

SUSTAINABILITY REPORT

2016



ESET Latin America





Courage

We are always going further



Integrity

Honesty and fairness
in everything we do



Reliability

Long-term commitment
to our stakeholders



Passion

We love what we do



Social Responsibility

Fundamental part of our corporate
culture and management



Teamwork

To reach the highest potential

Letter from our Chief Operating Officer

G4-1



Since the creation of ESET Latin America, we have guided our management efforts within the region according to our corporate values. Social Responsibility has always been one of these values, and year after year we have attempted to focus our business from that perspective. During 2016, we

placed an even greater emphasis on **transitioning from Corporate Social Responsibility towards developing Sustainable Management**, by framing Socially Responsible actions within Sustainability Management, thus responding to the necessary balance we believe there should be between financial, social and environmental dimensions.

In this context, we have continued developing our business in a sustainable and responsible manner, while measuring impact in all necessary aspects throughout our planning process and **paying special attention to our commitment towards information security education**. It is because of this that we have strengthened initiatives such as Anti-virus Tour, ESET ACADEMY, We Live Security, ESET Security Day, University Award and Mexico Ciberseguro (Cybersafe Mexico) as well as our active participation in Argentina Cibersegura (Cybersafe Argentina). We have also relaunched our Laboratory Blog in Portuguese, with the objective of making more information available to the Brazilian public.

During the year we delved deeper into our strategy according to the four areas of our sustainability plan: **Collaborators, Environment, Community**

During the year we delved deeper into our strategy according to the **four areas of our sustainability plan: Collaborators, Environment, Community and Value Chain, by increasing our investment by 56%.**

and Value Chain, by increasing our investment by 56%.

We also expanded our offices in Mexico, we inaugurated new offices in Brazil and **reached 34 million dollars in sales in Latin America**. This reflects the hard work we have been doing, especially considering that our region has gone through a complicated year.

In this Sustainability Report you will find the status of our actions during 2016, which will enable us to establish points for improvement during 2017. As always, we are going for more!

We invite you to read about the path we took during 2016.

Lic. Federico Pérez Acquisto
ESET Latin America General Manager

Welcome!



We are proud to present our fifth ESET Latin America Sustainability Report, written in accordance with the **G4 Global Sustainability Reporting Guidelines** written by the Global Reporting Initiative and the **10 principles of the UN Global Compact**. It

gives us great joy to be able to prepare this report in accordance with these guidelines since, on one hand, it allows us to express all that we are and all that we do and, on the other hand, because **we are the only company in the industry to take on this commitment in the region**.

During 2016 we continued to develop and strengthen our sustainability efforts, by working tirelessly in the area of Human Resources and Sustainability, along with our Social Responsibility Committee.

This year was marked by our **internal strengthening of the Social Responsibility Committee and programs** that arose from it, involving all areas and collaborators in the company, **which have positioned good practices to be maintained permanently**. Likewise, we strengthened our Value Chain in terms of sustainability, by assisting our Distributors in transitioning their SR actions towards Sustainable Management.

We additionally made significant efforts in turning **volunteering activities a continual practice with long-term commitments**, through initiatives that saw collaborators take on leadership roles, both in volunteer programs aimed towards the general

This year was marked by **our internal strengthening of the Social Responsibility Committee and programs** that arose from it.

community as well as internal activities regarding environmental issues and other topics. Lastly, we continued our **efforts in educational initiatives related to information security**.

Through this report you will be able to become acquainted with what we are, what we do, the commitments we have undertaken towards our public and the results of all actions developed in accordance with the areas in our plan: **community development, environmental care, growth of the value chain and well-being of our collaborators**.

If you have any suggestions, comments or opinions on this document, feel free to write to responsabilidadesocial@eset-la.com.

Lic. Carolina Kaplan
Sustainability Officer

A group of five people are walking away from the camera on a grassy field. In the foreground, a man in a blue and white striped polo shirt and blue jeans is walking. To his left, a woman in a dark blue t-shirt and jeans is walking. Further left, another woman in a blue t-shirt and jeans is walking. To the right of the man in the striped shirt, a woman in a light grey jacket and blue jeans is walking. In the background, there is a city skyline with several buildings under a clear blue sky. A tall palm tree is visible on the right side of the frame. The overall scene suggests a group of people walking towards a city, possibly for a sustainable business meeting or event.

Where is our
sustainability
plan heading?



We run our business in a
sustainable manner.

Where is our sustainability plan heading?

G4-2 G4-DMA

ESET Latin America's vision is to be a sustainable company based on the management of its four strategic pillars:



Development and education of the community



Environmental care



Talent management and well-being of our collaborators



Enhancement of our distribution chain

Moreover, these pillars include policies regarding law enforcement, anti-corruption measures and corporate ethics.

In this regard, our strategy is set out in the short, medium and long terms, based on these four pillars.



Strategic approach	Short term (2017)	Medium term (2018)	Long term (2019 onwards)
Community	To implement educational and awareness raising activities in Latin America, by placing special emphasis on Mexico and Brazil, as well as strengthening activities that already take place. To generate actions that contribute to-wards including youth and people with disabilities in the workplace in Argentina, Mexico and Brazil.	During upcoming years, we will further develop educational activities about information security in Latin America, with special focus on Mexico and Brazil. We will also generate programs that support work opportunities for vulnerable youth and people with disabilities.	To develop a comprehensive educational plan on information security for the entire Latin American region and a regional program in association with other organizations on job inclusion for vulnerable youth and people with disabilities.
Environment	To execute our office efficiency program with the goal of reducing our consumption of energy and the impact our activities have on our environment. To implement technology that will allow us to reach this goal and to raise awareness among our collaborators.		
Collaborators	To implement benefit, training and talent management programs in our offices in Argentina, Mexico and Brazil.	To develop a comprehensive and equitable Human Re-sources management plan in all ESET offices in Latin America.	
Value Chain	To include our providers in the sustainability concepts with which we run our business in Latin America.	To provide incentives to strategic providers who work with ESET Latin America.	Comprehensive provider management system.
	To align our distributors across Latin America with our sustainability management plan.	To train and align Partners across Latin America.	To coordinate the management of the distribution change in Latin America.

As part of our short and long term strategy, we believe it is important to generate global alignment in all matters related to sustainability. It is for this reason that we have been working for the last three years with the Global Reporting Initiative (GRI) guidelines, incorporating the denominations implemented by them throughout this document.

Additionally, during 2016 we joined the 2030 Agenda for Sustainable Development, based on our commitment towards the 17 Sustainable Development Goals established by the UN in 2015 that are based on a spirit of collaboration and pragmatism between international organizations, governments and the private sector. These goals provide orientation and clear targets for adoption, and consist of an inclusive agenda that addresses the fundamental causes of poverty and bind us together for positive change for the benefit of all people and our planet. Throughout this report, you'll be able to find icons indicating the specific goals related to each of the topics discussed.

You will also find the GRI-G4 indicators and the SDG in the index included at the end of this report, which specifies the pages related to each of the issues defined by GRI in its guidelines and that we have brought into our management plan, as well as SDG related to the issue.



During 2016 we joined the 2030 Agenda for Sustainable Development, based on our commitment towards the 17 Sustainable Development Goals established by the UN.



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this tour.

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GRI G4 Content Index – Comprehensive
Reporting Option



This is who
we are...
#WeAreESET



"Because we offer something extra,
which is beyond protection".

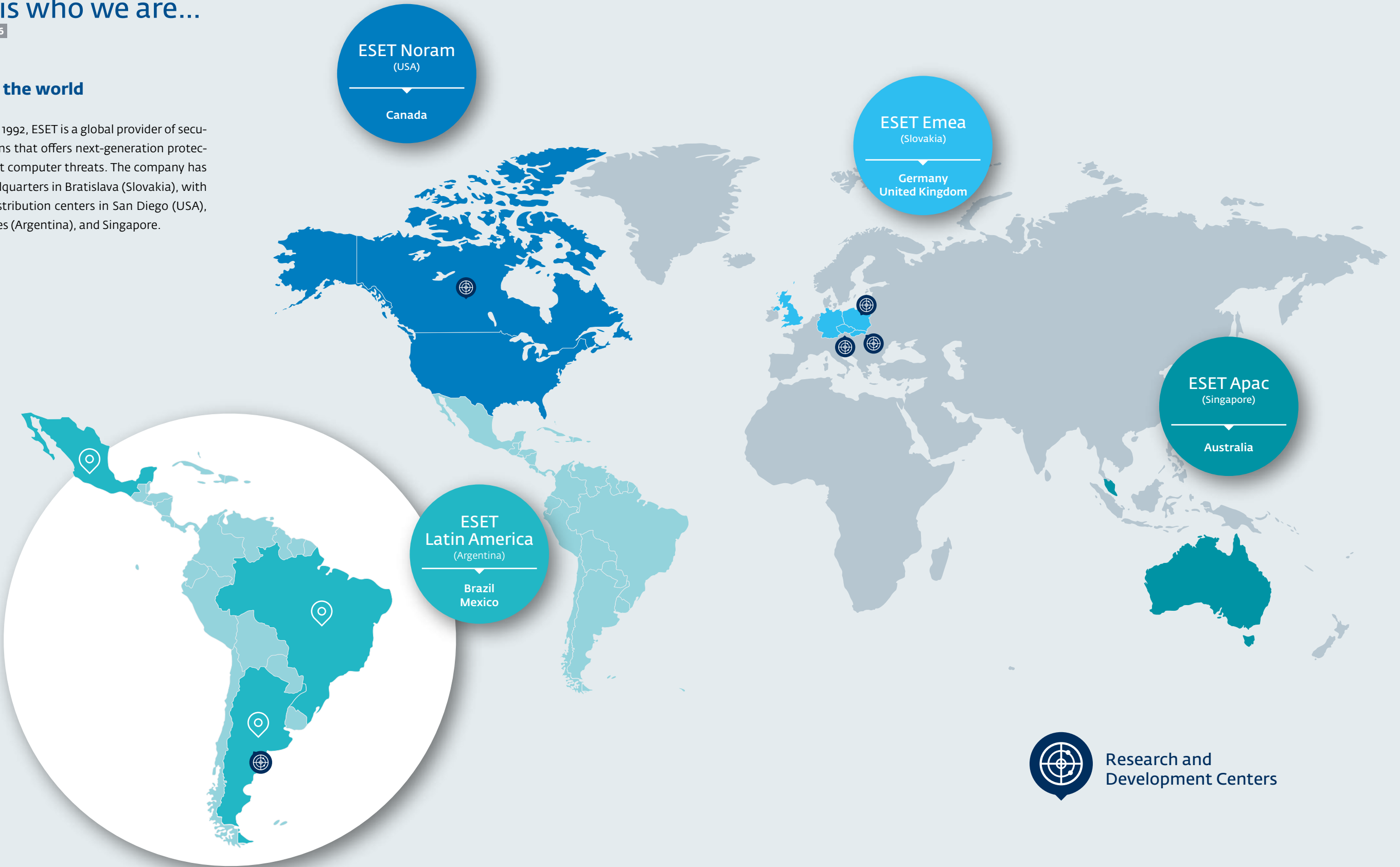
Richard Marko, ESET Global CEO.

This is who we are...

G4-5 G4-6

ESET in the world

Founded in 1992, ESET is a global provider of security solutions that offers next-generation protection against computer threats. The company has global headquarters in Bratislava (Slovakia), with regional distribution centers in San Diego (USA), Buenos Aires (Argentina), and Singapore.



ESET in Latin America

G4-6



Where are we?

G4-3 G4-5 G4-7 G4-8 G4-13

Since the year 2004, ESET Latinoamérica S.R.L. has been operating for the Latin American region from its offices located in Buenos Aires, Argentina, where it has a highly qualified professional team who answers to the market demands in a concise and timely manner, and a Research Laboratory focused on the proactive discovery of different types of computer threats. The regional office in Buenos Aires, Argentina, is in charge of developing the Latin American market together with its sales channels.

Today ESET has regional coordination offices in Buenos Aires (Argentina) as well as operational offices in Sao Paulo (Brazil) and Mexico City (Mexico). It also has commercial presence through Exclusive Distributors and Partners in Guatemala, Honduras, El Salvador, Dominican Republic, Nicaragua, Costa Rica, Venezuela, Panama, Colombia, Ecuador, Peru, Bolivia, Paraguay, Chile and Uruguay.

During 2016 and due to increased demand, the offices in Sao Paulo (Brazil) were relocated to a more comfortable location with more adequate and spacious infrastructure and the Mexican offices were expanded.

Currently, ESET Latin America is present in 18 countries of the region, with 7 Exclusive Distributors and more than 4,000 sales channels.



Mexico City



Sao Paulo



Buenos Aires

1- ESET Latinoamérica S.R.L. is a Sociedad de Responsabilidad Limitada (Limited Liability Company). It was registered at the Inspección General de Justicia de la República Argentina under Number 10418, Corporations Book, Volume 132.

Mission

G4-56

Working with ethical and passionate people, we are building a safer technology environment for the whole community to enjoy. We are doing this in a socially responsible way through education and our commitment to research and development of technological solutions.

Vision

G4-56

We will enable everyone to enjoy the full potential of themselves and their technology in a secure digital world. At the same time, we want to be an inescapable source of reference for community regarding training and information on information security, and become a socially responsible company concerning its four strategic pillars: community, environment, collaborators and distribution chain.

Values

G4-56

The values shape the culture of our company; they guide the way in which we behave and make decisions:



Courage

We don't take the easy way. We constantly push boundaries and are determined to make a difference.



Integrity

We encourage honesty and fairness in everything we do. We have an ethical approach to business by promoting an open dialogue with our stakeholders.



Reliability

People can count on us. We work hard to live up to our promises, and to build trust and rapport.



Passion

We believe in ourselves and what we do. We're focused on passionately building a better future for everyone.



Social Responsibility

Social responsibility is our corporate culture. That is why we actively contribute to the community, the collaborators, the environment and the distribution chain.



Team Work

We are convinced that if we work as a team each person can reach his highest potential, enjoying the process, and thus achieving the best possible results.

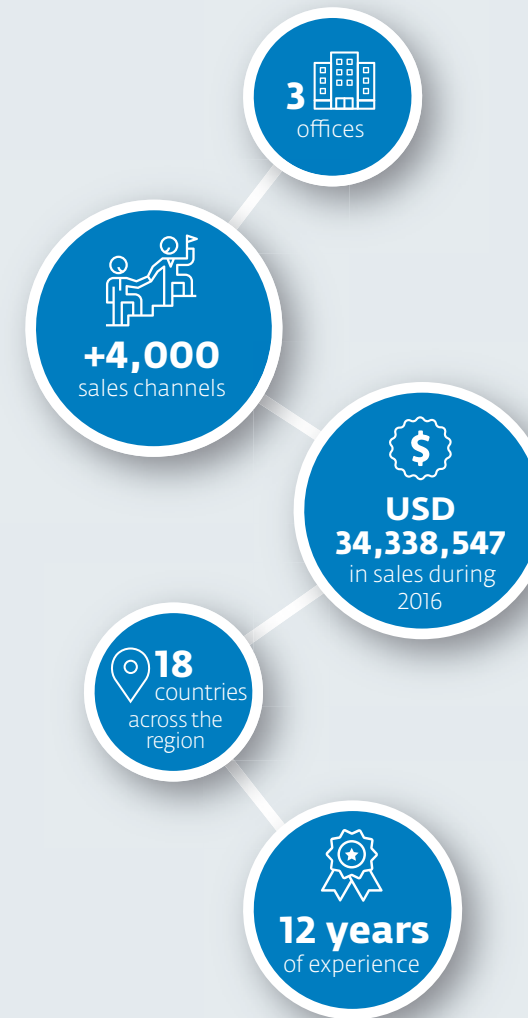
Values training

With the goal of strengthening our values as a company, we conducted training sessions on organizational values in our offices in Buenos Aires, Sao Paulo and Mexico in October. Two meetings were organized, where collaborators were split in different groups and participated in innovative activities in order to apply our values to everyday work while generating an environment for group building.

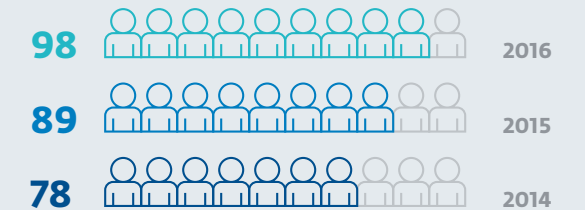
The objective was to see our values put into practice. October will be from now on our Values Month, where we will conduct activities for collaborators organized by the Human Resources department related to our organizational values.

ESET Latin America in numbers

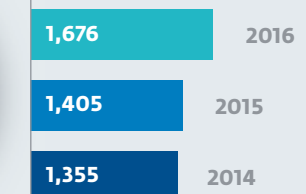
G4-9



Number of employees



Number of operations



Net sales (in US dollars)



Economic performance

G4-DMA G4-EC1 G4-EC2 G4-EC4

MATERIAL ISSUE 6

Our company would not be sustainable if it did not obtain a profit from its activity. Therefore, it is essential to ensure good economic growth levels that also guarantee us a good reach within the industry, as well as to guarantee a proper compensation for the economic and social actors we relate to.

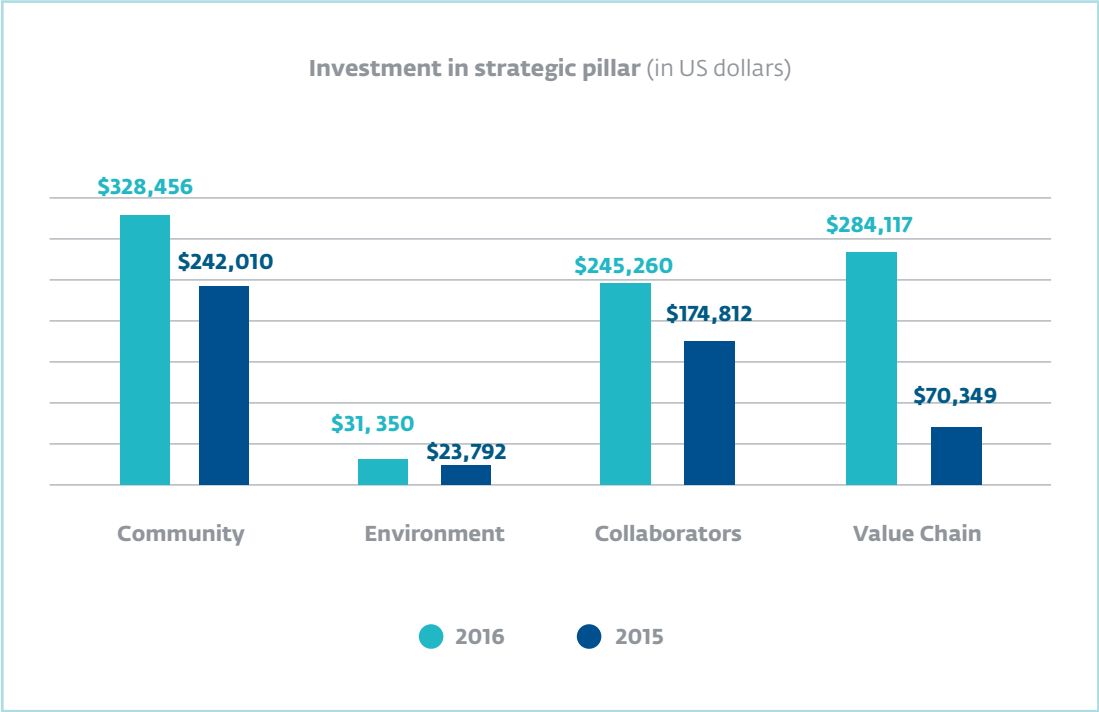
The economic indicators presented below correspond to the results of our activities in Latin America during 2015. Hereby we show the creation of value for the company and the society, as well as the flow of capital among our major stakeholders.

No implications were recorded for the organization's activities due to climate change in the reporting period. No financial assistance was received from government authorities in the reporting period.

Direct generated and distributed economic value (expressed in US dollars)				
Stakeholders		2016	2015	2014
Economic Value Generated				
ESET Latin America's sales	Clients	34,338,547	33,786,173	33,684,627
Total economic value generated -A		34,404,439	33,821,334	33,749,338
Economic Value Distributed				
Operating expenses and payments to providers	Providers	2,847,923	2,723,117	3,476,663
Salaries and social benefits for collaborators	Employees	3,405,158	2,791,844	2,335,868
Payments to capital providers	Shareholders And Banks	78,954	4,285	
Payments to the Government	Government	2,078,819	2,067,437	2,061,683
Voluntary donations	Community	322,838	64,850	155
Total economic value distributed - B		8,771,682	7,651,533	7,874,369
Total economic value Retained (A-B)		25,632,757	26,169,800	25,874,969

Investment in strategic pillars

G4-EN31



ESET Latin America business model

Our marketing model is heavily biased towards the sales channel. We do not make direct sales; instead, we do it through Exclusive Distributors in some countries, and (non-exclusive) Authorized Partners in others.

Moreover, in some countries we have an **Online Store**, which is managed from our offices in Buenos Aires. It operates for countries where we do not have an exclusive distributor, such as Argentina, Bolivia, Chile, Mexico, Paraguay and the Dominican Republic. In some countries such as Colombia, Venezuela and Peru, the local distributor has decided to use our Online Store due to the advantages it provides for management, communication and promotions, among others. In these cases, distributors receive

a percentage of sales from their countries. Other countries such as Ecuador, Panama, Brazil and most countries in Central America, have decided to handle their e-commerce independently.

During 2016, we worked on optimizing our Online Store by updating its design, implemented local payment methods for the entire region through D-LOCAL and implementing a platform (MAGENTO) that will allow us to manage prices and promotions with greater independence and speed, among other benefits.

Consequently, at ESET Latin America we have and keep developing a policy of transparency and respect towards our commercial associates, with whom we establish a healthy relationship of mutual benefits at the short, medium and long terms.

Description of our distribution chain

G4-DMA G4-12



Providers

They provide services such as communications, electricity and water. They also provide us with the necessary supplies.

Headquarters

They handle the development of security solutions and the definition of a global business strategy.

ESET Latin America

We develop the market in our region by providing support for our distribution chain.

Exclusive Distributors

They represent us and develop the market in each of the countries within the region.

Sales Channels

They are ESET Latin America's business partners in countries across the region.

Customers

They access our solutions, services and security training to enjoy technology safely.

Who chooses us?

G4-8

As for the segments, our solutions adapt to all types of corporate and home environments, thus we work with all kinds of segments. ESET Latin America has two types of clients:



Home clients

Final users who want to protect their computers at home.



