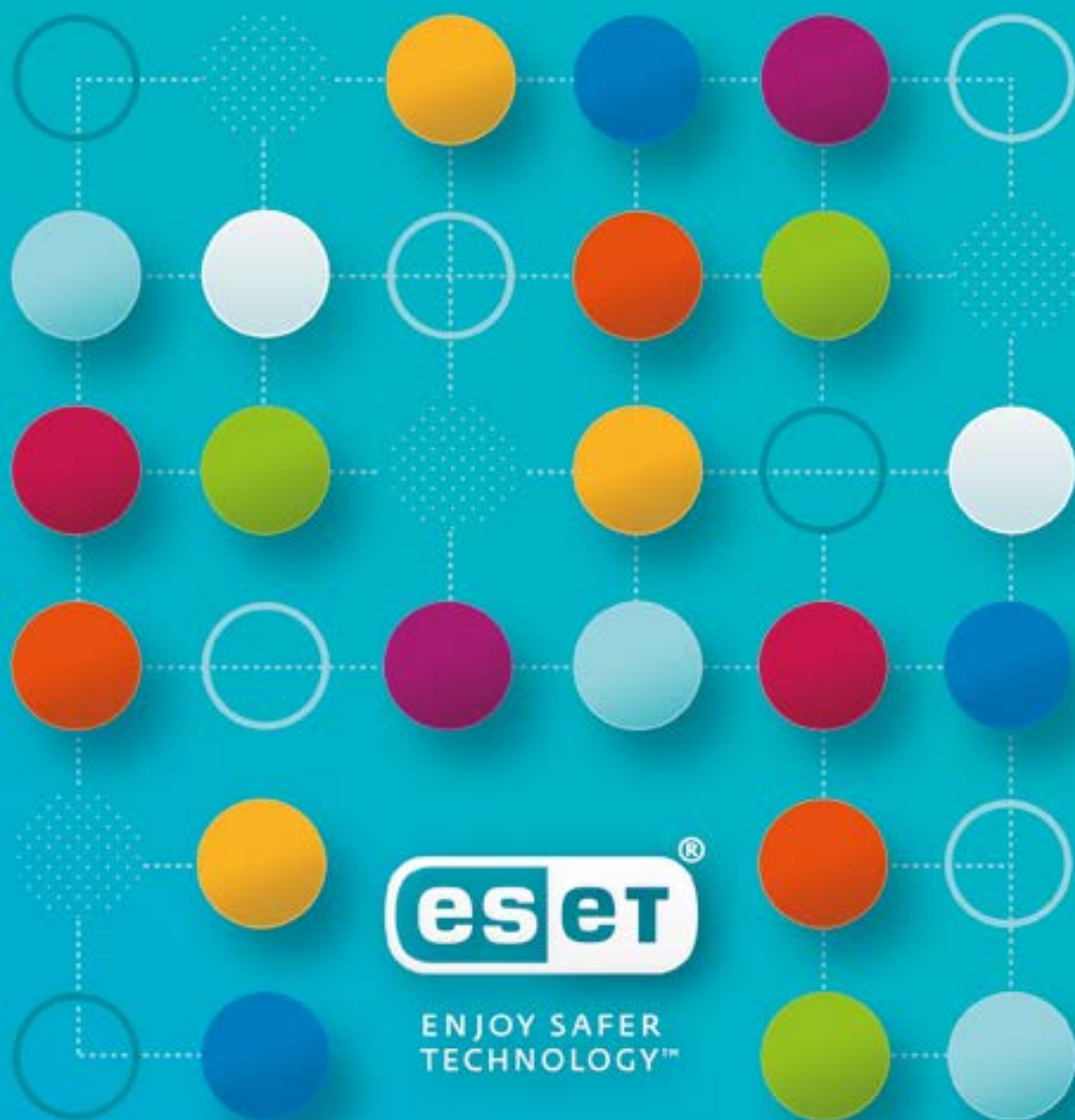


Sustainability Report 2017



ESET Latin America





Courage

Always going for more.



Integrity

Equity and honesty
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 achieve the maximum potential.

Letter from our Chief Operating Officer

GRI 102-14

2017 was a very special year for all ESET: we turned three decades old in the security industry world-wide. Specifically, at the end of 1987, the first version of ESET NOD32 Antivirus was written by the founders of the company, which settled our vision of allowing users to enjoy and benefit from the full potential of technology in a secure digital world. Today, 30 years later, this idea still stands.

At ESET Latin America, we believe that the basis of this achievement, and of our mission, could not be possible without managing our business sustainably. In this sense, I would like to highlight some of our achievements of 2017: **we grew 11%** in our regional **sales**, reaching almost **38 million dollars** and with excellent results in Mexico and Brazil, we completely renewed our online store, **our staff of specialists and experts increased by more than 9%** compared to 2016, we incorporated more countries of the region to the **ESET Partner Program**, our program for business partners aimed at valuing and rewarding the commitment that encompasses different strategic pillars, including **Social Responsibility**; we launched our **new website**; and we obtained the **ISO 9001 certification**, which determines the necessary requirements to establish a Quality Management and Continuous Improvement System.

As you will see, 2017 not only sealed the commitment we have had for 30 years with our users, but also marked the birth and consolidation of projects that continue to demonstrate that the spirit of innovation, with which we started our company 30 years ago, is intact.

I am proud to share with you all the progress accomplished during 2017.



A stylized, handwritten signature in black ink, appearing to read 'Federico Pérez Acquisto'.

Lic. Federico Pérez Acquisto
General Manager of ESET Latin America

Welcome!



Welcome to our sixth ESET Latin America Sustainability Report.

This year was very important for us in what concerns the development of our sustainable management. We received the **RUORES certification** (for its acronym in Spanish, Single Register of Social Responsibility Organizations) for our Social Responsibility programs and initiatives and our Sustainable Development in the economic, social, and environmental fields, and we took part in the Bureau of **Human Rights and Business of the Global Compact Argentina Network**.

We also keep updating ourselves in what regards international sustainability guidelines. We performed this report in accordance with the international guidelines of the Global Reporting Initiative (**GRI Standards, under the comprehensive compliance option**), following the 10 principles of the United Nations Global Compact and highlighting our commitment with the **Sustainable Development Goals proposed by the UN**. All this makes us very happy because, in addition to transmitting what we are and everything we do, **we are the sole company in the industry to assume this commitment at the regional level**.

During 2017, along with our Sustainability Committee, we continued to work to maintain **the necessary balance between the economic, social, and environmental aspects**. To this end, in addition to carrying out the actions we have been developing these past years and strengthening our management in four stra-

tegic pillars – community development, environmental care, growth of the value chain, and welfare of our collaborators – we focused on generating strategic alliances, with both the sustainability areas of other companies as well as with civil society organizations, such as Ashoka, Socialab, Unesco, ImTheCode, Chicos. NET, Argentina Cibersegura, among others.

Through this report, you will get to know what we are, what we do, the commitments we undertake with our stakeholders, and the results of the actions implemented during 2017.

In case you have any suggestions, contributions or opinions regarding this document, do not hesitate to contact us at

✉ sustentabilidad@eset-la.com

We are very pleased with everything we have accomplished, and it is a pleasure for us to be able to share it with you.

A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke.

Lic. Carolina Kaplan
Sustainability Responsible



Where is our management heading?

We manage our business sustainably.

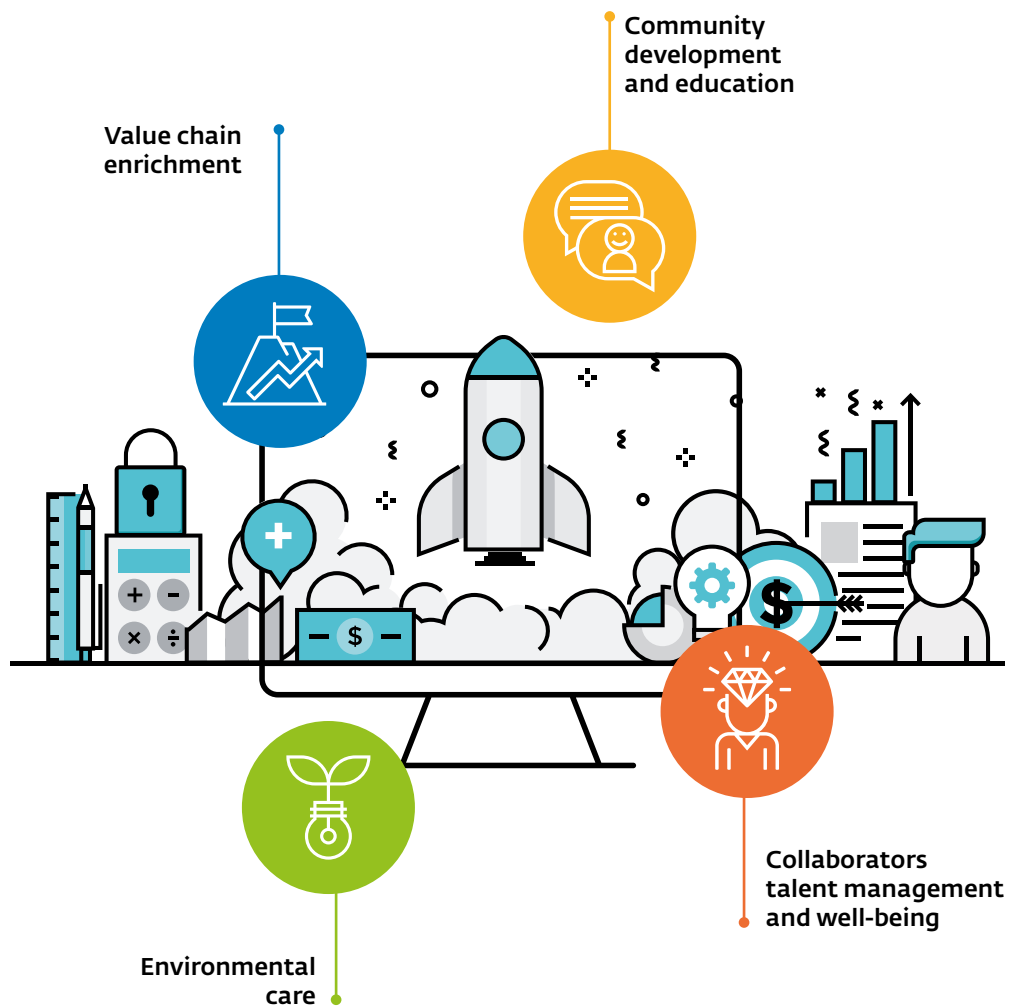


Where is our management heading?

Which are the pillars of our management?

GRI 102-15 GRI 103-1 GRI 103-2 GRI 103-3

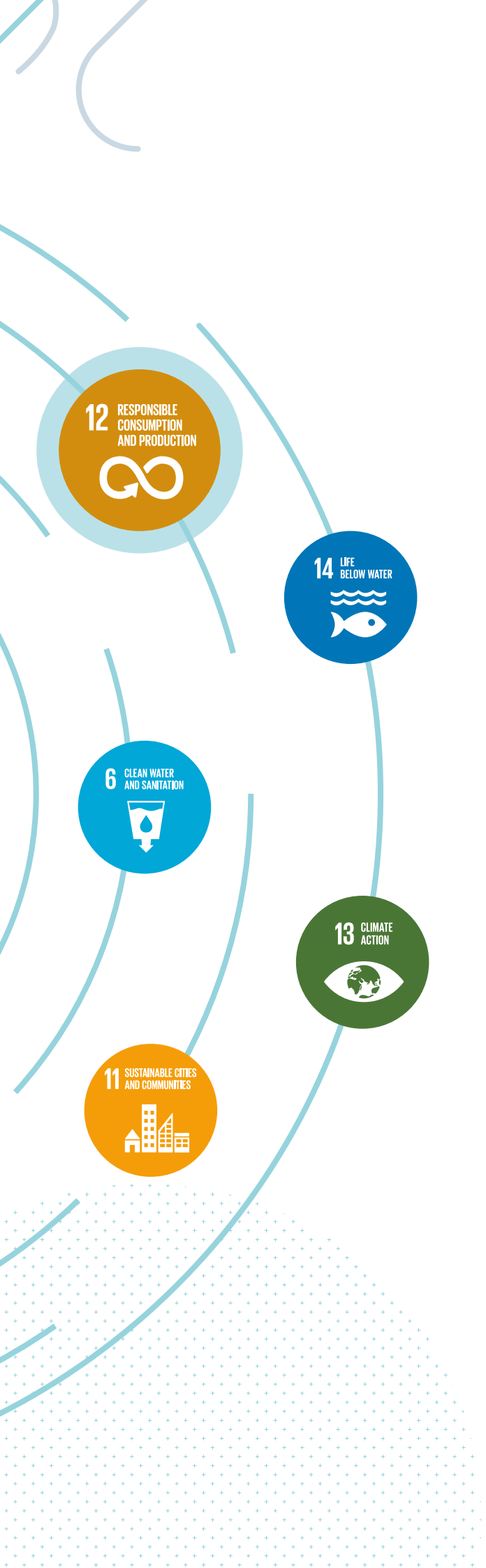
ESET Latin America relies on four strategic pillars to manage its business sustainably:



Furthermore, these pillars include law compliance policies, anti-corruption, and corporate ethics. In this aspect, our strategy is laid out in the short, medium, and long term, based on those four principles.

STRATEGIC PILLAR	SHORT TERM (2018)	MEDIUM TERM (2019)	LONG TERM (2020 ONWARDS)
Community	Implementing educational and awareness-raising activities in Latin America, with greater focus on Mexico and Brazil, as well as strengthening those that we are already conducting. Generating actions that stimulate the labor inclusion of people in vulnerable situations and people with different disabilities in Argentina, Mexico and Brazil.	Over the coming years, we will strengthen the educational activities in IT security in Latin America, with greater focus on Mexico and Brazil. In addition, we will generate projects to support the employability of people in vulnerable situations and people with different disabilities.	Counting with a comprehensive educational management in IT security throughout Latin America, and a regional project in cooperation with other organizations regarding the employability of people in vulnerable situations and people with different disabilities.
Environmental Dimension	<p>Executing our office efficiency plan, seeking to consume the least amount of energy, and reducing the impact that our activity has on the environment.</p> <p>Implementing technologies to achieve this objective and raise awareness among collaborators on this aspect.</p>		
Collaborators	Implementing benefit programs, training,, and talent management in our offices in Argentina, Mexico and Brazil.	Having a comprehensive and equitable Human Resources management plan in all ESET Latin America offices.	
Value Chain	Formal adherence of our suppliers to the concepts of sustainability, with which we manage our business in Latin America.	Incentives for the strategic suppliers of ESET in Latin America.	Comprehensive suppliers management system.
	Aligning distributors throughout Latin America to sustainable management.	Training and aligning Partners throughout Latin America.	Coordinated management of the distribution chain in Latin America.





Continuing with what we started last year, as part of our short and long term strategy, we continue to align ourselves – globally – in all matters related to sustainable management. For this reason, this year, in addition to reporting under the new Standards proposed by the GRI, we began to participate in the Bureau of Human Rights and Business of the Global Compact Argentina Network. We also participated in the UN Third Regional Consultation on Business and Human Rights, and we deepened our commitment to the Sustainable Development Goals (SDGs).

During 2017, using the SDG Compass tool, we conducted an analysis on the SDGs and their targets, with a focus on management; that is, as a guide to define our action plans aligned with the 2030 Agenda proposed by the United Nations. To commit to the “appropriation and integration” of the SDGs into our sustainable management practices, we used the following criteria:

- According to the **strategic priorities** of the company's core business.
- According to the **Board's priorities**.
- According to whether it is already considered in an **existing or developing practice**.
- According to its **operational feasibility** in the short or medium term.

As a result of this work, we identified priority goals: **4- Quality Education, 5- Gender Equality, 8- Decent work and Economic Growth, and 12- Responsible production and consumption**; and secondary goals: **9- Industry, innovation, and infrastructure, 10- Reduced inequalities, and 16- Peace and Justice**, in terms of its potential to minimize the negative impacts or maximize the positive impacts of our activity.

To acknowledge the alignment or degree of relationship of our sustainability strategy is only the first step in the process of managing our business according to the Sustainable Development Goals (SDGs). In order to contribute to the achievement of the SDGs and its aims, in view of the 2030 commitments, we must move from the appraisal stage to a stage of appropriation and integration to the internal management.

You can also find the indicators of the GRI Standards, the principles of the Global Compact, and the SDGs worked upon in the content table at the end of the Report, which indicates the page number corresponding to each of the topics that the GRI defines in its standards and that we incorporate into our management, as well as the SDGs covered in that topic.

*During 2017, we joined the
Bureau of Human Rights and
Business of the Global Compact
Argentina Network.*

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We hope you enjoy the tour.

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Community

The background features several overlapping circles in shades of gray, teal, and magenta. Some circles contain faint images, such as a smartphone screen. Teal lines and a dotted pattern are also present.

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This is what we are

#WeAreESET

"Many things have changed, but our aspirations, philosophy and core values remain the same, to help protect the digital world and getting everybody to really be able to enjoy a safer technology."

Richard Marko, CEO of ESET Global.





This is what we are

GRI 102-3 GRI 102-4

MATERIAL TOPIC 6 7 12 16

ESET in the world

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



**Research and
Development Centers**



ESET Apac

Singapore
Australia





ESET in Latin America

Where are we?

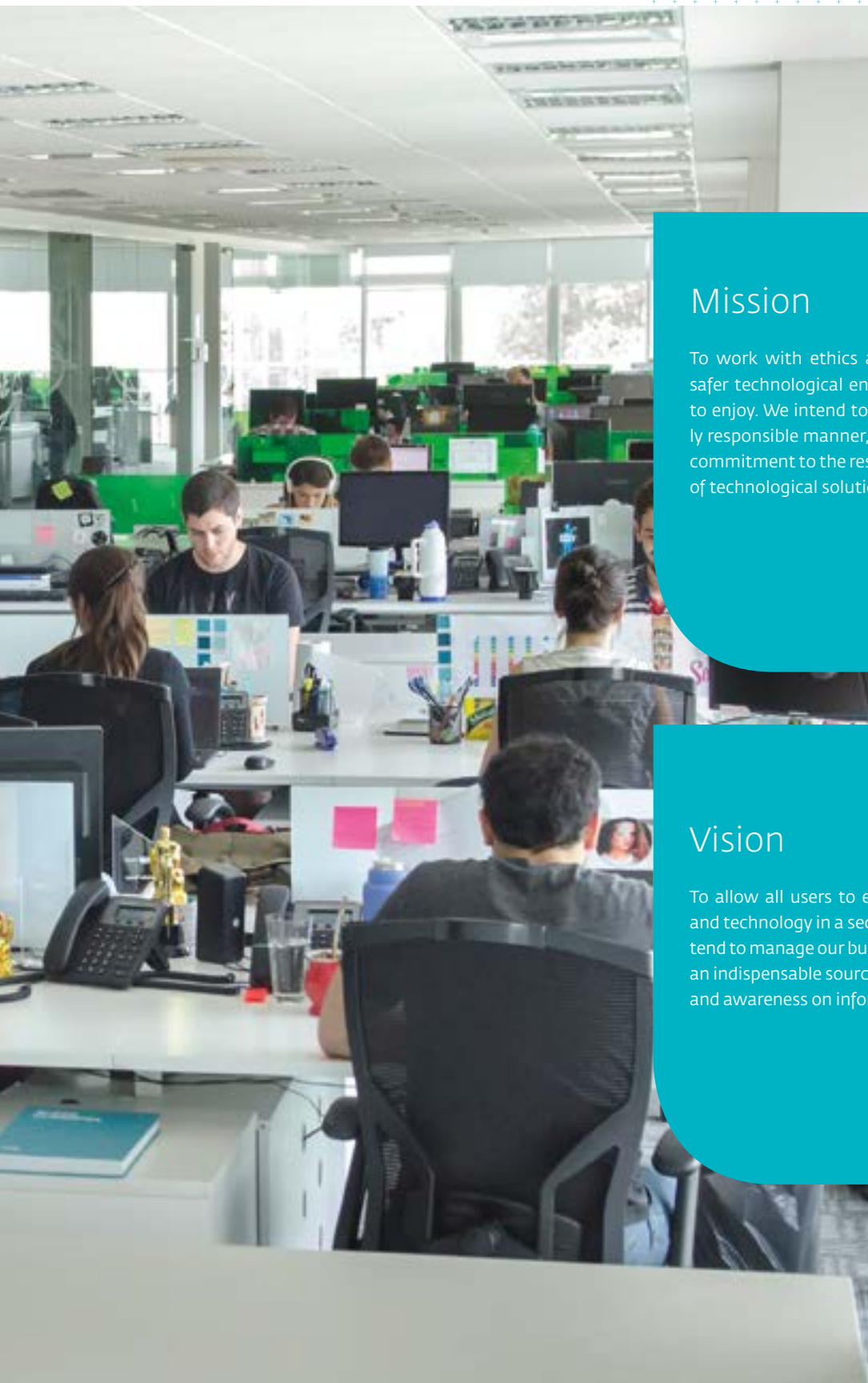
GRI 102-1 GRI 102-3 GRI 102-4 GRI 102-5
GRI 102-6 GRI 102-10

Since 2004, ESET Latinoamérica S.R.L.¹ operates for the Latin American region from Buenos Aires, Argentina, where it has a team of professionals trained to respond to the market demands in a concise and timely manner, and a Research Laboratory focused on the proactive discovery of diverse cyber-threats. The Buenos Aires regional office is responsible for developing the Latin American market together with its sales channels.

