support project has been adapted for employees with hearing loss with the use of sign language.

The project has been well received with a satisfaction rate of 83.23 % (Top Two Box).

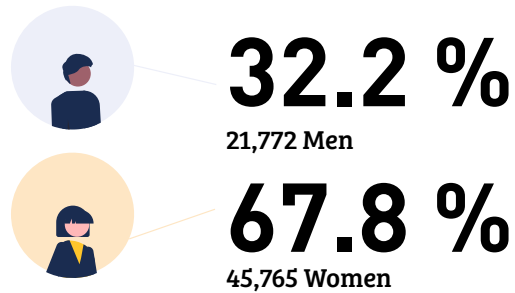
Other similar initiatives were developed in other countries.

But this change is not limited to operations. Staff management processes have also moved to the online world. This has enabled meeting the requirements of the workforce in a flexible way, responding more quickly to inquiries, whether by means of the different digital channels created for that purpose, or by the implementation of self-service tools that facilitate autonomy in management.

— Konecta people, our differentiating factor

The excellence and experience of our human capital is one of the Company's main competitive advantages. In this vein, and in order to maintain and foster this asset, the Company directs efforts at attracting, developing, and retaining talent by offering a challenging and positive work environment, filled with opportunities, in which different professional profiles are integrated to create efficient teams.¹

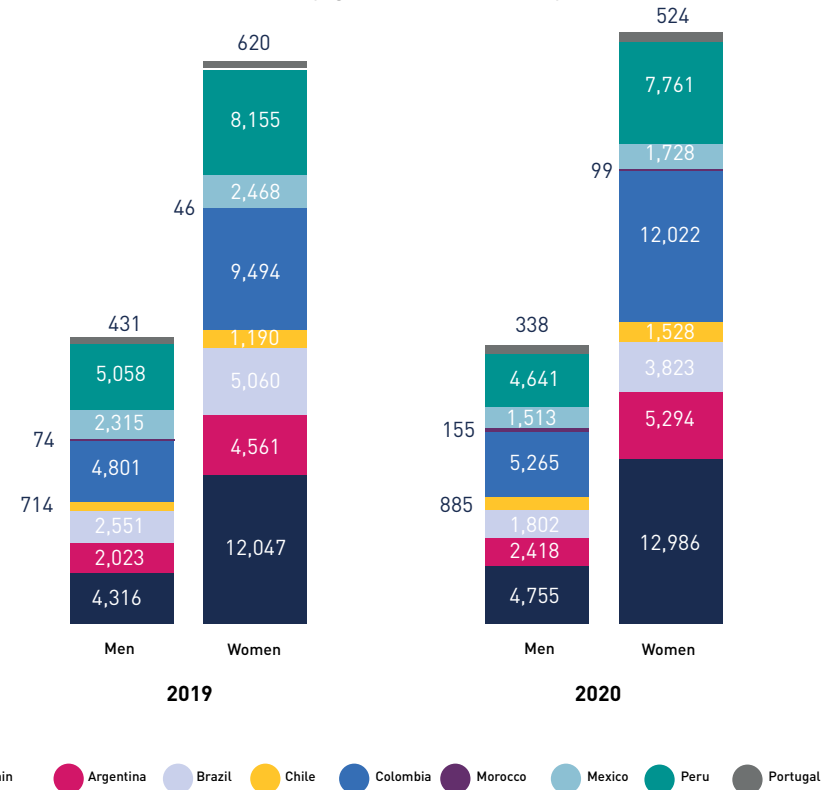
67,537
PROFESSIONALS IN 2020



17,741	7,712	5,625	2,413	17,287	254	3,241	12,402	862
Spain	Argentina	Brazil	Chile	Colombia	Morocco	Mexico	Peru	Portugal

¹ Under standard GRI 102-8, and given its significance for Konecta's operations, the Group's professional figures at 31/12/2020 include information corresponding to the collaborators who were subcontracted by the Group to develop activities in Mexico.

Distribution of the workforce by gender and country



In 2020, despite the impact of the pandemic, the Group as a whole increased its workforce by 2.45 % compared to 2019, and by 4.87 % in the number of women in its workforce.²

² All data for the collaborators subcontracted by the Group in 2020 for the development of the Company's activity in Mexico are included.

Distribution by age - 2020



Average staff age in 2020: 32.3 years old

Distribution by professional category

Other Operations staff	94
Other Structure	791
Other Operations Executives	39
Heads of Services	294
Service Managers	202
Supervisor	869
Coordinator	3,351
Force / Instructor	661
Quality	662
Agent / Admin / Validator	60,574

— Our social dimension

Incorporating the best talent

In 2020, the Company transformed the whole recruitment and selection process into a fully virtual model. Through the use of new technologies focused on automation and virtualisation, it managed to optimise the process to conduct all interviews, tests, and dynamics remotely.

**ATTRACTIVE AND FLEXIBLE
DIGITAL PROCESS INTENDED FOR
NEW GENERATIONS.**

Vive Konecta is a clear example. This platform, launched in Peru for online recruitment and screening, is based on algorithms that guide the candidate in each step of the application, clarifying the Company's offer.

Similarly, different programmes have been developed in order to assess the experience of the process for attracting, training, and incorporating new hires to operations, so as to generate an early identification of needs, strengths and areas for improvement. Thus, *Ingresantes Embarcados*, *Universo*, and *Ciclo del Talento Excelente* promote the incorporation of professionals meeting the new requirements of the digital era, and the reality of the market, with a focus on skills and commitment.

Although many of the practical programmes have been suspended, Brazil, Colombia and Argentina have worked on programmes aimed at providing young professionals the necessary experience for their incorporation into the labour market.

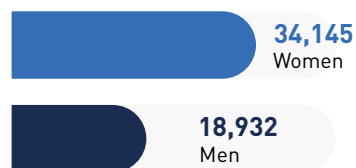
— Young talent

- Brazil assigned 30 young talents to an initial training project for their incorporation into the Company's operations.
- In 2020, 400 new posts were filled in Chaco (Argentina), which represent the first professional experience for 60 % of the participants joining the staff.
- 581 learners engaged in Colombia, of which 72 % received technical training in Business Management and Telemarketing in Contact Centers, and 28 % in management and / or engineering.

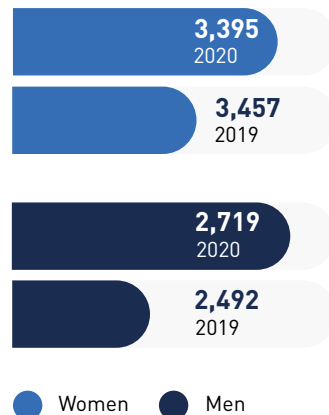
Dismissals by professional category

	2020	2019
Other Operations staff	2	3
Other Structure	30	49
Other Operations Executives	0	0
Heads of Services	10	13
Service Managers	9	10
Supervisor	26	31
Coordinator	164	211
Force / Instructor	19	23
Quality	86	89
Agent / Admin / Validator	5,768	5,520

New hires by gender 2020



Dismissals by gender ⁴

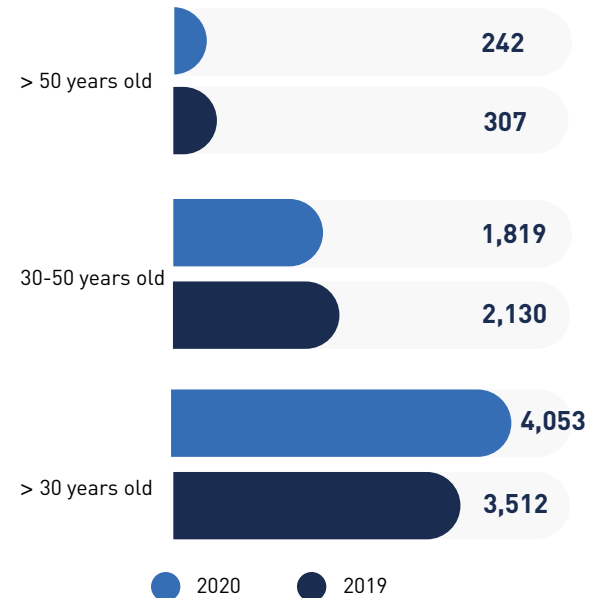


⁴ Significant layoffs in 2020 were related to the termination of contracts with some clients, and the inability to relocate staff in those areas (Brazil); defaults in the performance of the activity, and safety measures required, as well as to delays in connections (Colombia); unexcused absences, and breach of requirements and objectives of the service (Morocco); and legally justified dismissals for part-time contracts (Peru).

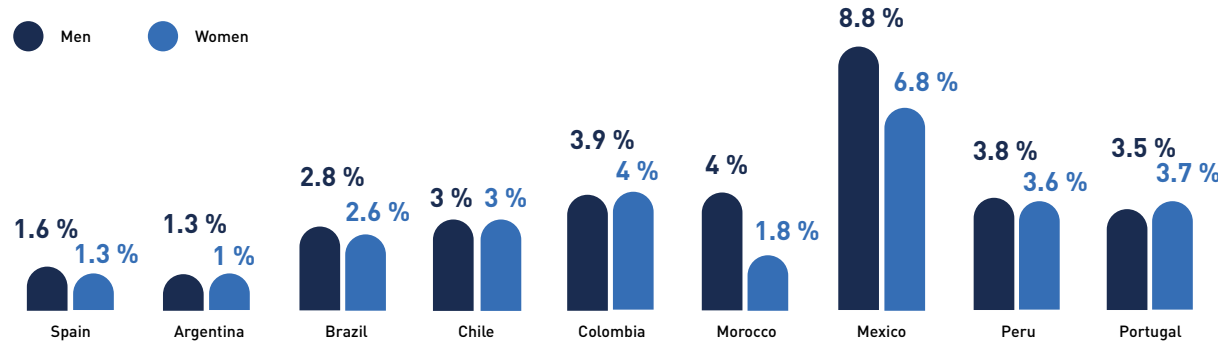
New hires by age 2020



Dismissals by age category



Turnover rate by country and gender



— Customer experience = Our teams' experience

Konecta conducts work climate surveys to identify the aspects that influence the Company's relationships with its professionals, assessing different dimensions, such as overall satisfaction, referral and loyalty, leadership management, communication, welfare, infrastructure, and work content.

Note: The turnover rate was calculated by counting the total number of employees who submitted voluntary departures resignations throughout 2020, divided by the total number of people who were hired in the same year.

TALENTO KI

Most significant data from the Work Climate and Leadership surveys

87 % of employees satisfied with the work environment in Argentina; 3.3 % higher than in 2019.

85,1 % of participants in the survey on remote work experience during the lock down, are satisfied with their leaders in Spain.

84 % of overall satisfaction in the Great Place to Work survey in Peru; 6 % higher than in 2019.

90,6 % operational and **94,5 % administrative staff** are satisfied with the work environment in Colombia. 98 % feel proud to work at Konecta.

82 % of employees satisfied to work at the Company in Mexico. 85 % employees satisfied with the leadership and teamwork.

— Our social dimension

Once the climate survey was closed, Argentina held fortnightly meetings, La Voz de la Encuesta, where professionals from different areas and positions in the Company participated on a voluntary basis to review the results in order to improve the indices.

— SatÉlite KO Programme

Implemented in 2020 in Colombia, this initiative is aimed at reconnecting staff members through the analysis of the historical and current behaviour of each of the key indicators for human management. The ultimate goal is to design welfare strategies to increase job satisfaction and staff loyalty.

Developing people's potential

The internal development processes of the Group are based on a skills management model, aimed primarily at implementing a model that allows staff to develop in a more effective way, harnessing and strengthening their skills, and fostering a culture of learning, not only through formal mechanisms, but also using platforms, such as Think and Kodin, which enable centralising all operational communications, and sharing best practices.



In order to support the transformation of the Group, leadership programmes in different geographies, that amount to over 40,000 hours of training to current and potential leaders, have been launched.

This provides an opportunity for employees to gain new knowledge, and hone skills that will help improve the performance of their daily tasks, and increase their competitiveness in the labour market, with the support of annual training plans developed in each country, specifically designed to meet the needs identified locally.

- > **Welcome training**
- > **Learning programmes in areas for improvement identified in the development of the activity, as well as monitoring of quality and productivity**
- > **Skill building**
- > **Reinforcement and support to leaders for boosting the talent of middle managers**

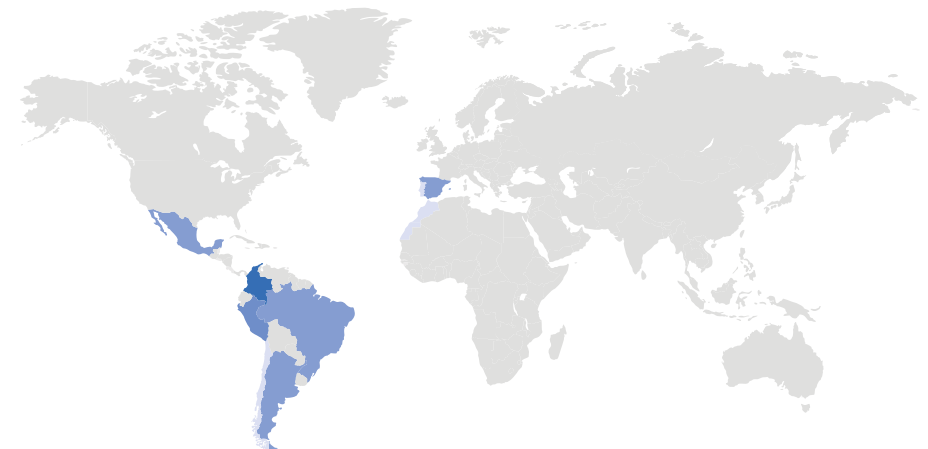
To respond to the new reality, training processes have been adapted from traditional models to the virtual environment, thus reducing face-to-face training for both new hires and active staff.

— Eureka, EAD, GameK, Puntoform Campus, and Jaku Academy

Fully virtual training platforms that support the learning process with the use of tool simulators and emulators, progress reports in real time, a flexible learning approach, personalised content, and permanent access that enables acquiring and honing the learners' skills at their own pace, and in line with the needs of the job.

The possibilities of these platforms have also been used to train and raise awareness among the staff working remotely on issues related to the pandemic itself, personal protection, equality, ethics and information security, among others.

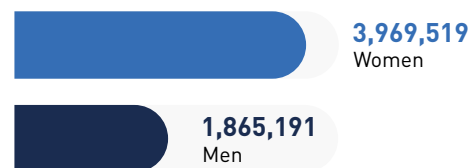
Training hours by country



Average training hours by gender:



Training hours by gender 2020



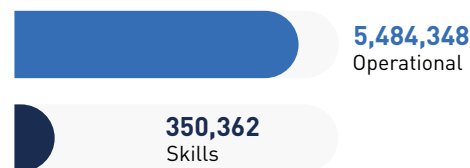
Training hours by professional category 2020

Other Operations staff	3,213
Other Structure	52,858
Other Operations Executives	964
Heads of Services	4,165
Service Managers	724
Supervisor	12,963
Coordinator	67,677
Force / Instructor	8,582
Quality	5,024
Agent / Admin / Validator	5,678,539

Average training hours by category

Agent / Admin / Validator	93.75
Quality	7.59
Force/Instructor	12.98
Coordinator	20.20
Supervisor	14.92
Service Manager	3.58
Head of Services	14.17
Other Operations Executives	24.72
Other structure	66.82
Other Operations Staff	34.18

Training hours by type 2020



The success of the transformation process undertaken by the Group relies heavily on the capabilities of its leadership. To this end, the Talent Management and Planning programmes reinforce the skills development of current and potential leaders, based on their knowledge, expertise, work ethics, key competencies, and performance.

Leaders for change

<i>Argentina</i>	<p>Skills for future leaders: first phase in 2020, with 91.8 % of overall satisfaction.</p> <p>Training programme for middle management: upskilling to enhance people and business management.</p>
<i>Brazil</i>	<p>Escola de Liderazça: development and implementation of a new model to train potential leaders and boost the development of current supervisors, on areas such as organisational culture, commitment, communication, people management, conflict management. 170 supervisors trained.</p> <p>Workshops with experts: both internal and external, to complement the effectiveness of the School.</p>
<i>Colombia</i>	<p>Kbuild: enhancing current and potential human abilities and leadership profiling techniques.</p> <p>Gente KO Programme: development of leadership skills; initial diagnosis and over 1,000 people trained in 2020.</p>
<i>Spain</i>	<p>KONOCER-T: identifying and developing leaders' skills providing them with tools to become levers for the strategic transformation of the Company.</p> <p>Maletín del Líder: toolkit to boost the role of leaders, based on the identification of the team's skills.</p>
<i>Peru</i>	<p>Talent-K: with the "Leadership", "Top Management", "High Potential" programmes.</p> <p>Workshops in digital pills: in view of the requirements brought about by the pandemic, such as: Agile, Start up and Scale Up methodologies, Apis Economics, Data Analytics, and Management 3.0.</p>

In addition to training, Konecta promotes mobility and internal promotion, offering staff the opportunity to take on new challenges in different areas of the Company, through a transparent process that guarantees equal opportunity for all candidates. Thus, the Boosting development programme seeks, on the one hand, to have a positive impact on the motivation of the workforce, and on the other hand, to provide a way to ensure that the Company draws on the best internal talent to fill vacancies before offering them to external candidates.

An example of this is the Semillero del Talento programme, which fosters the promotion of internal staff with technological knowledge, through training that allows them to choose vacancies in Medellín's Software Factory. In 2020, 46 people were trained —26 of whom were Konecta staff members—, and incorporated 8 after passing the technical tests, and a preliminary interview.

Moreover, there have been contacts with startups in Colombia, which have made it possible to initiate projects aimed at training the Company staff in areas related to technology.

Partnerships for innovation

SCRUM: first course on Agile methodologies to train people from different areas of the Company, as a result of the balance between the training strategy in technology for talents, and Konecta's training needs.

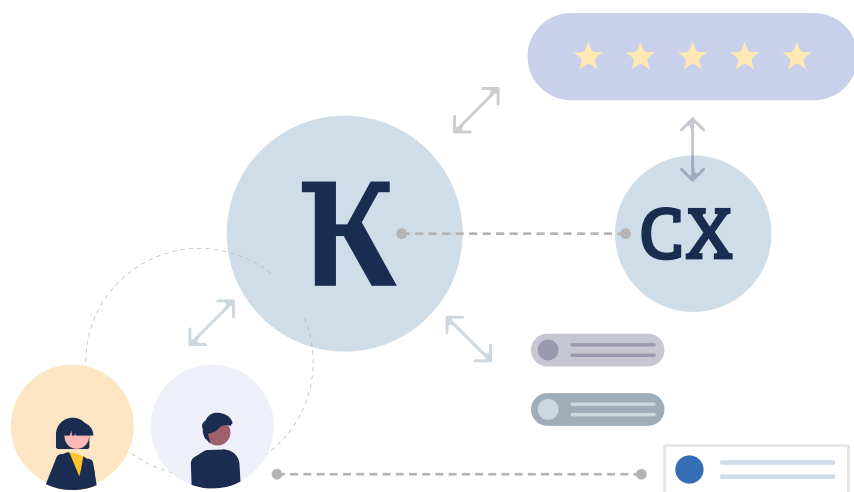
Laboratoria: Training of female talent in the areas of technology and corporate training.

Change: This programme provides supports the training of new ambassadors of the SINNKO innovation system, namely the Change Makers, who will be responsible for supporting all processes and strategies generated in the same way, and creating a cross-culture in the organisation.

In order to align staff to the standards of excellence of the Group in providing service to clients, and ensure the best experience for consumers, the Company performs periodic quality controls of the activity performed by the agents, and monitoring of individual KPIs, so as to make the appropriate improvements, including training options, coaching, or mentoring, if necessary.

Despite the pandemic, Argentina managed to complete the regular performance and career development assessments through the MATE tool. The ultimate goal is that all leaders provides feedback to the professionals under their supervision. In 2020, 77 % of the staff across the entire company was assessed.

In Colombia, the assessments for 2020 will be conducted in the first quarter of 2021, with an implementation target of 90 %.



— Our social dimension

Health and Safety: prevention-oriented

Konecta adopted in December 2019 a Corporate Health and Safety Policy, aligned with Goal 3 —Good Health and Well-being— of the 2030 Agenda, as well as with local general and specific protocols based on the fundamental principle of protecting the life, integrity, and well-being of employees, both in-house or external.

These efforts are aimed at transforming the Health and Safety model in the workplace into a prevention-oriented culture that promotes co- responsibility, in compliance with the applicable legislation.

For a seamless implementation and development of its prevention strategy, Konecta established Health and Safety Committees in Argentina, Brazil, Chile, Colombia, Spain, Mexico, and Peru, made up of representatives of employees and area leaders.