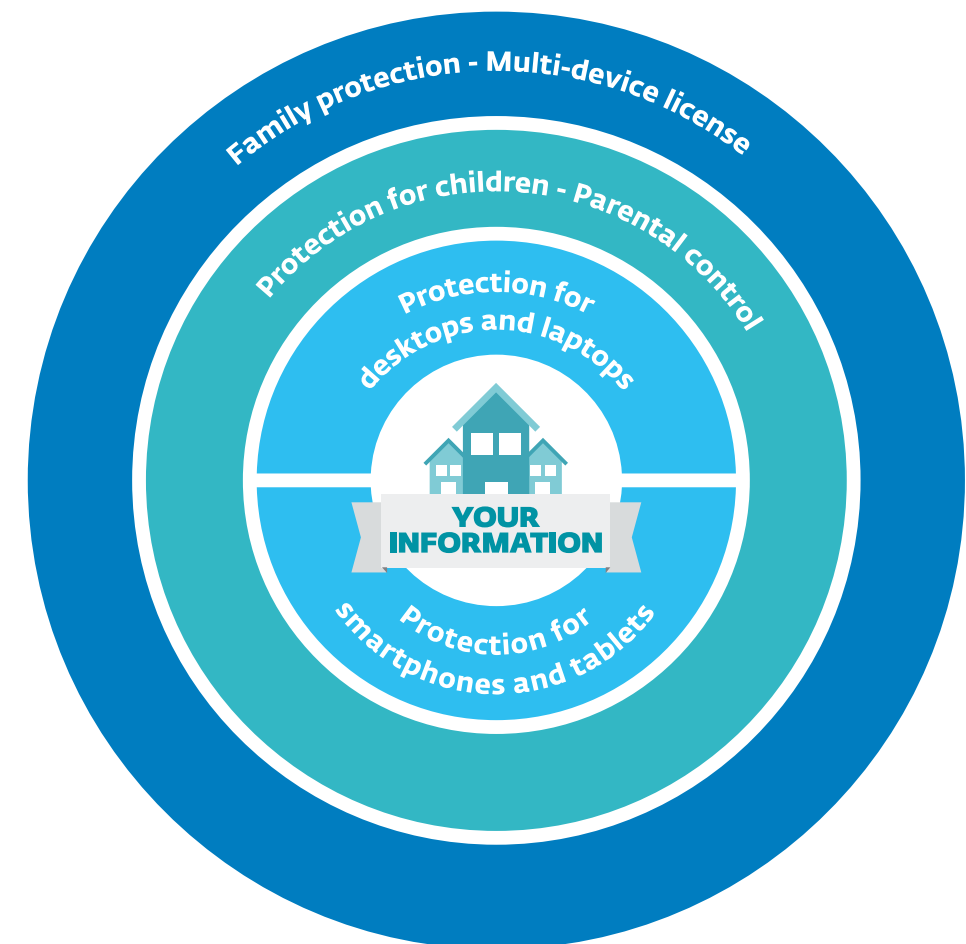
Corporate clients

They include SMBs as well as large enterprises who wish to protect the whole corporate network, train their staff members or hire comprehensive information security services.

This is how we protect our clients

G4-DMA G4-4

MATERIAL ISSUE 17



This is how we protect your information

✓ Millions of companies and individuals rely
on our products and services.

Protection for desktops and laptops



NOD32 ANTIVIRUS

ESET's award-winning solution provides effective protection against all kinds of computer threats. The Advanced Heuristics technology enables an excellent proactive detection rate and a minimal system footprint.

Features: Antivirus and Anti-Phishing, Advanced Removable Media Control, clean and safe emails, social networks control and Gamer Mode.



INTERNET SECURITY

ESET's solution for Internet users offers effective protection against all kinds of online threats. The Advanced Heuristics technology enables an excellent proactive detection rate and a minimal system footprint.

Features: Antivirus and Anti-Phishing, Advanced Removable Media Control, clean and safe emails, social networks control and Gamer Mode.



SMART SECURITY PREMIUM

Based on ESET NOD32 Antivirus' protection and proactive detection capabilities, ESET Smart Security is an all-in-one solution that adds the Antispam and Personal Firewall features. ESET Smart Security provides the most comprehensive protection with no impact on system performance, and adds to it password management and data encryption.

Features: Personal Firewall, Parental Control, social networks control, Antispam, Anti-Phishing, Botnet Protection, Vulnerability Shield, Advanced Removable Media Control, Antitheft protection, Password manager, Data encryption, removable disks and folders.



CYBER SECURITY

ESET Cyber Security for Mac protects the computer and its information against direct attacks targeting the operating system, and it also prevents the computer from acting as malware carrier across platforms, for instance, when using shared networks.

Features: Antivirus, Antispyware, Anti-Phishing, Removable Media Control, Email and Online Scanner.

This is how we protect your information

 Our products are easy to use.

Protection for desktops and laptops



CYBER SECURITY PRO

ESET Cyber Security Pro adds an extra layer of security to each Mac, protecting users against all types of threats, not only the ones specially engineered for Macs but also the ones targeting Windows. It also allows you to protect children from inappropriate content to which they can access.

Features: Antivirus, Antispyware, cloud-powered scanning, Anti-Phishing, Personal Firewall, Parental Control, Social Media Scanner, Removable Media Control, minimum system footprint and Presentation Mode.

Protection for smartphones and tablets



MOBILE SECURITY PARA ANDROID

It provides proactive comprehensive protection for Smart-phones and Pocket PCs against both known and unknown threats. Its minimal use of the processor, light system footprint and small updates minimize the use of bandwidth.

Features: Antivirus, Antispyware, Anti-Phishing, Anti-Theft, SMS & Call Filter, Real-Time Scanning, Remote Lock, Remote Siren, GPS Localization, Tablet Support.

Protection for children



PARENTAL CONTROL PARA ANDROID

ESET Parental Control for Android lets you help children navigate online, manage which apps and websites they use, and decide – together – what's good for them. It also lets you see where your children are, and send messages directly to their device screens.

Features: Application Guard, Web Guard, Child Locator, Fun & Games time limits, Fun & Games time budget, Parental Message, among others.

Family protection



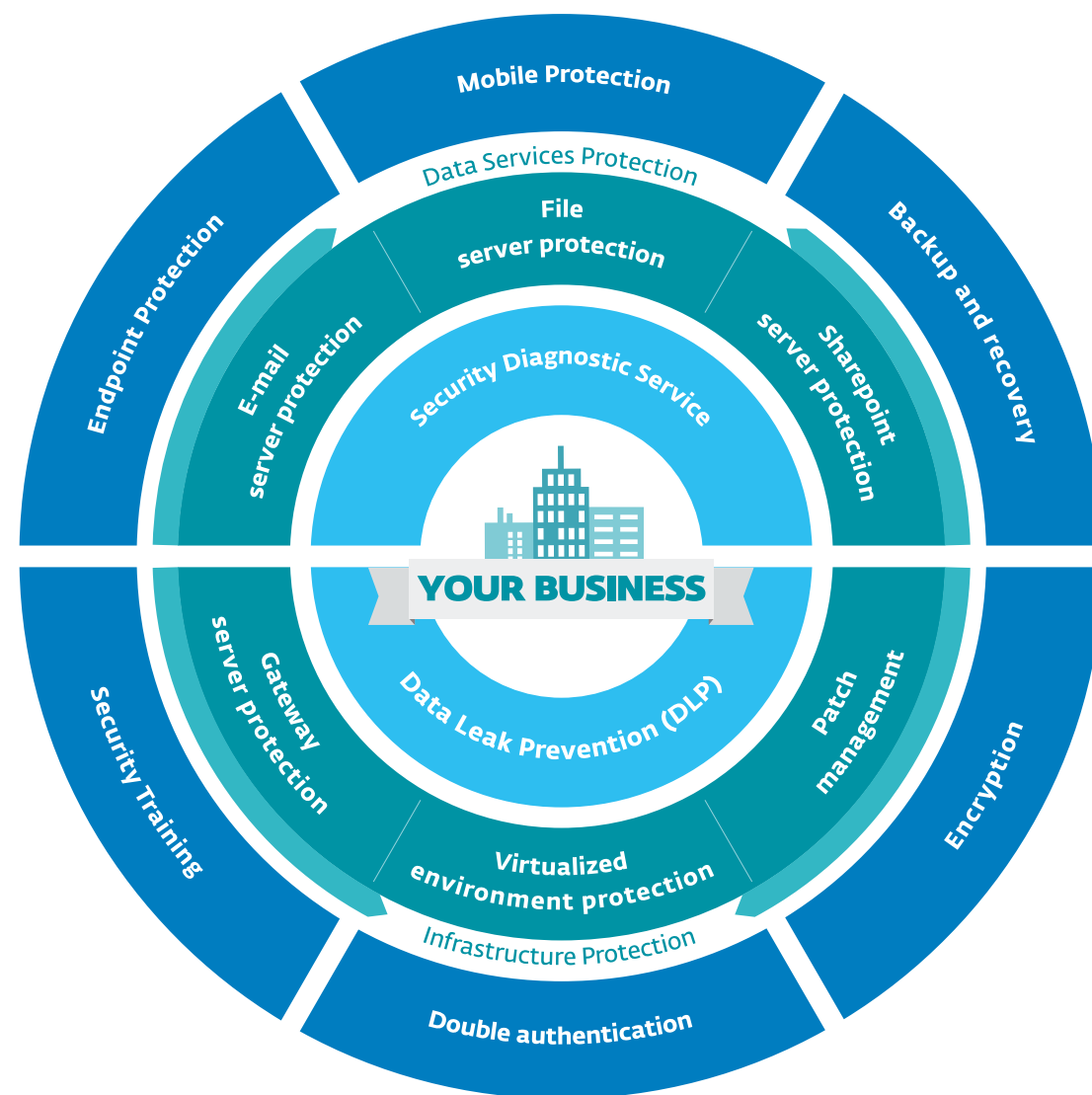
MULTI-DEVICE SECURITY

This solution has been designed to protect all family devices. It is a package including between 6 to 10 security solutions to protect Windows, Mac, Android and Linux devices.

It includes the following solutions according to the device and operating system: ESET Internet Security, ESET NOD32 Antivirus, ESET Cyber Security Pro, ESET Cyber Security, ESET NOD32 Antivirus for Linux Desktop, ESET Mobile Security for Android.

This is how we protect companies

✓ We provide local support in your language.



○ User protection

○ Infrastructure and information services protection

○ Support in security vision

User protection ► Endpoints protection

ENDPOINT ANTIVIRUS

Designed to support today's dynamic business network, ESET Endpoint Antivirus with ESET Remote Administrator lets you focus on running your business, not your antivirus. Powered by proven ESET NOD32® technology, ESET Endpoint Antivirus delivers proactive malware defense that balances fast scanning with accurate detection in an unobtrusive system footprint, so that your business systems have the strong protection they require without needless interruptions to the end user.

Features: Antivirus & Antispyware, Personal Firewall, Antispam, Web Filtering, Device Control.

ENDPOINT SECURITY

ESET Endpoint Security with ESET Remote Administrator provides comprehensive protection for your business systems, and gives company managers the confidence that comes with complete endpoint protection and control. Powered by proven ESET NOD32® technology, ESET Endpoint Security delivers fast, light and proactive antimalware defense. Combined with the web-based administration console features, it takes the uncertainty out of your business's endpoint defense.

Features: Personal Firewall, Antispam and Web Access Control.

This is how we protect companies

 We have an award-winning technology.

User protection

► Mobile protection


**ENDPOINT
SECURITY**
PARA ANDROID

This solution has been designed for corporate devices using Google's operating system. It provides real-time protection against all types of threats, either proactively or through on-demand scans, blocking any threat that attempts to access the system.

Features: SMS/MMS Antispam, Real-Time Protection, Security Audit, On-Access Scanner and On-Demand Scanner

► Double authentication


**SECURE
AUTHENTICATION**

This solution delivers effective and secure authentication to protect the remote access to the corporate network and the sensitive data. Once the application has been installed in the mobile device, it generates one-time passwords every time anyone uses VPN services based on the RADIUS authentication protocol to access Outlook Web Access, as well as any other web system through the API features available in the product. ESET Secure Authentication adds an extra protection layer to the corporate network of any type of company.

► Encryption

**DESLOCK
ENCRIPTION BY**


Information is one of the most important resources for companies, and its proper handling is directly related to the business' trust and prestige. Added to the increase in data loss and data theft, companies realized they needed to seek alternative means of protection.

Data encryption arises as an extra protection layer that allows you to safeguard not only the organization's data but also its communications.

► Security training

ACADEMIA ESET
CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA.

We provide security training in two different forms: in-company or online, through the ACADEMIA ESET e-learning platform. These courses are designed to meet the needs of users and companies in the region, and are conducted by ESET Latin America's security specialists.

Available courses: Malware analysis, one-day awareness workshop, corporate security management, information security cost management, incident response, and more.

This is how we protect companies

✓ More than 27 years in research and development.

Infrastructure protection

► Gateway server protection



GATEWAY SECURITY

ESET Gateway Security products protect an organization's HTTP and FTP gateways by providing the highest level of threat detection without compromising performance or security. Built upon ESET's powerful ThreatSense® technology, ESET Gateway Security delivers both unprecedented scanning speed and unrivaled detection rates.

► Virtualized environment protection



VIRTUALIZATION SECURITY

With our award-winning antivirus engine in a virtual environment and without resource consumption, ESET Virtualization Security offers many possibilities for VMware virtual environments.

Antimalware protection at the server level that deals with each virtual environment within the server.

► Patch management



TECHNOLOGY ALLIANCE

This CSI (Corporate Software Inspector) is the solution for companies that care about their apps and systems always being up to date with the latest security patches. Flexera's web console allows you to access the latest updates in the corporate environment with easy implementation, thus avoiding any risk or vulnerability.

Data services protection

► E-mail server protection



MAIL SECURITY

Cybercriminals are increasingly using email to deliver malware attacks on organizations. ESET Mail Security provides the best anti-threat protection for all types of platforms, delivering proactive online scanning, faster performance, and the lowest resource consumption for high traffic mail servers.

This is how we protect companies

Data services protection

► File server protection



FILE SECURITY

ESET's protection for file servers provides real-time proactive threat detection. It has the fastest scanning speeds and highest detection rates with the smallest footprint.

► SharePoint server protection



SECURITY PARA MICROSOFT SHAREPOINT SERVER

It allows you to keep the SharePoint server clean and perform on-access or scheduled scanning of any content stored within the SharePoint database structure. Moreover, it prevents malicious threats and unauthorized users from disabling the security of the system.

Support in security vision

► Data leak prevention (DLP)



safetica®



TECHNOLOGY ALLIANCE

Information control and company productivity into one single solution. Safetica's DLP (Data Lost Prevention) offers greater control over the use of company information and helps improve employee productivity.

► Security diagnostic services



INTELLIGENCE LABS

This business unit is focused on diagnosing the state of IT security in organizations. Our services implement innovative processes that combine the information obtained in our research laboratory with the results of the security audits.

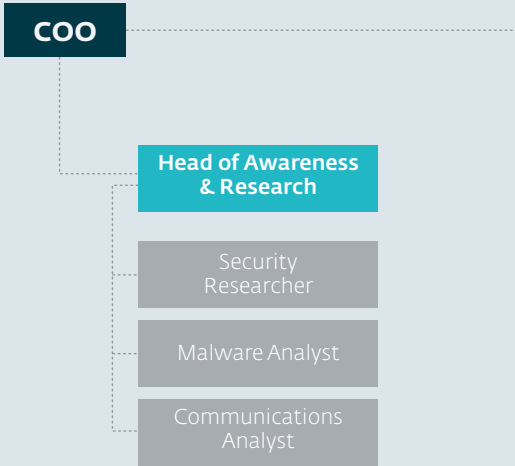
Services included: Continuous Security Assessment (external and internal), Vulnerability Assessment, Web Penetration Testing (external and internal), Penetration Testing (external and internal), GAP Analysis, Social Engineering Testing, WiFi Penetration Test, Mobile Penetration Testing and Ransomware Prevention.

Governance Structure

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At ESET, the highest governing body is represented by the General Manager, who performs executive functions within the organization. The management team directly reports to the COO and is responsible for the environmental and social issues related to the business strategy.


The selection process of ESET Latin America's General Manager is carried out in our Headquarters in Slovakia. His management team is selected and nominated through a search process implemented by both internal and external staff, by publishing the position requirements of each particular case. The qualitative and quantitative assessment of the achieved objectives is made by the General Directors at our Headquarters.





Functions and characteristics of the highest governing body


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-  To lead the ESET Latin America management team, setting management objectives and leadership style.
-  To define annual business objectives, together with the managers, for each area of work.
-  To monitor the objectives of each area, in accordance with the business objectives.
-  To monitor the performance evaluation of the company, in order to unify the evaluation criteria.
-  To accompany the implementation of wage increases, according to the results of the individual performance evaluations.
-  To define the expenditure budget (operational and project expenses) for ESET Latin America.
-  To accompany the defined sustainability actions, ensuring a sustainable management of the business.
-  To monitor and ensure the preparation of the annual report according to the GRI standards.
-  To plan, develop and implement strategies to ensure that the financial resources are sufficient and available to achieve business objectives.

 To identify business opportunities and partnerships with Distributors throughout the region.

 To manage the creation, maintenance and approval procedures, policies and practices of the organization, in the region in charge.

 To act as Responsible for the Company Statute and as its Legal Representative.

 To promote press-related activities, fostering the generation of content for mass media, conferences, posts and talks given by our specialists.

When planning objectives and describing the job positions, the General Manager determines the responsibilities of each member of the management team in terms of economic, environmental and social concerns. All the management departments of the organization have responsibility for economic, social and environmental topics, as defined in their job descriptions and performance evaluation objectives, and report to the General Manager.

Every week, the Corporate Management Body and the General Manager hold a meeting to develop, approve and update the values, mission statements, strategies, policies and objectives relating to the economic, environmental and social impacts of the organization, as well as to identify and manage environmental, social and economic impacts, risks and opportunities, and to analyze the effectiveness of the risk management processes implemented by the organization in relation to the economic, environmental and social issues. Every year all new employees to ESET Latin America are given induction training on sustainability, including the governance body positions.

Salary is determined in accordance with an agreed remuneration policy based on a percentage of the



current market wages for each position, taking into consideration the hierarchical structure and job complexity. To determine the market wages for each position, an independent external salary survey is used. The consulting company from which ESET buys the comparative salary survey provides this service only.

For each position, the remuneration is determined according to the profile description, its general value within the industry, and in relation to the other team members, seeking to maintain internal equity.

The General Manager receives a monthly salary determined by contract, subject to periodic fare increases in line with inflation. Moreover, the General Manager also gets performance bonuses, which are determined by the achievement of company objectives.

Here we present the ratio of the annual total compensation and the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees.

Country	Retribution rate	Increase rate
Mexico	212%	100%
Argentina	370%	100%
Brazil	552%	4%

Code of Ethics

G4-41 G4-56 G4-57 G4-58 G4-HR1 G4-HR2
G4-SO3 G4-SO5 G4-DMA

MATERIAL ISSUE 7

» www.eset-la.com/compania/codigo-de-etica
At ESET Latin America we are characterized for our integrity and ethics in doing business, creating alliances and making agreements, which have

gained us an excellent reputation throughout these years in the region.

Our **Code of Ethics** has the aim of formalizing aspects related to the daily actions of every single person that makes up ESET Latin America in such a way that we keep acting under the same principles and values, thus guaranteeing a good management of the company's activities.

It includes principles and compliance regarding the responsibilities and individual tasks of managers, collaborators, as well as towards and from our clients, sales channels, providers and other related parties.

Bearing in mind that the success of any company is based on what we decide, do and say, at ESET Latin America we consider that all the people who are part of it should share and act under the same line of values and principles, so that they ensure transparency in our businesses and protect our reputation.

Regarding Human Rights, all our distributors in Latin America adhere to our Code of Ethics and, consequently, to its guidelines concerning Human Rights. And as for training on Human Rights, all collaborators to join the company are briefed on the Code of Ethics and must sign up to it after reading it. In 2016 we conducted mandatory training on Human Rights for all collaborators.

As for issues of anti-corruption practices, the Code of Ethics has a form to report any cases of corruption. Furthermore, every month we make a monthly balance to control figures, accounts, documents, etc.

We also have annual audits to provide for the corporate annual balance-sheet and to report to the head office. This audit is performed by an external auditor and it reviews a variety of processes such as cash counts, account balances, payments to providers, salaries, assets, invoices, among other activities.

Lastly, the company has information security policies to promote responsible data management. Throughout the reporting period we have not registered any cases of corruption, nor any legal actions for anti-trust or monopoly practices.

Complaint mechanism in case of code Breaches


G4-DMA G4-EN34 G4-LA16 G4-HR12 G4-SO11
G4-PR8


A complaint form for violations of the Code of Ethics is available for all the company's stakeholders. In addition, this form also serves a channel to claim or report on social, Human Rights, environmental and economic issues.


Therefore, a complaint form must be filled in and sent. It is available on our website:


» www.eset-la.com/compania/codigo-de-etica-formulario.

The complaint is received by the Sustainability area of the company. It evaluates the complaint and assigns it to the corresponding ethical agent within the company, who advises on the issues and helps resolving them:

 **Complaints due to non-compliance with laws:** They are derived to the Legal Representative of the company.

 **Complaints due to non-compliance with the distribution chain or misconduct:** They are de-rived to the Sales Management and the General Manager of the company.

 **Complaints due to financial and accounts issues:** They are derived to the Administration & Finance Management of the company.

 **Complaints due to non-compliance with Human Rights and domestic misconduct:** They are derived to the Human Resources and Sustainability Management.

General contents

General information	→ What we do	→ How we work	→ Where we are heading
Internal projection	This section describes the expected behaviour of ESET Latin America's collaborators regarding their performance, their relationship with co-workers and their use of the company's assets and information.		
	→ Law enforcement → Respect for the Human Rights → Data protection → Conflicts of interest	→ Protection of tangible and intangible company asset → Raising concerns → What we expect from an ESET Partner → What we expect from an ESET Manager	
External projection	After identifying the main stakeholders or groups of interest in relation with ESET Latin America, we will specify – as done in the previous section – a series of objectives and attitudes that should be taken into account regarding the relationship of the company with each stakeholder.		
	→ ESET Latin America's stakeholder map	→ ESET Latin America's commitment with its groups of interest	
Compliance and complaint mechanism	We encourage our stakeholders to report in good faith any behaviour which might constitute a breach of the Corporate Code of Ethics.		
	→ How To File a Complaint → Who will receive the complaint	→ Ethical agents' responsibilities → Which is the response and resolution mechanism for the complaint?	
Annex	→ Universal Declaration of Human Rights	→ Principles of the UN Global Compact	



Other topics: They are dealt with by the Sustainability area together with the General Manager.

It is important to mention that the Sustainability area carries out a comprehensive follow-up of all the complaints received so that they are answered and resolved as soon as possible.

The responsibilities of each one of the areas and ethical agents mentioned above are the following:



To resolve doubts and to advise stakeholders on possible doubts regarding the Code of Ethics.



To examine the presented complaints through the verification and investigation of the behaviour of the reported collaborators or organizational units.



To draw up action plans to resolve the filed complaints and to present them for approval to ESET Latin America's Social Responsibility Committee.



To keep an updated record of the process – inquiries, complaints, procedures and communications with the persons concerned.



To keep claimants informed regarding the state and solution of their filed inquiries or complaints, when so required.



To elaborate a final report of the complaint review and to propose actions for improving the process.



To keep the claimant's confidentiality at all times.



To perform their duties guided by the principles of independence, rigour and equanimity.

Within the reporting period, no claims were filed on environmental impacts, labor practices, Human Rights, or impacts on society. There were also no complaints regarding customer privacy breaches and customer data leaks.