Currently, ESET has regional coordination offices in Buenos Aires, Argentina, in addition to operational offices in São Paulo (Brazil) and Mexico City (Mexico), and commercial presence through Exclusive Distributors and Partners in Guatemala, Honduras, El Salvador, the Dominican Republic, Nicaragua, Costa Rica, Venezuela, Panama, Colombia, Ecuador, Peru, Bolivia, Paraguay, Chile and Uruguay.

ESET Latin America is currently present in 20 countries of the region, with 7 Exclusive Distributors and over 7,000 Sales Channels.

¹ **ESET Latinoamérica** is a limited liability company. It was registered in the General Inspection of Justice of the Republic of Argentina under number 10,418, of Book 132 of the LLC volume.



Mission

To work with ethics and passion, building a safer technological environment for everyone to enjoy. We intend to achieve this in a socially responsible manner, through education and commitment to the research and development of technological solutions.

Vision

To allow all users to enjoy their full potential and technology in a secure digital world. We intend to manage our business sustainably, being an indispensable source of reference in training and awareness on information security.

Values

GRI 102-16

Values shape the culture of our Company, guiding the way in which we behave and make decisions:



Courage

We do not take the easy way. We are always overcoming limits and we are determined to make a difference.



Integrity

We promote honesty and justice in everything we do. We have an ethical approach to business.



Reliability

People need to know they can count on us. We work hard to make our promises come true, and to build trust and mutual understanding.



Passion

We have the passion, motivation, and determination to make a difference. We believe in what we are and what we do.



Social Responsibility

We live social responsibility as our corporate culture and, therefore, we actively engage with the community, our collaborators, the environment and the value chain.



Teamwork

We are convinced that teaming up each person can achieve their maximum potential, enjoying the process and thus achieving the best results.

Workshop on Human Rights and Business

Since two years ago, the month of October was installed in ESET Latin America with the purpose of having collaborators carry out different activities promoted by the Human Resources area, related to institutional values.

In this framework, and reinforcing our commitment to the United Nations Global Compact, we held a Workshop on Human Rights and Business for all collaborators of our Buenos Aires office.

We believe that it is essential that all of us who make up the ESET team, understand how Human Rights are manifested in the business sector, as well as the connection between these and our daily work routine, which is the reason why we think it is important to be able to talk and discuss how they concern us as a company and as individuals.

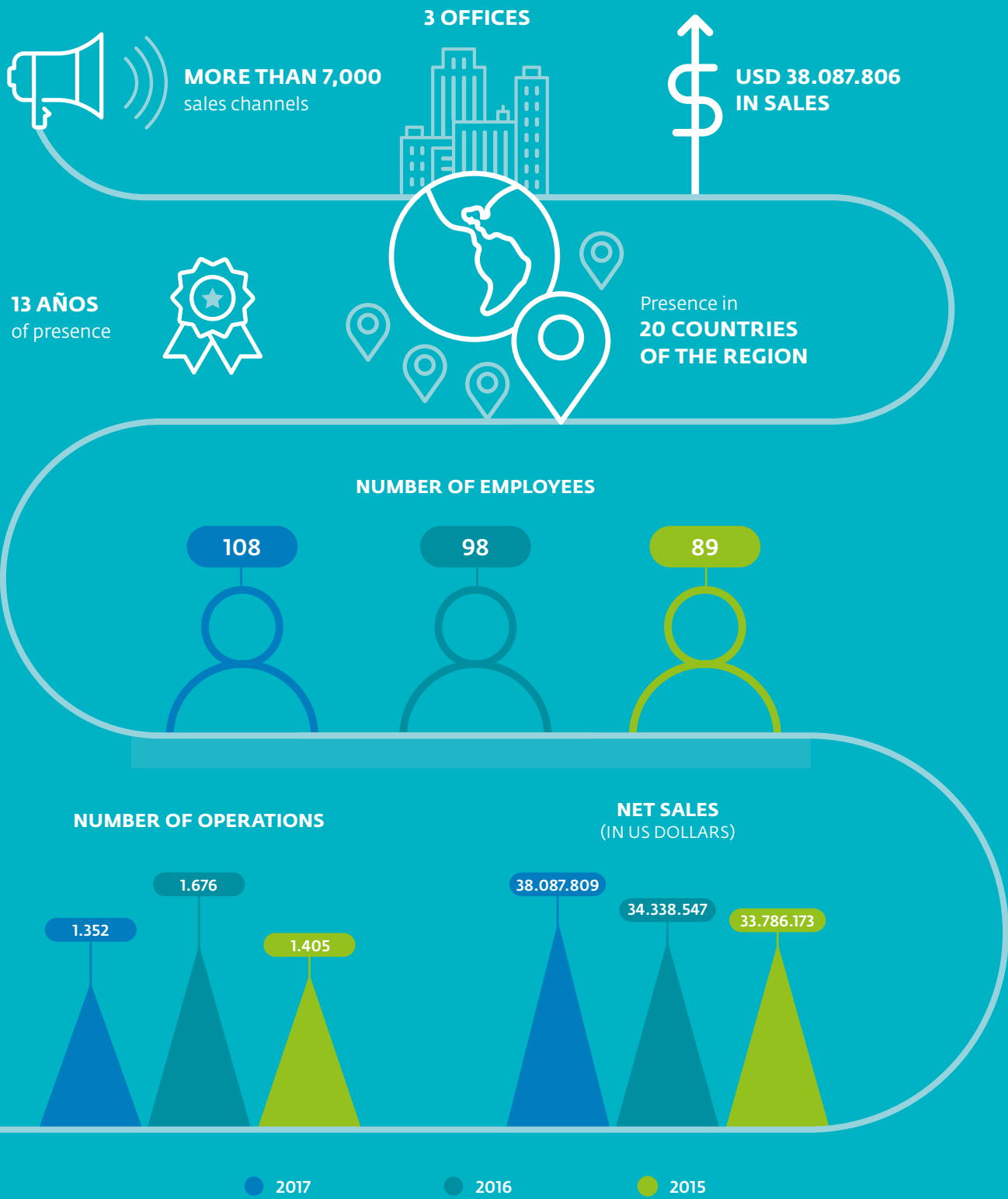
Respect for Human Rights should not be a passive responsibility, and it requires having established policies and procedures that help identify, prevent, mitigate, and remedy the effects that may result from their violation.

From ESET, we therefore commit to respect these rights beyond their legal compliance, and to address these topics in the labor framework.



ESET Latin America in figures

GRI 102-7



Economic performance of the Company

GRI 103-1 GRI 103-2 GRI 103-3 GRI 201-1 GRI 201-2 GRI 201-4

MATERIAL TOPIC 10

Our Company could not be sustainable if it did not obtain profit from its activity. For this reason, it is indispensable to ensure we obtain good levels of economic growth, that guarantee us the correct retribution for the economic and social actors with whom we interact. Hereunder, we present the economic indicators corresponding to the results of our activities in Latin America during 2017. Thus, we show the creation of value for both the Company and society, as well as the capital flow between our main stakeholders.

No consequences of climate change were recorded on the organization's activities in the reporting period. No financial aids granted by government agencies have been received during the reporting period.

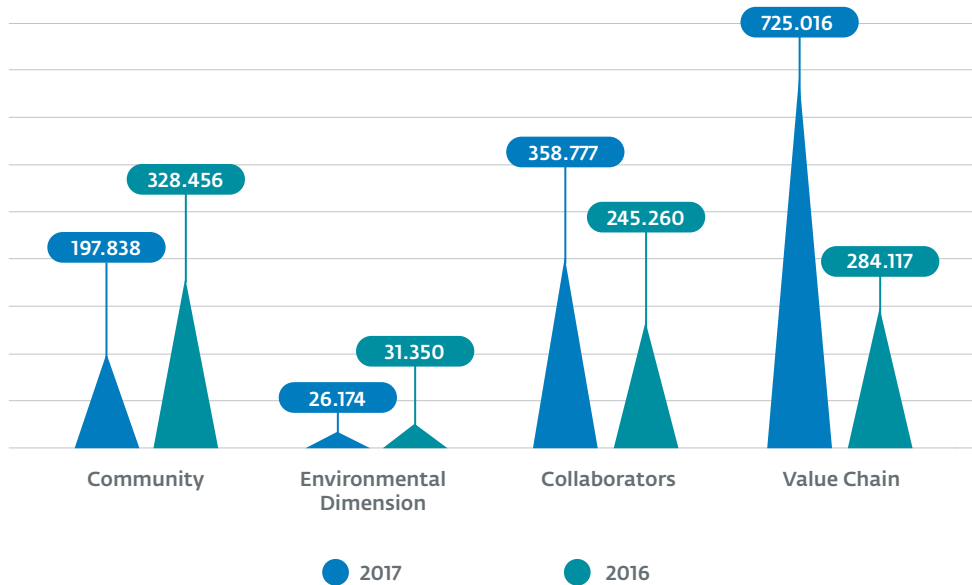


DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED (EXPRESSED IN US DOLLARS)				
	STAKEHOLDERS	2017	2016	2015
ECONOMIC VALUE GENERATED				
ESET sales in Latin America	Clients	38.087.809	34.338.547	33.786.173
Income from financial investments		38.433	57.223	35.161
Revenue from asset sales			8.669	
Total Economic Value Generated - A		38.126.242	34.404.439	33.821.334
ECONOMIC VALUE DISTRIBUTED				
Operating costs and Supplier payments	Suppliers	3.143.812	2.859.499	2.723.117
Salaries and social benefits for collaborators	Employees	3.973.956	3.426.710	2.791.844
Payments to capital providers	Shareholders and Banks	0	78.954	4.285
Payments to the government	Government	2.069.996	2.078.818	2.067.437
Voluntary donations	Community	200.391	327.699	64.850
Total Economic Value Distributed - B		9.388.155	8.771.680	7.651.533
Total Economic Value Retained (A-B)		28.738.087	25.632.759	26.169.801

Investment in our strategic pillars

GRI 103-1 GRI 103-2 GRI 103-3

MONEY INVESTED PER STRATEGIC PILLAR (VALUES EXPRESSED IN US DOLLARS)



Business model of ESET Latin America

Our marketing model is strongly oriented towards the sales channel; it is not a direct sales business model, but it is rather conducted through Exclusive Distributors, in some countries, and (nonexclusive) Authorized Partners in others.

In addition, we feature a regional online store, which we manage from our Buenos Aires offices. It works for countries where we do not have an exclusive distributor, such as Argentina, Bolivia, Chile, Mexico, Paraguay and the Dominican Republic. However, in turn, in some countries such as Colombia, Venezuela and Peru, the distributor has decided to use the regional store enjoying the advantage of outsourcing their management, usability, diffusion and promotions, among others. In these cases, they receive a margin for sales made from their countries. Other countries, including Ecuador, Panama, Brazil and most of the Central American countries, decided to manage their e-commerce channel independently.

During 2017, we worked on the optimization of the online store, updating its design and implementing local payment methods for the entire region, through D-LOCAL and a platform (MAGENTO), which will allow managing prices and promotions with greater independence and speed, among other advantages.

In this way, in ESET Latin America we have and continue to develop a policy of transparency and respect towards our business partners, with whom we establish a healthy and mutually beneficial relationship in the short, medium and long term.

Description of our value chain

GRI 103-1 GRI 103-2 GRI 103-3 GRI 102-9



Suppliers

They are responsible for providing services such as telephony, electricity and water. In addition, they provide inputs and services that support our activities.



Exclusive Distributors

They represent us and are responsible for developing the market in each of the countries of the region.



Headquarters

They are responsible for the development of security solutions and the definition of the global business strategy.



Sales Channels

They are business partners of ESET Latin America in the different countries of the region.



ESET Latin America

We are in charge of developing the market in our region, providing support to our distribution chain.



Customers

They are those who access our solutions, services and security training, and enjoy technology safely.

Who choose us?

GRI 102-6

As for the sectors, our solutions adapt to any type of environment (whether corporate or domestic), so we work with all kinds of sectors. We have two types of clients:

Domestic Clients

They are the end users that seek to protect the equipment at their homes.



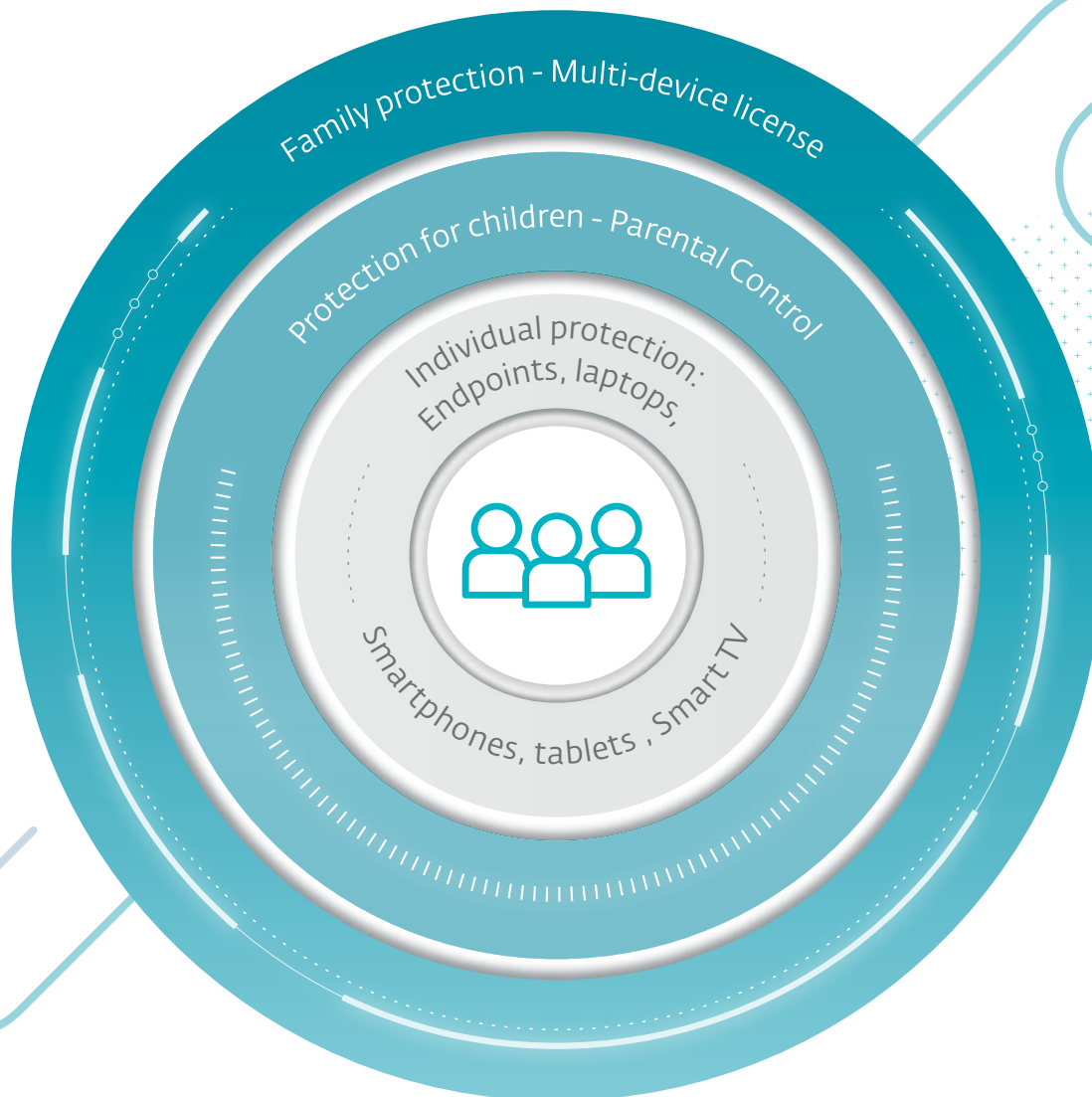
Corporate clients

They include small and medium-sized companies, and large corporations interested in protecting their corporate network; they seek training or hiring comprehensive information security services.

This is how we protect our users

GRI 103-1 GRI 103-2 GRI 103-3 GRI 102-2 GRI 416-1

MATERIAL TOPICS 2 13



Protection for laptop and desktop PCs

eset

**NOD32
ANTIVIRUS**

ESET NOD32 ANTIVIRUS

Multi award winning solution that offers effective protection against all types of cyber-threats. Thanks to Advanced Heuristics technology, we guarantee a very high level of proactive detection and minimum system footprint.

Features: antivirus and anti-phishing, advanced removable media control, clean and secure email, social network control, and game mode.



ESET INTERNET SECURITY

ESET Internet Security offers solid protection for regular users of the Internet, with the best detection, speed, and user-friendliness benefits that define our technology.

In addition to the functionalities of its proven antivirus engine, the solution also protects the webcam, allows you to test the security of your home's WiFi router, and helps you conduct online banking transactions and payments in a safer way.



ESET SMART SECURITY PREMIUM

It is the most complete solution, which in addition to all the functionalities provided by ESET Internet Security, it adds data encryption and password manager. The Premium version of ESET Smart Security offers the most complete protection, without affecting the equipment's performance, and it incorporates the management of user passwords and data encryption.

Features: password manager, data encryption, personal firewall, parental control, social network control, antispam, anti-phishing, protection against botnets and vulnerabilities, and advanced removable media control, anti-theft protection.



ESET CYBER SECURITY

ESET Cyber Security for Mac protects the equipment – and the information stored in it – from direct attacks on the operating system, also avoiding the possibility of acting as a malware carrier from one platform to another (for example, when using shared networks).

Features: antivirus, antispyware, anti-phishing, removable media control, e-mail and internet scanning.



ESET CYBER SECURITY PRO

This solution adds yet another security layer to each Mac, protecting users against all types of threats, both those that were designed for Mac as well as those specific to Windows platforms. In addition, it allows children to be protected against inappropriate content that they could access.

Features: antivirus, antispyware, cloud-based scanning, anti-phishing, personal firewall, parental control, social network control, removable media control, minimal system footprint, and presentation mode.

Protection for smartphones and tablets



ESET MOBILE SECURITY FOR ANDROID

It provides proactive and comprehensive protection for Smartphones, against both known and unknown threats, without affecting the device's performance.

Features: antivirus, antispyware, anti-phishing, anti-theft, SMS and call filter, real time scanning, remote lock, remote alarm, GPS tracking, and support for tablets.



ESET SMART TV SECURITY

It is a solution dedicated to protecting Smart TVs operating under Android OS. The solution can be downloaded from Google Play store directly to the device.

Features: protection against all types of malicious code, protection against all types of threat, ransomware and anti-phishing module, among other functionalities.