THE HEALTH AND SAFETY COMMITTEES PLAYED A KEY ROLE IN THE FIGHT AGAINST THE PANDEMIC.

The number of collective agreements or bargaining agreements signed or in force in 2020 was 11 —in Argentina, Brazil, Chile and Spain—, and all include specific regulations concerning the scope of protection of the health and safety of employees. No changes in said aspects were made upon renewals of previous arrangements.

Similarly, the review of aspects related to safety and health management, among others, is reported monthly to the Corporate Human Resources Committee, made up of representatives of the main areas of the Company, and led by the President and CEO of Konecta.

— ISO 45001

Peru obtained, in 2020, the international standard ISO 45001 certification for its Health and Safety Management System, with the following strong points:

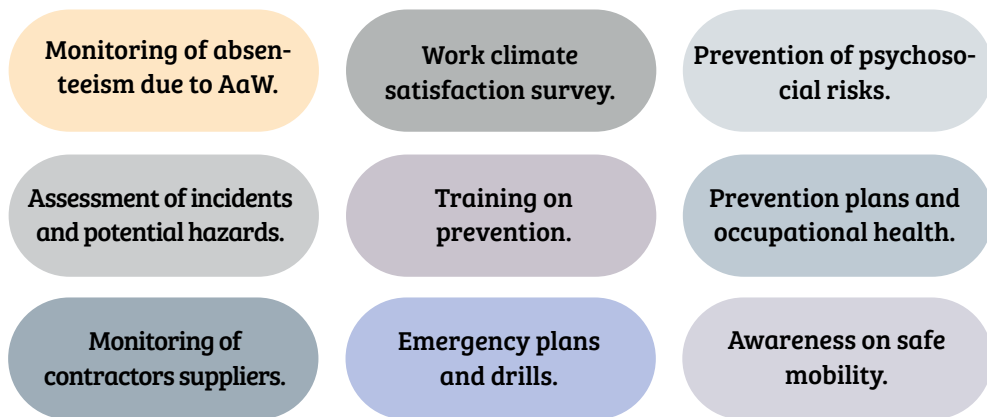
- **100 % OH&S training.**
- **Dynamic, simple, and attractive material based on the needs of internal clients.**
- **Proactive business activity, “Los viernes de chaleko.”**

Furthermore, under its Safe Work Environment Policy, thermo-hygienic measurements are made periodically to assess temperature, relative humidity, CO2, lighting and noise, considering all the variables that may affect performance in the workplace, to facilitate comfort in the conditions of the workplace. However, given Konecta’s activity and the location of its platforms, the risk levels from exposure to noise is minimal. Thus, this measurement is not required by all countries.

— Our social dimension

Accidents at work and occupational diseases

In order to avoid the occurrence of incidents affecting the safety of its work-force, the Company strengthens its controls, both through the local implementation of annual risk prevention plans, as well as through the monitoring of incidents to prevent their recurrence.



The potential risks of incidents that may affect the workforce are periodically reviewed in accordance with the tasks performed, thus allowing to identify the most frequent causes of such risks, possible undesirable events, as well as the damages and consequences that they may cause. In the industry, given the nature of the activity of the Group, occupational diseases are mainly related to office work (ergonomic), and the use of voice.

— Vos sos tu Voz Programme

Launched in Argentina, and led by two speech therapists, this programme is aimed at educating leaders and representatives from all the branches in best practices for the proper use and care of the voice.

— Our social dimension

Awareness towards a co-responsible culture

The Company promotes the health of its professionals inside and outside the workplace through specific training and awareness campaigns, aimed at promoting active breaks for visual rest, stretching exercises, promotion of healthy habits related to food, sports and stress management, as well as the responsible use of new technologies.

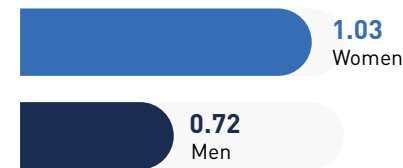


Konecta creates safe work environments, and promotes healthy habits, both on and off the job, among its members.

In 2020, the number of accidents was reduced by 48.3 %, compared with 2019.

In Peru, *EsSalud* recognised Konecta as a “Health-friendly” company for its achievements in the practice and promotion of healthy lifestyles among its staff through the programme: *Reforma de vida*, with the support of health professionals: psychologists, nutritionists and occupational health experts. This programme was designed to serve the staff working online or onsite.

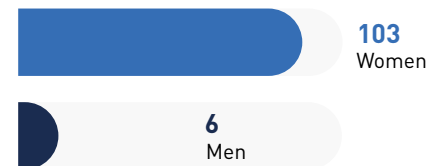
Accident Frequency Rate



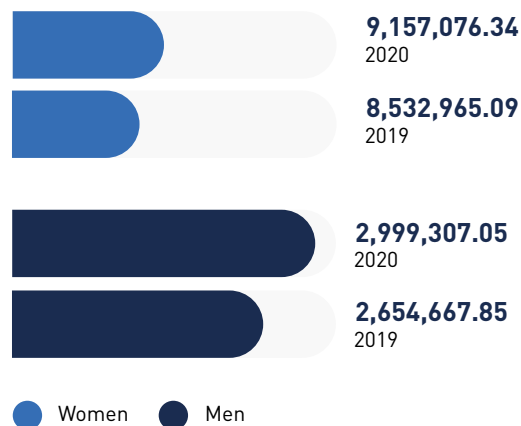
Accident Severity Rate



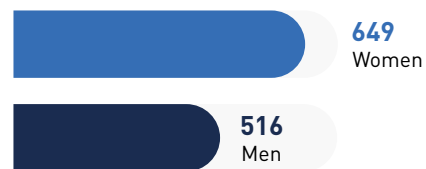
Occupational diseases



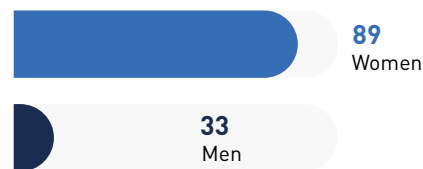
Absenteeism (hours)



N° of days lost due to occupational accidents



N° of occupational accidents resulting in lost days



⁴ The number of hours of absenteeism registered for temporary disability in 2020 was affected mainly by the uncertainty surrounding the virus and its consequences, especially in the early days of the pandemic, when employees did not report to their workplace. Moreover, a percentage of said absenteeism is attributable to Covid-19, people who had to isolate for being in contact with a positive case, for example, or infections, without them have occurred in the workplace.

— Our social dimension

Health measures at the workplace against Covid-19

Following the progress of the Coronavirus pandemic, the Company activated prevention and action protocols in all the countries where it operates, following the recommendations of the local health authorities, with extreme measures to protect its staff.

Safety in response to COVID-19

Paid leaves for vulnerable staff in order to preserve their integrity.

Telework for 80 % of its workforce worldwide.

In the workplace, implementation of physical distance measures, reinforcement of the compulsory use of personal protective equipment, such as face masks and hydroalcoholic gel, disinfection of the facilities, and temperature checks, among others.

Information campaigns and pills about the nature of the virus and prevention of infections, as well as health recommendations for the staff working remotely.

Communication channels were expanded to support staff, and provide assistance in health and care issues, regardless of the working modality. Peru organised Virtual Talks with the occupational physician and the Human Resources area to dispel questions about Covid 19.



Society

Commitments

Training and employment

Volunteerism

Recycling for social purposes

Covid-19 Support

Awareness among the business fabric

Commitment to sustainable development

With a firm commitment to sustainable growth, Konecta aligns its strategies with the Sustainable Development Goals and the 2030 Agenda, to contribute to the well-being and progress of society.

AGENDA
2030

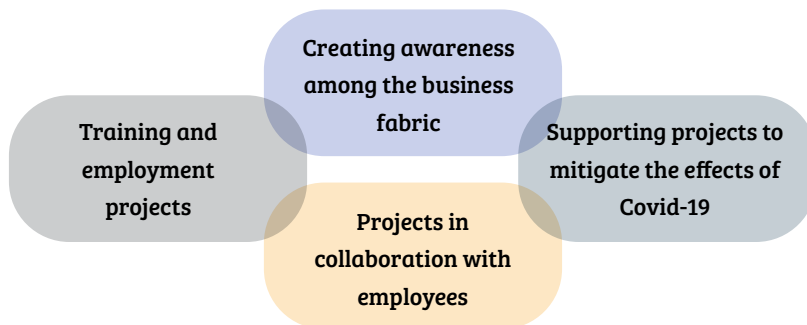


— Konecta and its Foundation, an integrative partnership

Created over 15 years ago, and led by the top executive levels of the Company, Konecta and its Foundation collaborate to implement high social impact projects aligned to the business.

To this end, the Foundation focuses its efforts on promoting social-labour integration in equal conditions for groups at risk of exclusion, with special emphasis on people with disabilities across all areas of the Company, and creating a network of partnerships with the public and private entities with which it actively collaborates.

In 2020, the Company shifted its focus to address the most imperative needs arising from the pandemic, concentrating its social strategy on:



— Society

Training and Employment

This integrates several strategic projects of the Company, and includes the direct integration of people with disabilities and other vulnerable groups in Konecta, on-the-job-training for people with intellectual disabilities, or the support of entrepreneurs with disabilities through the "Emprende+D" initiative.

Different training projects have also been developed for different groups, such as: youths with Down syndrome, with a project on new technologies, "Aula TIC-UCM"; destitute youths, through the Dadoris Foundation scholarships; or people with large physical disabilities, through the university programme "Vida independiente", in collaboration with the Autonomous University of Madrid (UAM).

The graphic displays four SDG icons in a row, each within a colored square: 4 Quality Education (red), 8 Decent Work and Economic Growth (dark red), 10 Reduced Inequalities (pink), and 17 Partnerships for the Goals (dark blue). Below the icons, a blue-bordered box contains the text: "THE GROUP CONTRIBUTES TO THE EMPLOYMENT OF GROUPS AT RISK OF EXCLUSION, SUCH AS PEOPLE WITH DISABILITIES, OR EMPLOYEES OVER 50 YEARS OLD, THROUGH TRAINING AND EMPLOYMENT PROGRAMMES."

— Society

Volunteerism⁵

In 2020, Konecta carried out a great number of professional and care volunteering initiatives, where employees gave their time and talents to social causes.

In this regard, the most significant project was the Internal Call for Social Projects, where €20,000 were allocated to four projects of high social relevance, close to our employees' hearts, which benefitted more than 7,700 persons in situation of vulnerability, mainly due to the needs arising from the Covid-19 pandemic.

Thanks to the solidarity of Konecta volunteers with local organisations and institutions in each country, support for vulnerable groups was provided.



+ 9,500 volunteers
Promoting employee participation in volunteering activities contributes to raising public awareness and reducing inequalities.

Professional volunteerism

Fundraising campaigns for:

- **NGO Impacto Digital**, a programme aimed at the labour inclusion of transgender people, "Contrata Trans" in Argentina —seeking subscribers—.
- **CODESPA Foundation** in Spain, whose mission is to create opportunities for people seeking escape poverty.
- **Telethon 2020** in Brazil, telephone support to donors in order to raise funds for the NGO AACD.
- **Telethon 2020 Foundation** in Peru, virtual campaign to help in the rehabilitation of children and youth with physical disabilities.
- **Ponle corazón** in Peru, virtual campaign to support the Peruvian Cancer Foundation.
- **Breakfast in solidarity** in Portugal, for the Salvador Association, which promotes the social inclusion of people with motor disabilities.

Employment workshop for women at risk and/or unemployed, in order to improve their chances of joining the labour market.

Awareness talks against gender-based violence taught by volunteers from Basta Ya at the Inkluye Schools in Peru.

Financial volunteerism

Through Peru's voluntary fund to raise funds for shelters.

⁵ + 9,500 volunteers: this data records the total number of times volunteers participated in various charity activities.

Solidarity campaigns

Child Sponsorship Campaign in Brazil, to give toys to children in need.

Brand bazaars with the Sueños y Huellas Foundation in Colombia, to raise funds through the sale of clothes donated by big brands to refurbish the Foundation's house.

Bone marrow donation campaigns in Spain.

Various campaigns were carried out for the donation of food baskets, school kits, clothing, toys, books, to various institutions and social entities that serve people with great needs throughout the year.

Contributions to non-profit foundations in Peru

Pachacutec Foundation and Asociación de las Bienaventuranzas: delivery of food baskets to underprivileged people.

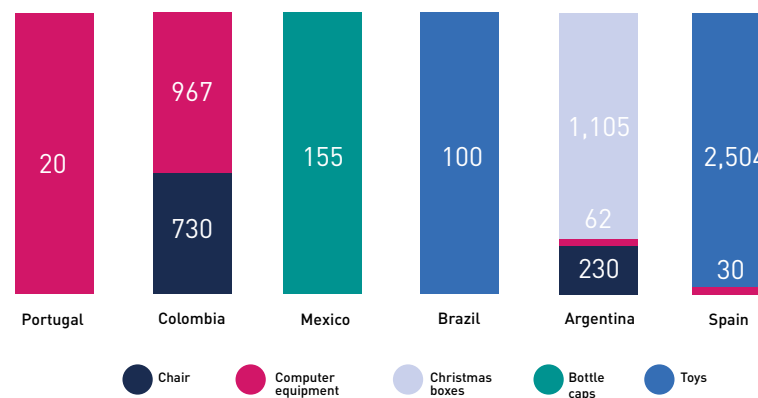
Casa de la Mujer, Municipality of Lima: specialised care from multidisciplinary teams of the Women and Equality Directorate (GMI, in Spanish), made up of lawyers, social workers and psychologists, to the women and children residing in said space.

Society

Recycling with a social purpose

The Company supports the social actions carried out by educational institutions, community organisations, and social entities, through the donation of office materials, computers and disincorporated computer equipment.

Items donated



Llena una botella de amor Foundation

Significant project in Colombia, through which 12.5 tons of bottles, filled with bags and plastic containers, were collected for use in the development of homes, playgrounds, and street furniture, for the benefit of vulnerable communities and educational institutions.

— Society

Covid-19, supporting those who need it the most

In 2020, with the emergence of the global pandemic, community support has been prioritised to minimise the impact of the pandemic on the most vulnerable segments of the workforce and communities.

Argentina **#Seamosuno**, 1.5 million pesos donated to support families severely affected by the pandemic.

The donation made by Konecta and its Foundation allowed assembling 1,400 boxes that equaled to one week of food and hygiene staples for a family.

Psychological support hotline, free of charge, in collaboration with the College of Psychologists of Cordoba, to support psychological emergencies due to the pandemic.

COVID 19 Healthcare hotline, for the province of Chaco, with the contribution of 8 million pesos.

Colombia **Donation to the campaign *Abrazando con Amor*** of 10 million pesos, and 2 million pesos for the production of masks, in addition to campaigns that raised 25 million pesos to help 1,000 families.

Konecta helps Konecta, initiative to support partners in critical situation that raised over 30 million pesos.

Brazil
Colombia
Spain
Peru

Donations to vulnerable population in critical condition: food, personal protective equipment, hygiene and cleaning products, school supplies, toys, tablets, all aimed at nursing homes, soup kitchens, low-income communities, women’s prisons.

— Alalá Foundation

Particularly noteworthy is the support dedicated to Alalá Foundation, which supports the families of the poorest neighbourhood in Spain, *Las Tres Mil Viviendas* housing project in Seville, a city where the Company has more than 3,000 employees and three work centres.

The Company contributed to this foundation by supporting initiatives aimed at the delivery of more than 41,000 menus for three months, the donation of masks, as well as by searching for funds from other organisations and companies, and offering jobs to mothers and fathers from the neighbourhood.

In the same way, the psychological needs of especially vulnerable groups during the pandemic, namely the elderly, youths with anxiety issues, women victims of gender-based violence, or small business entrepreneurs were met through the FAD and SECOT’s SIOF Joven Project in Spain.

— Society

Creating awareness among the business fabric

Konecta and its Foundation make important awareness efforts towards the business community and society itself, through their active participation in events and meetings sponsored by public and private institutions in Spain, such as the ILO, the Spanish Network of the UN World Compact, the Seres Foundation, and the Spanish Association of Foundations, among others.

In this regard, they have participated in working groups to address the situation of employment for the most vulnerable, sharing the experience gained from the actions carried out by Konecta, as well promoting joint projects with other companies.

Following on the situation of employment, at a series of dialogues called “Responsible Leaders” organised by the Seres Foundation, the President of Konecta conveyed Konecta’s social commitment and its relationship with the business strategy.

Also in Peru, company representatives participated in forums and meetings organised by institutions, such as the Ministry of Women and Vulnerable Populations, the Spanish Agency for International Cooperation for Development, the Latin American Network of Inclusive Companies, and the Iberoamerican Organisation for Social Security.

This event provided an opportunity to share the Company’s projects in favour of equality, diversity, and prevention of gender-based violence inside and outside the organisation, as well as the good practices implemented in favour of LGBTIQ+ talent, together with other companies.

Konecta organised, in collaboration with the ABC newspaper, the Awareness and Sustainability Conference (ESS), with the participation of more than 200 attendees. Over the course of a week, attendees had access to keynote presentations and panel discussions focused on the experiences of companies and social entities linked to various Sustainable Development Goals (SDGs). Subsequently, this knowledge was made available to the general public on the Conference website, and in a special edition published by the newspaper.



Environmental Dimension

Environmental strategy and policy

Paper and paperboard consumption

Energy consumption

Emissions

Water consumption

Waste management

Environmental strategy and policy

Konecta recognises the importance of the contribution that both businesses and individuals make to achieving sustainable development, and is therefore committed to improving its environmental performance. Despite the low impact of its activities on the natural environment, the Company carries out various actions in all the countries where it operates to reduce its footprint on the planet, in parallel with awareness campaigns directed at its staff to promote habits that contribute to the fight against climate change.

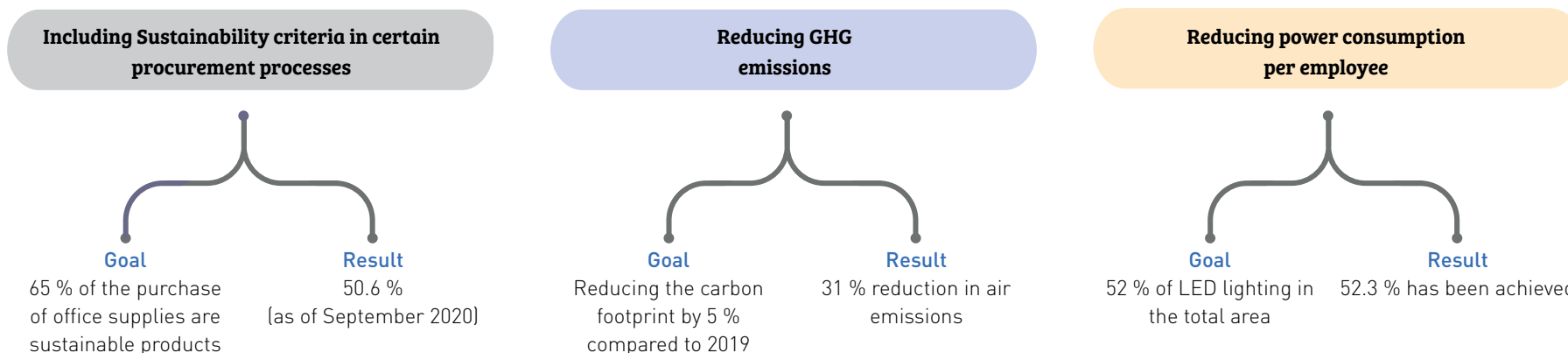
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

The extension of the sustainability criteria in procurement processes contributes to the sustainable management and efficient use of natural resources.

— Spain

In order to control the impact of the business on the natural environment, Spain provides for an **Environmental Management System** that fully complies with the requirements of the standard **UNE-EN ISO 14001**. The system includes processes and strategies for restricting the emissions of greenhouse gases, with the aim of reducing the Company’s carbon footprint.

The environmental performance of 2020 can be summarised in the following initiatives:



The Company materialised its commitment through investments and projects, such as replacement of LED lighting, environmental initiatives such as the Climate Project (fleet replacement for sustainable vehicles) and environmental certifications.

This year, two platforms were added to the three already included in the Environmental Management System implemented, and certified according to the ISO 14001 standard. For 2021, a sixth facility will be added to the certification, following Konecta’s acquisition of Rocket Hall at the end of 2020.