Response and resolution mechanism for the complaint and compliance

G4-DMA G4-EN29 G4-SO8 G4-PR7 G4-PR2 G4-PR9

MATERIAL ISSUE 15 Y 20

According to the type of complaint, the area in charge of the issue analyzes the case and carries out the pertinent investigations and evaluations. These may imply contacting the claimant by email or telephone to get more information or to communicate the resolutions of the complaint.

In this regard, every person or entity, being it either the denounced or denouncing party, is expected to collaborate with the investigation by providing the requested information and evidence that allows ESET Latin America to analyze and solve the complaint.

In every case, the priority will be to ensure the truthfulness of the information and to resolve the situation in order to avoid negative consequences that may undermine the compliance with the present ESET Latin America's Code of Ethics and values.

Those who fail to comply with the principles within this Code of Ethics shall be subject to the regulations in force in each particular case.

Compliance with all applicable laws and regulations must never be compromised. ESET Latin America and its collaborators are bound by the ruling legislation. Moreover, collaborators shall adhere to the domestic laws and regulations, such as the present Code of Ethics and the IT and Information Security Policy.

Those domestic regulations are specific to the company, and may introduce higher requirements than the law. It is the responsibility of each collaborator to seek appropriate advice on relevant legal requirements.

In the reporting period there were no records of significant fines or non-monetary sanctions for non-compliance with laws and regulations, either general, environmental, or concerning the provision and use of products and services. There were no records of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, advertising, and promotion, or related to security impacts in our products.



The Sustainability area carries out a comprehensive follow-up of all the complaints received.

Social responsibility committee

G4-38

We have a Social Responsibility Committee which analyzes, plans, conducts and evaluates different actions related to the sustainability plan of the company, with the aim of getting company collaborators involved in our sustainability plan.

The Committee consists of six company collaborators who have volunteered to help with the decision making, planning and evaluation of the Corporate Social Responsibility plan.

The Committee directly reports to the Sustainability area, in charge of developing the Social Responsibility plan. It also has direct contact with the Chief Operating Officer at ESET Latin America for the most important decision-making.

The Committee is renewed every August and people can participate for up to two consecutive years.



Creating ties

G4-15 G4-16

MATERIAL ISSUE 16



United Nations Global Compact

ESET Latin America has adhered to the 10 Principles of the United Nations Global Compact, in the areas of Human Rights, labor rights, anti-corruption implementation mechanisms and environmental care.

➤ www.unglobalcompact.org



IARSE

We are "ORO" (GOLD) member of the Instituto Argentino de Responsabilidad Social (Argentinian Institute of Social Responsibility or IARSE), supporting its cause regarding the incorporation of economic, social and environmental management tools to organizations.

➤ www.iarse.org



Global Reporting Initiative (GRI)

We are members of the GOLD Community within the Global Reporting Initiative. Apart from abiding by its guidelines, the company supports its cause and mission. This participation allows us to stay up to date regarding the guidelines and to be active participants in the process.

➤ www.globalreporting.org



CESSI

In addition to being a member, we have a mutual collaboration agreement with the Cámara de Empresas de Software & Servicios Informáticos of Argentina (Chamber of Software and Information Services Companies of Argentina). By means of this agreement, we offer our security solutions with significant discounts to the members of the Chamber. Moreover, we provide contents and deliver educational lectures for free, and we offer the opportunity to learn more about the information security industry.

➤ www.cessi.org.ar



CABASE

Apart from being member company of the Cámara Argentina de Internet (Argentinian Chamber of the Internet), we have a mutual collaboration agreement with this organization. By means of this agreement, we offer our security solutions with significant discounts to the members of the Chamber. Moreover, we provide contents and deliver educational lectures for free, and we offer the opportunity to learn more about the information security industry.

➤ www.cabase.org.ar



UTN

During 2016 we signed a mutual collaboration agreement with Universidad Tecnológica Nacional (National Technological University or UTN) which established the opening of a joint Laboratory for Research and Analysis of Malware, as well as generating new training programs in the area of IT Security for UTN students and alumni. This agreement also allows us to take our Antivirus Tour (free lectures organized by ESET Latin America) to all 29 regional UTN schools, as well as to develop workshops and courses on malware analysis and IT security in all of the organization's locations.



Vicente López Municipality

We have extensive contact with different areas in the Municipality of Vicente López, the area where our offices are located. During 2016 we conducted several joint activities: corporate volunteer work day in the Local Childhood Center in La Loma, participation in Expo Empleo 2016 (an annual career expo) and free educational lectures for schools in the area. We thus contribute to different social programs run by the Municipality.

Recognitions

G4-PR1

During 2016, many organizations acknowledged the quality of our solutions, the satisfaction and security of our clients and the growth of our company on a global level.



Virus Bulletin

ESET is the first company to reach the sum of 100 VB100 awards won. Our company has taken part in these awards, organized by Virus Bulletin, since May 1998 and leads all the other recipients by far.



Gartner

Acknowledged ESET as a "Visionary" within its famed Magic Quadrant for Endpoint Protection Platforms, due to its constant innovation and work in order to provide early protection for users.



Nikkei

ESET has been chosen for a third consecutive year in the Nikkei survey in Japan that measures user satisfaction.



Computer Bild

ESET Smart Security 9 achieved the highest score in the tests conducted by Computer Bild, Europe's most prominent technological publication, and was chosen by its readers as the best home security product.



Customer care

G4-DMA G4-PR5

MATERIAL ISSUE 10

Customer care modality at ESET

Our customer care service is divided according to the type of customer – the first channel is dedicated to customers who use our line of products for the home, while the second channel is focused on our corporate product users. In this way, we make sure to have specialized teams to answer our user's needs according to the size, complexity, impact and scope of each segment. We provide both technical and commercial support according to the need.

We continue our work from our **Regional Home Support Center, an exclusive support center in Spanish for Latin America**, assisting users in Argentina, Chile and Mexico, and also providing email and online chat support to other countries in the region, where there is a team of operators ready to answer any technical or commercial case.

The customer service hours are defined taking into account the time zones of the whole region, so we have an extended schedule from 9:00 AM to 9:00 PM (GMT -3: 00, Buenos Aires).

For the **corporate sector**, our **network of Exclusive Distributors and Partners** provides **first-level support**, so that customers can count

For the corporate sector, our network of Exclusive Distributors and Partners provides first-level support.

on local support and maintain the closest possible relationship with our brand. In cases where the complexity of the query requires it, the distribution channel has exclusive communication lines (email, online chat) with the team of technical support engineers at our headquarters, who analyze each case and provide an effective and timely response.

Additionally, in cases of need and/or high impact, we also offer remote technical support sessions in which our solutions' specialists can directly interact with the challenging environment and provide a solution.

In 2016 we opened a new communication option with our corporate clients, by opening a telephone helpline for clients from Argentina, Chile and Mexico with the expectation to widen our service to the rest of Latin America during 2017.

Main Developments During 2016

We continued our comprehensive focus on this area, where in addition to our customer care work we are the technical address within ESET Latin America.

We additionally continued working on generating content that provides added value to Distributors, Partners and Clients in the form of: virtual classes, technical workshops with Partners, technical workshops with clients, client visits, quick product guides, development of technical content specifically for the region and suggestions of proper use.

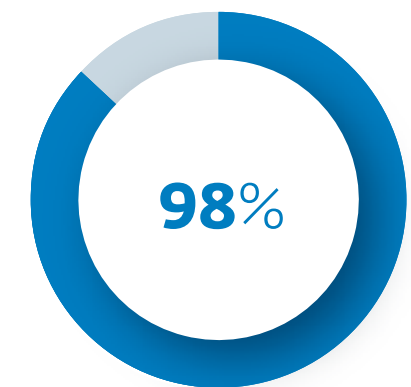
Lastly, we consider it is of vital importance to work with trained collaborators in order to provide the best possible care for our customers. That is why we encourage the professional development of all the members of our team.

General results of customer care in 2016

Our corporate sector received **2,250 enquiries** with an average total lifetime for each enquiry of **4 days**. The results of our customer satisfaction surveys determine that **90% of respondents were satisfied with the response time, and 98% were satisfied with the result**.

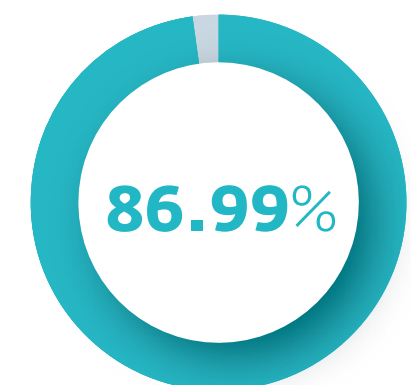
Our Regional Home Support Center received a total of **24,558 enquiries** from our clients during 2016, with an average lifetime for each of them of **8 business hours, 25 minutes and 37 seconds**. **89.16% of people who took part in the survey expressed total satisfaction with the response time, and 86.99% expressed total satisfaction with the result of their enquiry**.

2,250 enquiries
corporate sector



Were satisfied with the result.

24,558 enquiries
home support



Expressed total satisfaction with the result of their enquiry.



Our stakeholders,
material aspects
and commitment



We are committed to all groups
with which we interact.

Our stakeholders, material aspects and commitments

G4-24 G4-25

Our stakeholders are those natural or legal persons with whom we have a double-impact relationship. On the one hand, we influence our stakeholders and, on the other, their actions also have an impact on our everyday activities.

The identification of the internal and external stakeholder groups to which we are related to has been made according to the following criteria:

- ☒ Stakeholders' influence capacity upon the company and vice versa
- ☒ Their significance in the management of the business
- ☒ Proximity
- ☒ Access to the company financing
- ☒ How they represent the company



Dialogue and participation

G4-26 G4-37

MATERIAL ISSUE 16

In order to better understand the economic, social and environmental impact in connection with our main stakeholders, we use diverse formal and informal communication channels that allow us to identify their major interests, concerns and

problems. Throughout this Report, we account for the way in which the company responds to those aspects.

Moreover, we have conducted surveys to clients, distributors, partners, journalists and collaborators in order to find out about their main concerns regarding economic, social and environmental topics.

How we communicate with our stakeholders

How we communicate	Society in general	Clients	Headquarter Owners	Collaborators	Distributors and Partners	Providers	Competition	Environment
Meetings		✓	✓	✓	✓	✓		
Presentation of management reports	✓	✓	✓	✓	✓	✓	✓	
Corporate Blog	✓	✓			✓	✓	✓	
Website	✓	✓			✓	✓	✓	
Newsletter	✓	✓			✓			
Boards				✓				
Quarterly meetings about institutional information				✓				
Email	✓	✓	✓	✓	✓	✓	✓	
Telephone	✓	✓	✓	✓	✓	✓	✓	
Visits to the offices		✓	✓		✓	✓		
Visits from teams of different company areas		✓			✓			

How we communicate	Society in general	Clients	Headquarter Owners	Collaborators	Distributors and Partners	Providers	Competition	Environment
Events	✓	✓			✓			
Satisfaction surveys	✓	✓		✓	✓			
Leaflets	✓	✓			✓			
Press releases	✓			✓	✓			
Environmental management system								✓
Meetings with representatives of local institutions	✓							

Interests of our stakeholders

G4-27 G4-50

Stakeholders' interests	Society in general	Customers	Headquarters	Collaborators	Distributors	Providers	Competition	Environment
Collaborators' well-being		✓	✓	✓	✓	✓		
Diversity and inclusion	✓	✓	✓	✓	✓	✓		
Commitment to Human Rights	✓	✓	✓	✓	✓	✓	✓	
Collaborator talent management		✓	✓	✓	✓	✓		
Health and labor security			✓	✓	✓	✓		

Stakeholders' interests	Society in general	Customers	Headquarters	Collaborators	Distributors	Providers	Competition	Environment
Economic performance and market development	✓	✓	✓	✓	✓	✓		
Business ethics	✓	✓	✓	✓	✓	✓	✓	✓
Enjoy safer technology	✓	✓	✓	✓	✓	✓		
Innovation and technology	✓	✓	✓	✓	✓	✓		
Customer satisfaction	✓	✓	✓	✓	✓	✓		
Collaborator satisfaction			✓	✓	✓	✓		
Community education	✓	✓	✓	✓	✓	✓		
Distribution chain development		✓	✓	✓	✓	✓		
Enhancement of providers	✓		✓		✓	✓		
Responsible marketing	✓	✓	✓	✓	✓			
Efficient communication with stakeholders	✓	✓	✓	✓	✓			
Information security	✓	✓	✓	✓	✓	✓		
Waste treatment and recycling	✓	✓	✓	✓	✓	✓		✓
Energy	✓	✓	✓	✓	✓	✓		✓
Compliance and anti-corruption practices	✓	✓	✓	✓	✓	✓	✓	✓

Our commitments

G4- 27



Company owners

G4-DMA

The owners of ESET Latin America are the entities ESET Spol. s.r.o. and ESET LLC. In this respect, as regional office for Latin America, we are committed to the creation and maximization of the economic corporate value, always seeking to achieve business sustainability, and thus pursue the following objectives in the everyday management:

- ▶ To foster transparent relationships with all our stakeholders.
- ▶ To inform in an accurate and complete manner the data related to the progress of the company and the business.
- ▶ To preserve and maintain the company's assets.
- ▶ To meet the best practices regarding our corporate governance.



Clients

G4-DMA

G4-PR3

G4-PR4

At ESET Latin America we have different kinds of clients – home users, various non-profit organizations, governmental entities, SMBs and large enterprises. Apart from having access to ESET's solutions and security services, the latter also benefit from the training possibilities offered by ESET.

Our clients are fundamental for the company to grow and be sustainable over time. That is why we are committed to offer quality products and services that meet the requirements and needs of both home and corporate clients.

Moreover, we pursue:

- ▶ To listen carefully and answer efficiently to the concerns raised by the different clients.
- ▶ To safeguard the confidentiality of the personal data provided to us.
- ▶ To offer a close, fair, personalized, respectful, non-discriminatory treatment to every organization and person who chooses ESET Latin America to protect their information and to receive training.
- ▶ To act with transparency, clarity and truthfulness in all communications before, during and after the purchase of products or services.
- ▶ To provide a personalized and adequate after-sales service.
- ▶ To establish fair and competitive prices.
- ▶ To provide complete and accurate information, with no disclaimers. In this regard, all the product boxes that are for sale in retail stores, as well as the licenses sold at online stores, must disclose the following information: product features/benefits, system requirements, the number of licenses the user is acquiring, and the brand Copyright information. These requirements are transmitted to all Distributors and Partners that make boxes so that they can control their compliance. Due to the implementation of these regulatory requirements, we have not had any breach in 2016 regarding the information provided and the labelling of products.



Providers

G4-DMA

Providers are an essential part of our value chain. That is why they are selected by following equitable conditions, without discrimination and pro-

moting inclusiveness.

Moreover, we are committed:

- ▶ To favor the recruitment of providers who abide by Human Rights and who are committed to the development of the community and the protection of the environment.
- ▶ To foster commercial relationships that are mutually beneficial.
- ▶ To meet its payment commitments.
- ▶ To make confidential use of the information they supply.



Distribution Chain

G4-12

Our Distributors and Partners are a fundamental building block in our business, which is heavily oriented towards the joint work between them and ESET.

With **7 Exclusive Distributors and more than 4000 Partners in the entire region, we have reached 20 Latin American countries** with our offer of security products and services.

Given how important our commercial Partners are for us, we offer them different recognition programs and we foster a relationship of mutual benefit and respect. In this way, the company's commitment is:

- ▶ To offer a close, fair and respectful treatment.
- ▶ To listen carefully and answer efficiently to the concerns raised by them.
- ▶ To cooperate with the development of the business in the regional countries.



- ▶ To provide marketing, training, support and business benefits, boosting their corporate development in the long term.
- ▶ To stimulate a close communication and of mutual understanding.
- ▶ To foster commercial relationships that are mutually beneficial.



Collaborators

G4-DMA

We currently have 98 collaborators with a great teamwork spirit and the vocation to offer added value to everyday work. The collaborators are essential members of the company, therefore we have a Human Resources management perspective that looks for compliance with labor rights, a balance between work and personal lives, the management of their talents and the promotion of their health and safety at work.

ESET Latin America's main commitments in this regard are:

- ▶ To respect the rights of every collaborator.
- ▶ To apply application and hiring processes under equitable conditions.
- ▶ To offer equitable and just wages.
- ▶ To facilitate reconciliation of work and family life.
- ▶ To value diversity.
- ▶ To protect the confidentiality of the collaborators' personal data.
- ▶ To favor professional training and development.
- ▶ To offer a pleasant working environment with the necessary tools so that they can fulfill their

tasks with excellence.

- ▶ To offer a close, fair, personalized and non-discriminatory treatment.



Competition

G4-DMA G4-SO7

We promote a loyal and fair competition, avoiding unfair competition practices such as spreading false and biased information that may disrepute other companies.

Fair commerce and competition regulations protect fair competition. The violation of these regulations are subject to severe penalties, as indicated by the Company's Code of Ethics. The company's market position cannot be exploited against the law.

Once more, in the competition sphere, collaborators shall not take part in the negotiations of conventions or agreements on prices or conditions. Even mere conversations with competitors on these matters are unacceptable. Additionally, it is unacceptable to enter into agreements with competitors regarding allocation of customers, client areas or production schedules. Collaborators are never authorized to obtain information about a competitor through illegal means, nor to deliberately disclose false information about a competitor and/or its products or services.

During 2016, we have not had any legal actions for anti-competitive behaviour, anti-trust, and monopoly practices.



Environment

G4-DMA

We take care of our environmental impact, putting into practice different initiatives to promote the reduction of resource consumption and, at

the same time, to reduce the ecological footprint generated by the company's activities.

Our environmental policy involves considerations related to the efficient use of water and energy, waste management, the provision of inputs, education and the promotion of leaders in the field of environmental protection. Below are some of the commitments we have made:

- ▶ To take actions to reduce the consumption of electric power at the offices.
- ▶ To make collaborators and Distributors aware and conscious about environmental protection.
- ▶ To undertake initiatives to promote waste reduction.
- ▶ To support non-profit organizations whose mission is environmental protection.
- ▶ To disseminate advice and good practices regarding environmental care for all its stakeholders.
- ▶ To preferably consume environmentally-friendly products.



Society in general

G4-DMA

One of our main commitments since the foundation of the company is community education and awareness of matters related to information security.

Therefore, education continues to be one of ESET Latin America's fundamental pillars and one of the most important pieces of its Corporate Social Responsibility Plan.

Regarding this initiative, there are various actions in constant development:

- ▶ To provide information and advice on information security with the objective of helping users protect themselves during their use of devices.
- ▶ To make access to information technology as safe as it is fun; as promoted by our tagline: "Enjoy Safer Technology".
- ▶ To contribute to the economic and social development of the community.
- ▶ To collaborate with different NGOs and solidarity projects.








Material issues of ESET Latin America's sustainability management



Because we care about you.

Material issues of ESET Latin America's sustainability management

What is a material issue?

-  It refers to all important aspects relevant to the economic, environmental and social management of the company.
-  Those areas in which the company focuses its efforts.
-  The topics that reflect the organization's economic, environmental and social impacts on all its stakeholders, and which arise from dialogue with them.



Therefore, a material issue is part of the strategic management of the business, is included in.

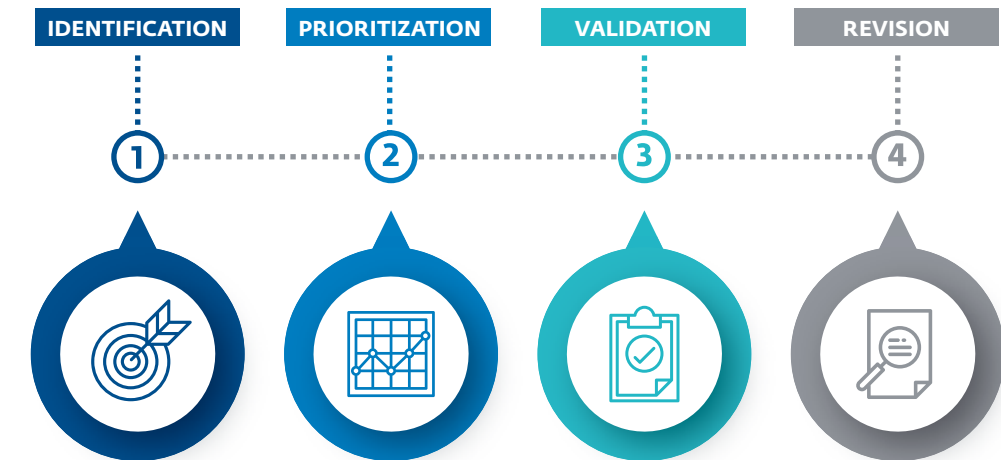
How do we define it?

In order to identify a material issue, we developed a process that involved the participation of corporate representatives as well as our main stakeholders. As a result of this practice, the most important issues for all stakeholders emerged, and they were included in the present Report.



Definition process of material issues for ESET Latin America and content for this report

G4-18 G4-37 G4-48



1 Identification

According to different inputs, we identified aspects and issues related to the management of our business.

orators, clients, distribution chain, providers, specialized journalists and headquarters. We were thus able to develop strategies and practices suitable for their expectations.

2 Prioritization

The Sustainability area and the Corporate Management Body prioritized the relevant aspects based on their impact on business and their relation to the main stakeholder groups of the company. This analysis resulted in the definition of 20 relevant aspects.

4 Revision

Review of the established priorities. Analysis of issues pointed out by our stakeholders. Comparison between these issues and targets and actions for 2016.

3 Validation

Once our relevant aspects and priorities were defined, we identified the GRI G4 guidelines related to them as well as the information with which we could respond to these issues (all areas in the company were instructed and assisted in order to guarantee that the information was accurate). We also inquired about the opinion of our main stakeholders: collab-



This procedure is updated annually in order to establish the prioritization curve of material issues and to continue projecting answers to the needs of our stakeholders.