Protection for children



PARENTAL CONTROL FOR ANDROID

It is an application that allows adults to help children navigate online, manage the mobile applications and websites they use, and decide together what is best for them. It also allows you to see where children are and send messages directly to their device screen.

Features: application control, web control, locator, time limit for fun and games, and parental message, among others.

Family protection



ESET MULTI-DEVICE SECURITY

It is a solution designed to protect all the family's equipment. It is a package that includes between 6 and 10 security solutions, to protect devices with Windows, Mac, Android and Linux operating systems.

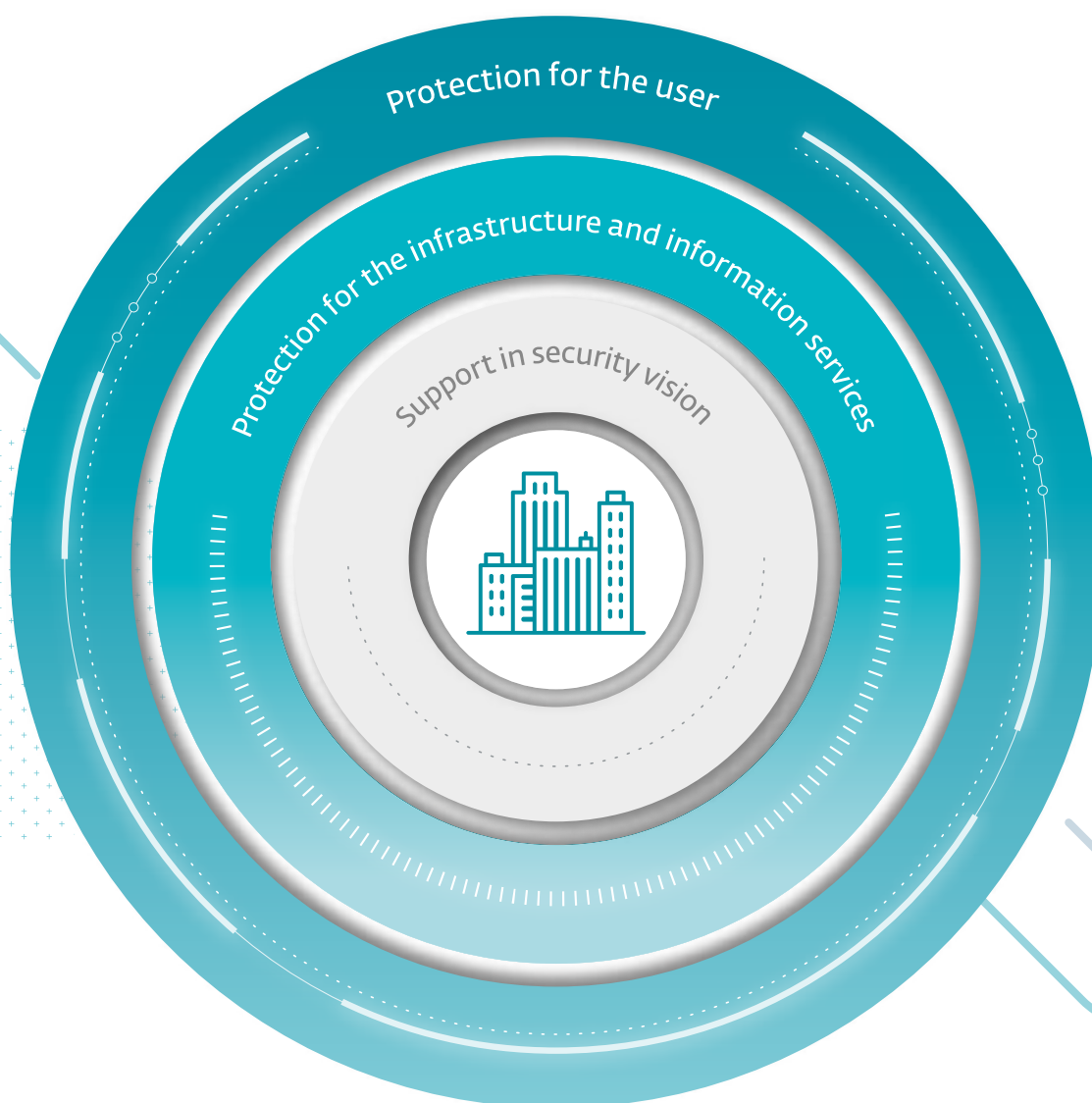
It includes the following solutions, according to the device and operating system: ESET Internet Security, ESET NOD32 Antivirus, ESET Cyber Security Pro, ESET Cyber Security, ESET NOD32 Antivirus for Linux Desktop, ESET Mobile Security for Android.



This is how we protect your information

- 🔒 Millions of companies and people trust our solutions and services.
- 🔒 Our solutions are user-friendly.
- 🔒 We have local support in your language.
- 🔒 We have a multi-award-winning technology.
- 🔒 More than 30 years in research and development .

This is how we protect companies



User protection



► PROTECTION FOR ENDPOINTS

ESET ENDPOINT ANTIVIRUS

ESET Endpoint Security, together with ESET Remote Administrator, offers exhaustive antimalware protection for businesses. Besides, it gives peace of mind to the executives of the company, as it has total protection and control over the work stations. ESET Endpoint Security offers a fast, light and proactive antimalware defense. When combined with the administration features of the web console, it is possible to remove all uncertainty regarding the defense of all the company's equipment.

Features: antivirus and antispymware, device control, personal firewall, antispam, and web access control.



► PROTECTION FOR ENDPOINTS

ESET ENDPOINT SECURITY

ESET Endpoint Security, along with ESET Remote Administrator, offers comprehensive antimalware protection for companies. Furthermore, it gives peace of mind to the executives of the company, as it has total protection and control over the work stations. Based on the proven technology of ESET NOD32®, ESET Endpoint Security offers a fast, light and proactive antimalware defense. When combined with the administration features of the web console, it is possible to remove all uncertainty regarding the defense of all the company's equipment.

Features: personal firewall, antispam, and web access control.



► MOBILE PROTECTION

ESET ENDPOINT SECURITY FOR ANDROID

It is a solution designed for corporate devices that use the Google operating system. It offers protection in real time against all types of threats, either proactively or through an on-demand analysis, blocking any threat that attempts to access the system.

Features: SMS and MMS antispam, real-time protection, security audit, on-access scanning and on-demand scanning.



► TWO-FACTOR AUTHENTICATION

ESET SECURE AUTHENTICATION

It is a solution that provides efficient and secure authentication, from which the remote access to the corporate network and confidential data are protected. Once the application is installed on the mobile device, it generates one-time passwords, each time a user enters VPN services under the RADIUS authentication protocol, for the access to Outlook Web Access and for any web system, through the API features available in the product. ESET Secure Authentication provides yet another layer of protection to the corporate network of any type of Company.

Features: protection for VPN connections, remote desktop connections, operating system login and Microsoft applications: Exchange, SharePoint, Dynamics.



ENDPOINT ENCRYPTION

► ENCRYPTION

ESET ENDPOINT ENCRYPTION

Information is one of the most important resources of a company, and its proper handling can point directly to the trust and prestige of the business. This, added to the increase in threats pointing to data theft and loss, has led companies to seek alternative means of protection. Data encryption emerges as an additional security layer which allows to protect both the information of an organization as well as its communications.

Features: disk encryption, file encryption, email encryption, and mass storage device encryption.



 TECHNOLOGY ALLIANCE

► BACKUP AND RECOVERY

XOPERO BACKUP AND RESTORE

It guarantees data availability by making backup copies of all the information or only the most critical files. It keeps the backup copies within the organizations or stores them in the cloud.

Features: total and incremental backups, file versioning, data duplication, retention policies.

ACADEMIA ESET

► SECURITY TRAINING

ESET ACADEMY

We offer security training under two modalities: in-Company, for companies, or online, through the ESET ACADEMY e-learning platform.

These courses are designed to meet the needs of users and companies in the region, and are provided by ESET Latin America's security specialists.

Available courses: malware analysis, Awareness workshop, Corporate security management, Information security cost management, Incident response, among others.

Protection of infrastructure and information services



FILE SECURITY

► PROTECTION FOR FILE SERVERS

ESET FILE SECURITY

It offers protection for file servers provides proactive threat detection in real time. It has the highest scanning speed and highest detection rates, in addition to having the minimum system footprint.

Features: protection against all types of malicious code, protection of USB devices.



MAIL SECURITY

► PROTECTION FOR E-MAIL SERVERS

ESET MAIL SECURITY

E-mail is being increasingly used by “cyber-criminals” as a means to send malware to organizations. ESET Mail Security protects companies against threats for all types of platforms, providing proactive online scanning, faster performance, and minimum resource consumption for mail servers that handle large volumes of traffic.

Features: protection against all malicious code, protection against junk mail.



SECURITY FOR MICROSOFT SHAREPOINT SERVER

► PROTECTION FOR SHAREPOINT SERVERS

ESET SECURITY FOR MICROSOFT SHAREPOINT SERVER

It allows to keep the SharePoint server infection-free and to scan the objects on the databases on a scheduled or on-demand basis. In addition, it prevents threats and unauthorized users from disabling the system security.

Features: protection against all types of malicious code, protection of Sharepoint databases.



VIRTUALIZATION SECURITY

► PROTECTION FOR VIRTUALIZED ENVIRONMENTS

ESET VIRTUALIZATION SECURITY

Having the multi-award-winning antivirus engine in a virtual environment, and without consuming resources, is one of the possibilities offered by ESET Virtualization Security in VMware virtual environments. Antimalware protection at the server level, which deals with each virtual within the same server.

Features: protection against all types of malicious code, protection at the hypervisor level.

GREYCORTEX
MENDEL



TECHNOLOGY ALLIANCE

► NETWORK TRAFFIC ANALYSIS

GREYCORTEX

GreyCortex Mendel uses multiple technologies and artificial intelligence to detect malicious behavior or actions within the organization's network.

Features: threat detection, network traffic analysis.

Accompaniment in the security vision



► DATA LEAK PREVENTION (DLP)

SAFETICA

Information control and company productivity into a single solution. Safetico's Data Lost Prevention (DLP) offers greater control over the use of company information and, in addition, helps improve employee productivity.



► SECURITY ASSESSMENT SERVICES

ESET INTELLIGENCE LABS

This business unit is designed to offer a diagnosis of the state of information security within organizations. Our services employ innovative processes, which combine the information obtained in our research laboratory with the results obtained in security audits.

Services offered: continuous Security Assessment (external and internal), Vulnerability Assessment, Web Penetration Testing (external and internal), Source Code Audit, Penetration Testing (external and internal), GAP Analysis, Social Engineering Testing, WIFI Penetration Test, Mobile Penetration Testing and Ransomware Prevention.



ESET THREAT INTELLIGENCE

It provides companies with information to learn about the trends and threats that are spreading around the world. Thanks to this information, companies can react and take security measures before an incident occurs. In addition, it is possible to configure rules to see if the organization could be being the object of a targeted attack; it can monitor IP addresses, domains, or search for keywords. ESET Threat Intelligence uses the information collected and analyzed by our research centers around the world.

Features: sample report and analysis, botnet activity report, targeted attacks reports.

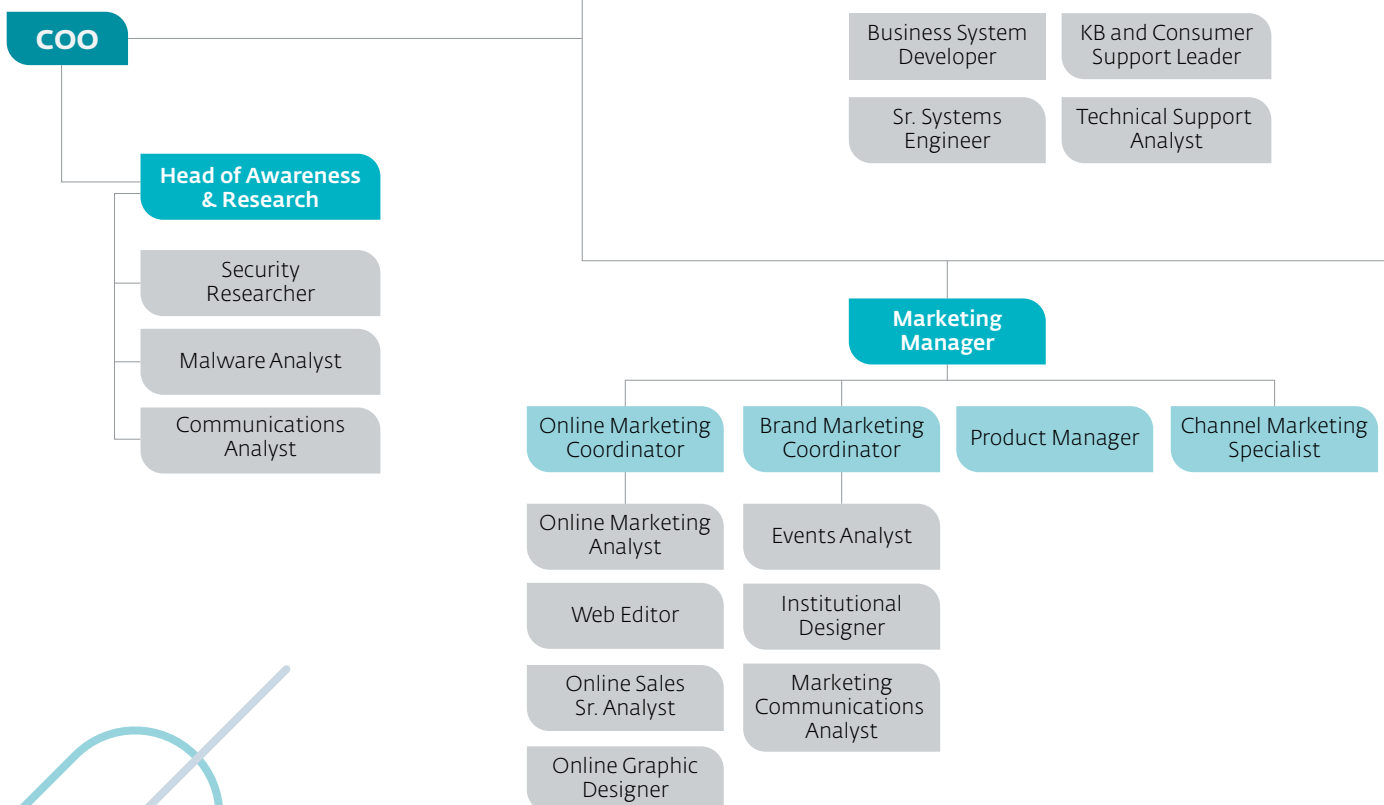


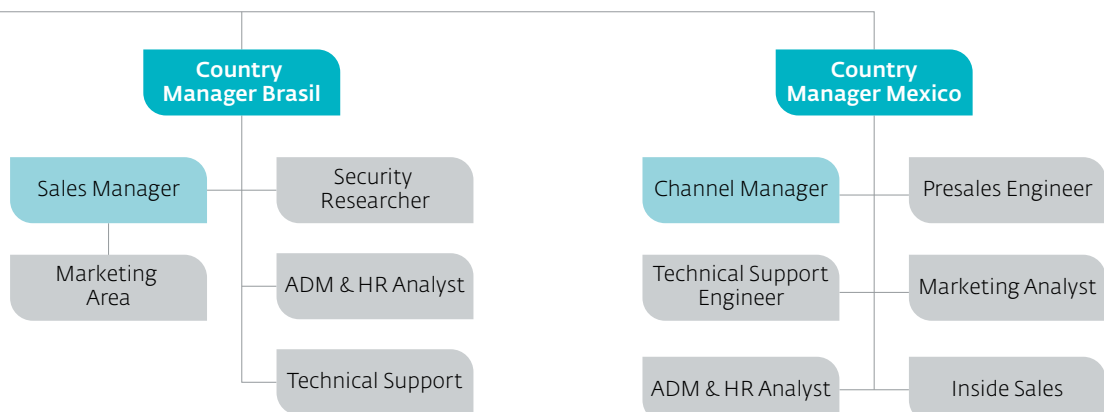
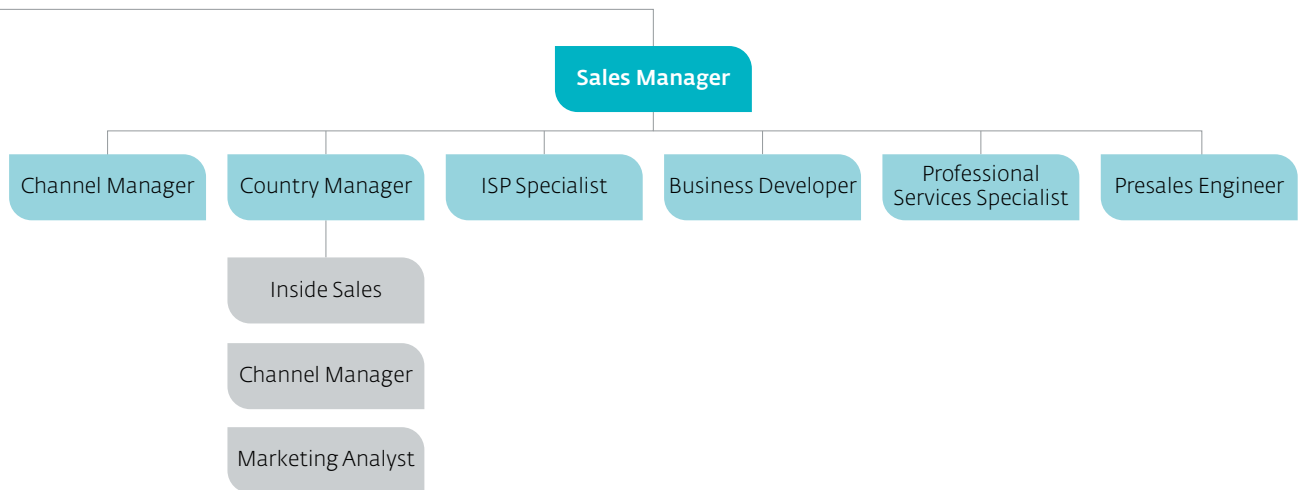
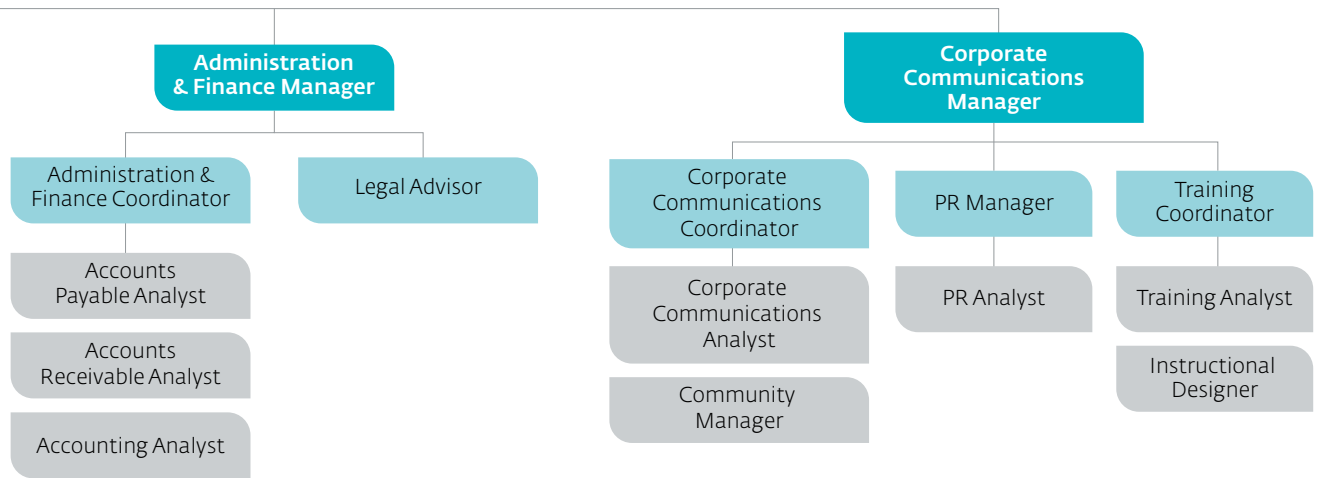
Governance structure

GRI 102-18 GRI 102-22 GRI 102-23
GRI 102-24 GRI 102-28

At ESET, the highest governance body is represented by the General Manager, who fulfills the executive functions within the organization. The management team is his or her direct report and it is in whom the environmental and social aspects related to business strategy are delegated.