325,402 €
 ENVIRONMENTAL INVESTMENT
 IN SPAIN (2020)

— Communication and Awareness

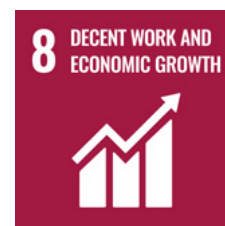
Konecta agrees that change begins in each of us. Therefore, the Company promotes courses and actions to raise awareness about individual responsibility in preserving the environment. Some of these campaigns stand out for their importance and scope:

- > **Challenge for the Planet, in Argentina, organised by IARSE within the Environment Week. Konecta professionals participated in a series of challenges to raise awareness about the environmental footprint in day-to-day activities.**
- > **“Impactando a más de 2,500” campaign in Colombia, which sought to boost the environmental culture of the organisation.**
- > **Combating climate change, with the support of Puntoform, and in collaboration with the UN Global Compact.**
- > **Participation in external environmental and sustainability competitions and initiatives, such as the Lyreco Sustainable Client Contest in Spain.**
- > **Awareness campaigns on the use of the water.**
- > **Campaigns on the efficient use of energy, both in the office and at home.**

In addition to organizing numerous communication and awareness campaigns for its employees and their work environment, the Environmental Policy and requirements are communicated to suppliers and subcontractors. Likewise, the Environmental impact and carbon footprint data are also made available to clients on request, through the CDP (Carbon Disclosure Project) Platform.

— Colombia

Colombia launched the challenge “Saving the world in one hour”, in partnership with the Innovation and Development of New Solutions Division, where a group of volunteers, organised in teams, proposed an environmental project to be implemented in the Company.



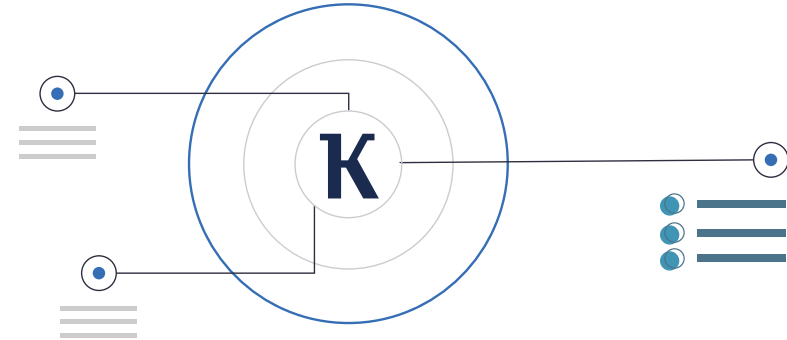
By promoting environmental awareness among its employees and suppliers, Konecta contributes to mitigating climate change.

— Environmental Dimension

Paper and paperboard consumption

One of Konecta’s environmental objectives in terms of paper consumption is to increase green-labelled paper, as well as the motivation to continue to decrease paper on platforms.

In analysing the consumption trend in recent years at Konecta, there has been a significant decrease in consumption due to the awareness of Konecta staff with regard to printing documents that may be perfectly analysed in digital form and not on paper.



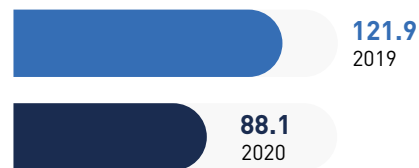
— Success story

Participation in Peru’s *Recíclame, Cumple tu papel* Programme, which donates food grants for children from SOS Children’s Villages Peru.

In line with reducing consumption, document scanning has been implemented using virtual platforms:

- Jaku: Platform for recording trainings.
- Smart *Boleta*: Platform for publishing payrolls and other documents of interest to employees.
- *Vive Konecta*: Platform for selecting new hires.

Paper and paperboard purchased (t)



Paper consumption intensity (t/employees)




*All countries reported information on Paper and Paperboard consumption.

— Environmental Dimension

Energy consumption

As a result of improvements in energy efficiency implemented and, mainly, of the impact of the paradigm shift imposed by Covid-19, overall electricity consumption was reduced by 12.43 % in 2020 compared to the previous year.

7 AFFORDABLE AND CLEAN ENERGY

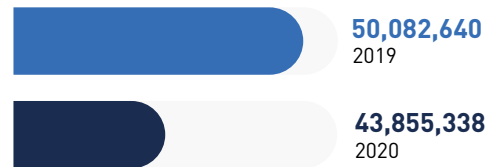


12 RESPONSIBLE CONSUMPTION AND PRODUCTION

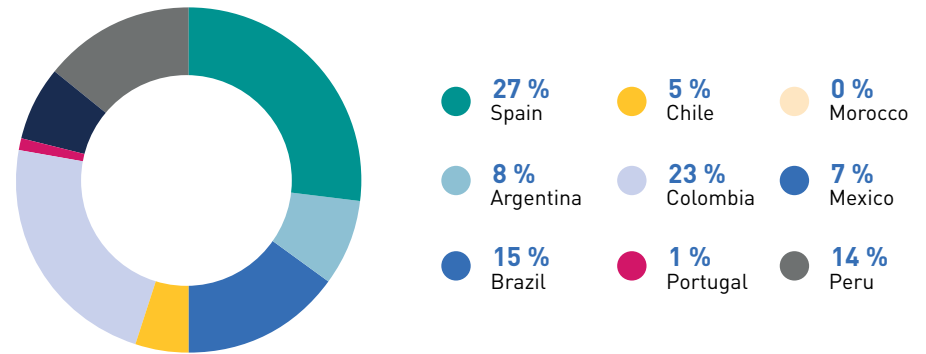


Progress in improving energy efficiency, sustainable management and the efficient use of natural resources is a priority for the Group.

Energy consumption (kWh)



Consumption distribution by countries



Energy intensity (kWh/employee)



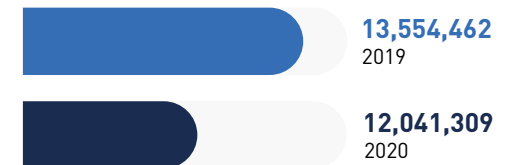
ENERGY INTENSITY WAS REDUCED BY

14.53 %

IN 2020.

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

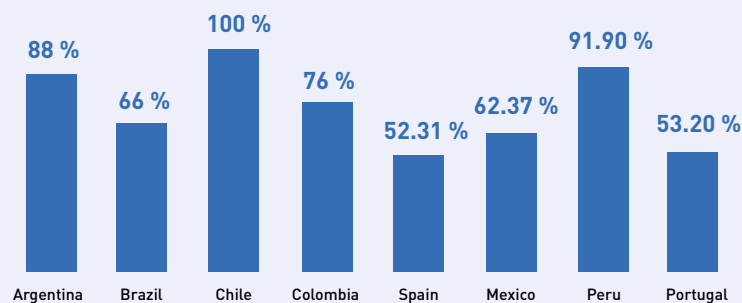
Energy consumption - Spain (kWh)



— LED surface

Launched in 2017, Konecta maintains its commitment to energy efficiency through the LED luminaire renovation campaign. Brazil and Mexico are particularly noteworthy, as they have significantly increased the amount of LED lights.

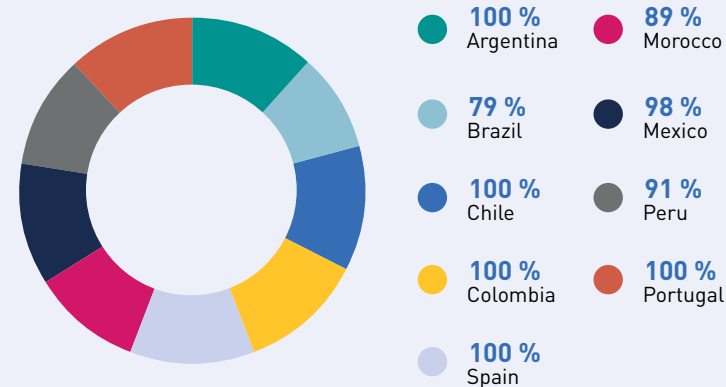
LED-illuminated areas (%)



— New HVAC systems

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

Percentage of surface heated by HVAC



Fuel consumption

Consumption in fixed installations	2019	2020
Natural Gas (kWh)	49,200	25,000
LPG (l)	4,700	5,000
Diésel (l)	1,500	10,160

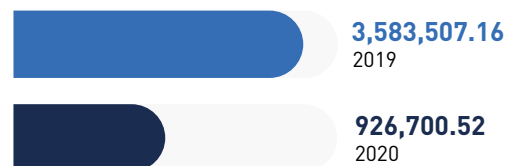
Consumption in trips	2019	2020
Gasoline (l)	2,354	36,511
Diesel (l)	4,433,654	4,485,159

The variation in fuel consumption in trips is due to the increase by 217 % of the contracted transport in Colombia, as a result of the implementation of individual transfers for the staff working on-site, during the second and third quarters of the year, as a preventive measure to control the pandemic.

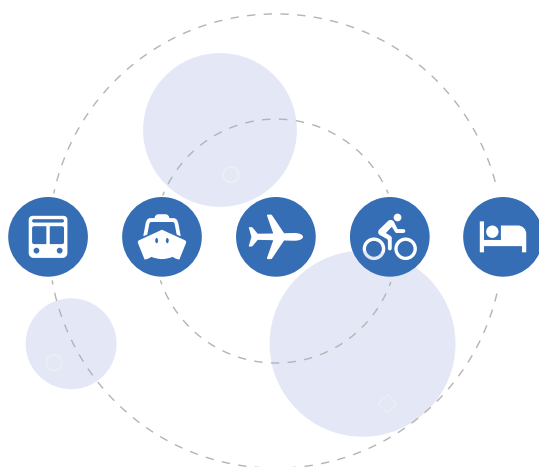
— Environmental Dimension

Business trips

Miles flown by plane



Due to mobility restrictions, domestic and international trips stalled since March 2020, in favour of virtual meetings. This had a significant impact on reducing the miles travelled by plane.



— Environmental Dimension

Emissions

The carbon footprints for Spain, Colombia, and Peru for scopes 1, 2 and 3, were calculated in 2020.

	CO2 TN RECALCULATED FOR 2019 *	CO2 TN (2020)	INTER-ANNUAL VARIATION ⁶
SCOPE 1	10,963.83	11,184.90	-2.0 %
SCOPE 2	15,525.62	9,811.48	36.8 %
SCOPE 3	913.79	236.31	74.1 %
TOTAL	27,403.24	21,232.69	-22.52 %

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

- Scope 1:** total fuel consumption, both for domestic and Konecta vehicles.
- Scope 2:** total energy consumption at Konecta.
- Scope 3:** total air miles made as a result of Konecta business trips.

⁶ The variation in scope 1 is due to the increase in indirect emissions associated with the aforementioned increase in transport contracted in Colombia due to the pandemic (see note clarifying consumption in trips). Decreases in scope 2 and 3 are associated with the health contingency and reduced platform occupancy, resulting in a reduction in energy consumption in most countries. Also, due to the mobility restrictions imposed in March 2020, business trips came to a halt. This resulted in a significant reduction in the number of air miles travelled.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Konecta Spain managed to reduce its carbon footprint by acquiring 100 % of the electricity consumed from guaranteed renewable sources.

To contribute to reducing its footprint, in Spain, the Company signed, at the end of 2019, contracts with the energy company Iberdrola to ensure that all electricity supplied to Konecta platforms in the country throughout 2020 came from renewable energy sources and high efficiency cogeneration. Likewise, as a step in that direction, in Argentina, the Company collaborated with the rest of the members of the Argentine Institute of Social Responsibility for Business (IARSE), for the donation of 500 trees for recovering native forests in the San Martín Reserve, in the province of Cordoba.

— Success story

Together with the Department of Human Resources in Colombia, bicycles and electric scooters have been made available to service representatives in Medellin to promote sustainable and healthy mobility.

— Environmental Dimension

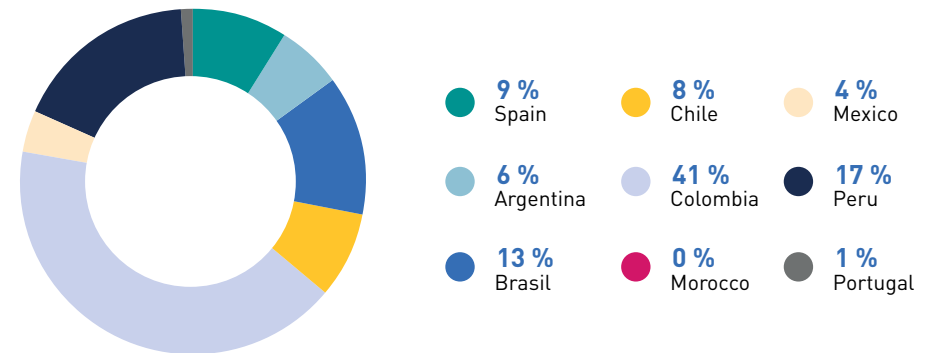
Water consumption

In addition to the measures taken to reduce water consumption, the Covid-19 crisis resulted in the reduction of the overall water consumption.

Water consumption (m³)



Consumption Distribution (2020)



Consumption intensity
(m³/employee)



THE INTENSITY OF CONSUMPTION WAS REDUCED BY
32.86 %
IN 2020

Throughout 2020, Konecta Spain continued to develop awareness-raising activities about the importance of saving water. Moreover, it invested in improving facilities through new equipment to ensure better monitoring and control of water consumption.

— Actions to reduce water consumption at Konecta

- **Replacing taps with new, more efficient models in Spain and Argentina.**
- **Monitoring consumption and leakages to establish strategies and regulate consumption.**
- **Awareness campaigns on water use and consumption.**

— Environmental Dimension

Waste management

In 2020, all Konecta Group platforms showed a decrease in waste generation, due to the reduction of positions occupied on each of the platforms as a result of the Covid-19 situation.

The waste generated included two types: **Urban waste** (generated in common areas, toilets, cafeterias...), which is handled through municipal cleaning services, or in some platforms, through locally authorised waste managers), and **Hazardous waste** (generated in production or building maintenance processes, which is managed through specific managers and/or authorised carriers for their management, for instance, WEEEs and fluorescent tubes).

All waste is separated at the source, properly stored, and managed by authorised agents.

Hazardous waste generated (t)**



Hazardous waste intensity (t/employees)**



* Understanding as hazardous waste: WEEE, fluorescent lamps, oils and coolants. Collection and audit of data from other countries is currently underway. Data reported include Colombia, Spain, Mexico and Peru.

Hazardous waste generated is managed under the local current legislation.

In 2020, Konecta signed a contract in Spain to dispense bottled water into recycled plastic bottles at its vending machines. Similarly, in Argentina, Colombia and Portugal there are initiatives for donating computers and office supplies — for example, chairs— to social entities for a second use, in addition to donating recycled paper and plastic to social organisations, so that they can reap the benefits from selling for social purposes.

Non-hazardous waste generated (t)



Non-Hazardous Waste intensity (t/employees)



* The increase is due to the inclusion of all Konecta platforms in Spain in 2020. In previous years only certified platforms were reported. Data reported include Argentina, Brazil, Chile, Colombia, Spain, Mexico, Peru, and Portugal.

The Company also promotes courses and actions to raise awareness of individual responsibility in preserving the environment.

Argentina Donation of paper, plastic caps, and bottles **hospitals and food banks in order to raise funds.**

UNITE programme: Dissemination of green spots on each site for the collection of different recyclable materials, so that people deposit the corresponding materials accordingly. Similarly, reusable bottles are delivered at the start of the school year to employees with children, to encourage the reduction of disposable materials and plastic bottles.

Collaboration with the Puntos Verdes LITO Foundation, which guarantees the disposal of waste in accordance with the legal regulations established, while earning green points (1 green point = \$ 1), which are donated as goods and services to a social foundation chosen by the Company, based on the needs of the beneficiary. As a result of the recycling campaign carried out in 2019, \$3,147,475 were delivered to the Hogar San Mauricio Foundation in 2020. Also, at year end, \$ 4,405,087 were donated throughout the year to Posada Moisés Foundation.

Peru **Agreement with ANIQUEM** (association for the support of burned children) to participate in its recycling programme and support them by donating WEEEs and paper.

Agreement with REMESAC for the recovery of our electrical waste and electronic equipment.

Waste by type and disposal method

<i>Non-Hazardous Waste (t)</i>	<i>Household-type waste generated</i>	<i>Household-type waste recycled</i>	<i>Recycled plastics</i>	<i>Recycled paper and paperboard</i>
Argentina	49.2	0	0.12	1.21
Brazil	189.7	0	0	0
Chile	29.07	0	0	0
Colombia	217.362	53.177	1.27	2.69
Spain	827	0.5	11.5	45.41
Morocco	Not reported	0	0	0
Mexico	133.8	0	0	0
Peru	117.41	19.89	1.9	2.5
Portugal	14.84		0	0

<i>Hazardous Waste (t)</i>	<i>Hazardous waste generated</i>	<i>Hazardous Waste recycled</i>
Argentina	0	0
Brazil	0	0
Chile	0	0
Colombia	20.375	13.43
Spain	3.8	3.8
Morocco	0	0
Mexico	0.0337	0
Peru	7.686	6.427
Portugal	0	0

Total hazardous waste recycled (t)

<i>2019</i>	<i>2020</i>
24.27	23.66

*Colombia, Spain, Peru and Mexico report the generation of hazardous waste.

**The variation in both the hazardous waste generated and recycled is due to a change in the waste monitoring method implemented in Peru. Thus, the data from 2020 are not comparable with those of 2019.



Table of contents

Law 11/2018 – GRI STANDARDS

Annex

— LAW 11/2018 Tables

Contents of Law 11/2018 NFI			Standard used	Response within the report
BUSINESS MODEL	Description of the group's business model	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 102-2, 102-4, 102-6, 102-7, 102-15,	Business model Pages 7-14
	Policies	Policies applied by the group, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2, 103-3	Compliance framework Page 18
INFORMATION ON ENVIRONMENTAL ISSUES	Key risks	Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium and long-term risks.	GRI 102-11, 102-15, 102-30, 201-2	Risk Management Page 27
	General	Current and foreseeable effects of the Company's activities on the environment and, where applicable, on health and safety.	GRI 102-15, 102-29, 102-31	Environmental strategy and policy Pages 58-60
		Environmental evaluation or certification procedures.	GRI 102-11, 102-29, 102-30	Certifications and Recognitions - Pages 31-33
		Resources dedicated to the prevention of environmental risks.	GRI 102-29	Environmental strategy and policy Pages 58-60
Application of the precautionary principle.		GRI 102-11	Environmental strategy and policy Pages 58-60	

Contents of Law 11/2018 NFI		Standard used	Response within the report
INFORMATION ON ENVIRONMENTAL ISSUES	General	Provisions and guarantees for environmental risks.	GRI 307-1 In view of the activities undertaken by the Group companies, the latter does not have any responsibilities, expenses, assets nor provisions and contingencies of an environmental nature which could be significant with regard to the assets, the financial position and the earnings of the Group.
	Pollution	Measures to prevent, reduce or repair carbon emissions that seriously affect the environment, taking into account any form of air pollution specific to an activity, including noise and light pollution.	GRI 103-2, 302-4, 305-5, 305-7 Environmental strategy and policy Pages 58-60
	Circular Economy and prevention and waste management	Prevention, recycling, reuse, other forms of recovery and waste disposal. Actions to combat food waste.	GRI 103-2, 301-1, 301-2, 303-3, 306-1, 306-2 Paper and paperboard consumption Page 61
		Water consumption and water supply according to local constraints.	GRI 303-1, 303-3, 303-5 Water consumption Pages 65-66
	(i) Sustainable use of resources	Consumption of raw materials and the measures adopted to improve the efficiency of their use.	GRI 103-2, 301-1, 301-2 Paper and paperboard consumption Page 61 Energy consumption Pages 62-63
		Energy: Consumption, direct and indirect; measures taken to improve energy efficiency; use of renewable energy.	GRI 103-2, 302-1, 302-3, 302-4 Energy consumption Pages 62-63
		Greenhouse Gas Emissions.	GRI 305-1, 305-2, 305-3, 305-4 Emissions Pages 64-65
	Climate Change	The measures adopted to adapt to the consequences of Climate Change.	GRI 102-15, 103-2, 305-5 Environmental strategy and policy Pages 58-60
		Reduction goals established voluntarily in the medium and long term to reduce GHG emissions and means implemented for this purpose.	GRI 103-2 Environmental strategy and policy Pages 58-60

Contents of Law 11/2018 NFI			Standard used	Response within the report
INFORMATION ON ENVIRONMENTAL ISSUES	Protection of biodiversity	Measures taken to preserve or restore biodiversity.	GRI 103-2	The activities of Konecta Group do not have an impact on biodiversity.
		Impacts caused by activities or operations in protected areas.	GRI 304-1	
	Policies	Policies applied by the group, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2, 103-3, 102-35	Compliance framework Page 18
INFORMATION ON SOCIAL AND PERSONNEL ISSUES	Key risks	Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium and long-term risks.	GRI 102-15, 102-30	Risk Management Page 27
	Employment	Total number and distribution of employees by sex, age, country and professional classification.	GRI 102-7, 102-8, 405-1 b)	Our human capital Pages 38-41
		Total number and distribution of work contract modalities.	GRI 102-8	Our human capital Pages 38-41
		Annual average of permanent, temporary and part-time contracts by sex, age and professional classification.	GRI 102-8	Our human capital Pages 38-41
		Number of dismissals by sex, age and professional classification.	GRI 401-1 b)	Incorporating the best talent Pages 41-44
		Average remunerations and their evolution disaggregated by sex, age and professional classification or equal value.	GRI 405-2	Annex Pages 93-102