ESET Latin America's material issues

G4-19 G4-20 G4-21 G4-27

ESET Latin America's material issues in 2015						
	Area	Scope	Detail	Description of what ESET does	Chapter	
	1. Collaborators' well-being	Collaborators	Internal (Argentina, Mexico and Brazil)	Benefits programs available to all the company's collaborators.	The welfare of our collaborators is an essential issue in the Human Resources policy developed by the company. In this regard, we strive to always provide added value through our benefit programs, so that there is a balance between the work life and personal life of each of our members.	Collaborators
	2. Diversity and inclusion	Collaborators	Internal (Argentina)	Promotion of gender diversity and other types of diversity in the workplace.	In Latin America there is a marked social and labor exclusion. People over 50, with disabilities or belonging to marginal areas face difficulties to enter the labor market. Consequently, for ESET Latin America it is extremely important to develop programs that encourage their inclusion.	Collaborators and Who we are
	3. Commitment to human rights	Management	Internal (Argentina, Mexico and Brazil)	Supporting and disseminating universally recognized standards of Human Rights, as one of the roles of the company.	To ensure our members compliance with universally recognized standards of Human Rights.	Who we are and collaborators

ESET Latin America's material issues in 2015		Area	Scope	Detail	Description of what ESET does	Chapter
	4. Collaborator talent management	Collaborators	Internal (Argentina, Mexico and Brazil)	Training and development plans for collaborators within the company.	Our collaborators' training is on our agenda. That is why, at ESET Latin America, we have an annual training plan that allows our collaborators to access the training programs according to their needs and interests. We also provide opportunities for skill building and career growth, thus promoting the growth of our collaborators.	Collaborators
	5. Health and labor security	Collaborators	Internal (Argentina, Mexico and Brazil)	Programs to ensure safety and health in the workplace.	The safety and comfort level of our collaborators in their workplace really matter to us. Therefore, we ensure that the corresponding work safety and health standards are met. Besides, we offer our collaborators quality healthcare coverage.	Collaborators
	6. Economic performance and market development	Management	External	Corporate financial results and expansion level within the industry.	Our company would not be sustainable if it did not obtain a profit from its activity. Therefore, it is essential for us to ensure good economic growth levels that also guarantee us a good reach within the industry.	Who we are

ESET Latin America's material issues in 2015						
		Area	Scope	Detail	Description of what ESET does	Chapter
	7. Business ethics	Management	External	Business development with respect to the Law and the Human Rights.	At ESET Latin America we like to do business ethically, with respect to the Law and Human Rights in all our activities.	Who we are
	8. Enjoy safer technology	Community	External	Customers safely using their technology without worries.	Our premise when marketing our solutions is for everyone to be able to use their technology safely, always enjoying the services it has to offer.	Throughout the entire report
	9. Innovation and technology	Management	External	Being a step ahead in the offering of added value to customers.	We are always trying to stand out by offering added value to the people who choose us day after day to protect their personal information.	Who we are
	10. Customer satisfaction	Community	External	Providing a good customer service before, during and after the sale of our solutions.	For us, the relationship with our customers does not end once the sale is closed. From ESET Latin America we guarantee a quality after-sales service, which allows our users to consult all the doubts they might have in relation to our solutions. Thus, we strive to achieve good quality standards.	Who we are

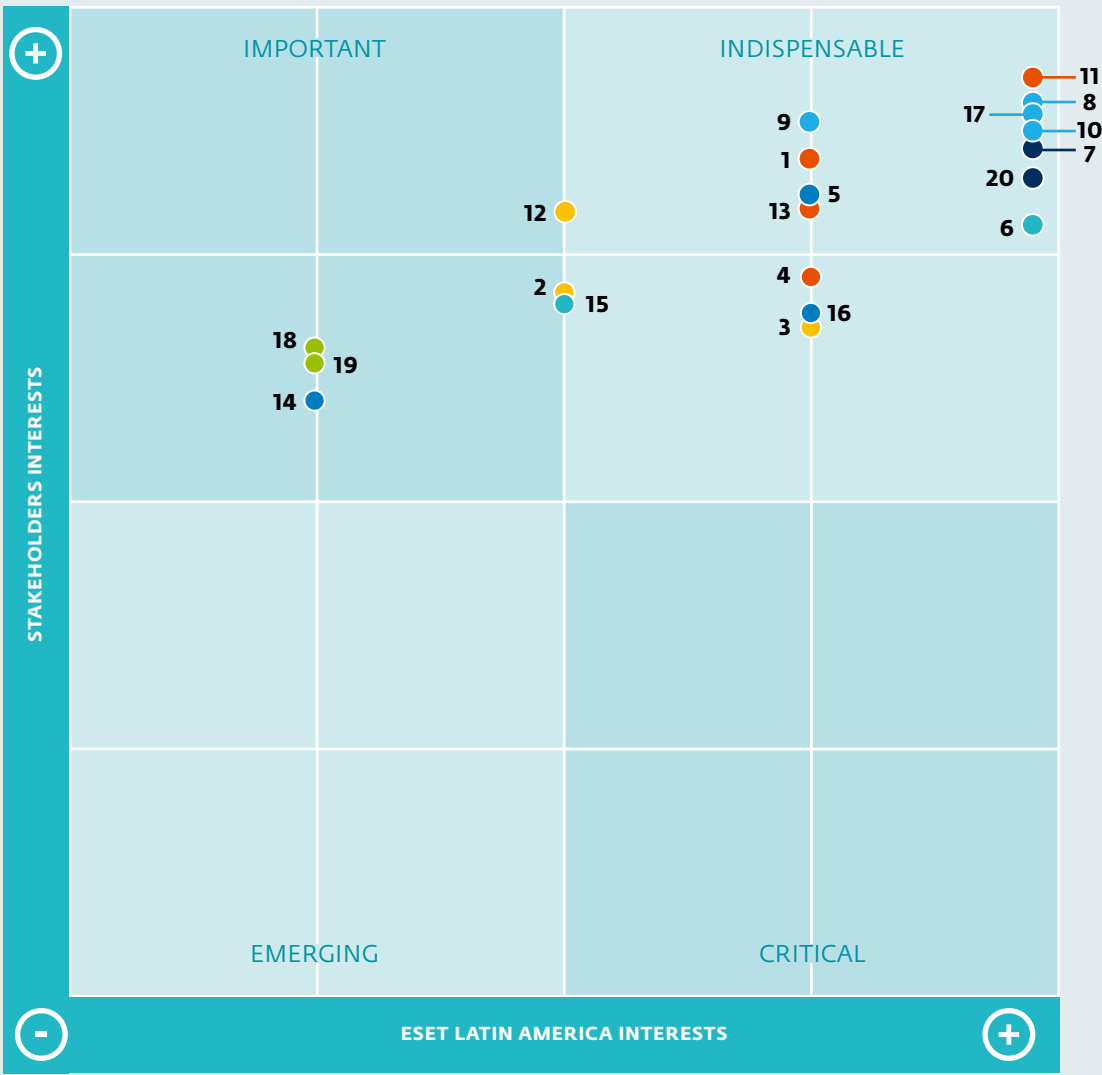
ESET Latin America's material issues in 2015						
		Area	Scope	Detail	Description of what ESET does	Chapter
	11. Collaborators' satisfaction	Collaborators	Internal (Argentina, Mexico and Brazil)	Being a model company with talented collaborators where people would really like to work.	To make collaborators feel proud to belong to the company, by implementing benefit programs, talent management plans and occupational health and safety initiatives.	Collaborators
	12. Community education	Community	External	Free community education on issues related to Internet security.	Since we started working in the region, we have insisted on the fact that information security is not only achieved through technology, but that it is also necessary that users are well-informed and aware of online risks. Consequently, we implemented various non-profit initiatives aimed at educating the community on this subject.	Community
	13. Distribution chain	Value Chain	External	Developing programs and actions to train, recognize and enhance our sales channels.	ESET Latin America does not sell directly to end-users, it sells through its Exclusive Distributors and Authorized Partners. This is why our business is strongly oriented to acknowledging and enhancing our Distribution Chain, offering training and recognition programs.	Value Chain

ESET Latin America's material issues in 2015						
		Area	Scope	Detail	Description of what ESET does	Chapter
	14. Enhancement of providers	Value Chain	External	Practices implemented to know our providers better and help them align to sustainability policies.	Part of our corporate management tasks is analyzing our suppliers, choosing those that are better aligned to our socially responsible management practices. Furthermore, our objective is also to offer them training and recognition opportunities.	Value Chain
	15. Responsible marketing	Community	External	Ethical practices in communications or marketing activities. Providing the public with complete and accurate information, with no disclaimers.	As part of corporate transparency, an important element for management is that all communications and marketing activities must contain complete and accurate information, with no disclaimers.	Who we are
	16. Efficient communication with stakeholders	Management	External/ Internal (Argentina, Mexico and Brazil)	Promoting fluid dialogue with stakeholders.	We want to know the opinions, suggestions and views of our stakeholders. For this reason, we have created different communication channels that allow us to stay close to them.	Throughout the entire report
	17. Information security	Management	External/ Internal (Argentina, Mexico and Brazil)	Practices to protect the data handled by the company. Protection of both corporate as well as personal data of our stakeholders.	As an IT security-solutions vendor, data protection of all customers who rely on ESET Latin America is one of our key concerns. That is why we have internal policies to protect their information.	Who we are

ESET Latin America's material issues in 2015						
		Area	Scope	Detail	Description of what ESET does	Chapter
	18. Waste treatment and recycling	Environment	Internal (Argentina, Mexico and Brazil)	Actions implemented to reduce waste generation in the company.	The generation of waste is a current global issue. At ESET Latin America we are working on waste reduction, implementing recycling activities by means of which we treat some of our waste.	Environment
	19. Energy	Environment	Internal (Argentina)	Environmental care.	Actions and programs on energy and climate change issues.	Environment
	20. Compliance and anti-corruption practices	Management	Internal/External	To comply with the law and ensure ethics and transparency	Organizational responsibility regarding issues of anti-corruption as well as legal and regulatory compliance on economic, social and environmental aspects	Who we are

Materiality matrix

G4-19



- | | | | |
|----|---|----|---|
| 1 | Collaborators' well-being | 11 | Collaborator satisfaction |
| 2 | Diversity and inclusion | 12 | Community education |
| 3 | Commitment to Human Rights | 13 | Distribution chain |
| 4 | Collaborator talent management | 14 | Enhancement of providers |
| 5 | Health and labor security | 15 | Responsible marketing |
| 6 | Economic performance and market development | 16 | Efficient communication with stakeholders |
| 7 | Business ethics | 17 | Information security |
| 8 | Enjoy safer technology | 18 | Waste treatment and recycling |
| 9 | Innovation and technology | 19 | Energy |
| 10 | Customer satisfaction | 20 | Compliance and anti-corruption practices |



Collaborators

#WeAreATeam



This is how we look after our collaborators.

Collaborators

Overview

G4-LA1 G4-LA12 G4-LA13 G4-EC5 G4-EC6 G4-HR3 G4-DMA

MATERIAL ISSUE 2 Y 3

At ESET we strive to find the best professionals to fill each job, without distinction of age, race, gender or religion. Our selection processes are transparent in its requirements of knowledge and experience, respecting the whole interview and evaluation process.

Moreover, ESET Latin America adheres and supports the respect for Human Rights as mentioned in the Universal Declaration of Human Rights. Therefore, it repudiates every act that violates or that is an accomplice in the violation of these rights. Bearing this in mind, anyone working at the company shall be entitled to their basic Human Rights and should not be forced to suffer physically or mentally from their work in any way. No collaborator should be discriminated against because of e.g. race, sex, sexual orientation, marital status, pregnancy, parental status, religion, political opinion, nationality, social status, physical status, disability, age or union membership.

There have been no cases of discrimination during the reported period. We also conducted training workshops on these topics for collaborators in our three offices (Buenos Aires, Sao Paulo and Mexico) where we engaged in open dialogue and a space for debate and discussion, providing tools and necessary knowledge for our collaborators to understand the many facets of this subject and its relationship to the company and its business.

Moreover, we are committed to maintaining a workplace where no form of physical, verbal or psychological harassment or abuse is permitted. We support the 10 Principles of the United

Nations Global Compact, covering the areas of Human Rights, labor standards, environmental management and anti-corruption. By means of our Code of Ethics, we manifest our commitment to the Global Compact principles and promote its implementation throughout the whole value chain (providers, collaborators, Distributors, and Partners).

We continually seek to stand out by offering added value to those who choose us day after day to protect their personal information. We have 10 collaborators in Mexico City outsourced through Global Management Mexico. Our collaborators come from the local job market and their wages are consistently above initial minimum wages in the countries where we operate. 100% of managers in our offices are locals and there are no wage gaps between men and women.

● ● ●
We support the Universal Declaration of Human Rights.

G4-10 G4-LA12

Breakdown of collaborators	Total		Argentina		Mexico		Brazil	
Total	98		78		10		10	
By gender	F	M	F	M	F	M	F	M
	47	51	39	39	4	6	4	6
	48%	52%	50%	50%	40%	60%	40%	60%
By age								
25 or below	16		8	5			1	2
26 to 30	37		20	11	2	1	1	2
31 and above	45		11	23	2	5	2	2
By type of contract								
For undetermined period	87		38	39			5	6
Outsourced	10				4	6		
Interns	1							
By category								
Analyst	65		26	23	4	5	3	4
Coordinator	24		11	11			1	1
Manager	9		2	5		1		1

Ratio of standard entry level wage at ESET Latin America compared to local mini-mum wage

G4-EC5

83% Argentina
Ratio of ESET standard entry level wage vs. Minimum, Vital and Mobile Salary

863% Mexico
Ratio of ESET standard entry level wage vs. Minimum Salary

47% Brazil
Ratio of ESET standard entry level wage vs. Minimum Salary

These ratios indicate difference between ESET standard entry level wage and minimum wage for each country. For example, ESET entry level wage in Argentina is 83% above that country's national minimum wage.

Percentage of total employees covered by collective bargaining agreements

G4-11



Argentina 5.3%



Mexico 0%

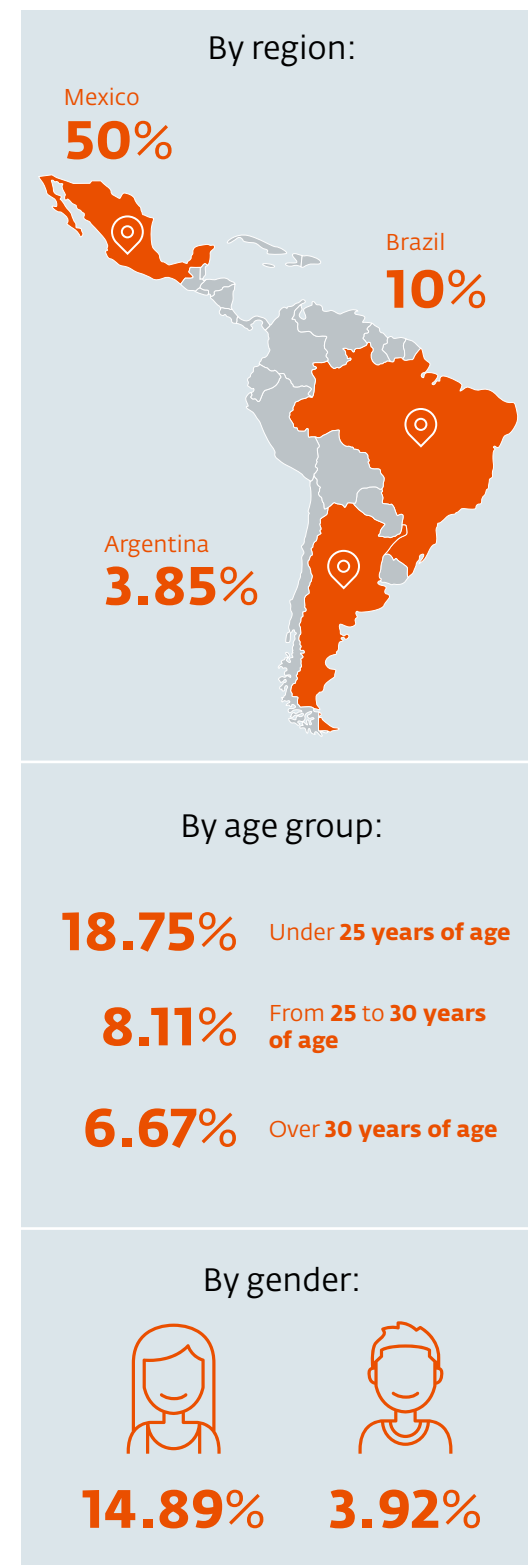


Brazil 0%

Even though there are no collective bargaining agreements in this country, the employees are governed by the labor law and have the benefits set forth in such agreement.

Employee turnover

G4-LA1



Rates of absenteeism

G4- LA6

Type of absenteeism	Total	Women	Men	Argentina	Mexico	Brazil
Lost working days	7	-	7	7	-	-
Work-related illnesses	-	-	-	-	-	-
Work-related fatalities	-	-	-	-	-	-
Sick days	202	136	66	202	-	-
Study days	96	79	17	96	-	-
Absences due to relative's illness	3	2	-	3	-	-
Absences with advance notice	13	9	4	13	-	-
Unpaid leave	88	34	54	88	-	-
Maternity leave	258	258	-	-	-	-
Extended maternity leave	90	90	-	-	-	-
Total absentee days	750					

Open dialogue

G4-49 G4-50 G4-DMA

MATERIAL ISSUE 16

At ESET we have an open communication policy which allows every collaborator to communicate without intermediaries with any member of the management team. Thus we can foster individual skills and joint work, communicating their opinions to any company member.

Quarterly meetings

We meet on a quarterly basis to review the results achieved during that period and to generate actions that can include the participation of more than one area, besides sharing news and experiences from each area of the company. All mid-level collaborators and managers participate in these meetings. This is a way to encourage internal communication and a source of transparent information.

During 2016 we organized four of these meetings with all managers and mid-level collaborators present.

...

Thus we can foster individual skills and joint work, communicating their opinions to any company member.

Job satisfaction survey

As in every year, the Job Satisfaction Survey took place between October and November 2016, with **88% of collaborators responding**.

The main results were:

80% Of collaborators **are happy to work at ESET**.

76% Of respondents expressed **satisfaction with the benefits provided**.

78% Expressed satisfaction **with the tasks they perform**.

85% Of respondents said **their direct bosses are open to hear opinions and comments**.

87% Believe that at **ESET both men and women have the same opportunities for growth**.

60% Feel they can **grow and develop professionally at ESET**.

Additionally, collaborators identified internal communication and teamwork across different areas of the company as two elements that had been strengthened over the year.

Events intended to promote integration

During 2016, we organized the following integration events at the Buenos Aires offices:

- ☒ **ESET Latin America anniversary party.**
- ☒ **Children's day celebration:** Collaborators were invited along with their children, partners and/or nephews/nieces to spend an afternoon at the office. An entertainment service was hired for the children.
- ☒ **Spring Day:** A special lunch was organized for all collaborators in the roof of our building on occasion of the first day of spring.
- ☒ **Team Building:** All areas of the company had a joint activity outside of the office with the goal of strengthening team work.
- ☒ **Quarterly lunches:** Once every three months, each area has a joint lunch with its manager with the goal of sharing a relaxed time together among co-workers.



Enjoy Your Choice

It is a benefits program developed especially for coordinators, leaders and managers in Argentina, which allows them to select the benefit of their preference from a menu, with the possibility of changing it according to their needs.

In this way, we complement the wage package, making a difference according to the commitment and growth of those collaborators who have greater responsibilities, so that – apart from helping them develop professionally – they can find a balance between their work and personal lives.



During 2016, 38.5% of mid-level collaborators and managers used this benefits program.

The main chosen benefits were: the shopping card (Premium Ticket) to be used at several super-markets and stores, and the fuel card (Car Ticket).

Home Office

The goal of this benefit is for collaborators to have greater flexibility so that they can have a real balance between their work and personal lives. Therefore, once a week they have the chance to work from home. Moreover, we seek to promote environmental care by avoiding displacement between the home and the workplace once a week.

This benefit is available for collaborators in Argentina with more than three months in the company and good results in their performance evaluations. Furthermore, they need to meet different technical requirements to guarantee a successful connection from their homes.



Throughout 2016, 100% of collaborators benefited from this program.

Massages

Once every fortnight all ESET Latin America's collaborators in Buenos Aires have the possibility to enjoy a 20-minute free-of-charge massage session. During 2016, **1344 massage sessions** were given.

Healthy Eating

All ESET Latin America's collaborators in Buenos Aires can find fresh fruits in all the office kitchens.

Maternity and Back to Work

G4-LA3

We know that balancing motherhood and work requires additional effort and energy. Consequently, we are engaged in generating containment for the mothers in our team – that is why we have created the **"Maternity and Back to Work"** plan. In this way, mothers in Argentina can have two days of Home Office a week and mothers in Brazil can have one day of Home Office a week until the baby is one year old, making the transition back to work much more comfortable.

In the case of Brazil, all mothers have an extended month leave to balance their work life with the care of their baby.



During 2016, we had 2 collaborators who took maternity leave and they have already returned to work.

Paternity leave

Taking into consideration the importance of man's commitment to fatherhood, at ESET Latin America we created a benefit program developed specifically so they can enjoy a few additional days at home with their newborns. They receive three extra days in addition to the ones established by law so that they can enjoy a full week with their families.



During 2016, we had 3 collaborators who became fathers and were able to enjoy this benefit.

Travel Compensation

In view of the fact that we are a regional company, many of our collaborators occasionally have to travel to different Latin American countries, which implies extra effort on their part. The "Travel Compensation" benefit consists of giving Argentine collaborators who travel abroad a monetary compensation for the days spent away from home due to work reasons.

In the Mexican office, those who need to work outside of usual working hours and days due to work trips are compensated with days off.



In 2016, 37% of the staff received travel compensation, representing all the collaborators who travelled for work.

Car Garage

The Baiona building, where ESET's Office in Buenos Aires is located, has 10 parking spaces, which are assigned for free to our collaborators primarily according to their hierarchy – Managers, Channel Managers, Middle Levels, Specialists – and secondarily according to seniority.

In case a Manager does not use the parking space assigned to him, it is temporarily offered to the next person on the list according to category and seniority.

In Brazil there are 8 parking spaces available and there are 3 in Mexico. These are distributed for free under the same criteria.

Movie Tickets

With the purpose of allowing every Argentine collaborator to enjoy their free time, we give all the staff free movie tickets on a quarterly basis.



In 2016, 96% of our collaborators enjoyed this benefit, which amounted to a total of 1,200 tickets.

ESET Licenses

When new collaborators start working in the company and every year for all other collaborators they receive one ESET Multi-Device Security Pack license for free. This package offers many antivirus solution options for a variety of devices and operating systems.

In this way, all collaborators have the chance to make use of our security solutions free of charge

and keep their personal and family information safe from all kinds of computer threats.

This benefit applies to all the offices in the region.



In 2016, 79.6% of collaborators accessed this benefit, amounting to a total of 78 ESET Multi-Device Security Pack.

Recreation Room

Our office in Buenos Aires has a Recreation Room so that all ESET Latin America's collaborators have convenient and comfortable areas. It has a 32" television, a Play Station, a table tennis, magazines, a fridge, a microwave and tables, as well as elements and ingredients to prepare breakfast and/or lunch.

Functional Training and Running

At ESET Latin America we care about the health of our collaborators. It is for this reason that in our Buenos Aires offices we conduct two weekly sessions for Functional Training and Running so that anyone who desires can train after business hours.



17 members of our team enjoyed this benefit during 2016.

Birthday Off Work

What a better gift for each collaborator than time to enjoy their birthday. Sometimes, we find our-

selves with very little time and, when our birthday falls on a business day, it usually goes by as any other day. That is why we grant collaborators working in Buenos Aires and Sao Paulo their birthday day off work so that they can enjoy their day with their families, friends or whoever they want.



In 2016, 39% of collaborators enjoyed this benefit.

Children's Birthday

At ESET Latin America we want our collaborators to be able to share their children's birthdays with them.

That is why all employees working at the offices in Buenos Aires and Sao Paulo with children under 12 have the possibility to take their child's birthday off.



In 2016, 7 collaborators have enjoyed this benefit.

Anniversary gift

All ESET collaborators who have spent five years working in the Buenos Aires offices receive a gift consisting of a 4-day trip for two people somewhere in Argentina.