The selection of the General Manager of ESET Latin America is a process carried out by our Headquarters in Slovakia. His or her management team is selected and appointed through an internal and external headhunting process, publishing the requirements for the position in each case. We also conduct a qualitative and quantitative assessment of the objectives fulfillment, which is carried out by the General Managers at our Headquarters.





Functions and characteristics of the highest governance body

GRI 102-19 GRI 102-20 GRI 102-26 GRI 102-27 GRI 102-29 GRI 102-30 GRI 102-31
GRI 102-32 GRI 102-33 GRI 102-35 GRI 102-36 GRI 102-37 GRI 102-38 GRI 102-39

- **To lead the ESET Latin America management team**, setting management objectives and leadership style.
- **To define annual business objectives**, in conjunction with the managers, for each work area.
- **To supervise area objectives**, in accordance with the business objectives.
- **To supervise the Company's performance assessment process** so as to unify assessment criteria.
- **To accompany the implementation of salary increases**, according to the results obtained in the performance assessment.
- **To define the expenditure budget** (operating costs and projects) of ESET Latin America.
- **To accompany defined Sustainability actions**, ensuring a sustainable management of the business.
- **To supervise and ensure the annual sustainability report** in accordance with the GRI standards.
- **To plan, develop and implement strategies** that tend to ensure that financial resources are sufficient and available to achieve the business objectives.
- **To identify business and partnership opportunities** with distributors throughout the region.
- **To manage the creation, maintenance, and approval** of the corporate procedures, policies and practices of the region in charge.
- **To act as responsible** in the Company Statute and as its legal representative.





In the planning of objectives and job descriptions, the General Manager determines the scope of the responsibilities of each member of the management team regarding economic, environmental and social issues. All management areas of the organization have, within their job descriptions and performance assessments, objectives related to economic, social and environmental aspects, and they report to the General Manager.

On a weekly basis, the Company's management team and the General Manager hold a meeting where they develop, approve and update the values, mission statements, strategies, policies and objectives with regard to the economic, environmental and social impacts of the organization. Also, the identification and management of the impacts, risks and opportunities of economic, environmental and social nature, and the analysis of the effectiveness of the risk management processes of the organization in relation to economic, environmental and social issues.

Every year the Social Responsibility inductions are performed for all of ESET Latin America's new collaborators, including the positions of the governance body.

Compensation is determined in accordance with a remuneration policy stipulated on a percentage of the market salaries, depending on the position in the hierarchical structure and the complexity. To determine the market salaries for each position, an independent external salary survey is used. The multinational consulting company from which ESET purchases the comparative salary market survey, only provides this service.

For each position, the compensation is determined based on the profile description, the assessment of how the position is valued in the market and the comparison with the work team, seeking to maintain internal equity.

The management team of the Company holds strategic meetings in which the responsibilities of each team member regarding economic, social and environmental issues are determined.

The General Manager has a monthly salary determined at the time of hiring, subject to periodic increases in line with inflation. In turn, he receives performance-based bonuses, determined by the achievement of the Company's objectives.

Next, we present the annual total compensation ratio and the annual percentage increase ratio, of the highest paid person in the organization with the mean annual total compensation of the entire workforce.

COUNTRY	COMPENSATION RATIO	INCREASE RATIO
Mexico	230%	100%
Argentina	400%	100%
Brazil	545%	4%

Compensation is determined by a Comprehensive Pay System, which follows a pay bands and pay scales structure. General market salary surveys are used, hired from consulting companies specialized in compensation. These mechanisms are independent from the Directorate.

To contemplate starting salaries, the Law on Employment Contracts is taken into account and is considered by position, regardless of whether it is performed by men or women. In places where significant operations are carried out, all senior managers come from the local community.

In the following table, you can see the composition of the governance bodies and the breakdown of the staff by professional category, sex and age:

MANAGER	SEX	AGE
Manager 1	Male	34 years old
Manager 2	Female	29 years old
Manager 3	Male	33 years old
Manager 4	Male	43 years old
Manager 5	Male	38 years old
Manager 6	Male	37 years old
Manager 7	Male	39 years old
Manager 8	Male	52 years old

Code of Ethics

GRI 102-16 GRI 201-17 GRI 102-25 GRI 103-1 GRI 103-2 GRI 103-3 GRI 412-1 GRI 412-2
GRI 205-1 GRI 205-2 GRI 205-3 GRI 206-1

MATERIAL TOPICS 3 8 14 15

✉ www.eset-la.com/compania/codigo-de-etica

At ESET Latin America, we are known for our integrity and ethics in conducting business, alliances and agreements, which have earned us a good reputation in the region over these years.

Our **Code of Ethics** aims to formalize aspects related to the daily performance of each of us who are a part of ESET Latin America, in such way that we continue to act under the same principles and values, ensuring a good governance of the Company's activities.

MAIN CONTENTS	
General background	→ What we do → How we work → Where we are headed
Internal projection	<p>This section describes the behavior expected from ESET Latin America Collaborators in terms of their performance, their relationship with their co-workers, and the use of the Company's information and assets.</p> <div> <div> → Compliance with the Law → Respect for Human Rights → Information protection → Conflicts of interest → Protection of tangible and intangible company assets </div> <div> → Raising concerns → What is expected from an ESET Collaborator → What is expected from an ESET Manager </div> </div>
External projection	<p>Starting with the identification of the main interest groups or stakeholders with which ESET Latin America is related – as in the previous section – a series of objectives and attitudes to be considered in the company's relationships with each of its stakeholders are treated..</p> <div> <div>→ ESET Latin America's stakeholder map</div> <div>→ ESET Latin America's commitment towards its stakeholders</div> </div>
Compliance and complaint mechanism	<p>We encourage our stakeholders to report on any conduct they consider, in good faith, to be a violation of the law or the Corporate Code of Ethics.</p> <div> <div> → How to file a complaint → Who will receive the complaint → Responsibilities of ethical managers </div> <div>→ What is the complaint response and management mechanism</div> </div>
Appendix	<div> <div>→ Universal Declaration of Human Rights</div> <div>→ UN Global Compact Principles</div> </div>



The Code of Ethics contains principles and standards related to the responsibilities and individual tasks of managers and collaborators, as well as for and with our customers, sales channels, suppliers and other related parties.

Taking into account that the success of the Company is based on what we decide, do and say, we consider that all of us who are a part of the Company must share and act on the same line of values and principles, which guarantee transparency in our business and the protection of our reputation.

In relation to Human Rights, all our distributors in Latin America adhere to our Code of Ethics and, therefore, to its guidelines on the matter. And as for training in Human Rights issues, all collaborators, upon entering the Company, are instructed in the Code of Ethics and sign their adherence after reading it. In 2016, mandatory training in Human Rights was initiated for all collaborators and in 2017, a mandatory workshop was held, which addressed topics related to Human Rights and business. Regarding anti-corruption issues, the Code of Ethics features a form to report any cases of corruption. In addition, closings are made every month, in which numbers, documents, account balances, etc. are reviewed.

Annual audits are conducted to prepare the financial statements and to report to Headquarters. In this audit, executed by an external auditor, many review processes take place, which include cash counts, account balances, review of payments to suppliers, salaries, assets, invoices, receipts and many other actions.

The sustainability area does a thorough follow-up of all the received complaints.

Finally, we have information security policies to promote responsible management.

During the reporting period, we have faced a case of anti-competitive behavior from one of our sales channels and we are in the process of resolving it. Apart from this particular case, no cases of corruption, or legal proceedings for causes related to monopolistic practices and against free competition have been recorded.

Complaints mechanism before Code infringements

GRI 103-1 GRI 103-2 GRI 103-3 GRI 418-1

All the Company's stakeholders have our complaint form for violations of the Code of Ethics at their disposal. By this means, in addition, they can also channel any type of inquiry or complaint regarding social, Human Rights, environmental and economic issues.

To make it effective, the complaint form present on our website must be filled out:

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

The complaint is received by the company's Sustainability area, which evaluates it and assigns it to the corresponding ethical manager within the Company, who advises and collaborates in the resolution of the reported issue:

→ **Complaints on law violation issues:** they are referred to the Company's Legal Representative.

→ **Complaints due to breaches or faults in the distribution chain:** they are referred to the Sales Manager and the General Manager of the Company.

→ **Complaints on financial or accountability issues:** they are referred to the Administration and Finance Department.

→ **Complaints due to breaches of Human Rights and internal faults:** they are referred to the Human Resources and Sustainability Department.

→ **Other issues:** they are processed by the Sustainability area together with the General Manager.

It is important to clarify that the Sustainability area carries out an exhaustive follow-up of all the complaints received, so that they are answered and resolved in the shortest possible time. The responsibilities of each of the areas and ethical managers (mentioned above) are the following:

→ **To resolve the inquiries and advise** all stakeholders in any possible doubts regarding the Code of Ethics.

→ **To act on the complaints presented** through the verification and investigation of the behavior 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 Sustainability Committee.

→ **To keep an updated record** of the process (consultations, complaints, procedures and communications to stakeholders).

→ **To keep the claimants informed** of the status and solution of the inquiries or complaints filed, so require.

→ **To keep the claimant's confidentiality** at all times.

→ **Mantener en todo momento la confidencialidad** del denunciante.

→ **To perform their duties** guided by the principles of independence, rigor and equanimity.

Although during the period no complaints have been filed on environmental impacts, labor practices, Human Rights and social impacts on the community, nor any complaints regarding breaches of privacy and the leakage of customer data, we have faced a situation of unethical behavior by one of our business partners towards a collaborator of the Company.

Faced with this situation, we ended this commercial relationship, and we intend to work more in depth (during the coming year) on ethical issues with our entire value chain.

Response mechanism, complaint resolution and regulatory compliance

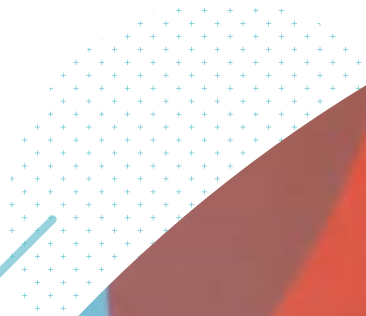
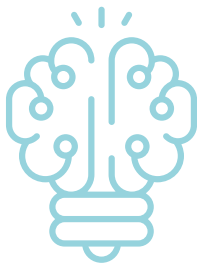
GRI 103-1 GRI 103-2 GRI 103-3 GRI 307-1 GRI 419-1 GRI 416-2 GRI 417-3

According to the type of complaint, the area addressed with the issue analyzes the case and conducts the pertinent investigations and assessments. These may involve contact via email or telephone with the complainant, in order to either obtain further information or, alternatively, communicate resolutions on the matter. In this regard, it is expected that any person or entity, either the accused or the complainant, collaborates with the investigation, providing the requested information and contributing with evidence that allows ESET Latin America its analysis and solution. In all cases, the analysis of the veracity of the information and the resolution of the situation will be prioritized, in order to avoid negative situations that go against the compliance with this Code of Ethics and the values of ESET Latin America.

Those who fail to comply with the principles expressed in the Code of Ethics shall be subject to the sanctions regime in force for each particular case.

The compliance with all applicable laws and regulations should never be compromised. ESET Latin America and its collaborators are bound by the current legislation. In addition, employees must adhere to internal policies and regulations such as the Code of Ethics and the IT and Information Security Policy.

Such internal regulations are specific to the Company, and may provide for greater or broader requirements besides the Law. It is the responsibility of each collaborator to seek appropriate advice on the pertinent legal requirements.



During the reporting period, there were no records of significant fines, or non-monetary sanctions for non-compliance with the legislation and regulations in general, nor environmental, nor concerning the supply and use of products and services. Nor have there been any cases of non-compliance with the voluntary codes and regulations concerning marketing, advertising and promotion communications, or appertaining the safety impacts of our products.

Sustainability Committee

GRI 102-22

We have a Sustainability Committee, which analyzes, plans, develops, and assesses different actions related to the sustainable aspects of management and to the Social Responsibility actions of the company, with the purpose of involving the Company's collaborators in the understanding of this way of managing the business.

The Committee is integrated by six collaborators, who applied voluntarily, and reports directly to the Sustainability area, in charge of the development and strategy in terms of sustainability. In turn, for relevant decisions, it has direct contact with the General Manager of ESET Latin America.

The Committee is renewed every year in October and people can participate up to two consecutive years.



Developing bonds

GRI 102-12 GRI 102-13



United Nations Global Compact

ESET Latin America has adhered to the ten principles of the United Nations Global Compact, which are related to the fulfillment of Human Rights, labor rights, the implementation of anti-corruption mechanisms and the care for the environment.

www.unglobalcompact.org



IARSE

We are a GOLD member of the Argentine Institute of Corporate Social Responsibility (IARSE), supporting its cause regarding the incorporation of economic, social and environmental issues into the management of organizations.

www.iarse.org



Global Reporting Initiative (GRI)

We are members of the GOLD Community of the Global Reporting Initiative and pioneers of the GRI Standards program. In addition to reporting under its guidelines, the Company supports its cause and mission; this allows us to be updated regarding the guidelines and to participate actively.

www.globalreporting.org



Ministerio de Desarrollo Social
Presidencia de la Nación

RUORES

As of December 2017, we are accredited in the RUORES (the Single Register of Social Responsibility Organizations). It is a registry whose main objective is to recognize and encourage organizations that work in Social Responsibility and Sustainable Development programs, projects and initiatives, in accordance with the principles of the ISO 26000 Standard – Guide of Social Responsibility and the Sustainable Development Goals, promulgated by the United Nations. It is public and open to organizations of all kinds (companies, SMEs, cooperatives, civil society organizations, cults, government agencies, universities, unions). RUORES presents three registration alternatives: the mention, the recognition of sustainable practices, and the accreditation. In all cases, the Social Responsibility and Sustainable Development projects, programs and initiatives organizations implement are assessed in the framework of three dimensions: economic, social and environmental.

www.desarrollosocial.gob.ar/ruores



Bureau of Human Rights and Business of the Global Compact Argentina Network

We joined the Bureau of Human Rights and Business of the Global Compact Argentina Network. As part of this group, we participate in workshops and congresses related to these subjects, transmitting all the knowledge we acquire to the rest of the collaborators, and committing ourselves even more strongly to the respect and fulfillment of Human Rights in the workplace.

www.pactoglobal.org.ar



CESSI

In addition to being a member company, we have a mutual collaboration agreement with the Chamber of Software and IT Service Companies of Argentina. Through it, we offer the members of the Chamber our security solutions with significant discounts, as well as free educational contents and lectures, and the opportunity to learn more about the information security industry.

www.cessi.org.ar



CABASE

We are members of the Argentine Internet Chamber and also have an alliance of mutual collaboration. Through it, we offer the members of the Chamber our security solutions with significant discounts, as well as free educational contents and lectures, and the opportunity to learn more about the information security industry.

www.cabase.org.ar



UTN

We have a mutual collaboration agreement with the National Technological University (UTN), which involves the opening of a joint Malware Research and Analysis Laboratory, as well as the generation of new training and improvement spaces in the Information Security field, together with its students and graduates. In turn, the signing of this agreement involves the arrival of the traditional Antivirus Tour, a series of free seminars organized by ESET Latin America in the UTN's 29 regional faculties, and the development of training and courses on malware analysis and information security at each of the institution's headquarters.



Municipality of Vicente López

From ESET Latin America in Argentina, we have a very fluid contact with different areas of the Municipality of Vicente López, where our offices are located. During 2017, we have conducted different activities together: participation in CSR breakfasts aimed at companies from said city, participation in Expo Empleo 2017, free awareness talks in schools within the municipality, and the completion of an IT security course at the University Center of Vicente López. In this aspect, we have contributed in different social projects of the Municipality.

Acknowledgments

GRI 416-1

During 2017, numerous organizations have recognized (worldwide) the quality of our solutions, the satisfaction and security of our clients, and the growth of our Company.



ESET Internet Security was chosen as the Best Home Security Solution at the 2017 PC World Mexico awards. The product received the award based on the election conducted by the Editorial Committee of the prestigious publication.



ESET received the Bronze mention at the 2017 Gartner Peer Insights Customer Choice Awards, in the Endpoint Protection Platforms segment, an acknowledgment that is based on the opinions of clients and end users.

DIGITAL CITIZEN

ESET Smart Security Premium was highlighted as “the best product of the year” by Digital Citizen.



ESET Endpoint Security scored 5 stars in all SC Magazine evaluation categories.



Client support

GRI 103-1 GRI 103-2 GRI 103-3

MATERIAL TOPIC 5

Client support modality at ESET

Our client support modality is segmented by client type, in order to meet the particular needs of each segment, featuring a channel dedicated to all users of the household product line, and another one specialized in serving the corporate solutions users. This allows us to have differentiated teams to adapt to the needs, concerns, volume, complexity, and expectations of each client.

For the domestic sector, we continued with the assistance through our Regional Domestic Support Center, exclusive for Latin America, with a call center in Spanish for users in Argentina, Chile and Mexico, and email support and online chat for the rest of the countries of the region. It covers the entire Latin American time slot, therefore we have an extended schedule comprising from 09:00 a.m. to 08:00 p.m. (GMT -3:00, Buenos Aires).

The corporate sector is served by our Distribution Channel, where Exclusive Distributors and authorized Partners are responsible for providing top-level technical and commercial support, so that all ESET clients in the region have local and direct assistance. Likewise, for those inquiries whose complexity or urgency deserve it, the distribution channel has exclusive communication lines with the team of technical support engineers from our regional headquarters, in charge of analyzing

each case and providing an effective and timely response. Furthermore, they offer the possibility of establishing remote support sessions, where qualified ESET Latin America technicians, in conjunction with the channel, can provide direct solutions within the clients' environments.

In addition, corporate clients in Argentina, Chile and Mexico have exclusive local hotlines for their inquiries, while the rest of the region can contact us directly through our support form available on the web.

Our domestic and corporate clients count with an exclusive telephone helpline for users of Argentina, Chile, and Mexico, and email support and online chat for the rest of the countries of the region.

Main developments on during 2017

During 2017, quality and client satisfaction was ESET Latin America's main focus. For this reason, we decided to adopt the ISO 9001 standard, which determines the necessary requirements to establish a Quality Management and Continuous Improvement System, closing the year with the achievement of such certification.

From ESET, we encourage Teamwork with Passion and Integrity, so that our information security products and services have a high level of recognition in the market, and so that the solutions we offer are a real contribution to the use of technology in a secure digital world.

We want to be a source of reference in our field of action and, to that end, we develop training activities and offer the timely responses our clients and the users of our products and solutions need. To ensure the Efficiency and Improvement of the processes, and the Achievement of the expected results, we implemented a Quality Management System, based on the ISO 9001:2015 standard, which guides our efforts to comply with the requirements and expectations of our stakeholders.

In addition, we maintain a comprehensive and proactive approach within the area where, besides from the traditional tasks of attending customer inquiries, we focus on the delivery of added value. Therefore, besides solving each specific inquiry, we procure to provide information with suggestions and recommendations, to increase the security levels of the users of our solutions. Similarly, the area continues to generate educational content in the form of virtual training classes, technical workshops with Partners, technical workshops with clients, visits to clients and quick product guides, with the aim that both the distribution channel and every ESET user can make the most of our solutions.