Contents of Law 11/2018 NFI		Standard used	Response within the report
INFORMATION ON SOCIAL AND PERSONNEL ISSUES	Employment	Wage gap.	GRI 405-2 Annex Pages 93-102
		Remuneration of equal or average jobs in the Company.	GRI 202-1 Annex Pages 93-102
		Average remuneration of directors and executives, including variable remuneration, allowances, compensation, payment to long-term savings forecast systems and any other perception disaggregated by sex.	GRI 102-35, 102-36 Annex Pages 93-102
		Implementation of labour disconnection measures.	GRI 103-2 Welfare and reconciliation, an essential balance Page 23
		Employees with disabilities.	GRI 405-1 b) Diversity and Inclusion Pages 25-26
	Work organisation	Working time management.	GRI 102-8 c), 103-2 Welfare and reconciliation, an essential balance Page 23
		Number of absence hours.	GRI 403-2 a) Awareness towards a co-responsible culture Pages 50-51
		Measures designed to facilitate the enjoyment of conciliation and encourage joint responsibility of these by both parents.	GRI 103-2, 401-3 Welfare and reconciliation, an essential balance Page 23
	Health and Safety	Occupational Health and Safety conditions.	GRI 103-2 Accidents at work and occupational diseases Pages 49-50
		Work accidents (frequency and seriousness) disaggregated by sex.	GRI 103-2 Awareness towards a co-responsible culture Pages 50-51
	Occupational diseases (frequency and seriousness) disaggregated by sex.	GRI 403-10 Awareness towards a co-responsible culture Pages 50-51	

Contents of Law 11/2018 NFI		Standard used	Response within the report
INFORMATION ON SOCIAL AND PERSONNEL ISSUES	Social Relations	Organisation of social dialogue, including procedures for informing and consulting staff and negotiating with them.	GRI 102-43, 402-1, 403-1 Health measures at the workplace against Covid -19 Page 51 Annex Pages 93-102
		Percentage of employees covered by collective agreement by country.	GRI 102-41 Annex Pages 93-102
		Balance of collective agreements, particularly in the field of health and safety at work.	GRI 403-1, 403-4 Safety and Health: prevention-oriented Pages 48-49
	Training	Policies implemented in the field of training.	GRI 103-2 Developing people's potential Pages 44-48
		Total number of hours of training by professional categories.	GRI 404-1 Developing people's potential Pages 44-48
	Accessibility	Universal accessibility for people with disabilities.	GRI 103-2 Diversity and Inclusion Pages 25-26
	Equality	Measures adopted to promote equal treatment and opportunities between men and women.	GRI 103-2 Commitment to Equality Page 24
		Equality plans.	GRI 103-2 Commitment to Equality Page 24
		The steps taken in order to effectively promote employment.	GRI 103-2 Incorporating the best talent Pages 41-44
		Protocols against sexual and gender-based harassment.	GRI 103-2 Commitment to Equality Page 24
		Inclusion and universal accessibility for people with disabilities.	GRI 103-2 Diversity and Inclusion Pages 25-26
		Policy against all types of discrimination and, where appropriate, management of diversity.	GRI 103-2, 406-1 Commitment to Equality Page 24 Diversity and Inclusion Pages 25-26

Contents of Law 11/2018 NFI		Standard used	Response within the report
Policies	Policies applied by the group, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2, 103-3, 410-1, 412-2	Commitment to universal human rights Page 22 Compliance framework Page 18
Key risks	Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium and long-term risks.	GRI 102-15, 102-30	Risk Management Page 27
INFORMATION ON THE RESPECT FOR HUMAN RIGHTS	Application of due diligence procedures in human rights.	GRI 103-2	Commitment to universal human rights Page 22
	Prevention of the risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses.	GRI 103-2, 412-1	Commitment to universal human rights Page 22
	Complaints about cases of human rights violations.	GRI 102-17, 103-2, 411-1, 419-1	Commitment to universal human rights Page 22
Human Rights	Promotion and compliance with the provisions of the fundamental ILO conventions related to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labour and the effective abolition of child labour.	GRI 103-2	Welfare and reconciliation, an essential balance Page 23 Commitment to Equality Page 24 Diversity and Inclusion Pages 25-26 Annex Pages 93-102, collective bargaining tables

<i>Contents of Law 11/2018 NFI</i>		<i>Standard used</i>	<i>Response within the report</i>
INFORMATION RELATED TO THE FIGHT AGAINST CORRUPTION AND BRIBERY	Policies	Policies applied by the group, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2, 103-3, 205-2 Compliance framework Page 18 Ethics and integrity Pages 18-19
	Key risks	Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium and long-term risks.	GRI 102-15, 102-30, 205-1 Risk Management Page 27
	Corruption and bribery	Measures taken to prevent corruption and bribery.	GRI 103-2 Ethics and integrity Pages 18-19
		Measures to combat money laundering.	GRI 103-2 Ethics and integrity Pages 18-19
Contributions to foundations and non-profit entities.		GRI 103-2, 201-1, 203-2, 415-1 Konecta Key figures (2020) Page 11	

Contents of Law 11/2018 NFI		Standard used	Response within the report	
Policies	Policies applied by the group, including the due diligence procedures applied to the identification, evaluation, prevention and mitigation of significant risks and impacts, and verification and control, as well as the measures that have been adopted.	GRI 103-2, 103-3	Compliance framework Page 18	
Key risks	Main risks related to these issues linked to the activities of the group, including, when relevant and proportionate, their business relationships, products or services that may have negative effects in those areas, and how the group manages those risks, explaining the procedures used to detect and evaluate them according to national, European or international reference frameworks for each subject. Information on the impacts that have been detected must be included, offering a breakdown of them, in particular on the main short, medium and long-term risks.	GRI 102-15, 102-30	Risk Management Page 27	
INFORMATION ON SOCIETY	Impact of the activity of society on employment and local development.	GRI 203-1, 203-2, 204-1, 413-1	Commitment to sustainable development Pages 52-57	
	Commitment of the Company to sustainable development	Impact of society's activity on local populations and territory.	GRI 203-1, 203-2, 413-1	Commitment to sustainable development Pages 52-57
		Relationships maintained with the actors of the local communities and the modalities of dialogue with them.	GRI 102-43, 413-1	Volunteerism Pages 54-55
		Association or sponsorship actions.	GRI 102-13, 201-1, 203-1	Associations (2020) Page 33
	Subcontracting and vendors	Inclusion in the purchasing policy of social issues, gender equality and environmental issues.	GRI 103-3	Supply Chain Page 20
		Consideration in the relations with suppliers and subcontractors of their social and environmental responsibility.	GRI 102-9, 103-3	Supply Chain Page 20
Supervision systems, audits, and their results.		GRI 308-1	Supply Chain Page 20	

Contents of Law 11/2018 NFI			Standard used	Response within the report	
Clients/ Consumers	Measures for the health and safety of consumers.		GRI 103-2, 416-1	Data protection Page 27	
	Systems for handling complaints received and resolution thereof.		GRI 102-17, 103-2	Supply Chain Page 20	
INFORMATION ON SOCIETY	Benefits obtained by country.	Tax reporting	GRI 207-4	Benefits by country (EUR Thousands)	
				Adjustments	-51,017,882.39
				Spain	-32,612,390.79
				Argentina	44,788.04
				Colombia	13,356,190.98
				Peru	-1,358,132.78
				Brazil	1,242,855.37
				Mexico	-3,833,367.94
				Chile	137,003.17
				Portugal	-196,633.96
	Morocco	383,116.07			
	Income tax paid.		GRI 207-4	Konecta Key figures (2020) Page 11	
	Public grants received.		GRI 207-4	Konecta Key figures (2020) Page 11	

— GRI TABLES

<i>General content</i>		<i>Response within the report (chapter)</i>
103-1	Explanation of the material topic and its boundary	Business model - Pages 7-14 Good Governance - Pages 15-27
<i>GRI 102 General contents</i>		
<i>Organisation profile</i>		
102-1	Name of organisation	GMM TOPCO CONEXIÓN, S.L. The Group develops outsourcing activities related to Customer Relationship and BPO (Business Process Outsourcing) services under the Konecta brand.
102-2	Activities, brands, products and services	Business model - Pages 7-14
102-3	Location of headquarters	Annex Pages 93-102
102-4	Location of operations	Argentina, Brazil, Chile, Colombia, Spain, Mexico, Morocco, Peru, and Portugal
102-5	Ownership and legal form	GMM TOPCO CONEXIÓN, S.L., with registered address at C/Serrano 41. 28001 Madrid Spain.
102-6	Markets served	Business model - Pages 7-14
102-7	Size of the organisation	Business model - Pages 7-14 Konecta Key figures (2020) - Pages 11
102-8	Information on employees and other workers	Our human capital - Pages 38-41
102-9	Supply chain	Business model - Pages 7-14 Compliance framework - Page 18
102-10	Significant changes in the organisation and its supply chain	Compliance framework - Page 18
102-11	Precautionary principle or approach	Current or future impacts on the quality of service and the environment have been identified and assessed, as stipulated in Konecta's Integrated Quality and Environmental Management System. The nature of our business does not require the allocation of provisions and guarantees for environmental risks.
102-12	External initiatives	Commitment to sustainable development - Pages 52-56
102-13	Membership of associations	Associations (2020) - Page 33

<i>General content</i>		<i>Response within the report (chapter)</i>
102-14	Statement from the most senior decision maker of the organisation	Message from the Board - Pages 4-6
102-15	Key impacts, risks, and opportunities	Risk Management – Page 27
<i>Ethics and Integrity</i>		
102-16	Values, principles, standards, and norms of behaviour	Mission, Vision and Values - Pages 8 Ethics and integrity - Pages 18-19
102-17	Mechanisms for advice and concerns about ethics	A communication channel is available to staff at a country level to inform about any alleged wrongdoing or violation of the Code of Ethics. The analysis of possible non-compliance is carried out to ensure its truthfulness and, based on this, the relevant, and duly substantiated decisions are made. During 2020, 219 communications have been received through the Ethics line, most of which do not correspond to the nature of this channel. Yet, they were all handled. 1.4 % were complaints; 28.8 % were closed after the dropping of the complaints, due to them being either unfounded or lacking information; 38.8 % were investigated, or referred to another area for management, and for adopting the appropriate corrective measures, that went from the dismissal of the persons reported in 1.4 % of the cases, to training, awareness raising, and psychological support. Currently, 2.7 % of the communications received are under investigation. In the case of Brazil (28.3 %), even if there is a channel through which complaints are received for further management and they are all handled, the process for registering these results is under revision, as even if complaints are included in the total of 219 communications received, the results of the efforts are not. No communications have been received in Chile and Morocco during this year.
<i>Governance</i>		
102-18	Governance structure	Corporate Governance structure I - Pages 16-17
102-29	Identification and management of economic, environmental and social impacts	Business model - Pages 7-14 Our social dimension - Pages 38-51 Environmental Dimension - Pages 58-68

General content *Response within the report (chapter)*

102-30	Effectiveness of risk management processes	Konecta’s methodology for risk management is based on the Quality and Environmental Management Systems, through which we have identified situations with possible critical impacts to which the Company processes are exposed, including social risks, essential in making decisions. Once identified, they were assessed under the parameters of impact and probability, to determine their inherent risk, and establish actions for those rated as extreme.
102-31	Evaluation of economic, environmental and social issues	Corporate Responsibility - Pages 34-37
102-35	Remuneration policies	Annex Pages 93-102
102-36	Process for determining remuneration	Remuneration in Spain is established by the sectoral agreement. Argentina, Chile and Brazil have two separate company agreements. In the other countries where Konecta is present, compensation is associated with the applicable legislation.

Stakeholder engagement

102-40	List of stakeholders	Corporate Responsibility - Pages 34-37
102-41	Collective bargaining agreements	Annex Pages 93-102
102-42	Identification and selection of stakeholders	Corporate Responsibility - Pages 34-37
102-43	Approach stakeholder engagement	Corporate Responsibility - Pages 34-37
102-44	Key topics and concerns raised	Corporate Responsibility - Pages 34-37

General content *Response within the report (chapter)*

Reporting practice

102-45	Entities included in the consolidated financial statements	<p>GMM TOPCO CONEXIÓN, S.L., as parent company, and Giralda Holding Conexión, S.L.U.; Grupo Konectanet, S.L.U.; Konecta BTO, S.L.U.; Konecta Field Marketing, S.A.; Konecta Group Centros Especiales de Empleo, S.L.; Konecta Mediación, S.L.; Puntoform, S.L.; Grupo Stratton Spain; Konecta Gestión Integral de Procesos, S.L.; Konectanet Andalucía, S.L.; Kontakta Comunicaciones, S.A.; Konecta Servicios de BPO, S.L.U.; Konecta Servicios Administrativos y Tecnológicos, S.L.; Universal Support, S.A.U.; Grupo Konectanet México Servicios, S.A. de C.V.; Grupo Konecta Morocco; Konecta Portugal, LDA.; Konecta Brazil Outsourcing, Ltda.; Uranet Proyectos e Sistemas, Ltda.; Konecta Chile, S.A.; Kallplat Chile Call Center, Limitada; B-Connect Services, S.A. de C.V.; Konectanet II Mediadora de Seguros, LDA; Rocket Hall Group, as subsidiaries.</p> <p>Rocket Hall Group: Rocket Hall, S.L.U.; Inversiones 2012 Inteligencia de Negocio, S.L.U.; Agencia B12 Online, S.L.U.; Innovación Digital y Desarrollos Tecnológicos, S.L.U.; Telestar Online, S.L.U.; Castilian Enterprise Union, S.A.U.; B12 Online Agencia de Seguros Vinculada, S.L.U.; Inversiones 2016 SABM Tech 4 Business, S.L.U.; Sueno Total, S.L.U.; Telemark Spain, S.L.U.; Telemark Mediación Agencia de Seguros Vinculada, S.L.U.; Acciones y Servicios de Telemarketing, S.L.U.; AST Mediación Agencia de Seguros Exclusiva, S.L.U.; Admark Conversión Marketing, S.L.U.; Strategy Big Data, S.L.U.; Big Data Business Intelligence, S.L.U.; Tarify, S.L.; Agencia B12 Tech4 Business, S.L.U.; Business Intelligence International, S.A. de C.V.; Inteligencia de Negocios Latinoamericana 2015, S.A. de C.V.; International Conversions 2015, S.A. de C.V.; Seguros B12 Agente de Seguros y Finanzas; Agencia B12 Online Perú S.A.C.; AST Perú S.A.C.; Admark Conversión Marketing Colombia, S.A.S.; Business Key Online, S.A.; Panda Ancha Communication, S.A. de C.V.</p>
102-46	Defining report content and topic boundaries	About the Non-Financial Information Statement – Page 3
102-47	List of material issues	Corporate Responsibility - Pages 34-37
102-48	Restatement of information	In the event of changes in calculations or restatements of the information herein contained, said changes shall be indicated in each case accordingly.
102-49	Changes in drafting of reports	About the Non-Financial Information Statement – Page 3
102-50	Reporting period	Period ending on December 31, 2020

<i>General content</i>		<i>Response within the report (chapter)</i>
102-51	Date of the last report	Period ending on December 31, 2019
102-52	Report drafting cycle	Yearly
102-53	Contact point for questions regarding the report	mcalvarez@grupokonecta.com
102-54	Claims of reporting in accordance with the GRI Standards	About the Non-Financial Information Statement - Page 3
102-55	GRI content index	GRI Tables – Page 79
102-56	External verification	Konecta performs an external verification of the report, in accordance with the international standard ISAE 3000, through an independent third party, namely, Deloitte.
103-2	The management approach and its components	Business model - Pages 7-14 Good governance - Pages 15-27
103-3	Evaluation of the management approach	Business model - Pages 7-14 Good governance - Pages 15-27
<i>GRI 201 Economic performance</i>		
201-1	Direct economic value generated and distributed	Konecta Key figures (2020) - Page 11
201-2	Financial implications and other risks and opportunities arising from climate change	Risk Management – Page 27 Given the activities conducted by the Group companies, no financial implications arising from climate change occur. The risk matrix takes into account environmental risks.
201-4	Financial assistance received from government	Konecta Key figures (2020) - Page 11

<i>General content</i>		<i>Response within the report (chapter)</i>
<i>GRI 202 Market Presence</i>		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Annex Pages 93-102
202-2	Proportion of senior management hired from the local community	Annex Pages 93-102
<i>GRI 203 Indirect economic impacts</i>		
203-1	Infrastructure investments and services supported	Konecta Key figures (2020) - Page 11
203-2	Significant indirect economic impact	Konecta Key figures (2020) - Page 11
<i>GRI 204 Acquisition practices</i>		
204-1	Proportion of spending on local suppliers	Supply Chain - Page 20
<i>GRI 205 Anti-corruption</i>		
205-1	Operations assessed for risks related to corruption	Ethics and integrity - Pages 18-19
205-2	Communication and training about anti-corruption policies and procedures	Ethics and integrity - Pages 18-19
<i>GRI 206 Anti-competitive behaviour</i>		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	0 complaints

<i>General content</i>		<i>Response within the report (chapter)</i>
<i>GRI 207 Tax</i>		
207-1	Approach to tax	Tax policy – Page 19
207-2	Tax governance, control and risk management	Tax policy – Page 19
207-3	Stakeholder engagement and management concerns related to tax	Tax policy – Page 19
207-4	Country-by-country reporting	Konecta Key figures (2020) – Page 11
<i>General content</i>		<i>Response within the report (chapter)</i>
103-1	Explanation of the material topic and its coverage	Environmental strategy and policy - Pages 58-60
103-2	The management approach and its components	Environmental strategy and policy - Pages 58-60
103-3	Evaluation of the management approach	Environmental strategy and policy - Pages 58-60
<i>GRI 301 Materials</i>		
301-1	Materials used by weight or volume	Paper and paperboard consumption – Page 61
<i>GRI 302 Energy</i>		
302-1	Energy consumption within the organisation	Energy consumption - Pages 62-63
302-3	Energy intensity	Energy consumption - Pages 62-63
302-4	Reduction of energy consumption	Energy consumption - Pages 62-63

<i>General content</i>		<i>Response within the report (chapter)</i>
<i>GRI 303 Water and Effluents 2018</i>		
303-1	Interactions with water as a shared resource	Water consumption - Pages 65-66
303-2	Management of water discharge-related impacts	Konecta operations do not involve water discharges beyond the use and disposal of an administrative activity in offices. 2019: There are no tools available for this calculation.
303-5	Water consumption	Water consumption - Pages 65-66 Water consumed at Konecta comes from the public water network.
<i>GRI 304 Biodiversity</i>		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Konecta centres are not in protected areas and their activities do not generate significant impacts on biodiversity.
<i>GRI 305 Emissions</i>		
305-1	Direct (Scope 1) GHG emissions	Emissions - Pages 64-65
305-2	Energy indirect (Scope 2) GHG emissions	Emissions - Pages 64-65
305-3	Other indirect (Scope 3) GHG emissions	Emissions - Pages 64-65
305-4	GHG emissions intensity	Emissions - Pages 64-65
305-5	Reduction of CO2 emissions	Emissions - Pages 64-65

General content *Response within the report (chapter)*

GRI 306 Effluents and Waste

306-1	Water discharge by quality and destination	There are no tools available for this calculation. Konecta Group will continue to improve the process for collecting data in future years.
306-2	Waste by type and disposal method	Waste Management - Pages 66-68
306-3	Significant spills	No spills occurred during the reporting period.
306-4	Transportation of hazardous waste	Hazardous waste generated is managed under the current legislation.
306-5	Water bodies affected by water discharges and / or runoffs	There has been no impact on the bodies of water from the discharges made.