5 staffers had access to this benefit during 2016.



Graduation Gift

G4-LA 10

At ESET Latin America we are aware of the efforts involved in studying and of how important it is for our collaborators to receive education, so we have also chosen to support our collaborators who study for their degree. Therefore, all collaborators working in the Buenos Aires, Sao Paulo and Mexico offices receive a bonus when they graduate.

The "Graduation Gift" consists of a one-time payment and is given to all effective members of ESET

Latin America who get a higher education or University degree. The degree should be granted by officially recognized public or private national or international educational institutions.



During 2016, none of our collaborators received a new degree.

Talent management


G4-DMA G4-LA10

MATERIAL ISSUE 4

Our collaborators' training is on our agenda. That is why we have an annual training plan that al-lows our collaborators to access the training programs according to their needs and interests. We also conduct performance assessments and opportu-nities for skill building, thus promoting the growth of our collaborators.

English classes

All collaborators have the chance to attend English classes during working hours to improve their lan-guage skills. ESET Latin America pays 100% of the training expenses, including class materials. In this way, we seek to improve the collaborators' knowl-edge and reduce the performance gap between col-laborator profile and job profile.



During 2016, 41 collaborators received this benefit for a total of 877 hours of English classes.


Annual training plan

G4-LA9

We plan specific workshops and courses for each collaborator according to the needs of the par-ticular area to which they belong. Additionally, some company members also provide training for their workmates, sharing their knowledge on a particular topic and thus contributing to the suc-cessful performance of their jobs.

In 2016 the main workshops were: Effective Pres-entations, Human Rights, Security and Hygiene.

Information about training hours	
Hours invested	4,069
Total amount of collaborators who had access to training	98
Average amount of training hours per collaborator	42
Average amount of hours by gender	
Men	51
Total amount of training hours for male collaborators	1,733
Average amount of training hours per male collaborator	34
Women	47
Total amount of training hours for female collaborators	2,336
Average amount of training hours per female collaborator	50
By category	
Total amount of Managers	9
Total amount of Mid-Level Collaborators	24
Total amount of Analysts	65
Total amount of training hours for Managers	233
Total amount of training hours for Mid-Levels Collaborators	1,204
Total amount of training hours for Analysts	2,632
Average amount of training hours per Manager	26
Average amount of training hours per Mid-Level Collaborator	50
Average amount of training hours per Analyst	40



We had a total of 4,069 hours of training that reached 100% of collaborators.

Competency and objective-based performance evaluation

G4-LA11

Managing our collaborators' competencies im-plies knowing and understanding what each one of them thinks, feels and why they act in a par-ticular way; and that those differences among us are what makes us competent to carry out each task successfully.

The purpose of implementing a management system based on competencies has two different fundamental and interrelated pillars – on the one hand, to enable every person within the organiza-tion to align themselves with the business strat-egy; and on the other hand, to develop the skills of individuals so that this alignment is more effec-tive and beneficial for both parties.



During 2016, 100% of collaborators in Argentina received a competency and objective-based performance evaluation.

Health and labor security

G4-LA5 G4-LA7 G4-LA8 G4-DMA

MATERIAL ISSUE 5

We take care of our workers by abiding by the health and labor security requirements estab-lished by law, ensuring conditions of hygiene and

order that enable a comfortable working environ-ment. Even though we do not have Health and Security Committees, these issues are discussed regularly at management-level meetings. We do not have job positions with a high indice or high risk for human health. All issues related to health and security are included in the collective bargain-ing agreement.

Social security benefits for employees

G4-EC3 G4-LA2 G4-LA4 G4-DMA

The benefits provided by the organization are the ones specified by law: Health Insurance, Compul-sory Life Insurance, Retirement Plan, Occupa-tional Risks Insurance, Freedom of Association. The organization does not provide social benefits that are beyond what is required by law. The company provides all the benefits specified by the Law in all the countries it operates. We follow the minimum notice periods required by labor law.

Health benefits are provided to all collaborators. In Argentina, we provide OSDE 310 and Galeno Plata health plans. In Mexico and Brazil, we pro-vide a health insurance for expense treatments.



Community

#WeAreCommunity



We want you to enjoy safer technology.



Community

G4-14 G4-DMA G4-SO1 G4-SO2

MATERIAL ISSUE 8 9 12 Y 17

One of ESET Latin America's main commitments since its foundation is education and awareness in terms of information security issues within the community. In this respect, several actions are constantly carried out to provide information and pieces of advice on information security with the aim of allowing users to protect themselves while they use computer tools.



The Antivirus Tour is one of our strongest educational initiatives in the region. Since 2004, our security specialists have been going around different countries visiting several universities with the purpose of providing up-to-date information to students, particularly in technology- and IT-related studies.



Over **6,321 participants**



110 universities



16 Latin America countries



Since 2004, we have reached over **49,069 students**



ESET is home to some of the most distinguished security researchers in the world, who identify and analyze threats every day. To disseminate and share their findings and research, we created WeLiveSecurity, an IT-security news portal, where ESET's specialists write about their opinions and analysis, publish alerts, tutorials and videos, among other contents.

The site is intended for the general public, regardless of their level of knowledge. Thus, the contents are drafted in such a way that they are interesting both for experienced programmers and for the general public who may enter the portal looking for basic tips that help them protect their information.

WeLiveSecurity is a truly international project, with research teams in Slovakia, United States, Spain, Canada, Germany, Argentina and Mexico, working around the globe – and around the watch – to share the latest security news and cutting-edge research. Currently, the news portal is available in English, Spanish and German.

For more information, visit:

➤ www.welivesecurity.com/latam

Throughout 2016, our news portal was visited **2,412,130 times**.

BLOG DO LABORATÓRIO DE INVESTIGAÇÃO

During 2016 we launched our Laboratory Blog in Portuguese. This is a news platform aimed towards the Brazilian market, where it is possible to find security-related information as well as all kinds of user advice (for home users, technicians and companies) and results of research conducted by ESET specialists from around the world, as well as other types of content.

The goal of the Laboratory Blog is for users to have the latest news in order to be aware of current threats in order to bring further awareness of information security issues.

For more information, visit:

➤ blogs.eset.com.br/laboratorio/

Throughout 2016, the Laboratory Blog in Portuguese was visited **12,363 times**.



ESET Security Days are a series of events we have been carrying out in the region since 2011. With a face-to-face seminar fashion, we provide educational content and present the main trends in relation to IT security. The workshops have the purpose to train and create closer ties between ESET Latin America, its Exclusive Distributors, its Partners, its main clients and the general Latin American community. In such a way, the ESET Security Days have turned into an interesting educational initiative made available to everyone wishing to learn more about computer security.

During 2016, the topics discussed had to do with threats to corporate security, standards, and safety regulations.

In 2016, the number of participants at ESET Security Days increased by **28%**.





Number of countries
visited in 2016
14 countries



3,325
Attendees in en 2016

For more information, visit:

» www.esetsecurityday.com

ACADEMIA ESET
CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA.

We offer the Internet users of the ACADEMIA ESET the biggest security e-learning platform in Latin America. Therefore, all those persons who are interested in learning more about the Internet, its risks and the protection methods, can have the chance of taking free or paid courses through our portal. Upon completion, the people enrolled can take an online test and, if they pass, get a certificate attesting the knowledge gained.



**In 2016 we reached 86,114
registered users on our
e-learning platform,
representing a yearly growth
of 30%.**



**PREMIO
UNIVERSITARIO
ESET**

We carry out this Contest on Antivirus Security Research, designed to single out the work of university and tertiary students of the entire region. This undertaking was developed with the purpose of identifying and rewarding the work and dedication of those who share with us the belief in the significance that research has on information security in order to prevent the complex attacks that compromise users.



**During 2016 we received 118
applications for the ESET
University Award.**

Winners and Prizes in 2016



Analysis of botnets and denial-of-service attacks, Gastón Pablo Bezzi, Argentina, Universidad Nacional de La Plata. He was awarded with participation at Ekoparty.



Hacking with Powershell, César Augusto Calderón Martínez, Guatemala, Universidad Mariano Gálvez. He was awarded with participation at Ekoparty.



Ransomware: A new trend, Niño Jeremías Ariel, Argentina, UTN - Facultad Regional Córdoba. He was awarded with participation at Ekoparty.



Is your information safe? Information security of Health Entity web services, Mauricio Agudelo Zapata, Colombia, Institución Universitaria Salazar y Herrera. He was awarded with Information Security reading material.



IoT Functionalities and Security, Álvaro Antonio Arana Vásquez, Guatemala, Universidad Mariano Gálvez. He was awarded with Information Security reading material.



**PREMIO ESET
PERIODISMO
EN SEGURIDAD
INFORMÁTICA**

The IT Security Journalism Award is a unique initiative in the region whose aim is to distinguish the work of professionals devoted to Technology Journalism. This project was created in 2008 with the aim of recognizing the work and dedication of those who, just like us, believe in the importance of disseminating information in order to educate and raise awareness in our society for the prevention of attacks that compromise their Internet security.

Every journalist interested in participating in the Contest can submit their works according to the following categories:

► **Print Media:** for works that are published in newspapers, magazines, and other print media by news agencies.

► **Digital Media:** for works that are published in digital media, portals and blogs.

► **Multimedia:** for works that are broadcasted on radio and television or on any other audiovisual journalistic format, such as videoblogs and podcasts.

The works presented are assessed by a group of jurors, including acclaimed journalists and IT specialists in the region. The 2016 jury consisted of:



Cristián Veracruz
Editor of Mundo en Línea, Chile.



Mireya Cortés
Contributor at CIO Mexico and InfoWord.



Eugenio Velázquez
Editor at e-Volution, Mexico.



Darío Laufer
Journalist, Coordinator at UCA and teacher at UBA.



César Dergarabedian
Technology Editor at Iprofesional, Argentina.



Leo Correa
Editor at Next/Sociedad de Clarín, Argentina.



Bruno Ortiz
Editor of the Life and Future section of El Comercio newspaper, Peru.



Leonardo Medina
Technology Journalist at El Tiempo Casa Editorial.



Carlos Cordero
Technology Journalist at El Financiero.



Staff of the ESET Latin America Lab.

Criteria used are: a socially relevant focus for the subject chosen in terms of IT security and interest for the community, originality of the investigation, in-depth treatment of information, narrative quality and proper use of technical terms. The author of the best journalistic work is awarded a trip to the CeBIT, the largest technology event in the world, which takes place in Hannover, Germany, and a visit to ESET's Headquarters in Bratislava, Slovakia. At the same time, the best works in each category (Print Media, Digital Media and Multimedia) are awarded a Tablet.



In 2016, we received
a total of
224 works.

Winners in 2016

The IT Security Journalism Award 2016 was granted to **Natalia Zuazo, from Brando magazine, for her work "Para atrapar al ciberladrón" (To catch the cyberthief)**. Furthermore, due to the high quality of their works, the finalists from each of the competition categories also received an award:



Winner of the Print Media category: Quisi Aguilar Castro, from IT NOW magazine, for her article "Así funciona la mente de un infiltrado" (This is how an infiltrator's mind works).



Winner of the Digital Media category: Melissa da Silva Cruz Cossetti, from Tech-Tudo, for her article "Vírus do roteador: o que é, como se instala e quais são os sintomas" (Router virus: what it is, how it is installed and what are the symptoms).



Winner of the Multimedia category: Arthur Guimares, from TV Globo, for his work "Hackers invadem computadores e celulares e sequestram dados" (Hackers invade computers and cell phones and hijack data).

It is also worth mentioning that the following awards were given to the best-rated works in each region:



Brazilian Region: Emily Canto Nunes, from iG Tecnologia, for her work "Fuja do grampo! Entenda o que é criptografia e por que ela é tão importante" (Understanding what cryptography is and why it is so important).



Mexican Region: Jeanette Leyva, for her work "Tómate una selfie y olvídate de los passwords para entrar a tu banco" (Take a selfie and forget passwords to enter your bank account), on **El Financiero**.



Andean Region: Viviana Sánchez, for her work "La ruta de la cibercriminalidad" (The Cybercrime Road) on **Misión Pyme**.



Río de la Plata Region: Sebastián Davidovsky, for his work "Historias detrás de los secuestros virtuales de datos" (Stories behind virtual data hijacking) on **La Nación, Argentina**.



Central America and Caribbean Region: Selene Aguero Reyes, for her article titled "Los caza fantasmas" (The Ghostbusters) on **IT Costa Rica**.

These winners were awarded an e-reader.



The ESET IT Security Journalism Award recognizes the work and dedication of those who believe in the importance of disseminating information in order to educate and raise awareness in our society for the prevention of attacks that compromise Internet security.



Argentina Cibersegura®

ESET Latin America is the main sponsor of the Asociación Civil Argentina Cibersegura, a non-profit organization that focuses on raising awareness and education the Argentine community regarding the proper use of technologies and the Internet.

Thus, ESET Latin America not only donates USD 24,000 annually to the association, but also puts provides tools and facilities, the exclusive work of a collaborator as well as services of all areas of the company in order to carry out its activities.

During 2016 it conducted over 340 activities, reaching approximately 25,000 children at 150 organizations, with over 10% of those activities in charge of representatives of our company.

Lectures and events allowed us to move further in our goal of being a true national organization. Thanks to local spokespeople and collaborators who travelled from Buenos Aires, during 2016 we reached the cities of Bahía Blanca, La Plata, Río Tercero, Resistencia, Arequito, Sunchales, Lehman, San José de la Esquina, Rufino, Malabrigo, Mendoza, Salta, La Rioja, Misiones, Formosa, Chaco and Corrientes.

In addition to lectures at schools, Argentina Cibersegura took part in different events across the country. In March it presents a stand at Segurinfo Argentina, one of the most important security events in the country. In April it organized lectures at the Book Fair and in May it was part of the En-





tramar Conference organized by the Municipality of Vicente López as well as the Third Session on Comprehensive Sex Education organized by Club Europeo. Additionally, during June it delivered an open lecture on grooming at the Universidad Nacional del Sur's Cultural Center in Bahía Blanca, as well as promotional activities through stands at CSA Summit, ESET Security Day and Segurinfo Salta. Lastly, in September it was part of a lecture at the "Chaco against grooming" event, organized by the provincial legislature.

This year's Argentina Cibersegura annual event for teachers and educators was a big success, with an innovative program and speakers such as Santiago Bilinkis and a panel with speakers from Wikimedia Argentina and the City of Buenos Aires' Ministry of Education.

Argentina Cibersegura was recognized alongside USUARIA in the "Good Causes" contest organized

by Fundación La Nación, a campaign that attempts to provide support and visibility for social causes. Thanks to this, it was able to develop its "No to grooming" campaign that aims to prevent child sexual harassment through the Internet. As part of its campaign it published ads on different media outlets belonging to La Nación with the participation of local celebrities such as Karina Mazzocco, Tomás Fonzi and Cristina Pérez.

 www.argentinacibersegura.org
 [/ArgentinaCibersegura](https://www.facebook.com/ArgentinaCibersegura)
 [@arg_cibersegura](https://twitter.com/arg_cibersegura)
 [/ArgentinaCibersegura](https://www.youtube.com/ArgentinaCibersegura)
 info@argentinacibersegura.org








Since 2015, we have been working on the **México Ciberseguro** initiative, that takes our experience in Argentina and the US as reference. It is promoted by ESET Latin America together with other Mexican organizations, such as: Universidad del Valle de México, Santillana, Universidad Nacional Autónoma de México, Colegio Nacional de Educación Profesional Técnica, among others.

Mexico Ciberseguro aims to raise awareness among the Mexican community regarding the proper use of the Internet and technologies. In this respect, we offer educational materials, events, lectures in schools, and much more.

As in Argentina, ESET Latin America provided financial support for USD 3,881.46, in addition to ESET collaborators who engaged in México Ciberseguro's daily activities.

Throughout 2016, it conducted 10 lectures and visited 10 organizations.

 www.mexicociberseguro.org
 [/MexicoCiberseguro](https://www.facebook.com/MexicoCiberseguro)
 [@mex_ciberseguro](https://twitter.com/mex_ciberseguro)
 [/MexicoCiberseguro](https://www.youtube.com/MexicoCiberseguro)
 info@mexicociberseguro.com



With the objective of creating closer ties with different organizations of the civil society and of allowing them to employ the maximum protection offered by the ESET solutions, during 2015, and for



the third consecutive year, we offered our program called "Protegiendo Lazos". By means of this initiative, we donate one-year free ESET licenses to different non-profit organizations in the region. During 2016 a total sum of **210 licenses** were donated through this program, contributing to the total of **900 licenses** since we began.

The companies had to register in one of the following categories, according to the number of computer devices they have:

- ▶ **Small-sized organizations**
(between 1 and 15 devices)
- ▶ **Medium-sized organizations**
(between 16 and 50 devices)
- ▶ **Large-sized organizations**
(more than 51 devices)

ESET Latin America selected one winning organization per category. These were chosen in accordance with a series of requirements.

Winning organizations in 2016



Hecho Club Social, Argentina

It is very important for Hecho Club Social to have new technological tools that will allow us to improve our communications and administrative processes. Through the effort and strong will of our members as well as companies committed to social change, we can make progress in our everyday tasks of

providing greater opportunities for inclusion and integration for people in vulnerable situations. We are very happy and grateful for your support.
Thank you very much.

Sergio J. Rotman
Director



Hermanidad educativa CAT, A.C., México

Day after day, civil society organizations generate contacts with people and organizations interested in the common good. We were recently granted support to increase the devices in our computer room that enabled us to fulfill the requirement that each student should have his or her own device to work with during class. It is vital for us to preserve these devices that are now in optimal condition. Since Internet connection and the use of gadgets such as memory sticks can make these computers vulnerable, your donation of antivirus licenses has been of great assistance in our goal of keeping our information safe and our devices healthy. This represents an impulse for our educational program and we sincerely thank you for being a socially responsible company that

can work with us in the reconstruction of our social fabric.

Best regards,
Lic. IX Chel Espinoza
Fundraising Department



Fundación para los niños de las californias I.B.P., México

For organizations like our Children's Hospital, it is very important to have the support of socially responsible companies. Our donors' contributions enable the children of Baja California to have a first-rate pediatric center. Your donation of antivirus licenses for 190 devices allows us to dedicate our income fully to our services and to protect the information of our little patients.

Lic. Rosa Elena García
Social Marketing Coordinator

For more information:

➤ www.eset-la.com/responsabilidad-social/protegiendo-lazos/



For the third consecutive year, we have joined the global initiative #GivingTuesday. The campaign is a global movement that intends to carry out and disseminate thousands of solidarity actions on the same day worldwide: a day where individuals, companies and organizations can give more and multiply their solidarity actions. We matched all our sales during that day with the donation of an equivalent product to different NGOs in Latin America. Thus, users enabled more people to use the Internet safely.

The licenses were granted to NGOs that finished in second place in our Protegiendo Lazos program, as well as others proposed by our collaborators.

The NGOs that received the donations were:

- ▶ Centro de Valorização a Criança, Brazil
- ▶ Associação Beneficente e Comunitária do Povo, Brazil
- ▶ Eu Acredito, Brazil
- ▶ Fundação Dorina Nowill, Brazil
- ▶ Casa Gaviota, Mexico
- ▶ Instituto para el Desarrollo Infantil - AIRE, Peru



A total of **229 licenses** were given through this program.

Additionally, and with the goal of fostering collaboration, we invited our collaborators to donate money to an NGO of their choice, with ESET Latin America matching that same amount in donations to the same NGO. This was a way to bring all members of our company into our giving as well as multiplying collaboration.



Being a **Digipadre (a digital parent)** means to be aware that there are risks on the Internet and that it is necessary to take care of your children also in the digital world. Becoming a Digipadre is part of a process that involves learning, dialogue and monitoring, by means of which you can acquire the knowledge to help your children use the new technologies.

At ESET we want to facilitate and accompany everyone who is involved in this complex task of parenting in the digital age, and help them protect their children without having to become an expert in technology.

We believe that the children are the future; that is why we encourage parents and educators to make the most of their knowledge and experience of the Internet. Therefore, we have created a platform that offers valuable educational content, to help them learn how to take care of children when using the web, building together a healthy and safe space for children.

During 2016 we took part in the Entramar teachers' meeting organized by the Municipality of Vicente López, adding 3 new sponsors. The platform had **24,236 visits**. We had **two webinars**, where we discussed **the safe use of social networks and the issues of grooming and sexting**, with **243 participants**.

For more information:
www.digipadres.com

Corporate Volunteering

At ESET Latin America we think it is very important, on one hand, to provide a framework for our collaborators to develop their personal interests in relation to the community and, on the other hand, to foster community work. That is why we have developed different volunteer activities that respond to the needs of our environment and the concerns of our collaborators.

It is fundamental for us to generate continuity and a link that goes beyond a specific activity. That is why we have developed different initiatives that go beyond this such as our contribution to the Argentina Cibersegura NGO, our partnership with the Children's Neighborhood Center La Loma, the Proyecto Horizonte initiative, among other examples of this approach.

Give More - Volunteer program

At ESET Latin America we encourage our collaborators to get involved and collaborate with various social causes. In this respect, we give those employees who have participated in at least 2 volunteer activities organized by the company one business day free to spend on social causes of their choice.



La Loma Children's Neighborhood Center, Argentina

During 2016 **ESET Latin America began its partnership with CBI La Loma (La Loma Children's Neighborhood Center)**, located in Vicente López, Buenos Aires, Argentina. Children's Neighborhood Centers assist socially vulnerable children aged 3 to 12. They provide breakfast, lunch and afternoon tea with the goal of generating a pleasant space for support and development. They offer recreational and cultural workshops such as art, sports, theater and ping-pong, among others. They also offer tutoring for children who need help in school. Children's Neighborhood Center operate with a permanent staff of therapists and social workers. The municipality of Vicente López currently has three centers: Habana in Villa Martelli, Las Flores in the area of Florida Oeste and La Loma in the Olivos area.

On behalf of the entire team at **Casa Gaviota, un vuelo sin violencia A.C.** and in a personal capacity, I wish to thank you for your generosity in donating licenses through the #GivingTuesday program. They have been put to use in protecting our work devices. I also appreciate the trust you have shown towards our project and the mission that Casa Gaviota has in its struggle against gender violence in our country. We are sure that as more people join us in the promotion of non-violent culture we will succeed in bringing about cultural change in order to live safely and harmoniously. Thank you for helping us transform our society. This shows the quality and commitment of your company towards women and society in general.

Casa Gaviota, un vuelo sin violencia A.C.

...
#GivingTuesday enables individuals, companies and organizations to give more and to multiply their solidarity actions.



ESET collaborators believe in the importance of these organizations for the development of children. That is why we organized two **volunteer days**, on 3 and 4 November where we performed different activities. A team of collaborators **re-painted the walls** of the center with children, given how important it is to receive children in a warm and pleasant space. ESET Latin America decided to **donate the paint and all necessary materials** for this activity. A second team of collaborators took part in the art workshop with children, where they **made drawings, painted and played with the children**. ESET also donated all materials for the workshop that enabled the children to continue to enjoy these activities every week.

We also organized a collection of toys for Christmas where we also invited companies that work

from the same building as us in Buenos Aires. A team of collaborators took the toys to the Center and shared a light meal for the children.