General results of 2017 client support

For the corporate sector, we had 2,279 inquiries and their total lifetime was of 4 days. The result obtained, through our satisfaction surveys, determines that **90% of the respondents reported being satisfied with the response time received, and 92% considered their inquiry was resolved satisfactorily.**

Our Regional Domestic Support Center received and handled a total of 22,060 inquiries from our clients during 2017, with an average incident resolution of 8 hours, 19 minutes and 23 working seconds. **79% of them were absolutely satisfied with the response time provided, and 75% considered their inquiry completely and satisfactorily resolved.**

92%

Considered their inquiry was resolved satisfactorily.

75%

Were absolutely satisfied with the response time provided.



IDENTIFICACIÓN

ANÁLISIS

DESARROLLO

EVALUACIÓN

1

2

3

4



Our stakeholders, material topics, and commitments

We commit to all our stakeholders.



Our stakeholders

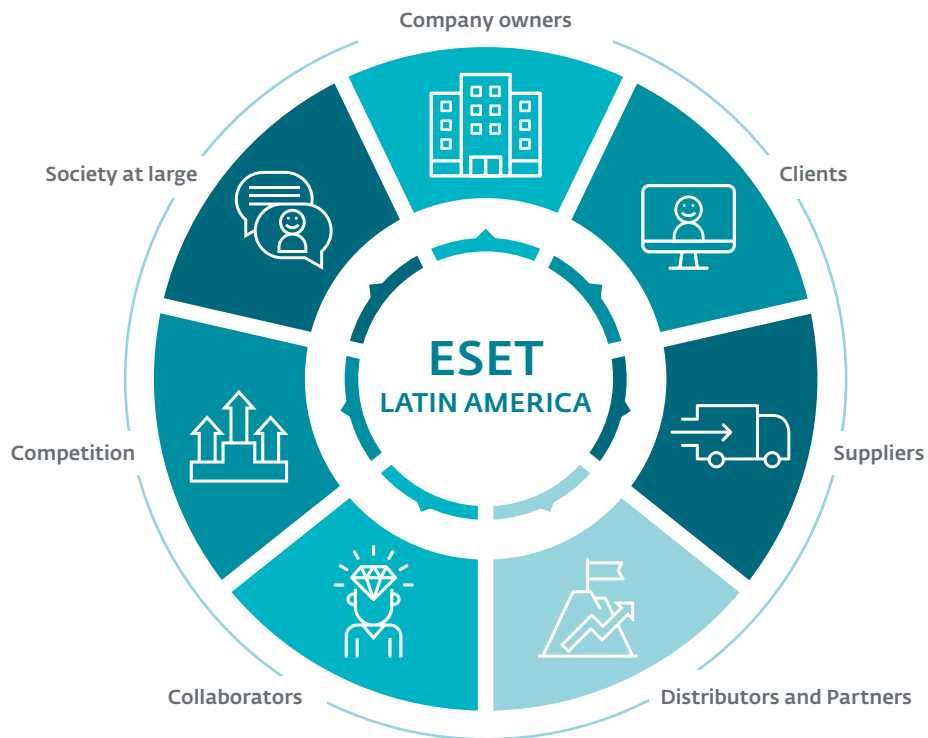
GRI 102-40 GRI 102-42

MATERIAL TOPIC 3 12 15

Our stakeholders are those individuals or legal entities with whom we have a double impact relationship. On the one hand, we influence them and, on the other hand, stakeholders also impact with their actions in our daily activity.

We performed the identification of the internal and external stakeholders with whom we relate, based on the following criteria:

- Influential capacity on the Company and vice versa
- Importance for the business management
- Proximity
- Access to the Company's funding
- Their representation of the Company



Dialogue and participation

GRI 102-43 GRI 102-21

To better understand the economic, social and environmental impacts of the relationship with our main stakeholders, we have a series of formal and informal communication channels, which allow us to identify their main interests, concerns and difficulties. Throughout this report, the way in which the Company responds to these aspects is rendered.

We have conducted surveys to clients, Distributors, Partners, suppliers, journalists and collaborators, in order to know what their main economic, social and environmental concerns are.

How we communicate with our stakeholders

HOW WE COMMUNICATE	SOCIETY AT LARGE	CLIENTS	HEADQUARTER OWNERS	COLLABORATORS	DISTRIBUTORS AND PARTNERS	SUPPLIERS	COMPETITION
Meetings		X	X	X	X	X	
Presentation of management reports	X	X	X	X	X	X	X
Corporate blog	X	X			X	X	X
Website	X	X			X	X	X
Newsletter	X	X			X		
Billboards				X			
Quarterly meetings with institutional information				X			
E-mail	X	X	X	X	X	X	X
Telephone	X	X	X	X	X	X	X
Office visits		X	X		X	X	
Team visits from different areas of the company		X			X		
Events	X	X			X		
Satisfaction surveys	X	X		X	X		
Brochures	X	X			X		
Press releases	X			X	X		
Environmental management system							
Meetings with representatives of local institutions	X						



Company owners

GRI 102-44

The owners of ESET Latin America are the entities ESET Spol. s.r.o. and ESET LLC. In this aspect, as a regional office for Latin America, we are committed to the creation and maximization of the economic value of the company, **always looking for business sustainability and care in the daily management of the following issues:**

- Promoting transparency towards all our stakeholders.
- Disclosing, in a complete and truthful manner, the data related to the progress of the company and the business.
- Preserving and maintaining the company's assets.
- Complying with the best practices in relation to our Corporate Governance.



Clients

GRI 417-1 GRI 417-2

At ESET Latin America we have different kinds of clients: domestic users, several non-profit organizations, government agencies, small and medium-sized enterprises, and corporations. In the latter case, in addition to accessing ESET's security solutions and services, they have the possibility of carrying out the training that is available to them.

Clients are essential to the company's growth and development. For this reason, we commit to provide quality products and services, adapted to the needs and requirements of both domestic and corporate clients.

In addition, pursue to:

- Listen carefully and respond efficiently to the concerns raised by different customers.
- Safeguard the confidentiality of the personal data transmitted to us.
- Offer a close, fair, personalized, respectful and non-discriminatory service to each of the organizations and people who choose ESET Latin America to protect their information and to receive training.
- Act with transparency, clarity and veracity in all communications before, during and after the product purchase or the contracting of the service.
- Offer an adequate and personalized after-sales service.
- Establish fair and competitive prices.
- Provide truthful and complete information, with no fine print. In this regard, all the boxes for sale in retail stores, and the licenses that are sold through our online store, must disclose the following information: features / benefits of the product, system requirements, the number of licenses the user is

acquiring, and the brand's Copyright. These requirements are transmitted to all Distributors and Partners that manufacture boxes and control their compliance. From this management, in 2017 we have not had any breaches regarding product information and labeling.



Suppliers

Suppliers are an essential part of our value chain. In that sense, they are selected respecting equity conditions, **without discrimination and promoting inclusion. In addition, we are committed to:**

- Favor the hiring of suppliers that comply with Human Rights and are committed to the development of the community and the care for the environment.
- Promote mutually beneficial commercial relationships.
- Meet payment obligations.
- Use the information provided by them confidentially.



Distribution chain

Our Distributors and Partners are a fundamental link in the Company's business, oriented (for the most part) towards their joint work with the company.

With 7 Exclusive Distributors and more than 7,000 Partners throughout the region, we have managed to reach 18 Latin American countries, offering both our products and our security services.

Given the importance business partners have for us, **we offer various recognition programs and foster a relationship of mutual benefit and respect. In this way, we are committed to:**

- Offer a close, fair, and respectful treatment.
- Listen carefully and respond efficiently to the concerns raised by them.
- Collaborate with the business development in the countries of the region.
- Provide marketing, training, support, and business benefits with the aim of stimulating their business development over time.
- Encourage close communication and mutual understanding.
- Promote mutually beneficial commercial relationships.



Collaborators

We currently have 108 collaborators, with a great teamwork spirit and who, with vocation, continuously offer added value to their daily work. They are essential members of the Company, which is why we generated a Human Resources management approach based on the fulfillment of labor rights, the balance between personal and work life, the talent management of each of them, and the protection of their health and their job security.

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

- Respect the rights of each of the collaborators.
- Apply recruitment and selection processes with criteria of equity.
- Offer fair and market-appropriate salaries.
- Facilitate the reconciliation between personal and professional life.
- Value diversity.
- Safeguard the confidentiality of the collaborators' personal data.
- Encourage training and professional development.
- Offer a pleasant work environment and with sufficient tools, so that they can perform their tasks with excellence.
- Offer a close, fair, personalized, respectful and non-discriminatory treatment.





Competition

We promote an honest and fair competition, avoiding anti-competitive practices such as spreading false or biased information, which causes discredit towards other companies.

Fair trade and antitrust regulations protect fair competition. Violations of these regulations are subject to strict sanctions, as indicated in our Code of Ethics. The market position of the Company cannot be exploited against the Law.

Thus, in the field of competition, collaborators should not participate in covenants or agreements on prices or conditions, and even mere conversations with competitors on these matters are unacceptable. Likewise, it is inadmissible to participate in covenants or agreements with competitors regarding the allocation of clients, areas, or production programs.

Collaborators are not authorized to obtain information on the competition illegally, or to in-

tentionally divulge false information involving a competitor and/or its products or services.



Society at large

Since our beginning, one of the main commitments is the education and awareness of the community in terms of information security.

In that sense, education continues to be a fundamental pillar for ESET Latin America, and one of the most important pieces within its sustainable management.

Regarding this initiative, we are continuously developing various actions that seek to:

- Provide information and advice on information security, so that users know how to protect themselves while using IT tools.
- Make access to technology as safe as enjoyable, as our motto says "Enjoy Safer Technology".
- Contribute to the economic and social development of the community.
- Collaborate with different NGOs and solidarity projects.



Material topics

What is a material topic

- Those aspects that are important for the economic, environmental and social management of the company.
- Those areas in which the company invests its greatest efforts.
- Those topics that reflect the economic, environmental and social impacts the company has over its stakeholders, and that arise from the implemented spaces for dialogue.

A material topic is part of the strategic management of the business; it is an agenda topic and the main focus of the objectives and actions that are planned.

How we define them

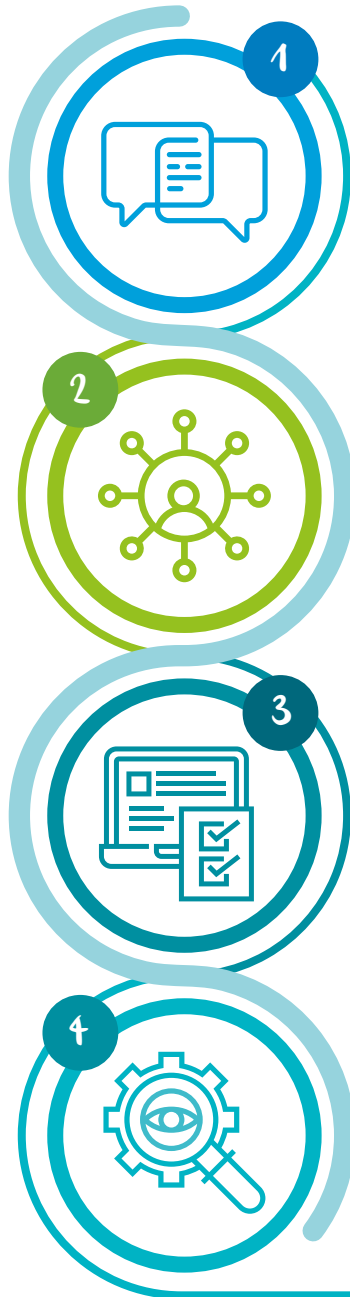
To identify them, we conducted a process that involved the participation of company representatives into focus groups, and of our main stakeholders through surveys.

As a result of this practice, the topics that are of greater importance for all emerged and were included in the present Report.



Definition process of material topics of ESET Latin America and contents of the report

GRI 102-46 GRI 102-21 GRI 102-32



1. Identification

Through different inputs, we identified aspects and issues for the business management.

2. Prioritization

The Sustainability area, the Middle Management team, and the Company's management team prioritized these on the basis of the impact on the business, and other stakeholders, the relevance from their point of view. From this analysis, composed of 36 evaluations, we defined 19 relevant aspects.

On the other hand, we sought to know the opinions of our main stakeholders: collaborators, clients, distribution chain, suppliers, specialized journalists, and headquarters. By doing so, we developed strategies and practices oriented towards their expectations.

3. Validation

Once we defined our relevant issues and priorities on the one hand, we identified with which indicators of the GRI Standards and information we could respond to these issues (in addition, the different areas of the company were instructed and accompanied to guarantee the accuracy of the data collected).

4. Revision

Revision of weightings. Analysis of relevant issues highlighted by our stakeholders. Checking of these against the objectives and actions of 2017.

During 2017, we redefined our material topics, in addition to continuing to update the procedure on an annual basis. By doing so, we established the prioritization curve of these issues and we continued to project responses towards our stakeholders' needs.

Material topics of ESET Latin America 2017

GRI 102-44 GRI 102-46 GRI 102-47

AREA	COVERAGE AND SCOPE	DETAIL	DESCRIPTION OF WHAT ESET DOES	CHAPTER
1. COLLABORATORS' WELL-BEING				
Collaborators	Internal (Argentina, Mexico and Brazil)	Benefit programs available to company collaborators.	The well-being of our collaborators is an essential point within the Human Resources policy developed by the Company. In this regard, we strive to always provide added value in our benefit programs, to allow a balance between the work and personal life of each of our members.	Collaborators
2. INFORMATION SECURITY				
Management	External and Internal (Argentina, Mexico and Brazil)	Practices to protect the information the company handles (both corporate and personal of our stakeholders).	As an information security solutions developer, protecting the information of all the people who trust ESET Latin America is an indispensable point. Thus, we have internal policies to protect it.	This is what we are
3. CLIENT PRIVACY				
Management	External	Protecting client confidential data.	We have a code of ethics and internal policies.	This is what we are, Our stakeholders, material topics and commitments.
4. TRAINING AND DEVELOPMENT				
Collaborators	Internal (Argentina, Mexico and Brazil)	Being a talent management company where people really want to work.	Through the benefit programs, talent management, and occupational health and safety, promote that employees really feel proud of belonging to the Company.	Collaborators

AREA	COVERAGE AND SCOPE	DETAIL	DESCRIPTION OF WHAT ESET DOES	CHAPTER
5. CLIENT SATISFACTION				
Community	External	Offering a good client support service before, during and after the sale.	For us, the commercial relationship with our clients does not end once the purchase is completed. From ESET Latin America, we ensure a quality after-sales service that allows our users to evacuate all the doubts they may have regarding our solutions. By doing so, we strive to achieve good quality standards.	This is what we are
6. DIVERSITY AND EQUAL OPPORTUNITIES				
Collaborators	Internal (Argentina, Mexico and Brazil)	Promotion of gender diversity and others in employment.	In Latin America there is a great social and labor exclusion. People over 50, young people with disabilities and / or from marginal areas have serious difficulties entering the labor market. In turn, there is an important gender inequality. For that reason, for ESET Latin America it is very important to develop programs that encourage their inclusion.	Collaborators and This is what we are
7. COMMITMENT TO HUMAN RIGHTS				
Management	Internal (Argentina, Mexico and Brazil)	Role of the Company in the support, diffusion and respect for internationally recognized Human Rights.	Guaranteeing our members the fulfilment of their internationally established Human Rights.	This is what we are, Collaborators and Value chain
8. REGULATORY COMPLIANCE AND ANTI-CORRUPTION				
Management	Internal and External	Complying with the Law, and guarantee ethics and transparency.	Responsibility of the organization regarding issues of anti-corruption and legal and regulatory compliance in the economic, social and environmental fields.	This is what we are

AREA	COVERAGE AND SCOPE	DETAIL	DESCRIPTION OF WHAT ESET DOES	CHAPTER
9. COMMUNITY EDUCATION				
Community	External	Free community education on issues related to Internet security.	Since our beginning in the region, we have believed that the greatest information security is not only achieved through technology, but it is also necessary for the user to have the information and be aware of the risks that exist on the Internet. To this end, we have implemented several non-profit initiatives, with the aim of educating the community on this issue.	Community
10. ECONOMIC PERFORMANCE OF THE ORGANIZATION				
Management	External	Financial results of the Company and level of expansion within the industry.	Our Company could not be sustainable if it did not obtain profit from its activity. For this reason, it is essential for us to ensure good levels of economic growth, which also guarantee us a good reach in the industry.	This is what we are
11. OCCUPATIONAL HEALTH AND SAFETY				
Collaborators	Internal (Argentina, Mexico and Brazil)	Programs to guarantee safety and health in the workplace.	The safety and comfort level of our collaborators in the workplace matters to us. Thereby, we guarantee to comply with the corresponding safety and hygiene plans. In addition, we offer our collaborators good level health coverage.	Collaborators
12. ENJOY TECHNOLOGY SAFELY				
Community	External	To have the clients make a safe use of technology enjoying the activities carried out with it.	When marketing our solutions, our premise is that all technology users have the possibility to make use of it safely, promoting the constant enjoyment of the services it offers.	The entire report

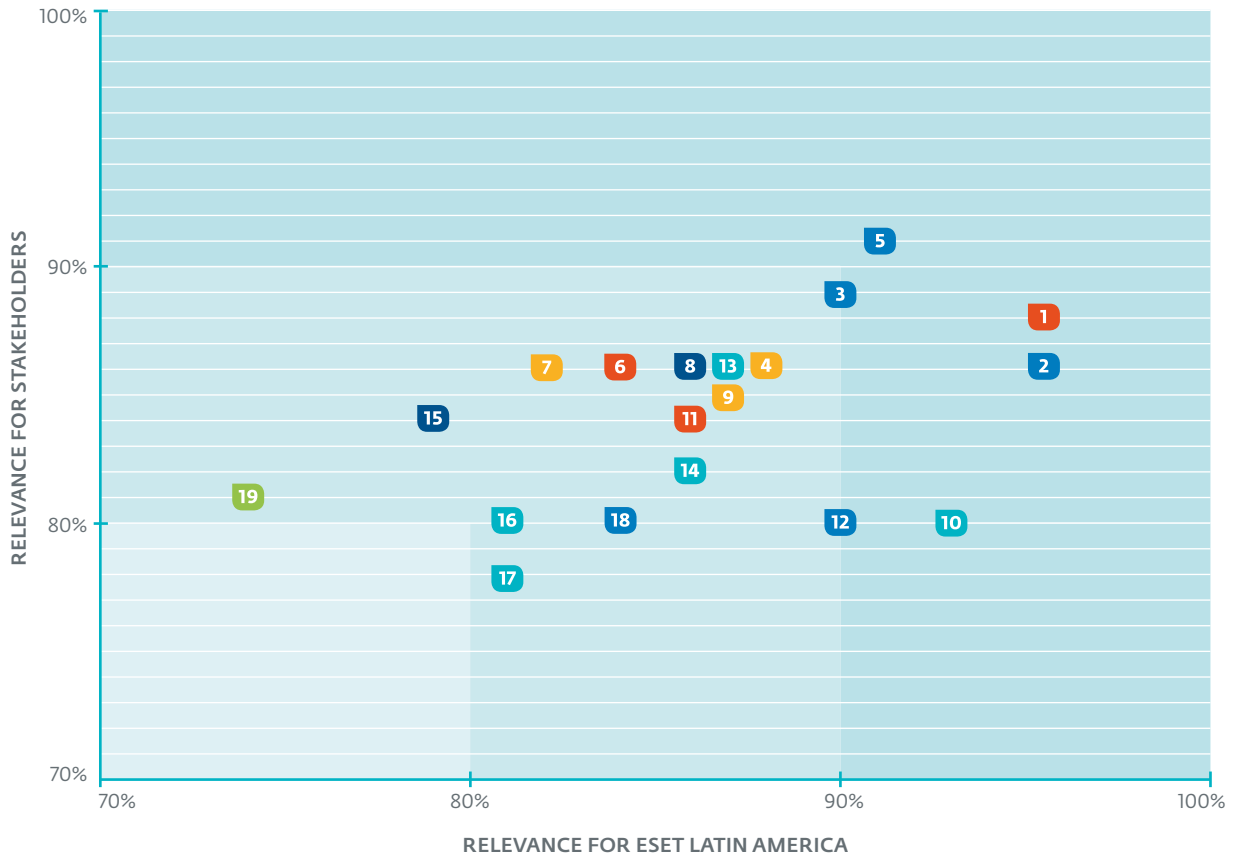
AREA	COVERAGE AND SCOPE	DETAIL	DESCRIPTION OF WHAT ESET DOES	CHAPTER
13. INNOVATION AND TECHNOLOGY				
Management	External	Being one step ahead in offering differential value to clients.	We seek to continually excel by offering added value to those who choose us every day to protect their personal information.	This is what we are
14. RESPONSIBLE MARKETING				
Community	External	Ethical practices in communications or marketing actions. To provide the public with complete and truthful information, with no fine print.	As part of corporate transparency, an important point in our management is that all communications and marketing actions carried forward contain complete and truthful information, with no fine print.	This is what we are
15. ANTI-COMPETITIVE BEHAVIOR				
Management	Internal (Argentina, Mexico and Brazil)	Fair trade and antitrust regulations protect fair competition.	We promote an honest and fair competition, avoiding anti-competitive practices such as spreading false or biased information which causes discredit towards other companies.	This is what we are, Our stakeholders, material topics and commitments.
16. MARKET PRESENCE				
Collaborators	Internal (Argentina, Mexico and Brazil)	Competitiveness in the recruitment of talent and salary conditions of collaborators expressed between the ratio of the company's starting salary and the minimum living and mobile wage.	We promote talent recruitment and retention, maintaining competitive salary conditions in the market.	Collaborators
17. PROCUREMENT PRACTICES				
Value chain	External	Practices that are implemented to know suppliers and collaborate with their alignment with sustainability policies.	Part of our management consists in conducting an analysis of our suppliers, choosing those that align best with our sustainability management. In addition, our objective is to offer them training and recognition opportunities as well.	Value chain