GRI 307 Environmental compliance

307-1	Non-compliance with environmental laws and regulations	No breaches of this kind have been identified.
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GRI 308 Supplier Environmental assessment

308-1	New suppliers that were screened using environmental criteria	100 % of suppliers.
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General content *Response within the report (chapter)*

103-1	Explanation of the material topic and its boundary	Good governance - Pages 15-27 Quality service - Pages 28-33 Our social dimension - Pages 38-51
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<i>General content</i>		<i>Response within the report (chapter)</i>
103-2	The management approach and its components	Good governance - Pages 15-27 Quality service - Pages 28-33 Our social dimension - Pages 38-51
103-3	Evaluation of the management approach	Good governance - Pages 15-27 Quality service - Pages 28-33 Our social dimension - Pages 38-51
<i>GRI 401 Employment</i>		
401- 1	New employee hires and employee turnover	Incorporating the best talent - Pages 41-44
401-3	Parental leave	Response provided to points b and c of the indicator. Given the volume of employees and the tools available, the Company currently does not have the ability to respond to all sections.
<i>GRI 402: Labour/Management relations</i>		
402-1	Minimum notice periods regarding operational changes	Annex Pages 93-102
<i>GRI 403 Occupational Health and Safety</i>		
403-1	Occupational Health and Safety Management System	Safety and Health: prevention-oriented - Pages 48-49
403-2	Hazard identification, risk assessment and incident investigations	Safety and Health: prevention-oriented - Pages 48-49
403-3	Occupational health services	Safety and Health: prevention-oriented - Pages 48-49
403-4	Worker participation, consultation and communication on occupational health and safety	Safety and Health: prevention-oriented - Pages 48-49
403-5	Worker training on occupational health and safety	Awareness towards a co-responsible culture - Pages 50-51

<i>General content</i>		<i>Response within the report (chapter)</i>
403-6	Promotion of worker health	Awareness towards a co-responsible culture - Pages 50-51
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Accidents at work and occupational diseases - Pages 49-50
403-8	Workers covered by an Occupational Health and Safety Management System	Konecta is governed by the local legislation in force, the collective or business agreements entered into in the countries in which such figure exists, and the provisions of its Corporate Occupational Safety and Health Policy. Beyond this, the Group has a Certified Security System in Peru alone, representing 18 % of the Company's total workforce.
<i>GRI 404 Training and Education</i>		
404-1	Average hours of training per year per employee	Developing people's potential - Pages 44-48
404-2	Programmes for upgrading employee skills	Developing people's potential - Pages 44-48
<i>GRI 405 Diversity and equal opportunity</i>		
405-1 b	Diversity of the governing bodies and staff: The percentage of employees by job category for each of the following categories of diversity: gender and age group	Our human capital - Pages 38-41 Annex Pages 93-102
405-2	Ratio of basic salary and remuneration of women to men	Annex Pages 93-102

<i>General content</i>		<i>Response within the report (chapter)</i>
<i>GRI 406 Non-discrimination</i>		
406-1	Incidents of discrimination and corrective actions taken	The Group has corporate policies on HR, Equal Opportunity, and Selection and Recruitment, and has also implemented various mechanisms that provide safe spaces against gender-based violence, such as equality plans, protocols against sexual harassment and gender-based violence, committees or commissions on equality and awareness campaigns for its staff, and specific training on this subject. Spain has enabled an "Equality Line", as a communication channel between the Company staff and the Equality area, and Colombia has implemented a Coexistence channel. In 2020, 15 internal complaints concerning this aspect were received, none of which were relevant. However, preventive training and awareness-raising measures on transgender populations were implemented in one case.
<i>GRI 407 Freedom of association and collective bargaining</i>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Konecta did not register operations and suppliers in which the right to freedom of association and collective bargaining may be at risk in 2020. Code of Ethics for Suppliers
<i>GRI 408 Child Labour</i>		
408-1	Operations and suppliers at significant risk for incidents of child labour	Konecta did not register operations and suppliers at significant risk of child labour cases in 2020. The Code of Ethics prohibits child labour, and this applies at any stage of their activities. "Suppliers shall eradicate the use of child labour and shall neither tolerate nor use child labour at any stage of their activities, other than in accordance with all applicable laws and regulations."
<i>409 GRI Forced or compulsory labour</i>		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Konecta did not register operations and suppliers at significant risk for forced or compulsory labour incidents. The Code of Ethics for suppliers guarantees the right to rest of its employees and compliance with the applicable labour as regards working hours.

<i>General content</i>		<i>Response within the report (chapter)</i>
<i>GRI 410 Security practices</i>		
410-1	Security personnel trained in human rights policies or procedures	Konecta does not have security personnel within its staff. In Spain, the Company works with a large Group offering different security services, which is adhered to the Global Compact, and enforces the practical implementation of the rights enshrined in the Universal Declaration of Human Rights (UDHR), adopted by the United Nations General Assembly.
<i>GRI 411 Rights of Indigenous Peoples</i>		
411- 1	Incidents of violations involving rights of indigenous peoples	In 2020, no cases of violation of the rights of indigenous peoples were identified.
<i>GRI 412 Human Rights Assessment</i>		
412-1	Operations that have been subject to human rights reviews or impact assessments	Company operations in relation to its impact on this aspect have not been subject to any reviews or assessments. However, Konecta Corporate Policies on HR, its Code of Ethics, and Code of Ethics for Suppliers explicitly mention the respect for fundamental rights contained in the Declaration of Human Rights and the 10 principles of the Global Compact, with adherence to the latter deemed as a mandatory condition for all companies providing services to Konecta.
412-2	Employee training on human rights policies and procedures	Approval of Code of Ethics and employee training on this subject. The welcome pack for new employees includes a section on equality training, Human Rights, respect for people, training in customer service.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	Code of Ethics for Suppliers 100 % of suppliers are committed to respecting human rights.
<i>GRI 413 Local communities</i>		
413-1	Operations with local community engagement, impact assessments, and development programmes.	Commitment to sustainable development - Pages 52-57

<i>General content</i>		<i>Response within the report (chapter)</i>
<i>GRI 414 Supplier social assessment</i>		
414-1	New suppliers that were screened using social criteria	Supply Chain - Page 20 100 % of new suppliers have been assessed according to social criteria.
<i>GRI 415 Public policy</i>		
415-1	Political contributions	No contributions to political parties have been made. Code of Ethics for Suppliers and Code of Ethics.
<i>GRI 416 Customer Health and Safety</i>		
416-1	Assessment of health and safety impacts of products and service categories	The services offered by Konecta do not entail impacts on the safety and health of customers.
<i>GRI 417 Marketing and labelling</i>		
417- 1	Requirements for product and service information and labelling	Not applicable in the case of the services offered by Konecta.
<i>GRI 418 Customer Privacy</i>		
418-1	Substantiated complaints concerning breaches of client privacy and losses of client data.	As of 31/12/2020, no complaints were filed regarding security breaches in client privacy or losses of client data.
<i>GRI 419 Socioeconomic Compliance</i>		
419- 1	Non-compliance with laws and regulations in the social and economic area	No breaches of this kind have been identified.

— Annex⁷

— Remuneration

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

The calculation of the average remuneration per country, is expressed in local currency, and carried out taking into account all wages received throughout 2020, the actual FTE (full-time equivalent) value corresponding to each employee (day and effective date of joining the Company), as well as an absenteeism corrector, which considers all the absent hours that each employee may have, based on the maximum total hours established per collective agreement.

⁷ All data from the collaborators subcontracted by the Group in 2020 for the development of the Company's activity in Mexico are included.

Average remuneration		Spain		Developments since 2019	
Gender	M	W	M	W	
Currency	Euro	Euro	-	-	
Agent / Admin / Validator	16,439	16,220	0.33 %	0.09 %	
Quality	17,525	17,842	2.89 %	3.06 %	
Force/Instructor	-	17,749	-	0.99 %	
Coordinator	19,290	19,231	-0.18 %	-0.31 %	
Supervisor	25,450	23,083	-2.69 %	0.29 %	
Service Manager	29,744	29,474	2.58 %	0.99 %	
Head of Services	32,285	30,529	6.26 %	1.12 %	
Other Operations Managers	-	-	-	-	
Others Structure	32,949	30,278	6.70 %	5.35 %	
Other Operations Personnel	24,821	27,850	1.84 %	1.08 %	

Average remuneration		Argentina		Developments since 2019	
Gender	M	W	M	W	
Currency	Argentine peso	Argentine peso			
Agent / Admin / Validator	550,841	560,301	37 %	34 %	
Quality	-	-	-	-	
Force/Instructor	653,779	631,374	44 %	45 %	
Coordinator	767,900	772,952	48 %	44 %	
Supervisor	-	-	-	-	
Service Manager	-	-	-	-	
Head of Services	1,046,405	1,037,393	42 %	44 %	
Other Operations Managers	978,342	1,768,287	-	-	
Others Structure	1,756,359	1,923,022	1171 %	1478 %	
Other Operations Personnel	-	-	-	-	

Average remuneration	Brazil		Developments since 2019	
Gender	M	W	M	W
Currency	Real	Real	-	-
Agent / Admin / Validator	20,091	19,845	6.82 %	6.74 %
Quality	21,763	21,785	6.39 %	9.17 %
Force/Instructor	26,950	23,186	7.49 %	1.53 %
Coordinator	38,099	37,516	-5.27 %	-3.07 %
Supervisor	117,745	55,790	-4.89 %	-7.97 %
Service Manager	-	-	-	-
Head of Services	145,111	138,240	-11.06 %	2.83 %
Other Operations Managers	226,973	171,727	-6.15 %	-5.33 %
Others Structure	45,254	26,559	9.45 %	33.77 %
Other Operations Personnel	52,495	54,419	-2.44 %	1.85 %

Average remuneration	Chile		Developments since 2019	
Gender	M	W	M	W
Currency	Chilean peso	Chilean peso		
Agent / Admin / Validator	7,012,375	6,810,574	0.52 %	-0.67 %
Quality	8,307,119	8,941,401	7.84 %	7.47 %
Force/Instructor	9,396,387	9,008,917	-	-
Coordinator	10,137,192	10,294,056	0.89 %	3.82 %
Supervisor	13,539,325	14,271,179	4.79 %	5.44 %
Service Manager	23,084,158	18,471,420	0.12 %	-1.73 %
Head of Services	-	-	-	-
Other Operations Managers	-	26,460,064	-	5.20 %
Others Structure	31,949,210	11,835,000	21.64 %	-12.87 %
Other Operations Personnel	-	-	-	-

Average remuneration	Colombia		Developments since 2019	
Gender	M	W	M	W
Currency	Colombian peso	Colombian peso		
Agent / Admin / Validator	18,418,991	16,699,108	6.85 %	4.09 %
Quality	18,161,383	18,137,880	1.69 %	4.41 %
Force/Instructor	21,671,500	20,479,955	7.62 %	3.88 %
Coordinator	26,865,143	25,130,645	5.48 %	4.24 %
Supervisor	41,553,209	37,196,146	9.86 %	7.24 %
Service Manager	-	-	-	-
Head of Services	95,319,050	96,905,845	23.13 %	24.97 %
Other Operations Managers	141,322,308	244,950,808	12.17 %	43.58 %
Others Structure	107,565,661	80,446,613	17.31 %	22.56 %
Other Operations Personnel	25,241,314	23,161,361	-5.00 %	-24.10 %

Average remuneration	Morocco		Developments since 2019	
Gender	M	W	M	W
Currency	Dirham	Dirham		
Agent / Admin / Validator	62,315	59,758	0.95 %	-3.14 %
Quality	-	-	-	-
Force/Instructor	-	-	-	-
Coordinator	95,292	133,808	16.98 %	39.48 %
Supervisor	-	257,196	-	-4.69 %
Service Manager	142,945	176,625	21.44 %	53.27 %
Head of Services	-	-	-	-
Other Operations Managers	69,158	-	-	-
Others Structure	57,492	-	50.76 %	-
Other Operations Personnel	-	-	-	-

Average remuneration	Mexico		Developments since 2019	
Gender	M	W	M	W
Currency	Mexican peso	Mexican peso		
Agent / Admin / Validator	98,938	97,126	-20 %	-20 %
Quality	108,316	105,232	-28 %	-32 %
Force/Instructor	147,060	157,544	-21 %	-14 %
Coordinator	166,393	151,091	-26 %	-28 %
Supervisor	160,444	164,739	-44 %	-27 %
Service Manager	293,148	273,457	-26 %	-23 %
Head of Services	-	-	-	-
Other Operations Managers	1,588,213	1,708,356	17 %	20 %
Others Structure	379,400	322,140	-26 %	-25 %
Other Operations Personnel	589,507	582,466	-22 %	-27 %

Average remuneration	Portugal		Developments since 2019	
Gender	M	W	M	W
Currency	Euro	Euro		
Agent / Admin / Validator	14,316	13,619	2 %	2 %
Quality	15,374	12,353	6 %	-1 %
Force/Instructor	-	-	-	-
Coordinator	18,162	19,625	6 %	9 %
Supervisor	17,877	16,916	-1 %	5 %
Service Manager	-	-	-	-
Head of Services	-	-	-	-
Other Operations Managers	36,962	-	-1 %	-
Others Structure	23,363	32,901	29 %	46 %
Other Operations Personnel	-	17,164	-	1%

Average remuneration	Peru		Developments since 2019	
Gender	M	W	M	W
Currency	Peruvian sol	Peruvian sol		
Agent / Admin / Validator	17,691	17,180	-7 %	-7 %
Quality	22,828	22,591	-8 %	-9 %
Force/Instructor	22,577	21,047	-6 %	0 %
Coordinator	27,810	28,337	-10 %	-10 %
Supervisor	44,766	48,419	-7 %	-6 %
Service Manager	53,503	54,074	-6 %	-7 %
Head of Services	104,916	111,886	5207 %	-
Other Operations Managers	259,421	200,226	2796 %	-
Others Structure	70,379	64,533	159 %	169 %
Other Operations Personnel	-	-	-	-

Average remuneration by age and country				
	Currency	<30 years old	30 – 50 years old	>50 years old
Spain	Euro	16,113.00	17,282.00	17,537.00
Argentina	Argentine peso	546,238.00	616 055.00	694,574.00
Brazil	Real	20,316.00	27,872.00	26,276.00
Chile	Chilean peso	6,786,019.00	8,000,057.00	7,813 857.00
Colombia	Colombian peso	17,139,237.00	23,474 835.00	27,166 562.00
Morocco	Dirham	64,977.00	67,746.00	56,164.00
Mexico	Mexican peso	99,678.00	141,196.00	134,464.00
Peru	Sol	17,688.00	24,087.00	20,720.00
Portugal	Euro	13,791.00	14,949.00	13,778.00

Evolution of average remuneration by age and country				
	Currency	<30 years old	30 – 50 years old	>50 years old
Spain	Euro	0.40 %	0.28 %	0.88 %
Argentina	Argentine peso	35 %	40 %	39 %
Brazil	Real	5.72 %	6.02 %	12.12 %
Chile	Chilean peso	-0.05 %	0.47 %	2.26 %
Colombia	Colombian peso	6.10 %	5.04 %	-1.88 %
Morocco	Dirham	-1.20 %	5.27 %	-4.33 %
Mexico	Mexican peso	7 %	8 %	10 %
Peru	Sol	-6 %	6 %	6 %
Portugal	Euro	1 %	3 %	8 %

In 2020, the Group paid board members for said positions a total of €112,000. Remuneration received by senior management during the year 2020, broken down by concepts was as follows:

2020	EUR Thousands
Wages	1,792
Remuneration in kind	57
	1,849

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

— Wage gap

	<i>Agent / Admin / Validator</i>	<i>Quality</i>	<i>Force/ Instructor</i>	<i>Coordinator</i>	<i>Supervisor</i>	<i>Service Manager</i>	<i>Head of Services</i>	<i>Other Operations Managers</i>	<i>Others / Structure</i>	<i>Other Operations Staff</i>
Spain	1.3 %	-1.8 %	-	0.3 %	9.3 %	0.9%	5.4 %	0.0 %	8.1 %	-12.2 %
Argentina	-1.7 %	-	3.4 %	-0.7 %	-	-	0.9 %	-80.7 %	-9.5 %	-
Brazil	1.2 %	-0.1 %	14.0 %	1.5 %	52.6 %	-	4.7 %	24.3 %	41.3 %	-3.7 %
Chile	2.9 %	-7.6 %	4.1 %	-1.5 %	-5.4 %	20.0 %	0.0 %	0.0 %	63.0 %	-
Colombia	9.3 %	0.1 %	5.5 %	6.5 %	10.5 %	-	-1.7 %	-73.3 %	25.2 %	8.2 %
Morocco	4 %	-	-	-40 %	-	-24 %	-	-	-	-
Mexico	1.8 %	2.8 %	-7.1 %	9.2 %	-2.7 %	6.7 %	0.0 %	-7.6 %	15.1 %	1.2 %
Peru	2.9 %	1.0 %	6.8 %	-1.9 %	-8.2 %	-1.1 %	-6.6 %	22.8 %	8.3 %	-
Portugal	4.9 %	19.7 %	-	-8.1 %	5.4 %	-	-	-	-40.8 %	-

This ratio is the result of the difference between the average wage earned by men and the average wage earned by women, compared to the average wage earned by men. Information corresponding to the year 2020.

Argentina, Colombia and Peru have compensation policies with a gender perspective. Similarly, each Equality Plan approved in Spain is accompanied by an analysis of wages by category and gender, which is updated annually. In 2020, this analysis was not performed as a result of the pandemic, and has been postponed to this year. In this sense, Spain is currently awaiting the criteria and procedures that the ministries of Labour and Equality will make available to companies, so as to harmonise the gap calculation mechanism, in accordance with the provisions of Royal Decree 902/2020 .

— Konecta wage ratio against the official minimum wage

<i>Konecta wage ratio against the official minimum wage</i>	
Spain	1.05
Argentina	1.62
Brazil	1.01
Chile	1.28
Colombia	1:1
Morocco	1.52
Mexico	1:1
Peru	1:1
Portugal	1:1

— Collective bargaining agreements

Country	Percentage of employees covered by collective agreement
Mexico	83.6 %
Peru	0 %
Chile	69 %
Portugal	0 %
Morocco	0 %
Colombia	0 %
Argentina	89 %
Brazil	100 %
Spain	100 %

— Minimum notice periods regarding operational changes

<i>Deadlines by country</i>	
Spain	2.14 weeks
Argentina	1 week
Brazil	15 days
Chile	4 weeks
Colombia	2.14 – 4 weeks
Morocco	1 week
Mexico	1 week
Peru	1.14 weeks
Portugal	1.14 weeks

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

— Senior management hired from the local community

<i>% of executives from the local community</i>	
Spain	100 %
Argentina	100 %
Brazil	100 %
Chile	71 %
Colombia	100 %
Morocco	100 %
Mexico	100 %
Peru	63 %
Portugal	80 %

— People with disabilities

<i>Employees with disabilities</i>	
Spain	236
Argentina	3
Brazil	263
Chile	14
Colombia	66
Morocco	0
Mexico	8
Peru	63
Portugal	5

— Parental leaves

<i>Employees who enjoyed parental leaves in 2020</i>	
Mothers	1,981
Fathers	507

100 % of employees reinstated

NUMBER OF PEOPLE WITH DISABILITIES IN THE WORKFORCE **658**

— Distribution by professional category

Gender	%
Agent / Admin / Validator	89,7 %
Quality	1 %
Force/Instructor	1 %
Coordinator	5 %
Supervisor	1,3 %
Service Manager	0,3 %
Head of Services	0,4 %
Other Operations Managers	0,1 %
Others Structure	1,2 %
Other operations personnel	0,1 %

— Average annual contract by gender

Type of contract	2019			2020		
	<30 years old	30 – 50 years old	> 50 years old	<30 years old	30 – 50 years old	> 50 years old
Permanent contract	13,474	16,096	2,651	10,747	15,903	2,808
Temporary contract	22,009	10,601	1,093	25,882	11,122	1,075
Full time	22,861	18,330	2,479	21,340	17,933	2,498
Part time	12,622	8,367	1,265	15,289	9,092	1,385

— Annual contract average by age

Type of contract	2019			2020		
	<30 years old	30 – 50 years old	> 50 years old	<30 years old	30 – 50 years old	> 50 years old
Permanent contract	20 %	24 %	4 %	16 %	24 %	4 %
Temporary contract	33 %	16 %	2 %	38 %	16 %	2 %
Full time	35 %	28 %	4 %	32 %	27 %	4 %
Part time	19 %	13 %	2 %	23 %	13 %	2 %

— Distribution of workforce by type of contract and age

Type of contract	2019		2020	
	Men	Women	Men	Women
Permanent contract	10,232	21,989	9,023	20,435
Temporary contract	12,051	21,652	12,749	25,330
Full time	15,715	27,955	14,535	27,236
Part time	6,568	15,686	7,237	18,529

— Average annual contract by gender

Type of contract	2019		2020	
	Men	Women	Men	Women
Permanent contract	16 %	33 %	13 %	30 %
Temporary contract	18 %	33 %	19 %	38 %
Full time	24 %	42 %	22 %	40 %
Part time	10 %	24 %	11 %	27 %

— Diversity of the governing bodies

Composition of governing body by age and gender		
Spain	Women	Men
< 30 years	-	-
30-50 years	-	2 (25 %)
> 50 years	2 (25 %)	4 (50 %)

— Number of employees by type of contract and region

Country	2019		2020		2019		2020	
	Permanent contract	Temporary contract	Permanent contract	Temporary contract	Full time	Part time	Full time	Part time
Spain	8,945	7,418	9,469	8,272	8,888	7,475	8,094	9,647
Argentina	6,584	0	6,236	1,476	5,676	908	7,678	34
Brazil	6,492	1,119	5,214	411	7,282	329	5,337	288
Chile	1,495	409	1,841	572	1,589	315	2,051	362
Colombia	2,091	12,204	2,415	14,872	3,478	10,817	3,801	13,486
Morocco	108	12	217	37	120	0	254	0
Mexico	2,704	2,079	1,097	2,144	3,195	1,588	1,647	1,594
Peru	3,714	9,499	2,887	9,515	12,544	669	12,155	247
Portugal	88	963	82	780	898	153	754	108

— Annex

Konecta offices

Argentina

ROSARIO

Corrientes 22265

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,
São Paulo – SP, 01131-010

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

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

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

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° 65-191

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

Niza: ClL 116 N° 71 D-46

MONTERÍA

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

Morocco

CASABLANCA

Lotissement La Colline, Immeuble les Quatre
Temps Sidi Maarouf. C.P 20190 Casablanca

TÁNGER

33 Avenue Prince Moulay Abdellah, 5ª planta.
C.P 90000 Tánger

Mexico

CIUDAD DE MÉXICO

Av. Añil 611, Granjas México.