Banco de Alimentos Argentina

For the third consecutive year, we decided to participate in the Give & Gain Day initiative, also known as the International Corporate Volunteer Week.

This campaign is run nationally by Forética and Fundación Compromiso. Organizations across the country carry out different corporate volunteering tasks in order to highlight the importance that these sustainable practices represent both for the community and for the environment.

At ESET Latin America, one more time we decided we wanted to take part of this initiative by spending two days of corporate volunteer work at the Fundación Banco de Alimentos. There, we classified the food that the foundation receives and then distributes to organizations responsible for feeding children without resources, helping to ensure that the donated goods are in a proper condition for being consumed.



As a result of this solidarity activity, we classified 3,000 kg of food, equivalent to 9,000 meals



Proyecto Horizonte (Horizon Project)

In July, we received in our offices the young members of Proyecto Horizonte (Horizon Project), as part of the First Employment program, which represented the beginning of our partnership with this organization that assists children and teenagers in Villa La Cava, an underprivileged neighborhood. During the meeting, one of our collaborators delivered a lecture on résumé writing and how to behave in a job interview. They heard stories from different collaborators in the company about their first jobs, the tasks they currently perform for the company and tips for young people starting their professional paths.

We hope this is the beginning of a partnership where both ESET and Proyecto Horizonte can grow in a shared learning and exchange environment.

Fundación de Rehabilitación Infantil (Children's Rehabilitation Foundation) San Vicente, Mexico

During 2016 our Mexican collaborators took part in two volunteer activities. They organized a collection of toys and they visited the San Vicente Children's Rehabilitation Foundation, an organization that assists in the rehabilitation, support and comprehensive care of children aged 2 to 15 with cerebral palsy and congenital disorders. Along with other four social welfare organizations, it is part of the Patronato de la Fundación de Obras Sociales de San Vicente I.A.P., an organization led by the Sisters of Charity of San Vicente de Paul. Besides our collaborators' participation, we were accompanied by our corporate partners Imagen TI, Tasmicro and Monere Business.



On occasion of Children's Month, our collaborators returned to the organization. This volunteer day not only involved part of the ESET team and our partners Tasmicro, HD Mexico, Protectco, MAPS and LB Sistemas, it also included a recreational activity and a light meal for all the children, nuns, volunteers and collaborators of the Center.

Asociación Alternativa, along with our commercial partner Society. This NGO provides a space for youth, adults and elderly people with mental disabilities a space to grow socially and professionally. We shared a breakfast with them and later a recreational activity, where members of the organization showed our collaborators the different workshops and activities conducted by the NGO.

Society donated the necessary tools for the NGO to continue creating the handicrafts they later sell as a source of income.

Pink October and Blue November, Brazil

With the goal of spreading awareness of breast and prostate cancer, we joined the **Pink October and Blue November initiative**. They are both international initiatives designed to bring more awareness among men and women about this kind of diseases and to contribute in this manner to its prevention and early detection. On both days our collaborators wore pink and blue and decorated the office with those colors.

“I believe this kind of initiatives is very noble and that they should continue since it enables us to give our best for the weakest in our society, like the little angels we met today.”

Irene Buenrostro, member of TASMICRO.

Asociación Alternativa, Brazil

In August we organized our first volunteer day in Brazil. We organized an activity with the NGO



Environment

#WeAreAware



We care about the world
around us.

Environment

G4-DMA G4-EN1

Although ESET is not an industrial company, we take into account and are aware of the impact that may occur in the environment as a result of our operations. For this reason, we have undertaken a number of initiatives that aim to reduce the environmental impact generated by our offices in Buenos Aires, Mexico and Brazil.

At ESET Latin America we have an active commitment to environmental preservation and we want our collaborators to act accordingly. For this reason, all actions we take in relation to this subject are taken in cooperation with the different areas of

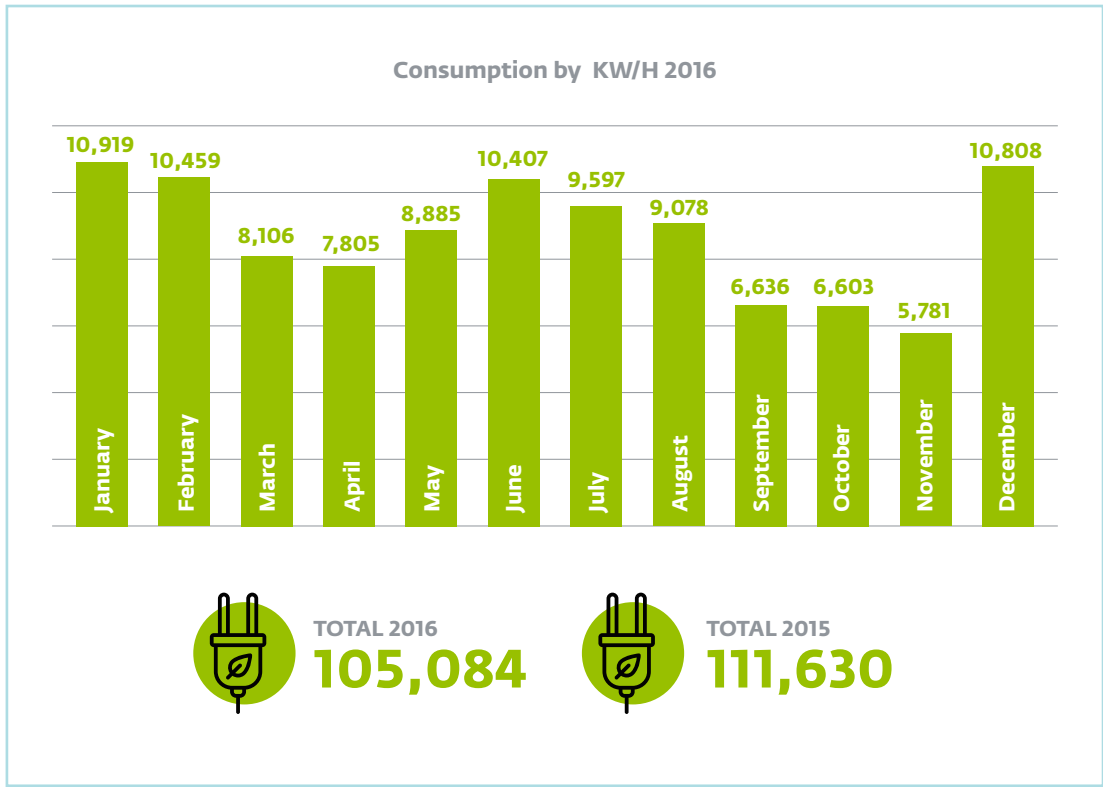
our company. As we set out to do several years ago, we continue to further our efficient office plan, through internal educational on environmental issues and the generation of new activities in order to optimize our consumption of natural resources. We also continue to educate and reward our collaborators on the basis of good practices, both in the professional and the private sphere.

The main materials we use are office supplies, stationery, computer equipment and merchandising for internal and external events.

Electric power consumption

G4-DMA G4-EN4

MATERIAL ISSUE 19



...
In 2016, we managed to reduce energy consumption by 5.86% compared to the previous year.

Process improvements to reduce consumption

G4-EN6

In order to preserve resources and reduce our carbon footprint, we have implemented various activities at our offices in ESET Latin America.



Monthly Maintenance of Air Conditioners

We continued our maintenance of air conditioning equipment. It is proven that an air conditioner without maintenance every year or two consumes twice as much energy as an air conditioner in optimal conditions. We also implemented temperature control which establishes a general temperature for the offices and our equipment, thus avoiding extreme temperatures and unnecessary energy consumption.

Servers

In 2016 we continued with our servers' visualization guidelines. Among the different advantages this technology provides, we highlight the optimization regarding the use of energetic resources, due to the fact that several virtual machines are hosted within a single physical device.

Thus, we remain committed to this solid technology, which, apart from being a very good solution, is also effective with regard to energy reduction.



Recycling program

G4-DMA G4-EN23

MATERIAL ISSUE 18

Most waste is produced in the offices and the staff kitchens (paper, aluminium cans, glass, plastic). It is managed through our recycling program.

We continued with our recycling program during 2016, achieving the following results:



Paper
356.51 kg



Plastic
77.47 kg



Bottle caps
4,285 caps



Cardboard
178.87 kg



Tetrapak
43.94 kg



Glass
23.4 kg



Vertical vegetable garden

At ESET we believe it is important to generate green spaces in our offices as well as further awareness of its care. It is for this reason that during 2016 we installed two vertical vegetable gardens with aromatic plants that will contribute to our collaborators' lunch and decorate our common spaces.

Green Guardians

In order to take care of our environmental initiatives and to think strategically about generating new ones, we launched the Green Guardians project. This new initiative consists of a group of collaborators who voluntarily take on the responsibility of caring for our gardens and plants, while also thinking together about new initiatives that can be put to practice based on the same ideas.





Value Chain

#WeAreReliable



We promote the integral development of our business partners.

Our Exclusive Distributors

G4- 12

MATERIAL ISSUE 13



ESET Venezuela

Represented by Logintel

Distributor of the year 2016.

Award for having the greatest impact on market development.

Award for best Social Responsibility activities in 2016.



ESET Perú

Represented by Sistec

Award for best Social Responsibility action in 2016, for its Collaborators Benefit Plan.



ESET Guatemala

Represented by SIAT

Award for best SR action in 2015.

Award for greatest impact on the business in 2016.



ESET El Salvador

Represented by SIAT

Award for having the greatest impact on diversification in 2016.



ESET Nicaragua

Represented by SIAT



ESET Honduras

Represented by SIAT



ESET Costa Rica

Represented by SIAT



ESET Colombia

Represented by Frontech Ltda.



ESET Ecuador

Represented by Enlace Digital



ESET Panamá

Represented by Microtechnology



ESET Uruguay

Represented by Videosoft



ESET PARTNER PROGRAM

It is ESET Latin America's channel program for its Partners in the region. It is a business development tool, which seeks to develop and enhance the companies that market our products by means of four pillars:



Categorization: organizes and sorts Partners according to categories based on their sales capacity, available resources and qualified personnel.



Training: through the ESET Training Program, we seek to train the channel by providing courses and certification programs on ESET products as well as technical and commercial skills.



Benefits and incentives: we try to motivate and reward our Partners for their commitment and effort, providing them with tools to facilitate their businesses management and their relationship with customers. Within this pillar, we also have a program for the sales channel called "ESET Sell & Win", which grants an award for the sales achieved.



Recognitions: we value and reward the quarterly sales performance of our Partners through the ESET Rewards Latam initiative, and highlight their performance and growth, as well as their corporate actions of social responsibility and case studies, by including

them in the different categories of the ESET Partner Awards ceremony.

In 2016 we implemented this program in Chile, Paraguay, Ecuador and Colombia.



Winners 2016



Best Success Story

Isoftland - Argentina
Client: Hospital Alemán



Second Best Success Story

Gades - Argentina
Client: Municipality of Vte. López



Partner that grew and diversified the most

Isoftland - Argentina



Best BRONZE Partner: highest growth

Consultores Gerenciales Arévalo - Venezuela



Best SILVER Partner: highest growth

Sieccom Monterrey SA de CV - Mexico



Best GOLD Partner: highest growth

Advantel CA - Venezuela



Best Partner in Latin America

Claro Heurística - ESET Rewards Latam



Our Partners are our brand's main ambassadors and one of the most important pillars for our business. Therefore, we put at their disposal the ESET Training Program, an educational program that has been designed so that, from the knowledge and tools hereby acquired, the Partners can provide their customers complete and effective guidance on our products' features, extending their business opportunities to its highest potential.

Below are the results of the ESET Training Program during 2016:



2,573 students among whom **285 received** all certifications corresponding to their level.



1,343 Partner companies among which **80 obtained** the status of ESET Partner Certified during 2016

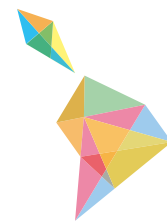


Satisfaction surveys: 4.68 as general valuation **4.70** of usefulness at the workplace (scale of 1 to 5) with a total of 2,190 responses

Open Dialogue

G4-26

MATERIAL ISSUE 16



eset
LATAM
PARTNER
CONFERENCE

This is an annual event organized at ESET Latin America in which all Exclusive Distributors and the most important Partners of the region participate.

At the ESET LATAM Partner Conference there are various presentations about goals, new projects, work policies, latest products, etc. Moreover, it is a chance for ESET managers and collaborators to have personal meetings with the Distributors and Partners.

This annual conference is very important for the company because it allows us to stay close to our distribution chain and, at the same time, to create more dialogue opportunities and teamwork activities.



Since 2011, we have been organizing the ESET Partner Day, a series of events for the sales channels in different Latin American countries, with the purpose of creating closer ties with our business associates by offering them updated contents about the industry and information security trends.

At the same time, the ESET Partner Days are a good occasion to talk about the needs and opportunities of each sales channel, with the aim of helping to improve their businesses.



During 2016, there were 12 ESET Partner Days, which took place in: Chile, Colombia, Ecuador, Peru and Argentina.

These events were versatile enough to adapt themselves to the local needs of the different kinds of markets: recruiting business partners, strengthening ties with smaller partners, strengthening institutional developments and product launches, and disseminating tools for development, such as the working methods and channel program. In countries like Colombia, Ecuador and Chile these events were fundamental for the launch and promotion of the ESET Partner Program as well as work methods. They were also used to conduct surveys and gain knowledge on

the level of satisfaction regarding the care provided to each channel by ESET's regional team and by the Exclusive Distributor in the country and to strengthen our ties with them.

ESET Partner Connection

The ESET Partner Connection is a digital newsletter delivered monthly to all our distribution chain. By means of this program, we seek to open a new communication channel to keep our distribution Partners and Distributors updated about corporate news, releases, training possibilities, and more.

ESET World Partner Conference

Every year, ESET organizes the World Partner Conference at a global level. It is a meeting especially intended for all our Exclusive Distributors worldwide and that also involves the participation of collaborators from our different ESET offices.

The World Partner Conference is a unique space for presentations, business meetings and information sharing between many ESET offices and our Exclusive Distributors. It is carried out in a different country every year, and many of the ESET Latin America's Exclusive Distributors, as well as some of its collaborators, attend it.

President Club

Some days before the World Partner Conference takes place, we have the President Club, another meeting for the highest-level executives at ESET Global together with the most important Distributors in the world.

This is another important space to share work experiences, projects and to continue to strengthen the work ties, one of ESET's characteristics.

Our Distributors Are Also Committed

Investment made by our Distributors
(in US dollars)

Country	Community	Environment	Value Chain	Collaborators	Total
Venezuela	\$262.86	\$643.03	\$454.71	\$2,543.34	\$3,903.94
Peru	\$2,201.92	\$0.00	\$31,451.22	\$14,461.06	\$48,114.20
Ecuador	\$16,000.00	\$1,950.00	\$1,300.00	\$13,700.00	\$32,950.00
Uruguay	\$1,071.00	\$77.00	\$1,234.00	\$174.00	\$2,556.00
Colombia	\$3,943.00	\$50.00	\$5,144.00	\$4,874.00	\$14,011.00
Panama	\$3,157.76	\$0.00	\$79.20	\$1,476.00	\$4,712.96
Honduras	\$1,000.00	\$50.00	\$1,887.25	\$9,990.06	\$12,927.31
Guatemala	\$1,000.00	\$100.00	\$29,015.37	\$11,840.72	\$41,956.09
El Salvador	\$1,000.00	\$100.00	\$5,858.66	\$32,067.08	\$39,025.74
Nicaragua	\$1,000.00	\$50.00	\$8,507.24	\$4,151.41	\$13,708.65
Costa Rica	\$1,000.00	\$50.00	\$29,015.37	\$2,609.13	\$32,674.50



The company once again decided to sponsor the **Annual Simon Bolivar University raffle**, by donating a Blue Advance phone with **ESET Mobile Security** license as an award. The raffle was organized to raise funds for the **SBU Library**, in order to purchase **text digitalization** equipment. Logintel also **sponsors** the seventh edition of the **Caracas Startup Weekend** that took place in **Simon Bolivar University**, where **120 entrepreneurs** participated in a three-day seminar.

Lastly, the company joined the **Venezuelan Information Security Association (ASOVESINFO)**, an entity that represents people and companies with the goal of contributing to the **development and promotion of Information Security in Venezuela**, by providing lectures and educational material on the subject.



It organized a **lunch and a dinner for all its collaborators**, where recreational activities took place in order to work on integration and building ties among collaborators and the company. The company also continued to provide **comprehensive coverage health policies** for all its collaborators.



We conducted a **reforestation activity in the ecological reserve of the Simón Bolívar University in Sartenejas**. The activity involved planting 16 fruit trees and also welcomed collaborators' families.

The company continued **recycling paper** with the Repaveca company. During 2016, over **35 kg of paper** were recycled. It also hung **educational posters** on water and energy consumption in **strategic locations of the office**, such as the kitchen, the copier, the reception and the main hallway.



With the goal of furthering training and providing support for sales channels, it organized a **technical-commercial training workshop** with the participation of 22 Gold, Silver and Bronze partners. There was also a **technical workshop** on ERA6, where 23 Gold and Silver partners took part.



The company continued recycling paper with the Repaveca company. During 2016, over 35 kg of paper were recycled.





A **Halloween celebration** was organized at the Aldeas Infantiles S.O.S. (Youth Villages S.O.S.) NGO. This organization has branches throughout the country. The youngest children are in the city of Florida. There, tutors and caretakers live in small houses with a group of up to seven children. During our celebration, **the team at ESET VIDEOSOFT regaled the Florida house members with a catering service**, while disguised as ghosts, pumpkins and witches. One of the team collaborators also painted the faces of the children and adults. Within a matter of minutes the whole room was full of pumpkin faces, spider webs, bugs and one-eyed captains while everybody enjoyed dinner. The team also obtained a **donation from Effas Party**, which provided the children with **fun masks**.



The company continued to provide **English language classes** for ESET VideoSoft staff as it has been doing for the last two years. There was also an **accident prevention campaign**, where staff received e-mails regarding good practices in the work place. It also specified risks related to chemicals, work accidents and insecure practices, among others.

It also distributed **material to promote the healthy habits campaign**. A risk prevention campaign was organized, addressing collaborators' health and habits with some suggestions on things to improve.



Actions related to this pillar were oriented towards two types of public, which also resulted in different kinds of intervention:

- ▶ **Internal public: electronic waste** collection campaign.
- ▶ **General public: Facebook** posts as part of the "Responsible use of technology" campaign.

During June, the company began its **internal collection of technological waste**. This campaign lasted for six months and included **partners and collaborators**. It collected a total of **90 kilograms** of technological waste that were delivered to a company named **Werba Uruguay**, in charge of dismantling and recycling electronic waste in a responsible manner.

December marked the beginning of the "**Responsible Use of technology**" campaign on **Facebook**. Its goal was to **generate awareness of the importance of recycling the 50,000,000 tons of technological waste** generated every year and that become **one of the main causes of deadly**

illnesses, since they are contaminant, highly toxic and can cause cancer. The concept behind this Facebook campaign was the responsible use of technological devices and their later recycling. The company's biggest challenge is to make these actions transcend the work space.



As a consequence of the company's agreement with **Antel** (Uruguayan National Communications Entity), the **Security Forum 2016** took place on 29 November. Among those presents were Camilo Gutiérrez (spokesperson for ESET LA Laboratory), Fernando de la Cuadra (Director of On-tinet ESET in Spain) and José Luis López (Director and security expert at Videosoft Uruguay).

The topics discussed were: what are the **best practices** to apply professionally in order to **preserve information security**, new trends for 2017, opportunities and risks regarding new technology and the need to provide **proper education and adequate counseling to children on the use of the Internet**. One of the goals of this forum is to provide **professional counseling and training to Partners**, encouraging awareness of their responsibility within their capacity in their organizations. Participants received advice about responsible use of social media.

They also discussed **suggestions to strengthen protection against cybercrime and to generate new and better practices among users**. The event had a large turnout that included major entrepreneurs in the country.



One of the goals of the Security Forum 2016 was to provide professional counseling and training to partners.



As part of its actions oriented towards the community, Sistec Peru organized **three volunteer days during 2016**. Collaborators took part in a social activity for Father's Day at the Health Ministry's National Institute of Rehabilitation, an entity that provides medical, psychological and social attention for people with disabilities. On occasion of the holiday season, two different activities were organized. The first one was coordinated with the Municipality of La Molina and took place in Nido Rayito de Sol in the Constructores Neighborhood. The other activity was again at the Institute of Rehabilitation that was visited on Father's Day.

Collaborators and partners were part of the "Friaje del sur" **campaign organized in August by Caritas Peru**, which they helped by donating clothing and food.



Sistec Peru implemented during 2016 a series of **benefits to promote its collaborators' wellbeing**. Among them were **professional physical therapy** in the workplace in individual and group levels with the goal of preventing muscle and joint injuries that arise as a result of bad posture and sedentary lifestyles. It also had a **course on public speakers and two courses with professional certification about the Linux operating system and about ethical hacking**. It implemented the **permission to attend academic studies in working hours** that was used by 6 collaborators. It celebrated the **16th anniversary** of the company with a group outing to Club La Posada del

Minero - Cineguilla and it organized a **Christmas and a New Year's party**.



Sistec Peru stood out for its rapid implementation of various collaborators' benefit programs.

A company called VA BIEN gave a lecture on **healthy dieting**. It also implemented **summer time, special day celebration and special discounts for collaborators at the SBS bookshop** for the purchase of Spanish and English language books as well as items for children.

Lastly, it **opened a Virtual Suggestion Box** for collaborators who wish to express concerns, ideas and suggestions to improve day-to-day work.



Environment Pillar

During 2016 Sistec implemented a series of actions to contribute to preserve our environment. It **recycled paper and cardboard and it collected electronic devices for recycling or reuse** in coordination with the NGO A Caminar Perú. It also **collected plastic bottle caps** and presented them to an organization that uses them to create new objects that are later sold in order to generate income for vulnerable families.

Internal e-mails were sent to raise awareness about the proper use of paper and energy and about the importance of separating waste such as used batteries (the collected batteries were taken to a waste treatment center operated by the Municipality of La Molina).



Value Chain Pillar

The company organized different **integration and training activities in order to strengthen its ties with partners and sales channels**. Among these events were a Valentine's Day event, a workshop for technological assistants, ESET Partner Day, a pizza evening with channels, ESET Security Day at Sheraton Lima Hotel, Segurinfo, ESET Security Day Trujillo and ESET Awards.

It also provided **physical therapy sessions for partners who were included in that benefit that was initially planned only for collaborators**. **Three partners were able to use this benefit during 2016 with a total of 28 collaborators**.



Enlace Digital ECUADOR



Community Pillar

During 2016 the company gave lectures about **IT Security in 5 organizations** in Quito and Guayaquil for a total of **660 participants**. The topic of these lectures was "Risks on the Inter-net". An awareness campaign was focused on **youth aged 14 to 17**, which is an especially vulnerable group according to the IT Security Trends Report for 2016.

On occasion of the "Back to school" period, it gave a stronger emphasis to the **"Digipadres"** campaign that **gives IT Security advice for parents and children** in the most popular stationery and school supplies stores in the country. Previously trained people approached clients at stores that sell ESET products and informed them about risks on the Internet that can affect their homes.