AREA	COVERAGE AND SCOPE	DETAIL	DESCRIPTION OF WHAT ESET DOES	CHAPTER
18. DISTRIBUTION CHAIN DEVELOPMENT				
Value chain	External	Programs and actions that are implemented to train, recognize and develop sales channels.	ESET Latin America does not sell directly, but it does so through its Exclusive Distributors and Authorized Partners. Taking this condition into account, our business is strongly oriented towards the recognition and development of our Distribution Chain, offering training and recognition programs.	Value chain
19. ENERGY				
Environment	Internal (Argentina and Mexico)	Environmental care.	Actions and programs regarding the commitment with energy and climate change.	Environmental Dimension



Materiality matrix

GRI 102-47



1. Collaborators well-being

2. Information security

3. Customer privacy

4. Training and development

5. Client satisfaction

6. Diversity and equal opportunity

7. Commitment to Human Rights

8. Regulatory compliance and Anti-corruption

9. Community education

10. Economic performance of the organization

11. Occupational health and safety

12. Enjoy technology safely

13. Innovation and Technology

14. Responsible marketing

15. Anti-competitive behavior

16. Market presence

17. Procurement practices

18. Development of the supply chain

19. Energy



Collaborators

#WeAreATeam

*We promote balance between work life
and personal life.*





Collaborators

Overview

GRI 103-1 GRI 103-2 GRI 103-3 GRI 405-1 GRI 405-2 GRI 202-1 GRI 202-2 GRI 406-1

MATERIAL TOPIC 6 7

At ESET we are concerned about finding the best professionals for each position, without distinction as to age, race, gender or religion. Our selection processes are transparent in the publication of knowledge and experience requirements, being respectful throughout the interview and evaluation process.

On the other hand, we adhere to and support the respect for the Human Rights mentioned in the Universal Declaration of Human Rights. In this way, we condemn any act that violates or is complicit in the violation of these rights. Taking this premise into account, every person working for the company should enjoy his or her basic Human Rights and cannot, in any way, be forced to suffer (physically or psychologically) as a result of their work. No collaborator should be discriminated against, among other reasons, for their race, sex, sexual orientation, marital status, pregnancy, parental status, religion, political opinion, nationality, social condition, physical condition, disability, age or union affiliation.

We seek to stand out continuously, offering added value to those who choose us every day.

During the period, no cases of discrimination have been recorded. Furthermore, we have provided training on this issue for the collaborators of our three offices (Buenos Aires, São Paulo and Mexico) and a workshop for the collaborators of Argentina, creating an open dialogue, and a space for debate and discussion. By doing so, we provide the necessary tools and knowledge so that our collaborators understand the different aspects of the subject, and their relationship with the company and its activity.



Moreover, we are committed to maintain a harassment-free workplace, whether verbal, physical or psychological. We support the 10 principles of the United Nations Global Compact, which cover areas such as Human Rights, labor standards, environmental management and anti-corruption. Through our Code of Ethics, we manifest our commitment and work regarding the Global Compact principles, and the promotion of their fulfillment throughout the value chain (suppliers, collaborators, Distributors, and Partners).

We seek to continuously stand out, offering added value to those who choose us every day to protect their personal information. We have 13 collaborators in the region of Mexico, who are subcontracted through Global Management Mexico. Our collaborators come from the local labor market and their remunerative levels exceed, in all operations, the initial minimum wages of the countries in which we operate. 100% of the office managers where we have operations are local, and there are no differences between the base salary of men, with respect to that of women.

GRI 405-1 **GRI 102-8**

BREAKDOWN OF COLLABORATORS	TOTAL		ARGENTINA		MEXICO		BRAZIL	
TOTAL	108		84		13		11	
Sex	F	M	F	M	F	M	F	M
	53	55	42	42	5	8	6	5
	49,07%	50,93%	50,00%	50,00%	38,46%	61,54%	54,55%	45,45%
Age								
25 or below	6	6	4	4	-	-	2	2
Between 26 and 30	21	17	18	14	2	2	1	1
31 or above	26	32	20	24	2	2	4	6
By type of contract								
Open-ended	48	46	42	41	-	-	6	5
Outsourced	5	8	-	-	5	8	-	-
Interns	1	-	1	-	-	-	-	-
By category								
Analyst	40	32	31	23	3	5	6	3
Mid level managers	12	16	10	13	2	2	-	1
Manager	1	7	1	6	-	1	-	1

Ratio between ESET Latin America starting salary and the local minimum wage

GRI 202-1

Argentina	ESET starting salary vs. SMVM = 110%
Mexico	ESET starting salary vs. MVMS ratio= 950%
Brazil	ESET starting salary vs. MVMS ratio= 30%bu

The percentages indicate the difference between ESET's starting salary and the MVMS of each country. For example, ESET's starting salary in Argentina is 83% higher than the MVMS in that country.

Percentage of collaborators covered by collective bargaining agreements

GRI 102-41



4,76% ARGENTINA



0% MEXICO



0% BRAZIL

Although there are no collective bargaining agreements in this country, they are governed by collective work agreement of the activity and have the benefits stipulated in it.

Employee turnover

GRI 401-1

BY REGION



12,11%
ARGENTINA



51,72%
BRAZIL



9,09%
MEXICO

BY AGE

16,67% Under the age of 25
0% Between 25 and 30 years old
12,07% Over the age of 30

BY SEX

13,21%
WOMEN
3,64%
MEN

Absenteeism rates

GRI 403-2

TYPE OF ABSENTEEISM	TOTAL	WOMEN	MEN	ARGENTINA	MEXICO	BRAZIL
Lost working days	7	-	7	7	-	-
Occupational illnesses	-	-	-	-	-	-
No. of work-related fatalities	-	-	-	-	-	-
Sick leaves	202	136	66	202	-	-
Study days	96	79	17	96	-	-
Sick leaves for family care	3	2	1	3	-	-
Absences with notice	13	9	4	13	-	-
Unpaid leaves	88	34	54	88	-	-
Maternity leaves	258	258	-	-	-	-
Extended maternity leaves	90	90	-	-	-	-
Total absenteeism days	749	608	141	749		

*Absenteeism rates for Mexico and Brazil will begin to be measured as of 2018.

Open dialogue

GRI 102-33 GRI 102-34

At ESET we have an "open door" communication policy, so that any of our collaborators has the possibility of communicating, without intermediaries, with any member of the management team. In this way, we empower the capacities and the joint work, making the opinions reach any member of the organization.

During 2017, reinforcing this idea, we launched an Internal Communication Plan for the entire region. Its objectives are aligned to define the different internal communication channels, the usage guidelines for each of the channels (new and existing), and the tools provided. In this way, formal internal communications became unified and centralized, new exchange spaces were generated and best practices were implemented.

Billboard

The billboard is a dynamic space, where each collaborator can share the main projects he or she is working on. In this way, we generate the synergy of projects between areas. This billboard is in a common and frequent space in each of the offices, and each area updates it according to the projects it is involved in.

Collaborator Guide

This tool centralizes all the information collaborators must know about the Company upon entering. This guide aims to provide a framework for all procedures, as well as to provide – in a concise manner – the necessary information for the person at the time of entry. It is done digitally and dynamically, with audiovisual content, among others.

New mailing lists

New mailing lists were generated to differentiate informal from formal communications,



thus establishing a mechanism for the centralization and agenda-setting of internal communications.

All Leaders Meeting - Quarterly meetings

On a quarterly basis, we meet to review all the results achieved during that time, and generate actions that may include the participation of more than one area, as well as to share the experiences and developments of each area. All mid-level managers and managers participate, accounting for 27% of all the Company's collaborators. In this way, we encourage internal communication, generate synergy between the different areas and provide transparent information.



During 2017, four meetings were held, with the participation of all the Company's managers and mid-level managers and, as part of the improvements in internal communication and in the transparency of information, each team leader committed to transmit everything that happened in these meetings to their work teams.

We encourage internal communication, generate synergy between different areas and provide transparent information.

Employee satisfaction survey

As every year, the employee satisfaction survey was conducted, which took place in November 2017, and was answered by 87% of the collaborators from all three offices (Argentina, Mexico, and Brazil). The results of this survey were taken into account in order to follow up on the action plans launched in May, as a result of the 2016 Labor Satisfaction Survey.

During the first months of 2017, we worked on the analysis of the results of the 2016 (Work Climate Survey, identifying the SWOT among Mid-level Managers and Managers. Following this analysis, we worked in inter-area teams to identify the action plans we would implement between May 2017 and June 2018, as improvement plans. The Lego Serious Play methodology was used to build these models and improvement proposals, with a facilitator specialized in this tool, external to the Company.

The main results of the 2017 Work Climate Survey were:

58% of collaborators participated in these activities.

89% of collaborators are pleased to work at ESET.

68% of respondents agreed with the benefits offered.

71% manifested being satisfied with the tasks they perform.

81% is proud to belong to the Company.

77% commented that their direct manager is open to listen to opinions or comments.

93% agrees that, in ESET, both men and women have the same development opportunities.

57% agrees that at ESET they can grow and develop professionally.





Integration events

During 2017, we accomplished the following integration events at the Buenos Aires offices:

- **ESET Latin America Anniversary party:** a dinner was held in a bar for the collaborators of Argentina.
- **Children's Day celebration:** the collaborators of the Buenos Aires office, together with their children, couples and nephews, were invited to spend an afternoon at the office. An entertainment service was hired for the little ones.
- **Spring Day:** a lunch was held for all the collaborators of the Argentina offices.
- **Team Building:** all the areas of the Company of the Buenos Aires office carried out an out-of-office activity during working hours, with the objective of strengthening their work team.
- **Quarterly lunches:** once every quarter, each area of the Buenos Aires offices is invited to lunch by their manager, in order to share a relaxed moment among all team members.
- **Planning sessions:** the Company Managers met in August to carry out the planning session. In December, a formal presentation of the approved projects was made to the mid-level managers, which took place at the ESET Buenos Aires offices, with the offices of Mexico and Brazil participating remotely.
- **End-of-the-year Party:** in December, the end of the year party was held in each of the offices of ESET Latin America. In Argentina, all collaborators together with their families were invited to spend a day outdoors, in a ranch on the outskirts of the city. In Mexico and Brazil, a dinner was held for all collaborators.

Lunches with the General Manager

Upon admission of new collaborators, we organize group lunches with the General Manager of our Company. The goal is to create a space for dialogue, where collaborators can learn more about ESET Latin America's culture and its working approach. Likewise, it is a good opportunity for the General Manager to get to know the new incomers more personally, and create closer ties with each of them.

This modality is implemented in Argentina and, **as an innovation, during 2017, the Managers of different areas and representatives of the Human Resources area were incorporated into the lunches. 14 collaborators of the Company participated, and 2 lunches were held during the year.**

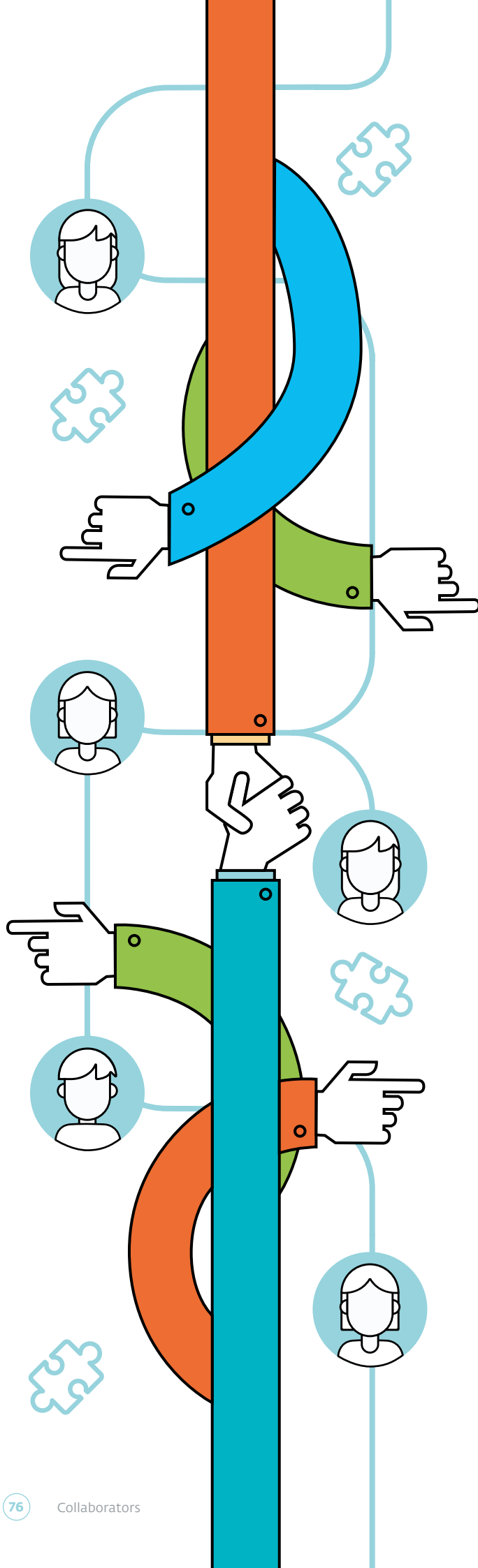
Suggestion box

With the aim of providing a tool for internal communication that allows collaborators to present their concerns, suggestions, comments and / or proposals, we have a suggestion box.

Each collaborator who wishes to send his or her comment, can write to an email box, which is reviewed by the Human Resources and Sustainability Management of the Company. Upon reception of the suggestion, proposal or comment, we have a maximum of 30 days to prepare a response.

It is important to clarify that the suggestion box does not disable the possibility of making suggestions through other more daily means, such as direct dialogue with a coordinator or manager, the direct proposal to the area affected by the improvement, or the direct suggestion to the Human Resources and Sustainability area, among others.

In 2017 we received 4 suggestions; 100% of them were answered. 3 of them were implemented.



Personal well-being

MATERIAL TOPIC **1** **4** **11**

In 2017, we conducted a survey regarding the benefits we grant our collaborators in Argentina, Brazil and Mexico. The objective was to review the valuation that our collaborators have about the benefits offered by the Company. After analyzing the results of the survey, and their subsequent communication, we worked on the preparation of an improvement plan and new benefit proposals for each country. In December 2017, the benefit changes and improvements were launched in all 3 countries, and all benefit policies were redefined.

Flex Time

GRI 103-1 GRI 103-2 GRI 103-3 GRI 401-2

At ESET Latin America we take into account the needs of our collaborators, both professional and personal. For this reason, in Argentina we have a flex time policy/we have a policy of flexible hours, for those occasions in which our members need to attend personal matters or similar.

Only those employees whose activity requires their presence at the times stipulated in the work contract, for example, the reception desk, are excluded from this benefit.



During 2017, 45% of collaborators made use of this benefit.

Summer schedule

In order to offer our employees free time to carry out their personal activities, in the summer months, those who work full time have, every other Friday, the possibility of leaving 3 hours early in the case of Argentina, or working half day in the case of Mexico.

This benefit is valid in Argentina from December 21 to March 21, and in Mexico, from May 21 to July 21.



During 2017, 69% of collaborators made use of this benefit.

Enjoy Your Choice

It is a benefit program specially aimed at coordinators, chiefs and managers in Argentina, which allows them to select the benefits they prefer of an eligible menu, with the possibility of changing these according to their needs.

In this way, we complement the salary package, and we differentiate the commitment and growth of those who assume greater responsibilities, seeking that, in addition to their professional development, they can find balance between their personal and work life.

The main benefits chosen were the supermarket/commerce purchasing card (Ticket Premium) and the fueling card (Ticket Car).



During 2017, 34.5% of mid-level managers and managers accessed this benefit program.

Home Office

The objective of this benefit is for collaborators to have greater flexibility so that they can achieve real balance between their work and personal life, having the possibility of working from home one day a week. In addition, we seek to promote the care of the environment, avoiding – in this way – that each of them commutes from their homes to the workplace every day of the week.

Employees who are more than three months old and have good results in their performance assessments have access to this benefit. In addition, they must meet various technical requirements to guarantee a good connection from their homes.

The Buenos Aires and Mexico offices enjoy this benefit weekly, and the Brazil office on a monthly basis.



During 2017, 100% of collaborators accessed this benefit.

Massages

Once every other week, all ESET Latin America's collaborators in Buenos Aires have the possibility of enjoying a 20 minute massage session during working hours and completely free of charge.



In 2017, 1,200 massage sessions were consummated.

Healthy nutrition

Since 2017, we extended this benefit to our collaborators in Mexico and Brazil. ESET Latin America collaborators have fresh fruit available in the common areas of the office. In turn, we began to offer healthy snacks at team meetings and internal events.



Maternity and return to work

GRI 401-3

We know balancing motherhood with work requires additional effort and energy. For this reason, we are concerned about giving support to the mothers of our team and, to that end, we created the Maternity and Return to Work Plan. In this way, mothers in Argentina enjoy Home Office twice a week, and mothers in Brazil once a week, until the baby turns a year old, making their return to work more calm and comfortable.

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



In 2017, we had 5 collaborators on maternity leave; one collaborator has rejoined the Company after her leave, 2 collaborators did not return after their leave, and 2 collaborators continue on maternity leave.

Paternity leave

Taking into account the importance of the commitment that fatherhood has to every man, at ESET Latin America we thought of a benefit specially designed so that fathers can enjoy their newborn children a few more days. Thus, fathers in Argentina have three additional days to those corresponding by law, to be able to enjoy a complete week as a family.



During 2017, we had 2 collaborators who became fathers and were able to enjoy this benefit.



Uprooting payment

Considering we are a regional Company, many of our collaborators must travel occasionally to different countries in Latin America, which entails an effort. The "uprooting payment" benefit consists in granting them a financial compensation for the days they spend away from home for work reasons, in the case of Argentina.

In the case of Mexico, they are compensated with days off in those cases when, due to traveling, they are forced to work outside their schedule and/or working days.



In 2017, 27 collaborators accessed this benefit, which accounts for all the people who traveled.

Parking

El edificio Baiona, en el cual se encuentra ubicada la oficina de ESET en Buenos Aires, cuenta con 10 cocheras, las cuales son asignadas gratuitamente a los colaboradores de acuerdo con la categoría (Managers, Channel Managers, Mandos Medios, Especialistas) y, luego, por antigüedad.