C.P 08400 Delegación Iztacalco I

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 In-
dustrial 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° 2, Bellavista, Callao

Crillon: 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

Avenida José Malhoa, N° 21.
1070-157 Lisboa

— Annex

Konecta offices

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

Avda. de Espartinas, 11
41110 Bollullos de la Mitación - Sevilla

Parque empresarial Vega del Rey
C/ Boabdil 6, Edificio Vega 6 y 7
41900 Camas - 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
35 008 Las Palmas de Gran Canaria

Dársena Pesquera del Puerto de Santa
Cruz de Tenerife, Edif. SOFITESA.
38180 Santa Cruz de Tenerife

CATALUÑA Complejo de Oficinas Illacuna
Edif. B Calle Llacuna, 56-68
08005 Barcelona

C/ Marqués de Sentmenat, 35
08010 Barcelona

Calle Llull, 95 – 97
08005 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/ Comercio, 14
28760 Tres Cantos - Madrid

C/ Viento, 6-8. 28760
Tres Cantos - Madrid

C/ San Romualdo, 26
28037 Madrid

Parque Empresarial Avalon
C/ Santa Leonor, 65
28037 Madrid

Avenida Manoteras, 26
28050 Madrid

Calle Norias, 92
28221 Majadahonda - Madrid

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

EXTREMADURA C/ Luis Montero Béjar,
esq. C/ Alfonso Iglesias Infante
Pol. Ind. Las Picadas II
06200 Almendralejo - Badajoz

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

Polígono de Pocomaco Parcela A3, Nave F+G
15190 La Coruña

La Grela, Calle Galileo Galilei, 2
15008 La Coruña

Avda. Finisterre 325-327-329
15008 A Coruña

PAÍS VASCO C/ José Miguel Arrieta Mascarúa, 1
48840 Gueñes – Bilbao

— Annex

Rocket Hall Non-financial information statement 2020

Consolidated Non-Financial Information Statement of Rocket Hall, S.L.U. and its subsidiaries for the year ended December 31, 2020.

This Consolidated Non-Financial Reporting Statement (EINFC, in Spanish), which relates to the financial year ended 31 December 2020, has been prepared in accordance with the requirements set out in Law 11/2018, of 28 December, amending the Trade Code, the consolidated text of the Law on Corporations approved by Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on the Audit of Accounts, on non-financial information and diversity. The guidelines on the non-financial reporting of the European Commission (2017/C215/01) arising from Directive 2014/95/EU have also been considered in its preparation and, where possible, the standards of the Global Information Initiative have been used (“GRI” standards –Global Reporting Initiative–).

In this context, through this Consolidated Non-Financial Information Statement (EINFC), Rocket Hall aims to report on environmental, social and personnel aspects, related to human rights, the fight against corruption and bribery, as well as other important information for the Group, in the execution of their own business activities and operations.

For the definition of the contents of this Consolidated Non-Financial Information Statement (EINFC) of ROCKET HALL, S.L.U. AND SUBSIDIARIES, and in order to ensure their quality, the issues considered to be most relevant to the Group have been taken into account, in accordance with the strategy, objectives and priorities of the Organisation, and in accordance with the expectations of Rocket Hall’s stakeholders, the industry trends, and the indicators defined in the GRI framework, in its standard version.

The Consolidated Non-Financial Information Statement of ROCKET HALL, S.L.U. AND SUBSIDIARIES is presented as an annex to the Non-Financial Information Statement of Group GMM TOPCO CONEXIÓN, S.L.U. and its SUBSIDIARIES (hereinafter “Konecta”), parent company of the Rocket Hall Group. For more information, see the section “Rocket Hall: Adding Value to Our Business” of the Konecta Group’s Non-Financial Information Statement.



— Business Model

Corporate Name

ROCKET HALL, S.L. AND ITS SUBSIDIARIES (hereinafter, “the Group” or “Rocket Hall”)

Registered Office

c/ Alcalá, 21 - 28014 Madrid - Spain

Website

rockethall.com

Area of activity of the Group

Delivery of multi-channel contact services aimed at business processes and Customer Experience in digital environments, based on smart solutions and a high level of automation.

Market

Presence in 4 countries: Spain, Peru, Colombia, and Mexico. Over 6,700 operational jobs disseminated in 17 platforms, providing 24/7 services in the countries above and Chile.

The Group seeks to determine a structured approach to risk management, with respect to all those factors that may have or entail a negative impact at varying degrees on key issues relevant to the sustainability of the Group’s business model.

Improvement actions implemented or specific results in 2020

- Telework: remote connection for service delivery at Rocket Hall. A process that accelerated as a result of the pandemic, and that allowed the successful departure of more than 6,000 people from the offices last March, through an agile and efficient implementation, to a remote working mode in less than 10 days, improving the Company’s operational indicators and attracting new lines of business.
- New headquarters in Mexico: adaptation and start-up of new facilities in Mexico for the B12 brand.
- Creation of a CTI platform management and process automation and digitisation units, reaching a 99.87 % service and availability level.
- Implementation of the Covid-19 Action Protocol: which includes the set of human, technical and organisational measures set up by the Organisation to ensure service delivery under this new scenario.

Certifications

In 2020, the Group obtained certifications on the EN ISO 9001:2015, ISO 14001:2015, ISO/IEC 27001:2014, ISO 18295-1:2017 standards, as well as Covid-19 Action Protocols.

Awards and distinctions received in 2020

- VII Awards to the Best Executive in Castilla y León, organised by Castilla y León Económica: Alberto Oliva González, Innovation Director of the Rocket Hall Group was awarded the Best Executive in R&D+i.
- 2020 Platinum Contact Center Awards: Agency B12 received the award for the best IT project in Business Analytics for the improvements implemented in the Legalitas project, thus optimising the process to achieve a sales increase of +209 %.
- “Óptima Castilla y León” distinction: Award to Agencia B12 Online, in recognition of its gender equality initiatives in the labour field of Castilla y León, and voluntarily adopting improvement processes and good practices in its management model and its organisation of human resources.

— Social and staff-related issues

Employment at Rocket Hall: Description of professionals

The following charts show the breakdown of professionals ⁽¹⁾ for the financial year 2020 by gender, professional category and age range ⁽²⁾.

At 31 December 2020, 34.7 % of the Group’s total professionals were men and 65.3 % were women.

(1) Under standard GRI 102-8, and given its significance for Rocket Hall’s operations, the Group’s professional figures at 31/12/2020 include the data corresponding to the employees who had been subcontracted by the Group to develop activities in Mexico.

(2) Baby boomers (<1964); Generation X (1965-1980); Millennials (Generation Y) (1981-1999); Generation Z (>2000).

(3) 90 % of executives come from the country in which they operate.

Employees by professional category ⁽¹⁾ [31 December, 2020]

Agents	Support and systems	Operations managers	Executives
82.2 %	6.2 %	11.2 %	0.5 %
5,151	387	702	30 ⁽³⁾

Employees by age range ⁽¹⁾⁽²⁾ [31 December, 2020]

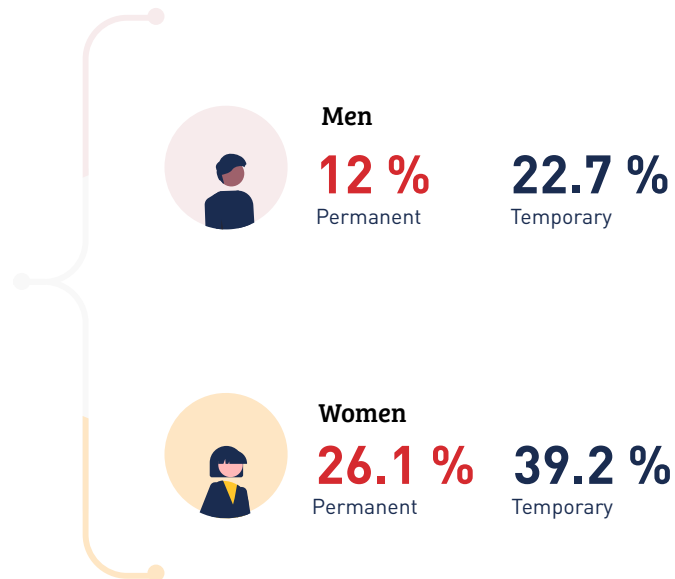
Baby Boomers	Generation X	Millennials	Generation Z
1.6 %	17.5 %	74.3 %	6.5 %
103	1,096	4,661	410

Employees by Contract Type

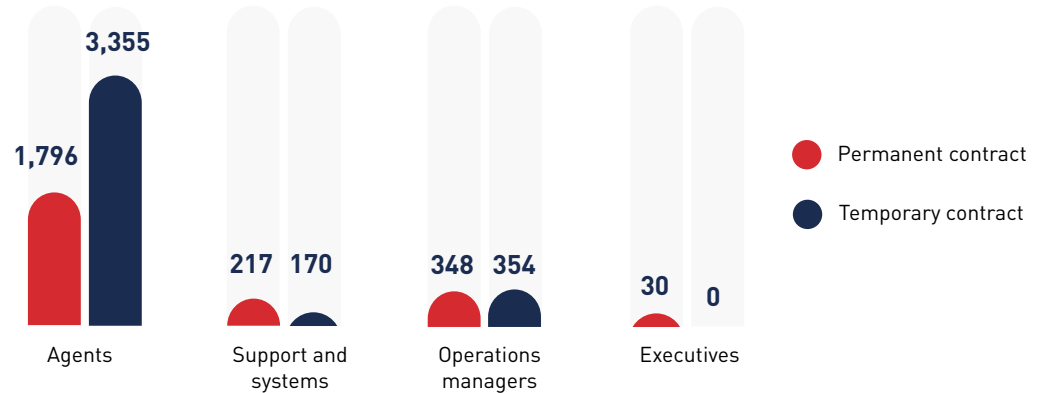
The following graphs show the breakdown of professionals ⁽¹⁾ for the 2020 financial year by employment contract modality and sex, professional category and age range ⁽²⁾.

As of 31 December 2020, 38.1 % of the Group's professionals had their working relationship with the Company regulated through permanent contracts, and 61.9 % of them were contractually linked through temporary contracts.

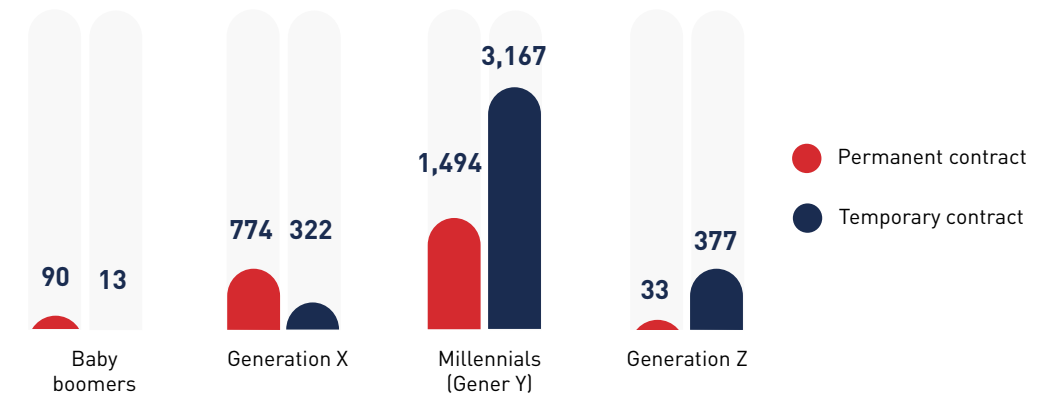
Type of contract Men/Women ⁽¹⁾ [31 December, 2020]



Type of contract by professional category ⁽¹⁾ [31 December, 2020]



Type of contract by age range ⁽¹⁾⁽²⁾ [31 December, 2020]

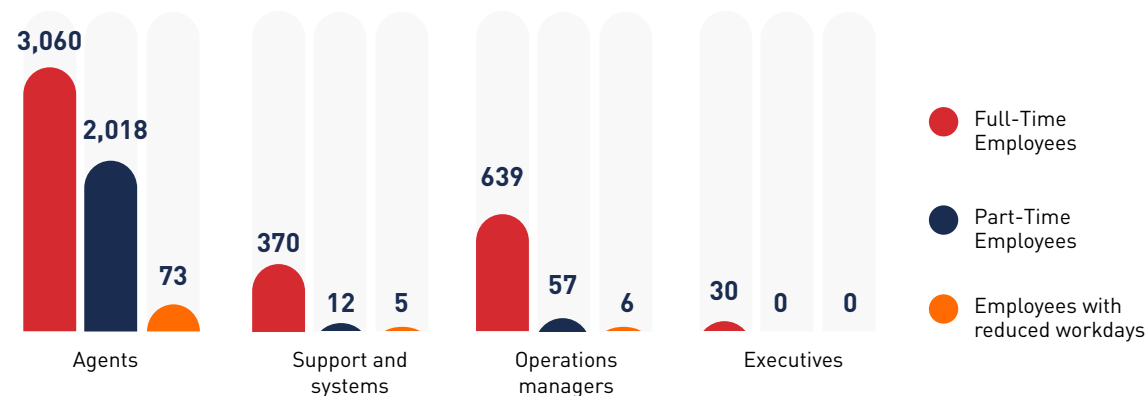


Employees by Type of Workday

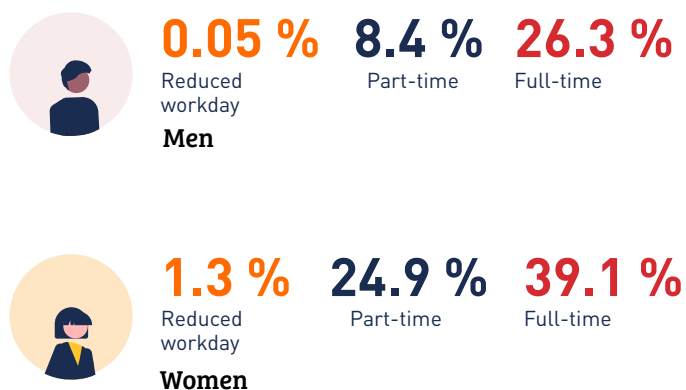
The following charts show the breakdown of professionals ⁽¹⁾ for the financial year 2020 by workday type and gender, professional category and age range ⁽²⁾.

As of 31 December 2020, 65.4 % of the Group's professionals worked under a full-time scheme, while 33.3 %, and 1.3 % had part-time and reduced workdays, respectively.

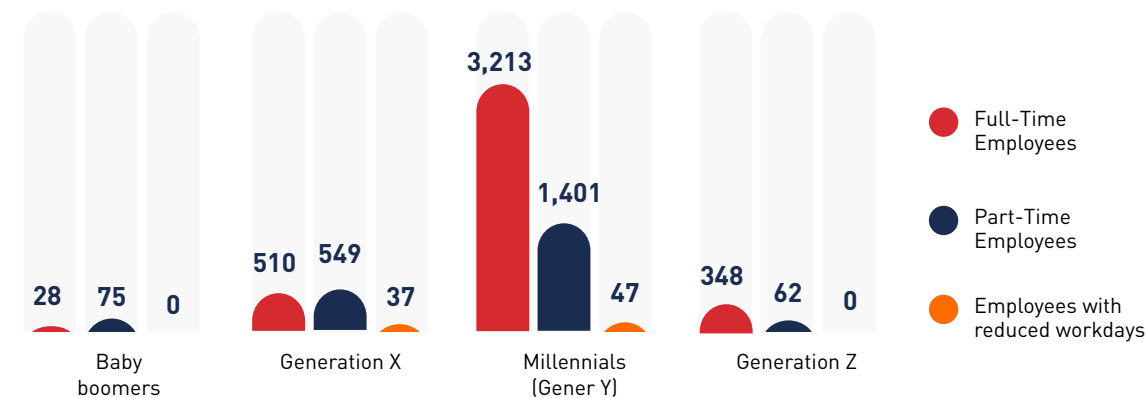
Type of workday by professional category ⁽¹⁾ [31 December, 2020]



Type of workday Men/Women ⁽¹⁾ [31 December, 2020]



Type of workday by age range ⁽¹⁾⁽²⁾ [31 December, 2020]

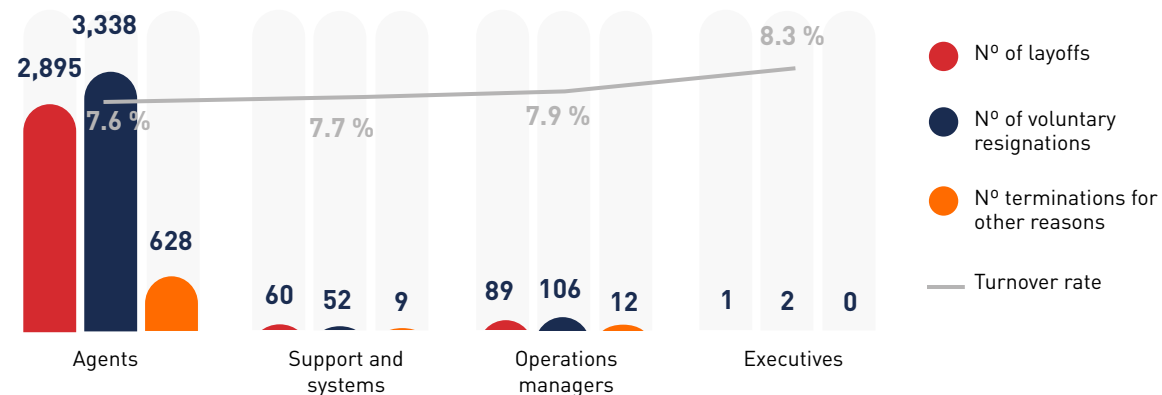


Terminations and layoffs

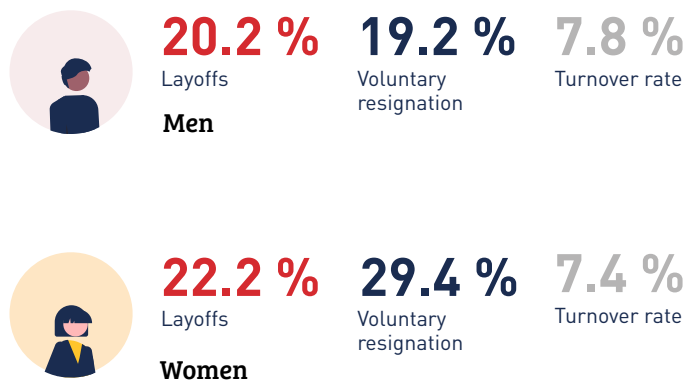
The following charts show information concerning professionals ⁽¹⁾ who left the Company in 2020, broken down by type of termination/layoffs and gender, professional category and age range ⁽²⁾.

The average turnover rate for the Organisation's staff ⁽¹⁾ during the year 2020 is 7.6 %. As a result of the pandemic, this data increased by 22.3 % with respect to the previous year (6.2 %).