Collaborators Pillar

Concerned about the welfare of its employees, Enlace Digital designed a **plan to prevent occupational diseases** among employees, thereby increasing their wellbeing. Monthly medical check-ups for collaborators also helped decrease occupational diseases and viruses at the company. The company also used the **"Passport to Health"** tool that was created in 2015 and built a digital version in 2016, thus becoming an interactive book that enables all collaborators to have instructions on their computers.

The plan included the following actions aimed towards all collaborators: there were 10 visits by a workplace doctor, collaborators received general checkups and both general and specific examinations, the company renewed its agreement with an ophthalmological clinic, collaborators received medical examinations when leaving the company to know their health conditions and collaborators' medical histories were generated in order to provide necessary follow-up. An agreement with

the Health Ministry allowed the company to organize the VACUNATE ED 2016 vaccination campaign for the second consecutive year. Collaborators also took part in a lecture on workplace posture with the goal of preventing pain and long-term consequences. The company acquired a water purification system. A doctor performed check-ups regarding bad posture in the workplace that could affect the collaborator. There were also lectures and workshops about risk prevention at the workplace, occupational health, fire control, HIV and the importance of dealing with the issue at the workplace, family violence, prevention of natural disasters (where collaborators also had an evacuation simulation in case of future earthquakes) and the continuation of the PAUSAS ACTIVAS program.

One of the main goals throughout 2016 was to manage **effective communication and an excellent work environment**. In order to achieve this, **different actions were taken**, with the purpose of encouraging **team building and participation** as fundamental parts of the company: it had team building programs with collaborators from different areas to foster interaction, it celebrated each collaborator's birthday by decorating his or her work space and giving him or her a special birthday breakfast, it organized special team building meetings it during Easter weekend and it organized recreational activities in the work place, it celebrated Novena with all collaborators and a joint breakfast and it awarded some collaborators according to their efforts, among other actions.

The company also awarded some collaborators according to their skills, efforts, commitment and history. There were also lectures in order to underline corporate values with the goal of encouraging the professional development of collaborators. It also built a **collaborators' commission** and a **campaign to prepare collaborators in case of future earthquakes**, in order to ensure peace of mind for our collaborators and their fam-

ilies. It conducted emergency evacuation drills and educated the entire staff about the emergency plan. Collaborators also participated in a workshop where they were taught how to build a **family emergency plan in order to replicate that knowledge in their homes.**

During the year, a **Health and Safety Technician** was also present giving lectures on **work place harassment prevention, theft prevention and traffic accident prevention.** There were also **Performance Evaluations**, where all **professional profiles** were updated and expanded in order to make the evaluation more objective.



Environment Pillar

During 2016 the company worked on strengthening and innovating its environmental strategies. The work was mainly **focused on recycling, reusing and reducing consumption.** Regarding recycling, it continued its **recycling campaign** started in the year 2015. More **recycling spots were placed in the building, it organized an awareness lecture on recycling, it collected and sold highly polluting materials** like batteries and it added corporate screensavers with information about recycling. The amount of **material recovery increased in US dollars between 2015 and 2016 by 64.6%.**

In order to generate **proper behaviour** all computers were set by default to **print in two sides of the paper.** The company set up a spot to grab paper and reuse half-printed pages by the copier. It placed **signs with advice on how to reuse material** on everyday life within the Social Responsibility board and sent out an e-mail on this subject. As a result, more than **30% of paper consumption was reduced.**

In terms of **energy consumption reduction**, the company works on **awareness-raising** regard-

ing resources and our impact on the environment. Signs were placed on light switched and bathroom mirrors and emails were sent on the subject. **There was a 5.3% reduction on electric consumption and 6.7% reduction on water consumption.**

During 2016, the emphasis was placed on the **"Yo Planto Vida" (I Plant Life)** campaign that began in 2015, but this year it was renamed **"ESET Planta Vida" (ESET Plants Life).** Within the campaign the company purchased **100 trees** that were given to company collaborators as well as some partners and clients. As a result, **88% of these trees were planted.**

During the year, Enlace Digital continued to improve its equipment by acquiring and improving its devices. Some devices were replaced or discarded during that process. **Unusable equipment was separated for later recycling while functional equipment was repaired or improved for donating** to a charitable organization that needed them. The **Talita Kumi Foundation** received the devices. Talita Kumi is an NGO that takes in abused teenage women and provides them with a home and education.



Enlace Digital reduced its electric consumption by 5.3% and its water consumption by 6.7%.



Value Chain Pillar

In September the company organized **ESET Partner Days 2016** in the city of **Quito with 30 participants and in Guayaquil with 35 participants.** Both these events were organized as business breakfasts in order to encourage participation of managers from the main channels. This year

the focus was on both segments of the business (consumer and corporate) with the goal of strengthening the company's relationship to consumer-based channels and market development.

The company also organized **ESET Champions Recognition 2016**, a recognition program for channels that exists only in Ecuador and that has two goals: to **recognize channels** and to **recognize remarkable collaborators within channels.**

During **ESET Partner Day** partners also received distinctions during the first semester. There was also a cycle of **technical and commercial training workshops for channels** in order to strengthen their capacities and thus improve their performance with end clients. A total of 36 workshops were provided. The company continued to sanitize the facilities in some of its channels. **A total of 137 devices were sanitized.**



Frontech Ltda.
COLOMBIA



Community Pillar

In coordination with **Corporación Matamoros**, the company provided a total of **15 training hours**



on IT Security to **22 military men and policemen that were wounded during their assignments** with the purpose of improving their chances of returning to work. The course reported a **90% attendance rate** while 96% graded the course as excellent.

Throughout the year, Frontech donated **190 licenses to different foundations:** Corporación Matamoros, Fundación Proaves Colombia and the Social Secretariat of Soacha. In alliance with **Aulas Amigas**, an NGO devoted to transform education through technology, it provided **40 lectures on IT Security** to parents and teachers in **39 schools** within the region.



Collaborators Pillar

Regarding collaborators' health, the company conducted a **diagnosis of health conditions.** Among the information revealed, it found that **86.7% of collaborators live sedentary lives and 60% are currently overweight.** It is for that reason that the company carried out different actions to combat this situation: there were educational activities regarding healthy lifestyle habits, as well as a **lecture about food habits** with a nutritionist who explained **how to improve one's habits.** There were also **periodic physical education days** where - through Fit Combat, stretching and rumba - people were able to break



away from their sedentary lifestyles and lack of exercise. There were also two sports days and a **cardiovascular health day** with the goal of watching over collaborators' weight, generating awareness about eating habits and informing them of possible risks. There was also a special activity about **visual health** where a specialist assisted collaborators. Those who needed classes received special discounts.

During the year collaborators were able to **get massages twice**, a benefit that was used by **95% of collaborators**.

There was also a special campaign on occasion of the company's moving to a new location. During the year different activities were focused on change management. As part of its collaborators' **professional training**, the commercial team received special training activities in order to strengthen and improve sales strategy, while a **leadership workshop** was organized for people in positions that require leadership. **90% of collaborators received ESET Training Program certification** and updated their knowledge with the courses provided by the platform.



Frontech continued to benefit its members with **birthdays off work** and granting **four licenses to every collaborator** to share with their loved ones.

Lastly, the company decided once again to **celebrate Halloween with its collaborators**. Everybody wore disguise and offices were decorated for the occasion.



90% of collaborators received ESET Training Program certification and updated their knowledge with the courses provided by the platform.



Environment Pillar

Frontech built a partnership with **Fundación Sanar**, an NGO that **collects recyclable material in order to support the health treatment of children from underprivileged families who have cancer**. The Foundation gave a lecture to collaborators on **the proper management of solid waste in the organization**. The NGO periodically collects material from the offices for recycling. The lecture was also continued through a **recycling course for each of the areas of the company**.



Value Chain Pillar

In September **42 engineers who work at 28 partner companies** attended the **ESET Training Day** where partners were provided with specific training on the products they sell.

16 of the major partners in Bogota **attended the company's new office inauguration party**. Among those attending were 5 known journalists in Colombia's IT world. The event was also covered by INFO CHANNEL, an IT magazine in Colombia.



**Microtechnology
PANAMA**



Community Pillar

The company has supported the **Casa Esperanza NGO** for four consecutive years. It donated **3,000 USD for the development of educational and food programs** for children and teenagers from families with low income. The goal is to help children finish their studies and avoid child exploitation. The engineering team also performed a total checkup of the NGO's computers. Additionally, during the **holiday season** Casa Esperanza's children were invited to the company's offices, where **they enjoyed a snack with collaborators and received Christmas presents**. The company also gave a **lecture about the safe use of social networks** for **20 children** in the city of David, where Casa Esperanza has one of its centers.

During 2016, the company donated to several social organizations: the **Sagrado Corazón de Jesús Church - Diócesis de David**, for the purchase of **personal hygiene products and food** to be distributed among people of low income, the **students of the Interamerican University of Panama** for their solidary efforts and to the **community of Santo Domingo** through its **contribution for the purchase** of material for the Communal Board and School in Quebradas Negras, Manchuila - Gariche.

As a consequence of the company's goal to **educate on matters related to IT security**, there

were **20 lectures about security and user protection before government entities, companies, schools and university throughout the entire country**.

Among the organizations that received those lectures were: Aseguradora del Istmo, ASEP, Universidad Tecnológica de Panamá (Congreso Global), Blue Bay Coronado, Hospital San Fernando, the Agricultural Development Ministry, Contraloría, the Public Services Authority, Universidad del Istmo - Sede Panamá, Universidad del Istmo - Centro Regional Chiriquí, Colegio San Agustín (Panama City) and Target.

The company also developed an **educational partnership with the Oteima Technological University - David Chiriquí** as a result of which it received an intern for four months at the Engi-



neering Department who was studying his last year in Technology Studies at the university.



Microtechnology dictated 20 lectures about security and user protection throughout the entire country.



Collaborators Pillar

There was a special activity about visual health where all collaborators received checkups with an eye specialist. The company provided transportation to the clinic in business hours and organized the appointments. There were also **lectures about physical health** provided by a chiropractic clinic where the main focus was on **proper posture**. As a result of this lecture, the company purchased new ergonomic office furniture with the goal of improving collaborators' posture at the work place.

Among the benefits introduced throughout 2016 were the **introduction of seasonal fruit at the office** for collaborators to eat while they work, **monthly birthday celebrations** at the company and an activity at Hotel de Playa with different activities, including awards and a Christmas lunch.



Environment Pillar

With the goal of optimizing **Energy Consumption** the company implemented an efficient air conditioning service while it continued to place signs to remind staff about the proper use of power.



Value Chain Pillar

A special campaign was organized with the goal of incorporating the company's distribution channel to **ESET Training Program**. As a result of this work Brain Solutions, Compu Repuestos, Suplidora General Technology, Bios Software, Virtual Computer and Networks Security **obtained their certification**.

The company also organized **ESET Partner Day** with the participation of the distribution channel, where news about ESET solutions were discussed.

Additionally, Microtechnology has an **electronic waste recycling program** that recycled **312 kilograms of waste** that were taken to the Recicla Panamá recycling company.

Additionally, **there were training workshops for partners throughout the year**, with the goal of improving existing knowledge and establishing strategies for the benefit of end consumers.

Lastly, **MicroTechnology and Partner Network Solutions** conducted a **joint volunteer action** addressing vulnerable communities.



There were training workshops for partners throughout the year, with the goal of improving existing knowledge and establishing strategies for the benefit of end consumers.

SIAT - Central America



Collaborators Pillar

ESET Central America recognizes it has an excellent work team. It is for that reason that **it grants its collaborators in the region great benefits**:

- ▶ Half a day off on their birthdays
- ▶ Free ESET product licenses
- ▶ Study leave.
- ▶ Weekends off.
- ▶ Massages.
- ▶ Healthy eating.
- ▶ Birthday celebrations.
- ▶ Health lectures.
- ▶ A scholarship program for collaborators.
- ▶ Special days presents.
- ▶ Half a day off for birthdays of children under 10 years old.
- ▶ Life insurance.
- ▶ Team building events.
- ▶ Paternity leave.



Value Chain Pillar

SIT Central America organized several activities throughout 2016 as a way to recognize the support provided by partners:

- ▶ Special breakfasts.
- ▶ Lunches and dinners.
- ▶ Birthday celebrations.
- ▶ Training workshops.
- ▶ Christmas toasts.
- ▶ Sponsorships.
- ▶ Sports events.



Community Pillar



SIAT - Costa Rica

The company organized lectures and interviews in different organizations and media outlets about IT security where it discussed Internet risks, ransomware, Internet of things, safe use of the Internet and how to be a parent in the digital age.



SIAT - El Salvador

The company organized lectures and interviews in different organizations and media outlets about IT security where it discussed Internet risks, ransomware, Internet of things, safe use of the Internet and how to be a parent in the digital age.

Additionally, as part of the company's support for **physical and mental health development for youth through sports, we sponsored** the uniform wore by a **girls' volleyball team**.

During 2016, SIAT El Salvador also took part in **Juventour**, an initiative that seeks to generate a framework for youth exchange, coexistence and participation that brings together the public and private offer of services and opportunities for this

part of the population. The event lasted two days and included stands and conferences where topics related to health, employment, recreation and culture were discussed.

Participants in the event were awarded licenses for home products and were part of a **sanitation campaign**. Throughout the year, the company also supported the **DELTA GAMING Gamers' community** in its organization of events and competitions. We also sponsored **PC Day** and **Don Bosco University** by giving a **lecture about Ransomware and donating Mobile Security and Smart Security licenses** as prizes during the event, as well as a sanitization campaign.



SIAT - Guatemala

The company organized lectures and interviews in different organizations and media outlets about IT security where it discussed Internet risks, ransomware, Internet of things, safe use of the Internet and how to be a parent in the digital age.

As a consequence of the company's support for sports and healthy living, we sponsored a team in Guatemala that is part of the national basketball league.

SIAT Guatemala took part in the Scratch Project at the Francisco Morazán School. The purpose of this initiative was to **foster knowledge that improves cognitive and problem-solving abilities, by using different kinds of programming problems**. In the awarding ceremony, SIAT Guatemala **took part in the logistics and the catering, while also donating licenses for participants and the computer center at this educational institution**. It also **gave a lecture for children** in order to encourage them to learn more outside the school.

Lastly, the company took part in the marathon organized by the Fire Corps, sanitizing USB

memory sticks to every person who arrived to leave and donation and **giving away licenses and discounts**.



SIAT Guatemala took part in the Scratch Project at the Francisco Morazán School.



SIAT - Honduras

The company organized lectures and interviews in different organizations and media outlets about IT security where it discussed Internet risks, ransomware, Internet of things, safe use of the Internet and how to be a parent in the digital age.

In October the company was part of **EXPO PYME Golfo de Fonseca**, an event created to bring small and medium companies in the region together for commercial exchange and to learn about financing alternatives. **SIAT Honduras had a stand at the event, where it handed out discounts and licenses to companies attending.**



SIAT - Nicaragua

The company organized lectures and interviews in different organizations and media outlets about IT security where it discussed Internet risks, ransomware, Internet of things, safe use of the Internet and how to be a parent in the digital age.

Additionally, the company organized **Hackachimba Fest** in collaboration with UCA, COMTECH, HACKNIC and CUARTEROAGURCIA. This was a **free IT Security event** at UCA Managua during 15 and 16 August with over **200 participants**.



Environment Pillar

All offices in Central America (Guatemala, El Salvador, Honduras, Nicaragua and Costa Rica) care about the world we live. That is why they developed the following actions:



Signs were placed in all offices next to light switches and near air conditioners **to bring awareness about the responsible consumption of electricity**. Additionally, **desktop computers were gradually replaced by laptops** while **air conditioners were periodically maintained**.



Collaborators received **lectures about how to take care of our environment**.



Offices continued to implement **proper use of paper practices, while recycling and printing on both sides of the paper**.



Awareness campaign about the **proper use of the faucet**.



Paper, plastic, newspaper and can **waste was separated**. All waste that could be recycled was **delivered to a specialized company that disposes of them properly**.



SIAT - El Salvador

SIAT El Salvador took part last September - and for the second time - in a **Damaged Electronic Waste Collection**. Its main purpose was to generate awareness among **general society about the importance of proper use and disposal of damaged electronic waste**, since these devices possess different kinds of substance that require special treatment when thrown away. Users brought

their devices to four different collection spots. **Fundación AURORA**, an NGO that specializes in electronic waste management, **dealt with proper recycling of those devices**. Electronic devices that were in good condition were later sold, with all proceeds going to the "Limpiemos El Salvador" (Let's clean El Salvador) program run by the FUNDEMAS Foundation. The campaign was organized by Almacenes SIMAN and supported by companies such as SIAT, FUNDEMAS, HUAWEI, COMERCIAL AND INDUSTRIAL ASSOCIATION OF EL SALVADOR, ASOCIACIÓN SALVADOREÑA DE INDUSTRIALES and RADIO CORPORACIÓN FM, AURORA. As a result of this campaign, **over 6,000 kilograms of electronic waste was collected**.



As a result of this campaign, over 6,000 kilograms of electronic waste was collected.

Our providers

Operating expenses and payments to providers at ESET Latin America's offices

G4-EC9

Country	Investment (in US dollars)	% of expenses by country
Argentina	2,312,994	72.83%
Mexico	553,293	17.42%
Brazil	309,334	9.74%

Provider classification by size

Provider	Investment (in US dollars)	Number of providers	Investment %
Small (Monotributistas – independent workers)	426,594	138	13%
Medium (Sociedades de Responsabilidad Limitada – limited liability corporations)	1,368,909	250	43%
Big (Sociedades Anónimas – stock corporations)	1,380,118	184	43%

Provider classification by type of contract

Provider classification by type of contract	Investment (in US dollars)	Number of providers	Investment %
Services	2,917,886	332	92%
Consumables	257,736	240	8%

Work policy

G4-DMA G4-HR4 G4-HR5 G4-HR6

MATERIAL ISSUE 3 Y 14

By signing the Global Compact of the United Nations, we have engaged in Human Rights issues concerning the fight against child and forced labor, in addition to the right to exercise freedom of association and collective bargaining. These aspects are internally guaranteed in all our activities in each of the countries where we operate. Even though these risks are not high due to the nature of the activities carried out by our main providers, we are working on an assessment that allows us to consolidate this commitment throughout our supply chain.

During 2016, we continued to work on the writing and implementation of a new work policy and management approach with our providers, based on three main pillars: **analysis, incorporation and management**. We drafted a declaration of commitment to the fundamental principles for responsible management and organized a survey to help us identify each provider's commitment and actions regarding sustainable business management. We plan an internal launch of this policy and to begin to work for its effective implementation in each area of the company.



1 Analysis

Research was conducted to determine relevance in the sphere of providers to-day. This work was done per area and allows us to have a clearer picture on the amount of providers the company currently works with and to identify them adequately.

There is consensus with the administrative area regarding the need to work for the inclusion of different variables within the company's policy towards providers that will include not only the products and services they offer, but also the impact they have on the environment, its collaborators policy and commitment to Human Rights and general society.



2 Incorporation


Upon the addition of new providers, they will have to sign a letter of commitment to support ESET Latin America's management principles, as well as complete a form stating their own principles for managing their business. This requirement will also be in effect for the current providers of ESET Latin America in order to have a real and updated database.




3 Management


Once the first two steps are completed, we will work on the management of our strategic providers, in order to align them with ESET Latin America's sustainability strategy, thus allowing them to grow alongside us.

G4-DMA G4-EN32 G4-LA14 G4-HR10 G4-SO9

-  **Human Rights**


To support and to respect Human Rights protection within all spheres of influence, guaranteeing that they will not be complicit in violation of these rights.
-  **Work conditions**

To comply with work place rules and social protection for workers by ensuring proper work conditions, personal development, training and equal opportunities.

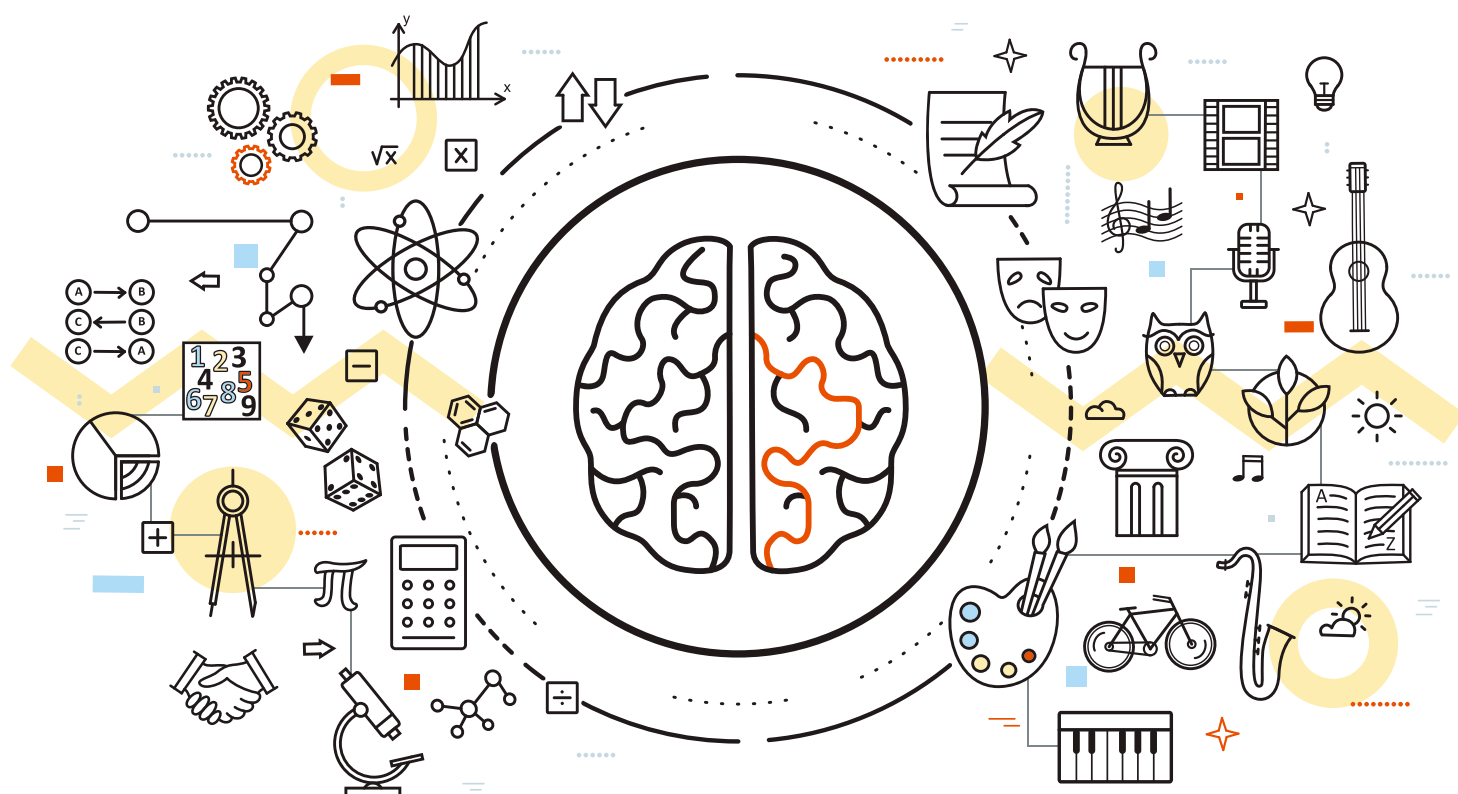


Non-discrimination at the work place

To contribute towards the elimination of all kinds of discrimination in relation to work. Discrimination is defined as all types of distinction, exclusion, restriction or preference based on race, color, gender, religion, political views, age, descent or national or ethnic origin, family responsibilities or any other consideration.