En el caso de que un Manager no haga uso de su cochera, esta se ofrece (en forma temporal) al siguiente anotado en la lista, de acuerdo con la categoría y la antigüedad.



En Brasil hay disponibles 8 y en México 4, las cuales son distribuidas gratuitamente bajo el mismo criterio.

Movie tickets

With the purpose that each of our collaborators in Argentina may enjoy their free time,

twice a year we give them free tickets to go to the cinema.



In 2017, 95% of our collaborators enjoyed this benefit, and we delivered a total of 320 tickets.

ESET Licenses

Upon admission of a new collaborator to the Company, and annually to those who already work in it, we deliver – free of charge – an ESET Multi-Device Security Pack, which includes various antivirus solutions for different devices and operating systems.

In this way, collaborators have the possibility of accessing our security solutions for free, and keeping their personal information and that of their own protected from all types of cyber-threats.

This benefit applies to all offices in the region.



In 2017, 71% of collaborators accessed this benefit, having delivered 77 ESET Multi-Device Security Packs.

Recreation room

In order to ensure that all employees have adequate and comfortable spaces, our Buenos Aires offices have a recreation room with various facilities: 32-inch TV, Play Station, ping-pong table, magazines, refrigerator, microwave, tables, and supplies for preparing breakfast and/or lunch.



Functional training and Running classes

At ESET Latin America we care about the health of our collaborators. For this reason, at our Buenos Aires offices, we have two weekly classes of functional training and running, so that those who wish to, can train after finishing their workday.



During 2017, 18 people of the team accessed this benefit.

Birthday off

What better gift for each collaborator than to enjoy their birthday. Sometimes we find that we have little time and, if the day of our birthday is on a working day, it ends up being just one more day. In that sense, to the collaborators of Buenos Aires and São Paulo, we grant them the day off on their birthday, and to the collaborators of Mexico, half a day off, in such a way that each one can enjoy the day surrounded by their family, friends, or with whoever they want.



In 2017, 76% of collaborators have enjoyed this benefit.

Children's birthday

At ESET Latin America we want our collaborators to be able to share their children's birthday with them. For this reason, all collaborators of the Buenos Aires and São Paulo offices, who have children under the age of 12, have the possibility of enjoying the day off on their child's birthday.



In 2017, 5 collaborators have enjoyed this benefit.

Anniversary gift

All ESET collaborators who have completed five years working in the offices of Buenos Aires and Mexico receive a gift.



In 2017, 6 people of the team have accessed this benefit.

Graduation award

GRI 404-2

We are aware of the effort implied in studying and how important it is that our employees are trained, so we also choose to offer our support to those who decide to train academically. Thus, all collaborators of the Buenos Aires, São Paulo and Mexico offices who graduate, receive an economic recognition.

The "graduation award" consists in the payment of an extraordinary sum – paid as a one-time bonus – and is intended for any effective ESET Latin America member who obtains a Tertiary and/or University degree. The diploma

must be issued by officially recognized national or international educational establishments, whether public or private.



During 2017, 5 collaborators received this award.

Talent management

GRI 103-1 GRI 103-2 GRI 103-3 GRI 404-2

Our collaborator's growth is an issue that concerns us. For this reason, we have an annual training plan, through which our collaborators can access training according to their needs and interests. Also, we have performance assessments and competency-based managements, which promote the growth of the collaborators in the Company.

English lessons

All collaborators have the possibility of attending English lessons during working hours, in order to improve their language level. ESET Latin America covers 100% of the training costs, including the materials they use.

In this way, we seek to develop the collaborator's knowledge, as well as to reduce the existing performance gap between the real profile and the one required for the position.



During 2017, 69 collaborators accessed this benefit and 877 hours of English were taught.

Annual training plan

GRI 404-1

We plan specific training and courses for each collaborator, according to the needs of the area to which they belong. On the other hand,

Company members themselves provide training to their colleagues, conveying their knowledge on a particular subject and collaborating with the proper development of their work.

In 2017, the main training were: effective presentations, public speaking, issues of awareness in the safe use of technology (in charge of the NGO Argentina Cibersegura), Human Rights, and companies and computer crimes.



Trained Men	55
Training hours for men	2.026
Average training per male collaborator	36,84
Trained Women	53
Training hours for women	1.221,5
Average training per female collaborator	23,05
Managers	8
Mid level managers	28
Analysts	72
Hours Managers	215
Hours Mid level managers	1.225,5
Hours Analysts	1.807
Average hours Managers	26,88
Average hours Mid level managers	43,77
Average hours Analysts	25,10

Performance assessment by competences and objectives

GRI 404-3

Managing our collaborators by competency implies knowing and understanding what each one thinks, feels and why they act in a certain way; also, to understand that the existing differences between us are what make us competent to perform each job successfully.

The purpose of implementing a competency management system is based on two interlinked axes. On the one hand, to ensure that each person in the organization is aligned with the business strategy of the company and, on the other hand, to develop people's capabilities, so that this alignment is more effective and beneficial for both parties.

During 2017, 100% of Argentina's collaborators received their performance assessment based on competencies and objectives.

Occupational health and safety

GRI 103-1 GRI 103-2 GRI 103-3 GRI 403-1 GRI 403-3 GRI 403-4

We take care of our workers by complying with the legal requirements in matters of Occupational Health and Safety, ensuring hygiene and order conditions that propitiate a comfortable environment. Although we do not have a Health and Safety Committee, these issues are dealt with in management meetings regularly, since we do not have any job positions whose profession has an incidence or a high risk to health, and all health and safety issues are contained in the trade agreement.

Social security benefits for employees

GRI 103-1 GRI 103-2 GRI 103-3 GRI 201-3 GRI 401-2

The social security benefits provided are those legally established: Health Insurance, Mandatory Life Insurance, Retirement, Labor Risk Insurance, and Freedom of Association. We do not provide social benefits beyond those established by the Law and collective agreements. The Company grants all the benefits required by the Law in all the countries in which it operates. Notice periods in the procedures established by the Labor Law are respected. Social benefits are for all employees. In Argentina, we provide OSDE 410 and Galeno Plata. In Mexico and Brazil, medical insurance is granted for major expenses.



Community

#WeAreCommunity

One of our objectives is that you enjoy technology safely.



Community

GRI 102-11 GRI 103-1 GRI 103-2 GRI 103-3 GRI 413-1 GRI 413-2

MATERIAL TOPICS 9 12

One of the main commitments of ESET Latin America – since its beginning – is the education and awareness in the field of information security in the community. On this point, various actions are continuously being developed, which seek to provide guidance and advice on information security, with the aim of having the users know how to protect themselves while using IT tools.



Antivirus tour

It is one of our strongest educational initiatives in the region. Since 2004, our security specialists travel through different countries, visiting various universities, with the objective of providing updated information to students of careers related, mainly, with technology and information systems.

This year we increased the number of participants by 30% compared to last year and, over the coming year, we aim to focus on increasing the number of participants even more.

MORE THAN 8,200 PARTICIPANTS
137 UNIVERSITIES
15 LATIN AMERICAN COUNTRIES

SINCE 2004, WE HAVE REACHED MORE THAN 57,269 STUDENTS

WeLiveSecurity

ESET is home to some of the most distinguished security researchers in the world, who identify and analyze cyber-threats on a daily basis. For the dissemination of their findings and research, we created WeLiveSecurity, an information security news portal, in which ESET specialists write their opinions and analysis, and publish alerts, tutorials and videos, among other contents.

The site seeks to satisfy the general public, regardless of their level of knowledge. Thus, the contents are written in a way that is interesting for both seasoned programmers and the general public that, for example, enter the portal in search of basic tips to help them protect their information.

In 2017, WeLiveSecurity was launched in Portuguese, covering, in this way, the entire Latin American region. WeLiveSecurity is an international proposal, with research teams in Slovakia, the United States, Spain, Canada, Germany, Argentina and Mexico, who work around the world to spread the latest security news and cutting-edge research. Currently, the news portal is available in English, Spanish, Portuguese and German.

For more information, visit:

www.welivesecurity.com/latam/

www.welivesecurity.com/br/

**WeLiveSecurity in Spanish =
2,572,323 visits.**

**WeLiveSecurity in Portuguese =
72,454 visits.**



ESET Security Days

ESET Security Days are a series of events that we conduct in the region since 2011. With the format of a free on-site seminar, educational contents are developed and the main trends related to IT security are presented. The aim of the cycle is to train and strengthen ties between ESET Latin America, its Exclusive Distributors, Partners, main clients and the wider community through-

out Latin America. In this way, ESET Security Days were transformed into an interesting educational initiative, made available to all those interested in learning more about IT security.

During 2017, we chose to visit a greater number of peripheral cities, and the subjects addressed had to do with the preventive protection from threats to the security of organizations. Also, we showed different scenarios to which the assistants may be confronted in their work, proposing some possible solutions.

For more information, visit:

www.esetsecurityday.com



**THE NUMBER OF
PARTICIPANTS AT ESET
SECURITY DAYS GREW BY 30%**

**WE VISITED 13 COUNTRIES
22 CITIES
4,365 PARTICIPANTS**





ACADEMIA ESET

CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA.



PREMIO UNIVERSITARIO ESET

ESET Academy

We make the ESET ACADEMY, the largest security e-learning platform in Latin America, available to all Internet users. In this way, all those people interested in learning more about the Internet, its risks and forms of protection, have the possibility of taking free or paid courses on our website.

Once the content has been taught, the registrants can take an online exam and, if approved, they can obtain a certification that endorses the knowledge obtained.

During 2017, we reached 97,889 registrants on our e-learning platform; that is to say, registrants grew 13% compared to 2016.

Academic Award

We implemented this research competition on Antivirus Security, with the aim of distinguishing the work of university and tertiary students throughout the region.

This initiative was created in order to recognize and reward the work and dedication of those who share, with us, the belief in the importance of research in information security, to prevent complex attacks that compromise the user. The winners are awarded with trips to DEF CON and the Ekoparty.

We received 53 applications to the ESET Academic Award.



**PREMIO ESET
PERIODISMO
EN SEGURIDAD
INFORMÁTICA**

ESET award for IT security journalism

The ESET Award for IT Security Journalism is a unique initiative in the region, whose objective is to distinguish the work of professionals dedicated to technology journalism. This project was born in 2008, with the interest of recognizing the work and dedication of those who – like us – believe in the importance of the dissemination of information for the knowledge and training of society in the prevention of attacks that compromise their Internet security.

All journalists interested in participating in the contest, can apply with their work in one of the following categories:



Graphic Press

Works published in newspapers, magazines and other print media or generated by news agencies.



Digital Press

Works published in digital media, portals and blogs.



Multimedia Press

Journalistic works presented in radio and television, or in some other audiovisual journalistic format such as videoblogs and podcasts.

The works submitted are evaluated by a panel of juries, made up of renowned journalists and IT specialists from the region.

For the selection and evaluation, the following are taken into account: the socially relevant approach of the chosen topic, in terms of IT security and its interest for the community, the originality of the research, the in-depth treatment of the information, the narrative quality and the correct use of technical terminology.

The author of the best journalistic work is awarded with a trip to the CeBIT, the largest technology event in the world, held in Hannover, Germany, and is invited to a visit to the ESET Headquarters in Bratislava, Slovakia. Also, the best works of each category (graphic press, digital press and multimedia press), are awarded a tablet.

In 2017 we received a total of 242 works.

2017 winners



Winner of the 2017 ESET Award for IT Security Journalism:

Sebastián Davidovsky, from the newspaper La Nación, for his work "25 de mayo: el pueblo al que le roban \$3,5 millones con un aviso en Google".



Winner of the Graphic Press category:

Alexandre Rodrigues de Santi, of the magazine Revista Superinteressante of Brazil, with his article "Vida moderna: tecnologia e comunicação".



Winner of the Digital Press category:

Sofía Berdeja, from Netmedia of México, for her story "Pegasus en México: de la ciencia ficción a la realidad".



Winner of the Multimedia Press category:

María José Prada Picado from Teletica, (Canal) Channel 7, of/from Costa Rica, for her report titled "No caigas".

We favor the recognition of the work and dedication of those who commit, like us, to the research on information security.



Argentina Cibersegura

ESET Latin America is the main sponsor and founder of the Argentina Cibersegura Civil Association, a non-profit organization that specializes in raising awareness and educating the Argentine community on the proper use of the Internet and technologies.

In this way, ESET Latin America not only donates more than USD 24,186 annually to the civil association, but also provides work tools, facilities, and the work of one of its collaborators in an exclusive manner. In addition, the different areas of the Company are at its disposal, so that the activities and initiatives of the NGO can be developed.

During 2017, Argentina Cibersegura conducted more than 800 activities, increasing by 100% the talks given in 2016, and reaching more than 40,000 people. All these activities were possible thanks to a team of 400 volunteer speakers, including ESET collaborators, who were in charge of 10% of the talks.

Argentina Cibersegura offered two training sessions for ESET collaborators. In the first talk, the topics of privacy, cyber-bullying, grooming and sexting were addressed. They worked with the collaborators on how to be protected on the Internet and social networks, how to avoid certain sit-

uations, what to do in the event of an incident and how to help children travel this path. In the second meeting, topics related to legislation on computer crimes were discussed. It has been several years since Argentina has been working to improve the legislation that deals with computer crimes or those that involve technological issues. Although there is still much to be done, it is very important for those of us who work in the security field to know which are the laws that protect us and how legislation works in digital matters. During the talk, a review was made of the laws that protect us on the Internet, the cyber-crimes law was discussed, analyzing the criminal definitions of computer damage, access to electronic communications and unauthorized access to information systems.

Focusing on teachers as the main multiplying agents, in August the IV Annual Teachers' Day was held, with more than 400 participants, both in person and by streaming, with the aim of educating them in the use of different tools to work in the classroom around Internet security and information technology. In turn, more than 560 teachers from across the country participated in a research survey to learn how they use technology in the classroom and what are the problems they face in this regard. 53% stated having lived a case of cyber-bullying at their school.



 [/ArgentinaCibersegura](#)

 [@arg_cibersegura](#)

 [/ArgentinaCibersegura](#)

 info@argentinacibersegura.org

 www.argentinacibersegura.org





**México
Ciberseguro®**

México Ciberseguro

Since 2015, and taking as reference the Argentine and North American experience, we began working on the Mexico Ciberseguro initiative. This is a proposal driven by ESET Latin America, along with other Mexican organizations such as: the Valle de Mexico University, Santillana, the Autonomous National University of Mexico, and the National College of Technical Professional Education, among others.

Mexico Ciberseguro pursues the goal of raising awareness in the Mexican community on the proper use of the Internet and technologies. In this aspect, it develops educational materials, events, and lectures in schools, among other things.

Like in Argentina, ESET Latin America provided monetary support in addition to its collaborators, who developed the daily activities of Mexico Ciberseguro.

During 2017, the number of talks offered increased by 50% and 12 institutions were visited.



 [/MexicoCiberseguro](#)

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 info@mexicociberseguro.com

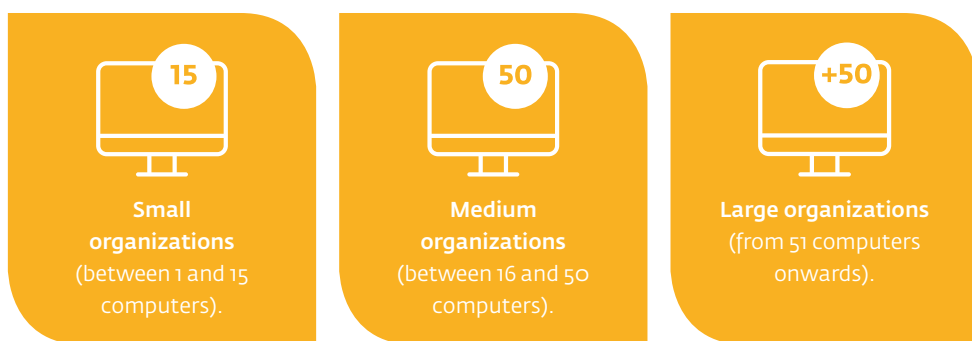
 www.mexicociberseguro.org



Protegiendo Lazos (Protecting Ties)

In order to strengthen ties with different civil society organizations, and to allow them to access the maximum protection offered by ESET solutions, during 2017, and for the fourth year, we continued with the “Protegiendo Lazos” (“Protecting Ties”) initiative. By this means, we donate free licenses on ESET products for one year to different non-profit organizations in the region. This year, a total of 127 licenses were donated through this program and, since its beginning, we have already donated more than 1,030 licenses.

According to the amount of computer equipment that each organization has, they were registered into one of the following categories:



ESET Latin America selected one winning organization per category. These were chosen according to a series of requirements.

2017 winning organizations:



Tierra Verde
Naturaleza y Cultura,
a.c. of Mexico.



Vida y Familia
Chihuahua, a.c.
of México.



Sur Futuro of
the Dominican
Republic.

For more information, visit: www.eset-la.com/responsabilidad-social/protegiendo-lazos/



#UnDiaParaDar (#GivingTuesday)

For the fourth consecutive year, we joined the **#UnDíaParaDar / #GivingTuesday** initiative. This campaign is a global movement, which proposes to carry out and spread thousands of solidarity actions on the same day all around the world; a day that helps people, companies and organizations commit themselves to give more and multiply their solidarity actions. For this reason, to encourage collaboration, the Company collaborators were invited to donate money to an NGO of their choice, and ESET Latin America donated the same amount to that same NGO. In this way, all the members of the organization were integrated into the activity and the collaboration was multiplied. The recipient organizations were Fundación Emmanuel, Una Familia para Cada Chico and El Campito Refugio.



Digipadres (Digiparents)

To be a **"digiparent"** is to be aware that there are risks on the Internet and that it is necessary to take care of children also in the digital world. Becoming a "digiparent" is part of a learning, dialogue and supervision process, through which the necessary knowledge to help children in the use of new technologies can be acquired.

From ESET, we want to facilitate and accompany all the people who are transiting this complex task of being a parent in the digital age, and help them protect their children without needing to be a technology expert.

We believe that children are the future, and that is why **we encourage parents and educators to improve their knowledge and experience on the Internet, accompanying them along this path.** To that end, we created this platform, which puts at their disposal educational content of value, so that they can learn to take care of the children while they use the web, and so that they can build, together, a healthy and safe space for children.

During 2017, we strengthened our articulation with different organizations:

→ We participated in Entramar, an event for teachers, organized by the **Municipality of Vicente López**



→ We participated in the International Day of the Girl Child implemented by the organization **I am the Code**.

→ We provided awareness talks in **Mercedes Benz and La Caja Seguros**

→ We conducted a webinar for the project **Comprometidos of Socialab, Ashoka and Unesco**

→ We organized a talk open to the community together with **Argentina Cibersegura** within the framework of the Digital Citizenship and Literacy Week organized by the civil association **Chicos.Net**

In addition, **32,853 visits were recorded on the platform**. New contents were generated that addressed the following topics:

→ **5 situations, from the digital world**, in which you should help your child

→ **5 topics that you should keep in mind** in this back-to-school

→ **Cyber-bullying**: what is it and how to prevent it

→ **4 signs to prevent bullying**

→ **Mom's advice** applied to safety

→ **How do you talk about technology with your children?** 6 tips you should know

→ **5 tips** to better supervise the use of Tablets and Smartphones

→ **Grooming**: what it is and how to prevent it

More information at: www.digipadres.com



Corporate Volunteering

At ESET Latin America we believe it is very important, on the one hand, to be able to provide a framework to our collaborators, in which they can develop their community-oriented personal interests and, on the other hand, to be able to encourage community contribution from our place. For this reason, we develop different volunteering activities that can respond both to the needs of our environment and to the concerns raised by our collaborators.

For us, it is important to try to create continuity, a bond beyond the specific activity that is performed. For this reason, we began to generate different proposals that transcend the activity itself: our contribution with the NGO Argentina Cibersegura, the connection with the San Cayetano Trade School, and our participation in the Comprometidos project, are examples of this new approach that we took up last year and that we emphasized during 2017.

During 2017, 62% of our collaborators and some business partners from the different countries of the region participated in our volunteering proposals.