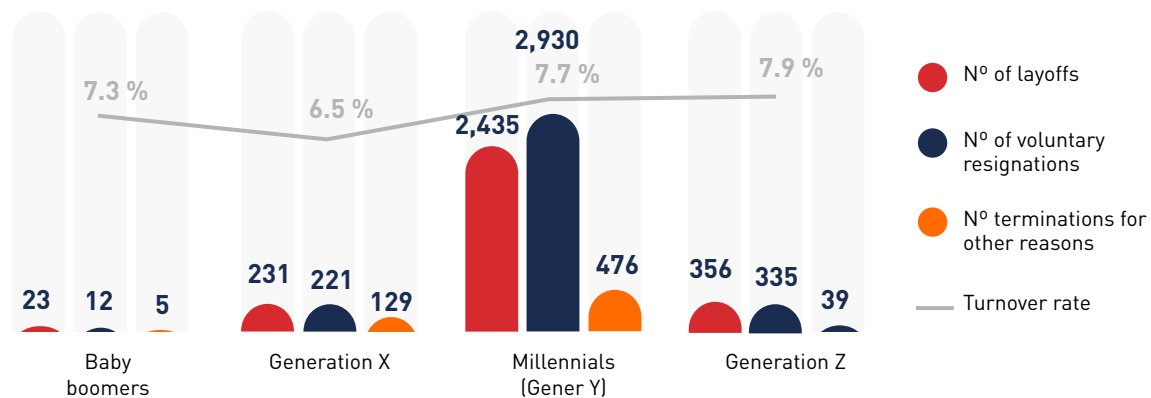
Termination/Layoffs by professional category ⁽¹⁾
[2020]



Male/Female Terminations/Layoffs (1)
[Exercise 2020]



Termination/Layoffs by age range ⁽¹⁾⁽²⁾
[2020]



Remuneration model

Definition of an equitable and fair remuneration system that establishes wage bands structured by professional category (based on collective agreement, in the case of Spain), which are communicated to employees from the moment they join the Company.

Implementation of a variable compensation system, based on achievable and quantifiable objectives, focusing on people's performance, and taking into account both desirable achievements and behaviours.

(1) Average remuneration has been defined as the average of the sum of the total base salary, commissions, sales incentives, variable remuneration, and other wage supplements paid by the Group to its professionals during 2020, on the basis of the total number of employees in the period.

(2) Information corresponding to the professionals subcontracted by the Group during 2020 for the development of Rocket Hall activities in Mexico.

Average remuneration ⁽¹⁾ by category and by country (Local currency) [Year 2020]

	<i>Agents</i>	<i>Support and systems</i>	<i>Operations managers</i>	<i>Executives</i>
Colombia	17,031,619 COP	21,678,907 COP	27,819,097 COP	182,694,368 COP
Spain	15,251 EUR	28,590 EUR	19,965 EUR	84,699 EUR
Mexico	65,805 MXN	225,066 MXN	141,356 MXN	609,980 MXN
Peru	17,842 PEN	41,696 PEN	36,861 PEN	272,876 PEN

Average remuneration ⁽¹⁾⁽²⁾ by age range and by country (Local currency) [Year 2020]

	<i>Baby boomers</i>	<i>Generation X</i>	<i>Millennials (Gen Y)</i>	<i>Generation Z</i>
Colombia	15,943,587 COP	24,035,801 COP	18,982,506 COP	12,787,347 COP
Spain	17,523 EUR	18,899 EUR	16,283 EUR	14,508 EUR
Mexico	59,030 MXN	97,646 MXN	88,222 MXN	63,365 MXN
Peru	20,322 PEN	36,111 PEN	21,263 PEN	15,467 PEN

Average remuneration of directors and Group directors

[Financial year 2020]



Average remuneration has been defined as the average of the sum of the total base salary, commissions, sales incentives, variable remuneration, and other wage supplements paid by the Group to its professionals during 2020, on the basis of the total number of employees in the period, in the professional category of "Directors".

Average remuneration of Group directors

[Year 2020]

* Group directors do not have a remuneration model.

During the year 2020, the Administrators of the Group's parent company, Rocket Hall, S.L.U., did not receive any remuneration from the Group.

In addition, during the year 2020, the Group did not pay any compensation to natural persons representing the Administrators of the Parent Company for salaries and wages.

Standard initial wage category ⁽¹⁾ by gender ⁽²⁾ against the local minimum wage

(Local Currency) [Year 2020]

	Initial wage	Minimum wage	Difference
Colombia	14,331,518 COP	14,331,518 COP	0 %
Spain	13,917 EUR	12,600 EUR	10.5 %
Mexico	47,999 MXN	47,999 MXN	0 %
Peru	14,272 PEN	14,272 PEN	0 %

(1) Information corresponding to the minimum wage rate in the form of "base salary" (thus excluding commissions, incentives, variable remuneration, and other concepts) paid by the Group to its professionals in the "Agents" category in the financial year 2020.

(2) The Group's remuneration policy does not include gender differences of any kind. This is why the wage of full-time staff within the Group for the Organisation's initial standard professional category for the financial year 2020, as set out in the attached table, does not include any distinction between men and women.

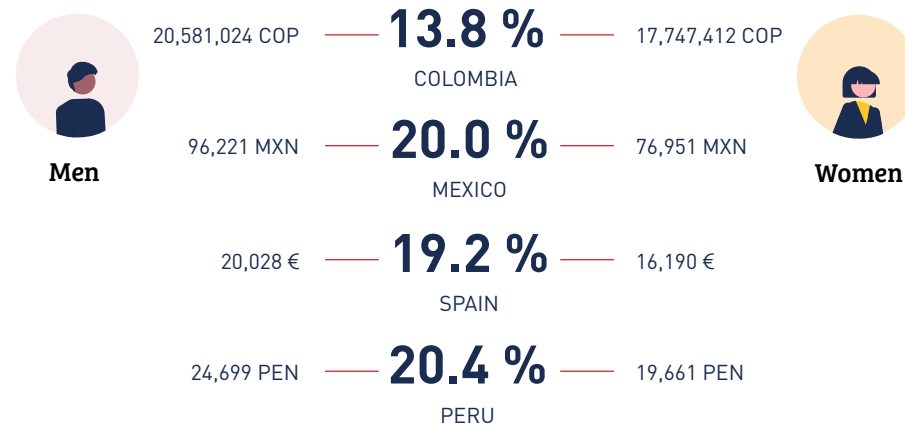
Wage gap

This indicator is calculated as the difference between the average wage of men and that of women, divided by the average wage of men.

For the calculation of this average remuneration, the average annual gross salaries of employees (women and men) in all categories, at the end of the financial year 2020, have been taken as the basis. This gross salary comprises the sum of the base salary and supplements, and the observable differences in the measurements of the overall wage gap between women and men made by Rocket Hall lie, fundamentally, in the composition of the hierarchical levels and sociocultural factors derived from geographical dispersion in the countries where the Group operates.

Average remuneration by gender and by country, and wage gap by country ⁽¹⁾

(Local Currency) [Year 2020]



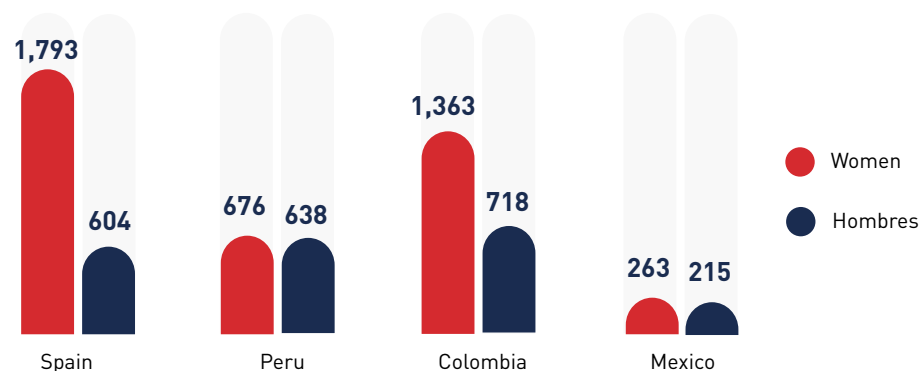
(1) The "wage gap" is expressed as a percentage representing the difference between the average wage earned by men and the average wage earned by women, compared to the average wage earned by men. Data differentiated by country and referred in all cases to the financial year 2020.

Organisation of the working time

The Group develops actions deemed effective for improving the work experience of its employees, and combines them with work-life balance and labour flexibility measures, while identifying new opportunities to generate commitment, and focusing efforts toward proactive, employee-centred solutions.

Distribution of women and men by country

[31 December, 2020] ⁽¹⁾



(1) Under standard GRI 102-8, and given its significance for Rocket Hall's operations in Mexico, the Group's professional figures at 31/12/2020 include the data corresponding to the employees who had been subcontracted by the Group to develop activities in Mexico.

Digital Disconnection Policy

Rocket Hall implements a Digital Disconnection Policy, to ensure a limitation of the use of technological means of business communication and work during rest periods.

Pursuant to Article 18, Chapter III, of Royal Decree Law 28/2020 of September 22, and Article 88 of the Organic Law on the Protection of Personal Data and the Guarantee of Digital Rights (LOPDGDD), Rocket Hall defines the guidelines and measures to achieve work-life balance.

Collective bargaining agreements

For the regulation of labour relations between Rocket Hall and its professionals, at December 31, 2020, the companies of the Group enforce agreements applicable for all employees delivering services under and on behalf of the companies that make up the Rocket Hall Group (collective agreements at state level) in Spain (38.2 % of the total staff). However, for matters relating to the business organisation itself, to the applicable national legislation, and to the practices in each of the countries where the Group operates, as of December 31, 2020, the groups of employees of the Group based in Peru, Colombia, and Mexico, are not covered by specific collective bargaining agreements.

Rocket Hall bases its remuneration models on the labour agreements, and legislation in force and applicable in each of the countries where the Group operates, which translates into the guarantee of a minimum wage, consistent with the duty performed.

Minimum notice periods regarding operational changes in the Organisation

In accordance with the labour regulations in force and, where appropriate, the collective bargaining agreements regulating labour relations between the Organisation and its professionals, the minimum notice periods for significant operational changes ⁽¹⁾ in the Organisation vary according to the countries: 1 or 2 weeks in Spain, 1 week in Peru, 4 weeks in Colombia, and none in Mexico.

⁽¹⁾ Alteration of the Organisation's pattern of operations related to restructuring, outsourcing of operations, closures, expansions, new openings, acquisitions, mergers and divisions, total or partial sales, etc., which may have significant positive or negative impacts on the professionals of the Organisation.

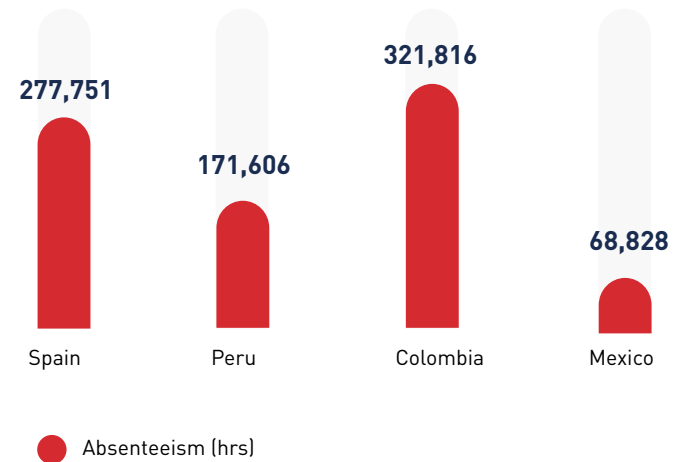
Absenteeism

To ensure efficiency in its processes, Rocket Hall works to reduce absenteeism each year, which for the year 2020 accounted for 5.44 % ⁽¹⁾ of the total hours worked by the professionals of the Group, which amounted to 15,450,848 hours ⁽¹⁾.

The absenteeism data obtained for this year is very similar to that achieved by the Group in the financial year 2019 (5.39 %), with some variations by country, and taking into account that there has been an increase of 13.2 % in the number of hours worked.

Absence hours by country

[Year 2020] ⁽¹⁾



⁽¹⁾ Absenteeism rate = Total number of days lost due to disabilities of any kind (not only as a result of an accident or illness at work, and excluding, in any case, authorised absences, such as holidays, study leaves, maternity or paternity leaves, and other days of leave) / Total number of working days per year.

Occupational Health and Safety

The nature and characteristics of Rocket Hall's activities do not entail a high degree of risk in relation to occupational health and safety.

Occupational Risks and Prevention

In the field of prevention, the Group's Policy of Occupational Risk Prevention shows its commitment to achieving high levels of occupational safety and health that exceed the minimums required by the legal standards and regulations in force and applicable in each territory in which Rocket Hall is present, based on principles of continuous improvement. To this end, it defines different responsibilities within the structure of the Organisation at the highest level, and ensures training, consultation processes, as well as the participation of professionals.

Throughout 2020, and as a result of the pandemic, Rocket Hall focused on managing certain risks for:

- Ensuring the health of its professionals and the control of the spread of the virus in the Organisation.
- Mitigating impact and ensuring operational continuity.

To this end, it developed and implemented the Covid-19 Action Protocol, aimed at identifying all potential risks arising from the virus and linked to the workplace, developing a diagnosis of the situation in each of the countries in which the Organisation operates, and finally designing, proposing and implementing specific actions that prevent the spread of the virus, create awareness within the staff, and help disseminate good practices.

Workers' participation, consultation and communication on occupational health and safety

Rocket Hall promotes the information, participation and consultation of employees of the Organisation, as a means and mechanism that ensures and facilitates the achievement of the objectives intended in the field of occupational safety and health, with representation of the employees of the Group on Occupational Safety and Health Committees in all the countries in which Rocket Hall operates. In this regard, at 31 December 2020, 77.1 % ⁽¹⁾ of the total Rocket Hall workers and employees were represented in said Safety and Health Committees.

(1) It includes information corresponding to the professionals who were subcontracted by the Group for the development of its activities in Mexico on that date.

In all cases, these are joint Safety and Health Committees, which are made up of the same number of employee representatives or prevention delegates as representatives of the Company, and whose number of meetings and duration for the team making up each Health and Safety Committee depends and varies by country.

Accidents at work and occupational diseases

In 2020, the Group recorded a total of 4 work-related accidents resulting in leaves in all of its work centres (including those of the staff subcontracted by the Group in Mexico), which have been considered minor (no casualties or major work-related accidents at work were recorded).

Given the nature of the Group's activities, the Organisation has not identified common hazards (physical, ergonomic, chemical, biological, psychosocial, etc.) susceptible to a risk of injury from a major work-related accident, or a risk of occupational disease or illness.

The number of accidents registered by the Group in 2020 decreased considerably compared to the previous year, as a result of the pandemic and the reduced occupancy of the work centres due to the maximum capacity established in the facilities, and the increase in the number of staff providing services under the distance work modality.

In 2020, the Group recorded a single case of occupational disease in all of its work centres (including the staff recruited by the Group in Mexico), which corresponded to a woman.

These diseases usually affect speech-related pathologies, ear conditions, and pathologies associated with ergonomic aspects in the use of data display screens (PVDs), and their prevention and/or correction is intended by carrying out ergonomic studies and training in occupational risk prevention.

Training Plan

In 2020, a total of 330,406 hours of training were provided throughout the Group, distributed by gender, as well as by countries and professional categories as follows:



Training hours by gender ⁽¹⁾⁽²⁾ [Year 2020]



Training hours by professional category and country [Year 2020]

	Agents	Support and systems	Operations managers	Executives
Colombia	56,305	718	8,005	0
Spain	60,826	1,172	1,444	346
Mexico	55,378	25	584	0
Peru	143,055	676	1,856	17

(1) The training hours given to staff during 2020 include, in some very specific cases, estimated training hours relating to the initial training received by new hires (estimated on an average of 8 hours/day over 5 days).

(2) The training data of professionals in Mexico correspond to those workers who were subcontracted by the Group during the year 2020 for the development of their activities in said country.

Average training hours per employee, professional category, and country ⁽³⁾ [Year 2020]

	Agents	Support and systems	Operations managers	Executives
Colombia	33	5	33	0
Spain	30	8	6	17
Mexico	141	1	11	0
Peru	133	10	11	4

Investment in training in € and country ⁽⁴⁾ [Year 2020]

	External training	Internal training	Total investment
Colombia	50,916 EUR	514,535 EUR	565,451 EUR
Spain	11,606 EUR	115,496 EUR	127,101 EUR
Mexico	831 EUR	63,598 EUR	64,428 EUR
Peru	4,376 EUR	251,072 EUR	255,447 EUR
	67,728 EUR	944,700 EUR	1,012,428 EUR

Training hours by modality [Year 2020]

	Initial	Retraining	Development	Coaching
Colombia	7,841	46,871	9,295	1,021
Spain	58,793	662	3,454	879
Mexico	39,614	2,489	8,981	4,903
Peru	139,823	3,814	1,967	0

(3) Information resulting from dividing the number of "hours of training by professional category and country" by the total number of professionals of the Group distributed by professional category.

(4) Information resulting from multiplying the number of "hours of external and internal training by country" by the average hourly remuneration in each country by professional category.

Taking the data of the amount of investment in internal training (€ 944,700), held both on-site and on-line, as a reference value, and considering that approximately 82 % of the Group's professionals had the professional category of "Agents" at 31 December, 2020—including all subcontracted workers by the Group in Mexico—it is estimated that the Group made an investment of € 171.9 / Agent.

Equality

The Group aims to ensure stable and quality employment for its professionals, promoting equality and diversity at all levels within the Organisation, and under the observation of a “zero tolerance” policy against all forms of discrimination, not admitting any kind of distinction by gender, age, race, nationality, disability, political, or religious ideologies, or sexual orientation, among others.

In 2020, the Group had no knowledge of, nor declared, any cases or situations of discrimination within the Organisation. Consequently, there was no need to take any corrective actions in this regard.

Diversity in the Governing and Management Bodies of the Group

At 31 November 2020, the Group’s Management was made up of 30 persons, 7 of whom were women (23.3 %), and 23 were men (76.7 %).

Work-life balance

Among the action principles of the Group’s Equality Policy is the implementation of measures that favour respect for the personal and family life of Rocket Hall professionals, and facilitate the best balance and reconciliation between the personal life and work responsibilities of the employees of the Group regardless of their gender.

Some of the Group’s data regarding the year 2020 were:

- 165 professionals benefited from reduced working hours (161 women and 4 men).
- 80 professionals applied for leaves of absence, 9 of which were for providing child care (all women).
- 189 professionals were leaves for the birth of a child, namely 131 maternal leaves and 58 parental leaves.

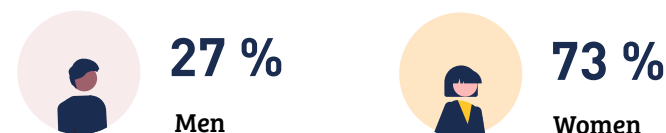
Integration and diversity

In its Diversity Plan, Rocket Hall details its commitment to diversity, defining good practices and measures to be implemented and developed among the Organisation’s staff, thus giving visibility to the great value it can bring to the entity.

Disability and accessibility

Rocket Hall promotes the integration of people with diverse profiles, ensuring universal accessibility to people with different capacities, and defining measures that promote integration and equality.

As of 31 December 2020, the number of employees of the Group with a legally-recognised disability greater than or equal to 33 % amounts to 37 employees (all of them based in Spain), whose distribution to that date according to their gender, age range or professional category, is indicated below:



Agents	Support and systems	Operations managers	Executives
91.9 %	2.7 %	5.4 %	0.0 %

Baby Boomers	Generation X	Millennials	Generation Z
13.5 %	59.5 %	27.0 %	0.0 %

— Human Rights

Implementation of due diligence procedures in the field of Human Rights

Respect for human and labour rights recognised in national and international law, as well as in the United Nations Global Compact, or in the Guiding Principles on Business and Human Rights, among other regulations, are a fundamental commitment within the Group's corporate policy.

Promotion and enforcement of the provisions of the fundamental ILO Conventions

The Group ensures that all labour relations are carried out in accordance with the collective agreements and other applicable regulations, in guarantee of all the fundamental rights and duties of the workers.

The principles of non-discrimination and equal opportunities applied within the Organisation are reflected in both the Code of Conduct and other approved and implemented corporate policies and procedures, and its mission is to avoid any discrimination on the basis of race, colour, gender, language, religion, political opinion, national origin, social status, membership of an indigenous community, disability, health, marital status, pregnancy, sexual orientation, or any other condition of the person that not related to the requirements to perform his or her work.

In addition, and taking into account the international presence of Rocket Hall in countries such as Colombia, Mexico, and Peru, the Organisation is working to combat the abolition of child labour and forced labour. Thus, the Group's recruitment policy states that no person under the working legal age, or who may be considered as being forced to perform any kind of work for the organisation, shall be hired, and this action shall be prosecuted.

Prevention of the risks of violation of Human Rights and, where appropriate, measures to mitigate, manage, and repair possible abuses

In order to ensure respect for diversity, various measures have been put in place, the aim of which is to prevent and/or mitigate inequalities and violations of human rights, by establishing a protocol on harassment at work, equality strategies, whistleblowing channels, and monitoring committees.

All members of the Steering Committee, as well as all personnel who are part of the Company structure, and security personnel, are familiarised with the policies and procedures set out in the guidelines for the application of corporate values.