 **Responsible and transparent behaviour**

To guarantee responsible and transparent behaviour in all activities performed by the company, respecting the interests of different actors engaged by the company.





Writing of the Sustainability Report

Writing of the Sustainability Report

G4-17 G4-22 G4-23 G4-28 G4-29 G4-30 G4-33

The present ESET Latin America Sustainability Report was developed by the Human Resources and Sustainability area, and reviewed both by ESET's General Manager and by the AG Sustentable consulting company, which provided assistance in its preparation.

This is the fifth report presented by the company. The previous report corresponds to the fiscal year 2015, and was published in June 2016, thus fulfilling our commitment to publish our Sustainability Report annually. There are no significant restatements of the information provided in the previous report, nor are there any significant changes affecting its scope and coverage.

For the embodiment thereof, we followed the **G4 guidelines of the Global Reporting Initiative (GRI), Comprehensive reporting option**. This report shows the results obtained by the company in the period between January and December 2016. This report also included Sustainable Development Goals we have implemented in our work as a consequence of our alignment with the UN's 2030 Agenda. The information hereby provided refers to the economic, ethical, environmental, and social aims reached in the whole region; it includes the results obtained by "ESET Latinoamérica SRL" through its activities in Argentina, whose balance sheets are duly presented every year, as well as the achievements and possibilities for improvement of the ESET offices in Mexico and Brazil, and the activities implemented by our Exclusive Distributors in the different countries in the region. It is also our Communication of Progress (COP) regarding our commitment to the 10 principles in the United Nations Global Compact that we signed in mid-2013.



The current Report does not have external assurance but it will be evaluated in future reports as recommended by GRI. However, the data included are guaranteed by the organization and registered in its operating systems. For the preparation of the different sections, we took into account the principles of the methodology used, as well as the conditions that guarantee the quality of the report. The information is supported by the corporate management systems and is guaranteed by its managers. The data provided cover the substantive aspects of management in a balanced and accurate way, and is comparable to the information contained in the annual reports of the last four periods.

Its development involved multiple instances of writing, from which we arrived at the final version of the report. The presentation of the previous report, during the second half of 2016, facilitated the dialogue with key public and the update of the materiality matrix.



The information gathered from the channels of dialogue established with key stakeholders was especially relevant for writing this report and for the organization's sustainability plan.



GRI G4 Content Index

GRI G4 Content Index – Comprehensive Reporting Option

G4-32

The ESET Latin America Sustainability Report 2016 was prepared in accordance with the "Comprehensive" reporting option of the G4 Guidelines of the Global Reporting Initiative (GRI) and is also our Communication on Progress (CoP), requested by the United Nations Global Compact.



Below is the GRI G4 Content Index, which provides the reference to our report in response to the indicators of the GRI guidelines and the principles of the United Nations Global Compact.



This report was submitted to GRI's "SDG Mapping Service" with the goal of confirming the correct application of Sustainable Development Goals (SDG) to GRI indicators. This enables the tracking and use of sustainability data and to clarify its link to SDG.

We are part of the GRI Standards Pioneers program, which enables us to adopt new GRI standards such as global best practices for sustainability reports. We demonstrate our full support towards GRI's mission of empowering decision-makers towards a more sustainable economy and world.



GRI CONTENT INDEX GENERAL STANDARD DISCLOSURES				
General standard disclosures	Page	Description	Global Compact	SDG
Strategy and analysis				
G4-1	4	Statement from the top decision-maker of the organization about the relevance of sustainability to the organization and its strategy to address the issue.		
G4-2	8	Provide a description of key impacts, risks, and opportunities.		
Organizational profile				
G4-3	19	Name of the organization.		
G4-4	25	Report the primary brands, products, and services.		
G4-5	16, 19	Report the location of the organization's headquarters.		
G4-6	16, 18	Report the countries where the organization operates.		
G4-7	19	Report the nature of ownership and legal form.		
G4-8	19, 25	Report the markets served.		
G4-9	21	Report the scale and dimensions of the organization.		
G4-10	77	Report the breakdown of the organization's employees.	PRINCIPLE 6	8. Decent work and economic growth.
G4-11	78	Report the percentage of total employees covered by collective bargaining agreements.	PRINCIPLE 3	8. Decent work and economic growth.

General standard disclosures	Page	Description	Global Compact	SDG
G4-12	24, 59, 116	Describe the organization's supply chain.		
G4-13	19	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, among others.		
G4-14	92	Report whether and how the precautionary approach or principle is addressed by the organization.		
G4-15	46	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.		
G4-16	46	List memberships of associations and national or international advocacy organizations to which the organization belongs.		
Material aspects and boundaries				
G4-17	140	List all entities included in the organization's consolidated financial statements and report whether any of these entities is not covered by the report.		
G4-18	65	Describe the process followed in order to determine the content of the report and description of each aspect.		
G4-19	66, 72	List all the material Aspects identified in the process for defining report content.		
G4-20	66	For each material Aspect, report the Aspect Boundary within the organization.		
G4-21	66	For each material Aspect, report the Aspect Boundary outside the organization.		

General standard disclosures	Page	Description	Global Compact	SDG
G4-22	140	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.		
G4-23	140	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.		
Stakeholder engagement				
G4-24	54	Provide a list of stakeholder groups engaged with the organization.		
G4-25	54	Report the basis for selection of stakeholders with whom to engage.		
G4-26	55, 118	Report the organization's approach to stakeholder engagement.		
G4-27	56, 58, 66	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns.		
Report profile				
G4-28	140	Reporting period.		
G4-29	140	Date of most recent previous report.		
G4-30	140	Reporting cycle.		
G4-31	Back cover	Provide the contact point for questions regarding the report or its contents.		

General standard disclosures	Page	Description	Global Compact	SDG
G4-32	144	Report the "in accordance" option of the Guide the organization has chosen, report the GRI Content Index for the chosen option and report the reference to the External Assurance Report, if the report has been externally assured.		
G4-33	140	Report the organization's policy and current practice with regard to external verification for the report.		
Governance				
G4-34	38	Report the governance structure of the organization, including committees of the highest governance body.		
G4-35	40	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.		
G4-36	40	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.		
G4-37	55, 65	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.		16. Peace, justice and strong institutions.
G4-38	38, 45	Report the composition of the highest governance body and its executive or non-executive committees, independence, tenure on the governance body, significant commitments and their nature, and competences relating to economic, environmental and social impacts.		5. Gender equality. 16. Peace, justice and strong institutions.

General standard disclosures	Page	Description	Global Compact	SDG
G4-39	38	Report whether the Chair of the highest governance body is also an executive officer.		16. Peace, justice and strong institutions.
G4-40	38	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating the highest governance body members.		5. Gender equality. 16. Peace, justice and strong institutions.
G4-41	42	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed.		16. Peace, justice and strong institutions.
G4-42	40	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.		
G4-43	40	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.		4. Quality education.
G4-44	38	Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics and report actions taken in response to this evaluation.		
G4-45	40	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Indicate if consultations are performed with stakeholders for the identification and management of economic, environmental and social impact, risks and opportunities.		16. Peace, justice and strong institutions.

General standard disclosures	Page	Description	Global Compact	SDG
G4-46	40	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.		
G4-47	40	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.		
G4-48	40, 65, 172	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.		
G4-49	40, 80	Report the process for communicating critical concerns to the highest governance body.		
G4-50	56, 80	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.		
G4-51	40	Report the remuneration policies for the highest governance body and senior executives. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.		
G4-52	40	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.		

General standard disclosures	Page	Description	Global Compact	SDG
G4-53	40	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.		16. Peace, justice and strong institutions.
G4-54	40	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.		
G4-55	40	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.		
Ethics and integrity				
G4-56	20, 42	Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	PRINCIPLE 10	16. Peace, justice and strong institutions.
G4-57	42	Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organizational integrity, such as helplines or advice lines.	PRINCIPLE 10	16. Peace, justice and strong institutions.
G4-58	42	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organizational integrity.	PRINCIPLE 10	16. Peace, justice and strong institutions.

SPECIFIC STANDARD DISCLOSURES					
Management approach and indicators	Page	Ommissions	Description	Global Compact	SDG
CATEGORY: ECONOMIC					
Material aspect: Economic performance					
G4-DMA	21, 58		Disclosures on Management Approach.		
G4-EC1	21		Direct economic value generated and distributed.		2. Zero hunger. 5. Gender equality. 7. Affordable and clean energy. 8. Decent work and economic growth. 9. Industry, innovation and infrastructure.
G4-EC2	21		Financial implications and other risks and opportunities for the organization's activities due to climate change.	PRINCIPLE 7	13. Climate action.
G4-EC3	89		Coverage of the organization's defined benefit plan obligations.		
G4-EC4	21		Financial assistance received from government.		
Material aspect: Market presence					
G4-DMA	8, 60, 76		Disclosures on Management Approach.		

Management approach and indicators	Page	Ommissions	Description	Global Compact	SDG
G4-EC5	76, 78		Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	PRINCIPLE 6	1. No poverty. 5. Gender equality. 8. Decent work and economic growth.
G4-EC6	76		Proportion of senior management hired from the local community at significant locations of operation.	PRINCIPLE 6	8. Decent work and economic growth.
Material aspect: Procurement practices					
G4-DMA	59		Disclosures on Management Approach.		1. No poverty. 5. Gender equality. 8. Decent work and economic growth.
G4-EC9	134		Proportion of spending procurement on local suppliers at significant locations of operation.		12. Responsible consumption and production.
CATEGORY: ENVIRONMENTAL					
Material aspect: Materials					
G4-DMA	61, 110		Disclosures on Management Approach.		
G4-EN1	110		Materials used by weight or volume.	PRINCIPLE 7 AND 8	8. Decent work and economic growth. 12. Responsible consumption and production.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-EN2	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Percentage of materials used that are recycled input materials.	PRINCIPLE 8	8. Decent work and economic growth. 12. Responsible consumption and production.
Material aspect: Energy					
G4-DMA	61, 110		Disclosures on Management Approach.		
G4-EN3	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Energy consumption within the organization.	PRINCIPLE 7 AND 8	7. Affordable and clean energy. 8. Decent work and economic growth. 12. Responsible consumption and production. 13. Climate action.
G4-EN4	110		Energy consumption outside of the organization.	PRINCIPLE 8	7. Affordable and clean energy. 8. Decent work and economic growth. 12. Responsible consumption and production. 13. Climate action.
G4-EN5	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Energy intensity.	PRINCIPLE 8	7. Affordable and clean energy. 8. Decent work and economic growth. 12. Responsible consumption and production. 13. Climate action.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-EN6	111		Reduction of energy consumption.	PRINCIPLE 8 AND 9	7. Affordable and clean energy. 8. Decent work and economic growth. 12. Responsible consumption and production. 13. Climate action.
G4-EN7	-	It is not applicable to our product and service offerings.	Reductions in the energy requirements of products and services.	PRINCIPLE 8 AND 9	7. Affordable and clean energy. 8. Decent work and economic growth. 12. Responsible consumption and production. 13. Climate action.
Material aspect: Emissions					
G4-DMA	61		Disclosures on Management Approach.		
G4-EN15	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Direct greenhouse gas emissions (sources within the organization).	PRINCIPLE 7 AND 8	3. Good health and well-being. 12. Responsible consumption and production. 13. Climate action. 14. Life below water. 15. Life on land.
G4-EN16	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Indirect greenhouse gas emissions (Scope 2) for energy generation.	PRINCIPLE 7 AND 8	3. Good health and well-being. 12. Responsible consumption and production. 13. Climate action. 14. Life below water. 15. Life on land.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-EN17	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Other indirect greenhouse gas emissions (Scope 3).	PRINCIPLE 7 AND 8	3. Good health and well-being. 12. Responsible consumption and production. 13. Climate action. 14. Life below water. 15. Life on land.
G4-EN18	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Greenhouse gas emissions intensity.	PRINCIPLE 8	13. Climate action. 14. Life below water. 15. Life on land.
G4-EN19	-	Not available. We have not performed this type of measurement yet. We plan to incorporate it in the medium term.	Reduction of greenhouse gas emissions.	PRINCIPLE 8 AND 9	13. Climate action. 14. Life below water. 15. Life on land.
G4-EN20	-	It is not applicable to our product and service offerings.	Emissions of ozone-depleting substances.	PRINCIPLE 7 AND 8	3. Good health and well-being. 12. Responsible consumption and production.
G4-EN21	-	It is not applicable to our product and service offerings.	NOx, SOx and other significant air emissions.	PRINCIPLE 7 AND 8	3. Good health and well-being. 12. Responsible consumption and production. 13. Climate action. 14. Life below water. 15. Life on land.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
Material aspect: Effluents and waste					
G4-DMA	61, 112		Disclosures on Management Approach.		
G4-EN22	-	It is not applicable since our operations take place in offices connected to the city's sewage system.	Total water discharge by quality and destination.	PRINCIPLE 8	3. Good health and well-being. 6. Clean water and sanitation. 12. Responsible consumption and production. 14. Life below water.
G4-EN23	112		Total weight of waste by type and disposal method.	PRINCIPLE 8	3. Good health and well-being. 6. Clean water and sanitation. 12. Responsible consumption and production.
G4-EN24	-	It is not applicable to our product and service offerings.	Total number and total volume of significant spills.	PRINCIPLE 8	3. Good health and well-being. 6. Clean water and sanitation. 12. Responsible consumption and production. 14. Life below water. 15. Life on land.
G4-EN25	-	It is not applicable to our product and service offerings.	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	PRINCIPLE 8	3. Good health and well-being. 12. Responsible consumption and production.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-EN26	-	It is not applicable to our product and service offerings.	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff.	PRINCIPLE 8	6. Clean water and sanitation. 14. Life below water. 15. Life on land.
Material aspect: Compliance					
G4-DMA	44		Disclosures on Management Approach.		
G4-EN29	44		Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	PRINCIPLE 8	16. Peace, justice and strong institutions.
Material aspect: General					
G4-DMA	8, 61		Disclosures on Management Approach.		
G4-EN31	23		Total environmental protection expenditures and investments by type.	PRINCIPLE 7, 8 AND 9	7. Affordable and clean energy. 9. Industry, innovation and infrastructure. 12. Responsible consumption and production. 13. Climate action. 14. Life below water. 15. Life on land. 17. Partnership for the goals.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
Material aspect: Supplier environmental assessment					
G4-DMA	136		Disclosures on Management Approach.		
G4-EN32	136		Percentage of new suppliers that were screened using environmental criteria.	PRINCIPLE 8	
G4-EN33	-	Not available for this report. We have set the goal of performing this supplier evaluation in the future.	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	PRINCIPLE 8	
Aspecto material: Mecanismos de reclamación en materia ambiental					
G4-DMA	43		Disclosures on Management Approach.		
G4-EN34	43		Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	PRINCIPLE 8	16. Peace, justice and strong institutions.
CATEGORY: SOCIAL PERFORMANCE					
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK					
Material aspect: Employment					
G4-DMA	8, 60, 76, 83		Disclosures on Management Approach.		

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-LA1	76, 78		Total number and rate of new employee hires and employee turnover by age group, gender and region.	PRINCIPLE 6	5. Gender equality. 8. Decent work and economic growth.
G4-LA2	83, 89		Social benefits provided to full-time employees that are not provided to temporary or part-time employees by significant locations of operation.		8. Decent work and economic growth.
G4-LA3	84		Return to work and retention rates after parental leave, by gender.	PRINCIPLE 6	5. Gender equality. 8. Decent work and economic growth.
Material aspect: Labor-management relations					
G4-DMA	89		Disclosures on Management Approach.		
G4-LA4	89		Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	PRINCIPLE 3	8. Decent work and economic growth.
Material aspect: Occupational health and safety					
G4-DMA	8, 60, 76, 89		Disclosures on Management Approach.		

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-LA5	89		Percentage of the total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.		8. Decent work and economic growth.
G4-LA6	79		Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.		3. Good health and well-being. 8. Decent work and economic growth.
G4-LA7	89		Workers with high incidence or high risk of diseases related to their occupation.		3. Good health and well-being. 8. Decent work and economic growth.
G4-LA8	89		Health and safety topics covered in formal agreements with trade unions.		8. Decent work and economic growth.
Material aspect: Training and education					
G4-DMA	8, 60, 76, 88		Disclosures on Management Approach.		
G4-LA9	88		Average hours of training per year per employee by gender, and by employee category.	PRINCIPLE 6	4. Quality education. 5. Gender equality. 8. Decent work and economic growth.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-LA10	87, 88		Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		8. Decent work and economic growth.
G4-LA11	89		Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	PRINCIPLE 6	5. Gender equality. 8. Decent work and economic growth.
Material aspect: Diversity and equal opportunity					
G4-DMA	8, 60, 76		Disclosures on Management Approach.		
G4-LA12	76, 77		Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	PRINCIPLE 6	5. Gender equality. 8. Decent work and economic growth.
Material aspect: Equal remuneration for women and men					
G4-DMA	76		Disclosures on Management Approach.		
G4-LA13	76		Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	PRINCIPLE 6	5. Gender equality. 8. Decent work and economic growth. 10. Reduced inequalities.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
Material aspect: Supplier assessment for labor practices					
G4-DMA	136		Disclosures on Management Approach.		
G4-LA14	136		Percentage of new suppliers that were screened using labor practices criteria.		5. Gender equality. 8. Decent work and economic growth. 16. Peace, justice and strong institutions.
G4-LA15	-	Not available for this report. We have set the goal of performing this supplier evaluation in the future.	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.		5. Gender equality. 8. Decent work and economic growth. 16. Peace, justice and strong institutions.
Material aspect: Labor practices grievance mechanisms					
G4-DMA	43		Disclosures on Management Approach.		
G4-LA16	43		Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms.		16. Peace, justice and strong institutions.
SUB-CATEGORY: HUMAN RIGHTS					
Material aspect: Investment					
G4-DMA	42		Disclosures on Management Approach.		

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-HR1	42		Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	PRINCIPLE 2	
G4-HR2	42		Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	PRINCIPLE 1	
Material aspect: Non-discrimination					
G4-DMA	8, 60, 76		Disclosures on Management Approach.		
G4-HR3	76		Total number of incidents of discrimination and corrective actions taken.	PRINCIPLE 6	5. Gender equality. 8. Decent work and economic growth. 16. Peace, justice and strong institutions.
Material aspect: Freedom of association and collective bargaining					
G4-DMA	135		Disclosures on Management Approach.		

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-HR4	135		Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	PRINCIPLE 3	8. Decent work and economic growth.
Material aspect: Child labor					
G4-DMA	135		Disclosures on Management Approach,		
G4-HR5	135		Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	PRINCIPLE 5	8. Decent work and economic growth. 16. Peace, justice and strong institutions.
Material aspect: Forced labor					
G4-DMA	135		Disclosures on Management Approach.		
G4-HR6	135		Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	PRINCIPLE 4	8. Decent work and economic growth.
Material aspect: Supplier Human Rights assessment					
G4-DMA	43, 136		Disclosures on Management Approach.		

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-HR10	136		Percentage of new suppliers that were screened using human rights criteria.	PRINCIPLE 2	
G4-HR11	-	Not available for this report. We have set the goal of performing this supplier evaluation in the future.	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	PRINCIPLE 2	
Material aspect: Human rights grievance mechanisms					
G4-DMA	43		Disclosures on Management Approach.		
G4-HR12	43		Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms.	PRINCIPLE 1	16. Peace, justice and strong institutions.
SUB-CATEGORY: SOCIETY					
Material aspect: Local communities					
G4-DMA	8, 61, 92		Disclosures on Management Approach.		
G4-SO1	92		Percentage of operations with implemented local community engagement, impact assessments, and development programs.	PRINCIPLE 1	

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
G4-SO2	92		Operations with significant actual or potential negative impacts on local communities.	PRINCIPLE 1	1. No poverty. 2. Zero hunger.
Material aspect: Anti-corruption					
G4-DMA	42		Disclosures on Management Approach.		
G4-SO3	42		Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	PRINCIPLE 10	16. Peace, justice and strong institutions.
G4-SO4	-	Not available. We do not have a formal policy or procedures for this area. The topic is expected to be included in training sessions.	Communication and training on anti-corruption policies and procedures.	PRINCIPLE 10	16. Peace, justice and strong institutions.
G4-SO5	42		Confirmed incidents of corruption and actions taken.	PRINCIPLE 10	16. Peace, justice and strong institutions.
Material aspect: Anti-competitive behaviour					
G4-DMA	60		Disclosures on Management Approach.		
G4-SO7	60		Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		16. Peace, justice and strong institutions.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
Material aspect: Compliance					
G4-DMA	44		Disclosures on Management Approach.		
G4-SO8	44		Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		16. Peace, justice and strong institutions.
Material aspect: Supplier assessment for impacts on society					
G4-DMA	43, 136		Disclosures on Management Approach.		
G4-SO9	136		Percentage of new suppliers that were screened using criteria for impacts on society		
G4-SO10	-	Not available for this report. We have set the goal of performing this supplier evaluation in the future.	Significant actual and potential negative impacts on society in the supply chain and actions taken.		
Material aspect: Grievance mechanisms for impacts on society					
G4-DMA	43		Disclosures on Management Approach.		
G4-SO11	43		Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms.		16. Peace, justice and strong institutions.

Management approach and indicators	Page	Omissions	Description	Global Compact	SDG
SUB-CATEGORY: PRODUCT RESPONSIBILITY					
Material aspect: Customer health and safety					
G4-DMA	44		Disclosures on Management Approach.		
G4-PR1	48		Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.		
G4-PR2	44		Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.		16. Peace, justice and strong institutions.
Material aspect: Product and service labelling					
G4-DMA	50, 58		Disclosures on Management Approach.		
G4-PR3	58		Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements.		12. Responsible consumption and production.

Management approach and indicators	Page	Ommissions	Description	Global Compact	SDG
G4-PR4	58		Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.		16. Peace, justice and strong institutions.
G4-PR5	50		Results of surveys measuring customer satisfaction.		
Material aspect: Marketing communications					
G4-DMA	44		Disclosures on Management Approach.		
G4-PR6	-	It does not apply. The company does not offer this type of products.	Sale of prohibited goods or goods in dispute.		
G4-PR7	44		Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.		16. Peace, justice and strong institutions.
Material aspect: Customer privacy					
G4-DMA	43		Disclosures on Management Approach.		

Management approach and indicators	Page	Ommissions	Description	Global Compact	SDG
G4-PR8	43		Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		16. Peace, justice and strong institutions.
Material aspect: Compliance					
G4-DMA	44		Disclosures on Management Approach.		
G4-PR9	44		Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		16. Peace, justice and strong institutions.

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G4-48

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