Rights of indigenous peoples

Taking into account the geographical presence of Rocket Hall and the nature of its activities, interactions with indigenous peoples (as defined by the International Labor Organization's Convention No. 169 on Indigenous and Tribal Peoples, adopted in 1991), are virtually non-existent. In any case, pursuant to the Code of Conduct and its other policies, the Group and its employees have a firm commitment to respect both ethnic minorities, and the internationally recognised rights of indigenous peoples.

— Fight against corruption and bribery

In order to prevent, detect, investigate, and respond to potential non-compliance within the Group, and promote the promotion of a culture of integrity and transparency, Rocket Hall has implemented Anti-Corruption and Anti-Fraud policies, which apply to all staff, regardless of their hierarchical level, their geographical location, or work centre, their functional dependency, or the society to which they are attached.

Communication and whistleblowing channel

Rocket Hall has communicated its policies to all its staff to ensure their awareness of the importance of minimising risks that may lead to illegal or unethical practices within the Company, and help value the importance of preventing, reporting, and detecting fraud.

The Group has a whistleblowing channel that allows reporting behaviours that may involve a breach to the e-mail compliance@Rockethall.com, and it is the duty of all staff members of the Organisation to declare any information that points to a potential infringement that involves the activities carried out by the Group.

Incidents

In 2020, the Group neither assessed nor declared any cases of corruption within the Organisation and, consequently, no action in this regard was deemed necessary throughout the year.

Contribution to parties and / or political representatives

In 2020, the Group made no contribution, either directly or indirectly, either financial or in kind, to political parties and/or representatives.

— Society

Rocket Hall's commitment to sustainable development throughout its value chain is one of the fundamental pillars in the development of its business strategies, orienting them to the search for a positive impact on their environment and society.

Partnership or Sponsorship Actions

Rocket Hall collaborates with important associations, foundations and universities, as well as non-profit organisations to contribute to the development of communities and groups that directly impact the activity sector and the stakeholders of the Group.

In 2020, Rocket Hall made contributions in terms of payments or sponsorships with said institutions and associations, amounting to € 58,323.

Suppliers

In 2020, Rocket Hall assessed a total of 199 suppliers, and successfully completed the assessment, and received the "approved" status in 98.5 % of the cases (196 suppliers). The Group makes more than 90 % of purchases from local suppliers ⁽¹⁾, generating wealth in the localities in which it is present, and adapting to the payment terms established by law in the different countries.

(1) Suppliers deemed "local" are those whose direct debit is located within the same municipality or country as the entity of the Contracting Organisation.

Furthermore, following a due diligence process conducted in 2020, the Organisation did not identify any operations carried with suppliers, where the workers' rights to create, or join trade unions, and to bargain collectively were at risk.

Main outsourced services

Rocket Hall, with the exception of the subcontracted personnel in Mexico, a territory where all workers were subcontracted by the Organisation in 2020, does not carry out or require significant outsourcing operations due to the nature of its activities. Consequently, the number and volume of its outsourcing with respect of the Group's operations as a whole are not deemed relevant.

For the performance of the activities that the Group considers necessary to carry out on its premises by subcontracted personnel (such as cleaning, mobility, catering), Rocket Hall enforces a policy of formalising contracts for the delivery of services where the type of activities to be carried out so require, and where the allocation and management of the resources necessary for the correct realisation and delivery of the service are set as a responsibility of the contractor.

Data protection

All Rocket Hall's actions are governed, as far as data protection is concerned, by the applicable regulations and laws in force in each of the countries in which the Group operates and is present, in clear compliance with the principles necessary for processing data in a lawful, fair, and transparent manner.

In 2020, the Group did not register any claims for privacy violations or for the protection, or leakage of end-user data in any of the countries in which it operates. Consequently, no action was necessary in this regard throughout the year.

Conversely, all requests received from interested parties who made use of their right to cancel (blocking of data) were handled, so as not to contact them again.

In addition, in 2020 the Group did not record any cases of non-compliance with regard to marketing communications, such as advertising, promotion and sponsorship.

Complaints and Grievances

In the first case, namely, an expression of dissatisfaction made to the entity by the Client Organisation with respect to the service provided, complaints are handled by the Group by adopting a commitment to resolve them according to the guidelines set by the clients, and by following up to ensure the quality and efficiency of the results. In 2020, the Group did not receive significant complaints from clients. In the second case, an expression of dissatisfaction made to the Client Organisation by an end user with respect to the service provided, grievances are managed through the Client Organisations, and are linked to each project, thus handled differently, depending on the requirements of each organisation.

Claims for breaches of laws and regulations in the social and economic fields

In 2020, two breaches of laws and regulations were detected in the social and economic fields:

- A disciplinary procedure initiated in 2019, which concluded with a Resolution by the Provincial Labour and Social Security Inspectorate

of Madrid, enforcing the payment of a penalty of € 1,227.60. A specific study on the psychosocial risks was not available within the documentation on occupational risk prevention at the centre where the project was being developed, and having it only at the Group level was not deemed sufficient.

- Judgment of the Fifth Court of Social Affairs of Valladolid (confirmed by the judgment of the Superior Court of Justice of Castilla y Leon of November 12, 2020), which considered that the Organisation violated the guarantee of indemnity of a female worker, and declared her dismissal null and void.

— Environmental Issues

Rocket Hall carries out a study on the production processes developed, and identifies the environmental aspects linked to each activity, both in normal and abnormal conditions or in emergency. However, due to the type of activity performed, a change in the service delivery model or location of the activities due possible adverse environmental impacts was not necessary.

Non-compliance with environmental laws and regulations. Provisions and guarantees for environmental risks

In view of the activities undertaken by the Group, whose environmental impact is very limited, the Group has no liabilities, assets, provisions or contingencies of an environmental nature deemed significant in relation to its assets, financial condition and results. In addition, in 2020, none of the companies of the Group received administrative or judicial sanctions on environmental issues.

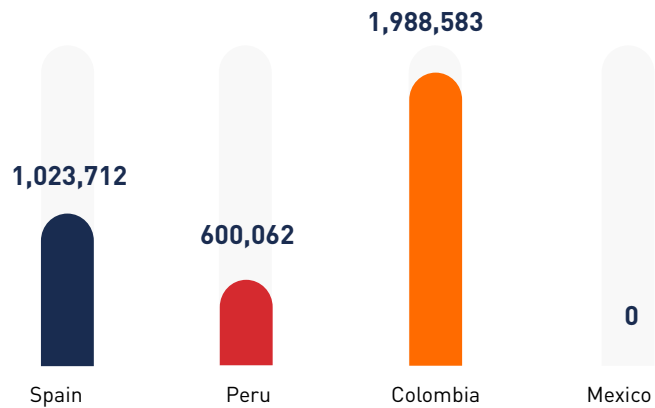
Consumption of water, raw materials and energy

In 2020, the Group made investments to replace lighting equipment with more energy-efficient lighting devices (LEDs), and install light sensors in low-flow areas, in order to make a more sustainable use of resources, and try to minimise their environmental impact.

2020 has been an atypical period, conditioned by the appearance of the coronavirus pandemic. The temporary closure of work centres as a result of the

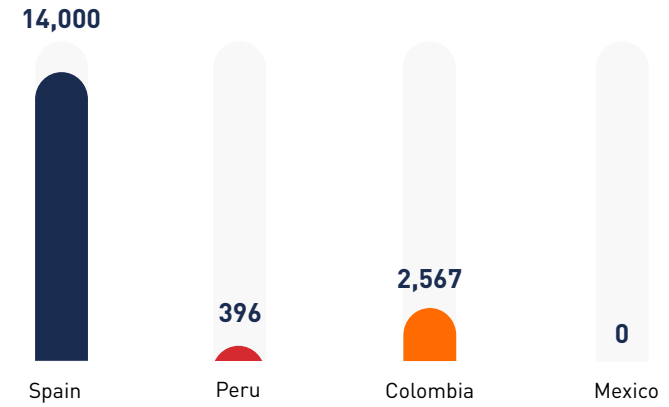
delivery of service under a remote work scheme, and the subsequent reduction of the permitted capacity in the facilities, after the reincorporation of part of the personnel, had a direct influence on the consumption reduction in the Organisation over the previous year.

Energy consumption ⁽¹⁾⁽²⁾ (kWh)
[Year 2020]



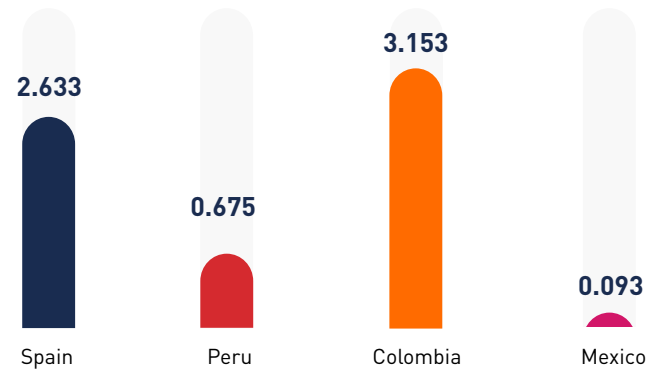
(1) Actual consumption data for the year 2020, except for the month of December, whose consumption was estimated by the Group on the basis of previous consumption in previous months.
 (2) This consumption information does not include volumes originating in the activities of the Group in Mexico, since the consumption of water is contracted directly by the lessors of the facilities in that country, and therefore no information is available on such consumption.

Fuel consumption: Diesel ⁽¹⁾ (L)
[Year 2020]



(1) This consumption information does not include volumes originating in the Group's activities in Mexico, as the Group does not use fuels in that country, since the consumption of diesel is contracted directly by the lessors of the facilities, and therefore no information is available on such consumption.

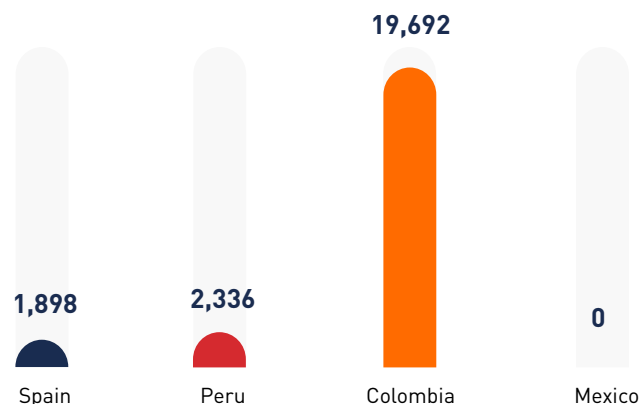
Paper consumption (t)
[Year 2020]



In 2020, the Group did not carry out any water discharges, or a process within the Organisation for the Monitoring of Minimum Quality Criteria in effluents discharges, as they are not relevant to its activities or the environment.

Also, Rocket Hall does not reuse or recycle water because of the non-industrial volumes and characteristics of its consumption.

Water consumption ⁽¹⁾⁽²⁾ (m3)
[Year 2020]



With regard to improvement actions to generate savings in consumption, awareness campaigns aimed at saving and making an efficient use of raw materials, and protecting of the environment were carried out.

(1) This consumption information does not include volumes originating in the activities of the Group in Mexico, since the consumption of water is contracted directly by the lessors of the facilities in that country, and therefore no information is available on such consumption.

(2) The only source of water used is that supplied by the municipalities and cities in which the Group is present, so all the water extracted corresponds to municipal water supplies, or other public or private water services.

Circular economy and waste management

As a result of the development of Rocket Hall’s activities, there is no waste generated in significant quantities in the countries where the Organisation is present.

The non-hazardous waste generated by the Group corresponds to solid urban waste (organic matter, packaging and inert waste, cardboard and paper) which is disposed of in the corresponding containers, and for which no measurement is made. The management (collection, transfer, processing, and recycling) of said waste is the responsibility of the service provided by the local authorities.

With regard to hazardous waste, given the Organisation’s commitment to the environment, these are managed according to the legislation in force. The amount of hazardous waste generated by the Group in 2020 was 1.315 tons, mainly in electrical and electronic waste (WEEE), but also included lighting, fluorescent lights, bio-contaminated waste, batteries, used oils, metal filters, and containers containing hazardous waste.

Greenhouse Gas (GHG) emissions

Given the nature of the activities carried out by the Group and the non-significant impact of these activities in relation to certain environmental issues, such as greenhouse gas emissions, Rocket Hall does not have any amount of greenhouse gas emission rights allocated, as set out in the National Allocation Plan, nor has it entered into any future emission rights contracts, received subsidies associated with said aspect, or considered any contingencies derived from greenhouse gas emissions.

In 2020, Rocket Hall conducted its first carbon footprint measurement, and obtained the values for said year, using as a tool for calculation the one developed by the Ministry for Ecological Transition (MITECO):

Emissions 2020 (scope 1+2): 1,275.9533 t CO2eq

GHG emissions by scope and country ^{(1) (2) (3)} [31 December, 2020]

YEAR 2020	SCOPE 1	SCOPE 2	SCOPE 1 + 2
Spain	63.3931	286.7284	350.1214
Colombia	71.7762	616.4610	688.2372
Peru	51.5753	186.0192	237.5946
Mexico	0.0000	0.0000	0.0000
ROCKET HALL	186.7447	1,089.2086	1,275.9533

GHG Emissions by Scope, Country and Employee ^{(1) (2) (3) (4)} [31 December, 2020]

YEAR 2020	Nº EMPLOYEES	SCOPE 1	SCOPE 2	SCOPE 1 + 2
Spain	2,397	0.0264	0.1196	0.1461
Colombia	2,081	0.0345	0.2962	0.3307
Peru	1,314	0.0393	0.1416	0.1808
Mexico	478	0	0	0
ROCKET HALL	6,270	0.0298	0.1737	0.2035

(1) In application of the carbon footprint calculation, GHGs are converted to their equivalent in carbon dioxide value (CO2eq). This calculation results from the multiplication of the activity data by the emission factor. The activity data is the parameter that defines the activity generating GHG emissions, and the emission factor is the amount of GHG emitted per unit of the Activity Data parameter. t CO2eq is the universal unit of measurement indicating the global warming potential (GWP) of each of said GHGs, expressed in terms of the GWP of a CO2 unit.

(2) The Global Warming Potential (GWP) defines the integrated warming effect over time resulting in a release of 1kg of a substance emitted into the atmosphere, compared to the effect produced by 1kg of CO2, which is taken as a reference.

(3) The CO2 emitting activities taken into account for the scope in carbon footprint are as follows:

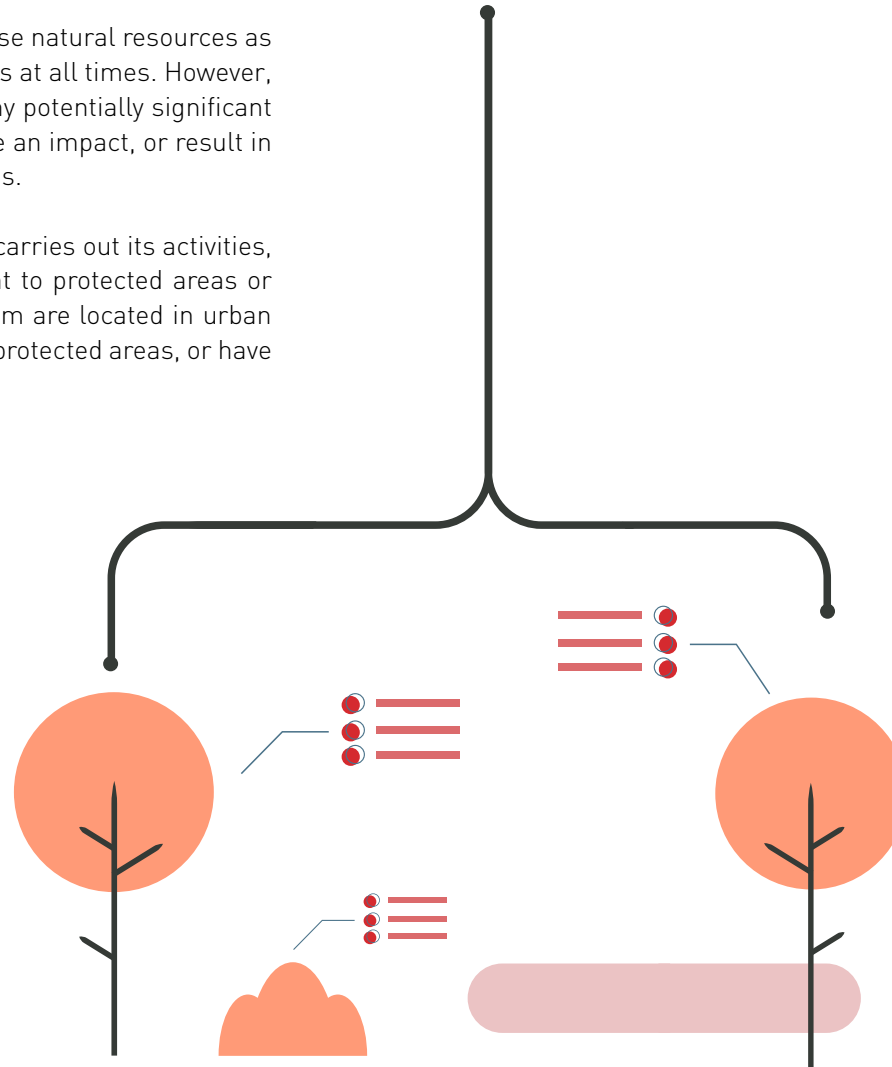
- Scope 1. Consumption of fossil fuels, transit of company or rental vehicles, and HVAC equipment gases.
- Scope 2: Electricity consumption.

(4) Quantification of the carbon footprint per employee resulting from dividing GHG emissions by the number of employees in each country.

Climate Change and Biodiversity

Rocket Hall makes a sustainable use of resources, aiming to optimise natural resources as much as possible, and preserve the environment in which it operates at all times. However, given the nature of its activities, the Organisation did not identify any potentially significant risks and opportunities arising from climate change that could have an impact, or result in substantial changes in the Group's operations, revenues or expenses.

Moreover, none of the work centres and offices in which the Group carries out its activities, whether owned, leased or managed, are located within or adjacent to protected areas or areas of great biodiversity value outside protected areas. All of them are located in urban areas. Therefore, the activities of the Organisation do not affect any protected areas, or have any significant impact, whether direct or indirect, on biodiversity.





Independent limited assurance report

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

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

April 30th, 2021



Deloitte, S.L.
Plaza Pablo Ruiz Picasso, 1
Torre Picasso
28002 Madrid
España
Tel: +34 915 14 50 00
www.deloitte.es

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

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

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

In accordance with Article 49 of the Spanish Commercial Code, we have performed the verification, with a scope of limited assurance, of the Non-Financial Information Statement (hereinafter, NFIS) for the year ended 31 December 2020 which is included in the Consolidated Non-Financial Information Statement of the GMM TOPCO CONEXIÓN, S.L. Group and its SUBSIDIARIES (hereinafter, "KONECTA"), which forms part of KONECTA's Consolidated Management Report.

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

Responsibilities of the Directors and of Management

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

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

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

Our Independence and Quality Control

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

Deloitte, S.L. inscrita en el Registro Mercantil de Madrid, tomo 1.325, sección 8ª, folio 188, letra M-54414, inscripción 1ª. C.I.F.: B-79104409.
Domicilio social: Plaza Pablo Ruiz Picasso, 1, Torre Picasso, 28010, Madrid.

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

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

Our Responsibility

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

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

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

- Meetings held with KONECTA personnel to ascertain the business model, policies and management approaches applied, and the main risks relating to these matters, and to obtain the information required for the external verification.
- Analysis of the scope, relevance and completeness of the contents included in the NFIS based on the materiality analysis performed by KONECTA and described in the chapter "A Responsible and Sustainable Business Model" of the NFIS, also considering the contents required under current Spanish legislation.
- Analysis of the processes used to compile and validate the data included in the 2020 NFIS.
- Review of the information relating to risks and the policies and management approaches applied in relation to the material matters described in the 2020 NFIS.
- Verification, by means of sample-based review tests, of the information relating to the contents included in the 2020 NFIS, and the appropriate compilation thereof based on the data furnished by information sources.

- Obtainment of a representation letter from the directors and management.

Conclusion

Based on the procedures performed, no additional aspect has come to our attention that would lead us to believe that the Consolidated Statement of Non-Financial Information of GMM TOPCO CONEXIÓN, S.L. Group and its SUBSIDIARIES for the year ended December 31, 2020 has not been prepared, in all its significant aspects, in accordance with the contents of the current mercantile regulations and following the criteria of the GRI standards in their core version, as well as those other criteria described in accordance with what is mentioned for each subject in Annex of the NFIS "Table of Contents: Law 11/2018 – GRI Standards".

Use and distribution

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

DELOITTE, S.L

April 30th, 2021
Victoria Larroy García



Konecta

**C/ Serrano, 41
28001 Madrid**

www.grupokonecta.com