Give More

We encourage our collaborators to get involved and collaborate with different social causes. In this aspect, we grant those who have participated in at least 2 volunteering activities organized by the company, a day off to address social causes of their choice.

Conectados – Entra en Acción (Connected – Take action)

Conectados – Entra en acción is our direct action volunteer program. Within the framework of this program, we offer our collaborators and business partners several actions each year, in which, in coordination with a civil society organization, we participate in specific half-day volunteering activities. Conectados also joined, for the fourth consecutive year, the **GIVE and GAIN** week, the international week of corporate volunteering, in all our three offices: Buenos Aires, Mexico and São Paulo.

Refuot Community Bank of Medicines, of the Tzedaka Foundation

Our collaborators from Buenos Aires participated in two sessions of medicine selection and classification in the Refuot Community Bank of Medicines, of the Tzedaka Foundation. The bank of medicines is developed within the framework of the foundation's health programs. This project carries out the free distribution of medicines for the vulnerable population throughout the country. Only in 2014, it distributed free medication worth \$ 7.5 million through its National Drug Distribution Network, present in 17 provinces of the country and the City of Buenos Aires, reaching an estimated population of 35,000 people.

GRUPEDSAC, Educational Center for Rural Development

Our collaborators in Mexico spent a day at the Educational Center for Rural Development, GRUPEDSAC, in Piedra Grande, Huixquilucan, State of Mexico. After a tour of the facilities of the ecological center, they set up vegetable gardens, for which they used recycled tires as planting containers. Organic vegetables were planted in the backyard of a house, seeking to improve the diet of two families and, in turn, scrap tires, that are commonly burned, were reused.



GRUPEDSAC aims at the sustainable and dignified well-being of Mexican farmers, offering them tools to significantly improve their quality of life through training and the installation of eco-technologies which, if applied correctly, can satisfy the basic needs of water, food, shelter, energy, and proper waste management. All this, complemented with human development issues to promote skills, knowledge and positive habits for life.

This organization offers training and skills development for the implementation of alternative, environmentally-friendly technologies, allowing to substantially increase self-sufficiency in water, food, housing and energy.

Casa da Criança e do Adolescente (CCA) of Sto. Amaro

In Brazil, a volunteering event was held at the Casa da Criança e do Adolescente (CCA) of Sto. Amaro. This organization assists children and adolescents from ages 4 to 16, providing them with psychological assistance, recreational activities and vocational guidance. It is located in Sto. Amaro, São Paulo, in a deprived neighborhood of the city, and aims to provide a frame of support to homeless children or those coming from vulnerable families. Our collaborators

spent an afternoon with them, in which they told them about their professional development, their jobs and how they defined their profession. They also offered a talk on how to use social networks safely and avoid being victims of some type of harassment or scam. They closed the event with games and a tasty snack.

Los Soldaditos de Jesús Social Diner

In November, the Buenos Aires collaborators carried out an activity in the Los Soldaditos de Jesús social diner, located in San Fernando. The activity consisted in assembling, together with the children who attend for a meal, an urban vegetable garden, in which they planted lettuce, tomatoes and spinach, with the objective of teaching them how to build the garden, and showing them how to take care of it, and that they could also use the harvest as supplies for the meals the diner provides.

Los Soldaditos de Jesús social diner is in charge of Carmen and her family, who decided to open the doors of their home to provide a space of support, relaxation and recreation for more than 70 children, between 3 and 12 years old, where they eat, celebrate their birthdays, and also some festivities such as Children's Day, Christmas, Three Kings day, etc.



El Gauchito Family Support Center in Tigre

In the first days of November, the collaborators from our Buenos Aires office, also assembled an urban vegetable gardens with mothers who were victims of gender violence at El Gauchito Family Support Center, in El Talar, Tigre. The center is located in a very precarious neighborhood and serves as a frame of support for women and children. For 10 years, it has provided afternoon snacks and dinner for more than 35 families, and recreational activities for children on Saturdays.

Dress for Success

Continuing with the development of the labor inclusion we proposed ourselves in ESET, we carried out an activity in coordination with the organization Vestirse para el Éxito (Dress for Success). On this occasion, our collaborators from the Mexico office visited a social center, where they offered workshops to people in situations of vulnerability, on how to look for a job nowadays. The collaborators installed a bazaar, where they separated and organized formal clothes that the organization gathered throughout the year, allowing more than 100 people to access and ideal outfit for their first job interview.

Christmas actions

To close the year, our collaborators in Buenos Aires prepared Christmas boxes and presents for the children and families of the Los Soldaditos de Jesús social diner and (the) El Gauchito Family Support Center, which were delivered before the holidays, so that they could enjoy them.



Social and labor Inclusion at ESET

As part of our commitment to the Sustainable Development Goals (SDGs), at ESET we began to work more strongly on social and labor inclusion issues. With this purpose, we participated in the Employability Board of the National Forum on Social Responsibility for Sustainable Development, and we worked with different organizations, creating joint projects and supporting some which already existed. During 2017, we worked with Vestirse para el Éxito, Ashoka, Socialab, Unesco, San Cayetano Trade School, COPIDIS, Cultura del Trabajo, among others.

Alliance with COPIDIS

Regarding the inclusion of people with different disabilities, we started working with COPIDIS (Commission for the Full Participation and Inclusion of Persons with Disabilities), whose main objective is the promotion of the rights of persons with disabilities in the area of the City of Buenos Aires. As a first step, we saw the importance of not only training our collaborators on inclusion issues, but also of generating an open dialogue on these subjects. With this purpose, as a first instance, we provided training to our Managers, and then we implemented two mandatory trainings for all collaborators of ESET Latin America.

These meetings were in charge of the awareness-raising area of COPIDIS and they were very enriching for all. High-value issues were addressed, such as the different paradigms of disability, the lack of preparation and inclusion of society in general, the rights of people with disabilities, etc.



With these actions, we commenced our work together to develop the labor inclusion of people with different disabilities in our Company. We will continue to develop this work more specifically from the Human Resources and Sustainability area, opening and spreading our job searches in this type of organizations, with the aim of generating job opportunities for people in vulnerable situations.

It is important to train our collaborators on inclusion issues and also to be able to generate an open dialogue on these subjects.

First Job Project

For the third consecutive year, we continued to develop our First Job project; this time, at the San Cayetano Trade School.

Since 1993, the San Cayetano Trade School offers courses to young people and adults, training them in different trades, with official certificates granted by the DG for Education and Culture of the Province of Buenos Aires. The school belongs to the Vocational Training Center #401, of Vicente López. The courses are free of charge and supported through voluntary contributions and own managements.

During 2017, we set out to provide students from the programming and PC repair courses, some tools for their job search. In a first instance, our collaborators gave a talk on how to prepare the CV, some tips for the first job interview, where to look for work and how to generate a profile in some of the most popular job search engines.

In the second phase, the Human Resources area received the CVs of the participants and appointed them for job interviews, for them to have a real experience and to have their information available for the different job searches that arise in the Company.





Comprometidos (Committed), fewer complaints, more ideas

As part of our support for the development of projects that promote social inclusion and innovation, this year, we joined Comprometidos, conducted by the NGO Socialab, with the support of Ashoka and Unesco.

COMPROMETIDOS is a collaborative platform of teams of young people between the ages of 18 and 29/between 18 and 29 years old from all Latin America, who seek to generate positive social impact. The objective is to be able to encourage these young people to lead change, and to infect others and collaborate with them by bettering their communities together. The

initiatives that were presented in the platform corresponded to the thematic areas of the 17 Sustainable Development Goals (SDGs), established by UNESCO.

The participants underwent three instances, through which the initiatives kept progressing as they were selected. In addition to supporting and sponsoring this initiative, ESET collaborators participated in the Ideation stage, mentoring some of the projects that were presented on the platform, and offering a webinar on awareness in the safe use of the Internet and social networks. Also, ESET collaborators carried out a workshop in the Acceleration Week, attended by the contest finalists, and in which they addressed subjects such as the importance of information; confidentiality, integrity and availability; basic prevention measures, among others.

937 initiatives were received, totaling 1,874 and with participants from all Latin America.





#ImTheCode

For the first time in Argentina, the International **Day of the Girl Child** was celebrated. ESET joined the celebration as part of the organization of the event that was held by the organization #IAmTheCode. Throughout the day, the participants, of ages 16 to 22, received different talks on issues that triggered topics of work and reflection on the Sustainable Development Goals (SDG), technology and the role of women. Ornella Rusciano, Community Manager of ESET Latin America, gave a talk on how to use technology safely and how to be aware of the different hazards we are all exposed to. At the beginning of the event, the video #FREEDOMFORGIRLS, by Beyoncé, was screened, specially made for this international day and broadcasted, at the same time, in all parts of the world.

#iamtheCode is the first African global organization to arrive to Argentina, with the aim of promoting the entry of girls and women into STEAMED careers (Science, Technology, Engineering, Arts, Mathematics, Entrepreneurship and Design). The main pillar of the organization is the empowerment of girls and women throughout the world. Technology will be one of the fundamental tools that will achieve that empowerment and, in that sense, from ESET, together with Ernest and Young, Chicos.Net, Socialab and Junior Achievement, we joined this initiative.



Environmental Dimension

#WeAreAware

We care for the environment.



Environmental Dimension

Although the economic activity of our Company does not generate a significant environmental impact, we take into account and are aware of the impact our operations can produce on the environment. For this reason, we have undertaken a series of initiatives to use the natural resources we generate in all three offices responsibly.

From ESET Latin America, we have an active commitment to caring for the environment and we are concerned that our collaborators act accordingly. For this reason, all the actions that we take in this matter are conducted in cooperation with the different areas of the company. As we established several years ago, we continued to deepen our office efficiency plan, raising awareness internally on all the environmental aspects, and generating new proposals to optimize the consumption of natural resources. In this sense, we continue working to educate and encourage our collaborators in good practices, both in the workplace and at home.

The main materials we use include: office supplies, stationery and computer consumables, and merchandising for internal and external events.

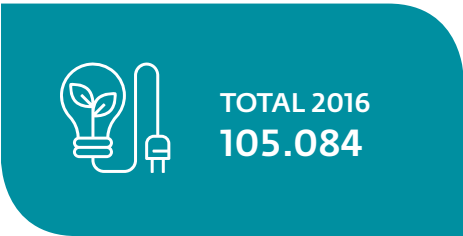
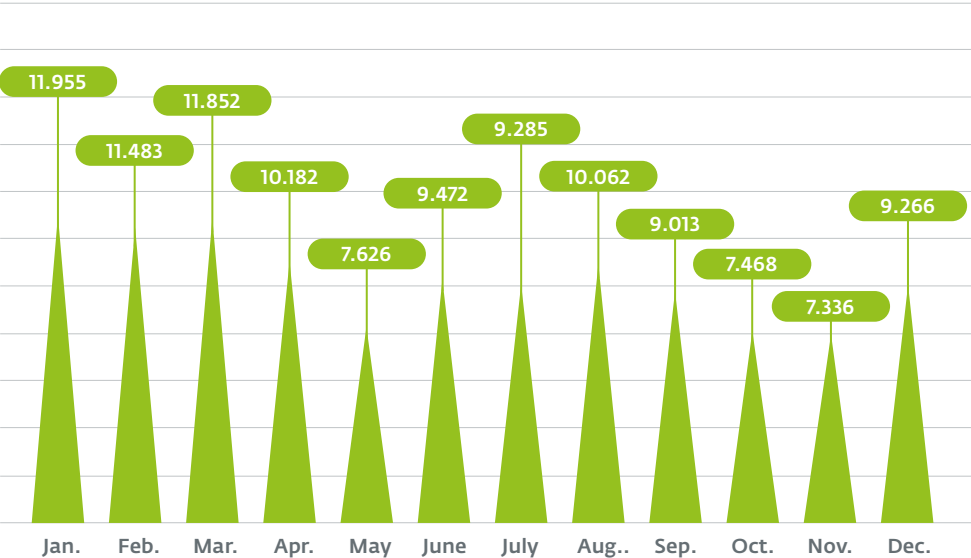


Energy Consumption

GRI 103-1 GRI 103-2 GRI 103-3 GRI 302-2

MATERIAL TOPIC 19

CONSUMPTION IN KW/H 2017



In 2017, there was an increase of 9% in energy consumption compared to the previous year due to the fact that we had to add more servers to our Buenos Aires office in order to generate more space for the storage of information. Also, we had to add one more air conditioning unit in the Data Center, in order to maintain it in proper conditions.



Process improvements to reduce our consumption

GRI 302-4

In order to take care of resources and reduce our carbon footprint, we have implemented different actions in the offices of ESET Latin America.

Monthly maintenance of air conditioners

We continue with the maintenance of the air conditioners. It is proven that an air conditioning without maintenance, every 1 or 2 years, consumes twice the energy. In addition, we have incorporated a temperature control, through which we can establish the general temperature of the offices and thus, that of each unit, avoiding extreme temperatures and unnecessary energy consumption.

Servers

In 2017, we continued to apply the virtualization guidelines on our servers. Among the different advantages offered by this technology, the optimization of the use of energy resources stands out, since several virtual machines are housed within one physical host server. This is how we continue to bet on this solid technology, which, in addition to being a very good solution, it results effective in terms of energy saving.



Recycling program

The main waste is generated in the offices and staff canteen (paper, cans, glass and plastics), and it is managed through the recycling program.

During 2017, in the Buenos Aires offices, we aligned our way of recycling with that of the Municipality of Vicente López and we worked together with the building consortium to promote joint waste-sorting. From this decision, we began to separate the waste between the clean, dry and recyclable; and the dirty, humid and organic.

In turn, we donated 31 disused electronic devices to the Equidad Foundation, so that they could recondition them and use them. In the offices of Brazil and Mexico, we continued with the waste sorting as we had been doing so far.

We recycled a total of 602.13 kg of waste.

Urban Gardens

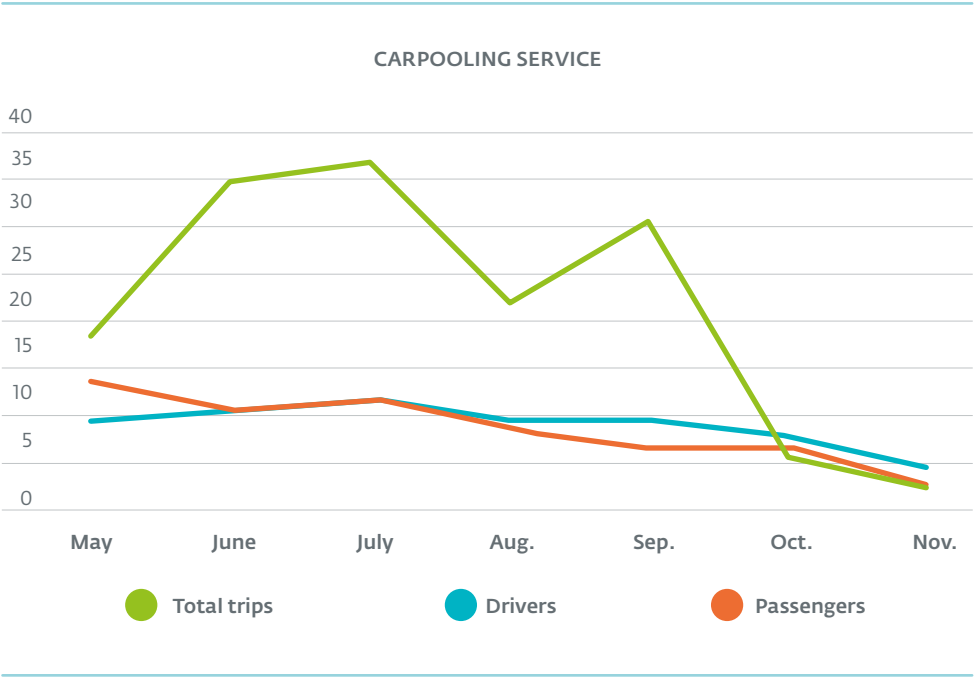
From ESET, we believe in the importance of creating green spaces within our offices, along with the awareness of their care. For this reason, during 2017, we held a workshop in which we assembled an urban vegetable garden in our Buenos Aires offices, and reconditioned all the plants in the office.

Green Guardians

In order to take care of the existing spaces and to think strategically about generating new ones, we continued with the Green Guardians project. This volunteering initiative consists of a group of collaborators who take care of the gardens and plants, and think together about new proposals to carry out in this line. With this purpose, different internal communications and contests took place, and the ESET Cleaning Day was organized, in which all employees were invited to clean the paper from their desks. Only in this last action, a total of 103 kg of recyclable waste was collected.

Carpooling

With the aim of reducing the toxic gases emissions we generate, and providing greater comfort to our collaborators in their commuting to and from our offices (taking into account many of them live in the same area), we joined the Mercedes Benz platform, teneslugar.com, to be able to provide the Carpooling service.



Thanks to carpooling we optimized the carbon footprint by 532 grams and made 156 trips under this modality.



Trainings on environmental care

During 2017, our collaborators in Brazil and Mexico received training on the responsible use of natural resources, where they were given information on the current situation of the planet and what we can do to contribute – from our place – to the care of the environment.

Awareness-raising posters

We have awareness-raising posters in all the offices of the region with the aim of encouraging the responsible use of resources.

During 2017 we renewed them in order to convey more powerful messages.

We renewed the awareness-raising posters in our offices.





Value Chain

#WeAreReliable

We promote and accompany the comprehensive development of our business partners.





Value Chain

Our Exclusive Distributors

GRI 102-9

MATERIAL TOPICS 12 18

ESET Venezuela
Represented by Logintel



ESET Peru
Represented by Sistec



ESET Guatemala
Represented by SIAT



ESET El Salvador
Represented by SIAT



ESET Nicaragua
Represented by SIAT



ESET Honduras
Represented by SIAT
Distributor with the greatest
sales impact during 2017





ESET Costa Rica
Represented by **SIAT**



ESET Colombia
Represented by **Frontech Ltda.**
Awarded as Distributor of the year
and for its impact on diversification
during 2017



ESET Ecuador
Representado por **Enlace Digital**
Premiado por su mayor impacto
de desarrollo en el mercado
durante 2017



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 that seeks to help grow and empower the firms that market the Company's products through four pillars:

→ Categorization

We organize and sort Partners into categories according to their sales capacity, available resources and certified personnel.

→ Entertainment

Through the ESET Training Program, we seek to train the channel through certification courses and careers in ESET products, and in technical and commercial knowledge.

→ Benefits and incentives

We motivate and reward Partners for their commitment and effort, providing them with tools that facilitate the management of their business and their relationship with the clients. Within this pillar, is the ESET Sell & Win program for sellers, which awards prizes to vendors for their sales.

→ Acknowledgments

We value and reward the quarterly sales performance of the Partners, through the ESET Rewards Latam initiative, and we highlight the performance and growth, as well as the execution of corporate social responsibility actions and cases of success, through the different categories of the ESET Partner Awards prize ceremony.

In 2017, it was implemented in Argentina, Mexico, Peru, Bolivia and Venezuela, incorporating Chile, Paraguay, Ecuador and Colombia.



ESET Partner Awards

2017 Winners



Partner of the Year, Award for Diversification

I2 Sistemas y Seguridad - Colombia.



Best annual performance by category

Bronze Category:

GN Consulting - Colombia.

Silver Category:

Kavantic SAS Colombia.

Gold Category:

ABETELNET Solutions - Colombia.



Best case of success

Globalgate, Rapela Laboratory and the Municipality of San Miguel.



Second best case of success

IT Proactive, for the business of the Bank of the Province of Neuquén.



Best Sustainable Management

Red Virtual de México, Mexico (for their commitment and social responsibility).



ESET Rewards LATAM

Vilsoft Perú.



ESET TRAINING PROGRAM

ESET Training Program

Our Partners are the main ambassadors of our brand and one of the most important axes of our business. For this reason, we developed the ESET Training Program for ESET business partners. Through it, Partners acquire the necessary knowledge and tools to provide an excellent service to their clients, offering complete and efficient advice on our solutions, so that they can expand their business opportunities to the fullest.



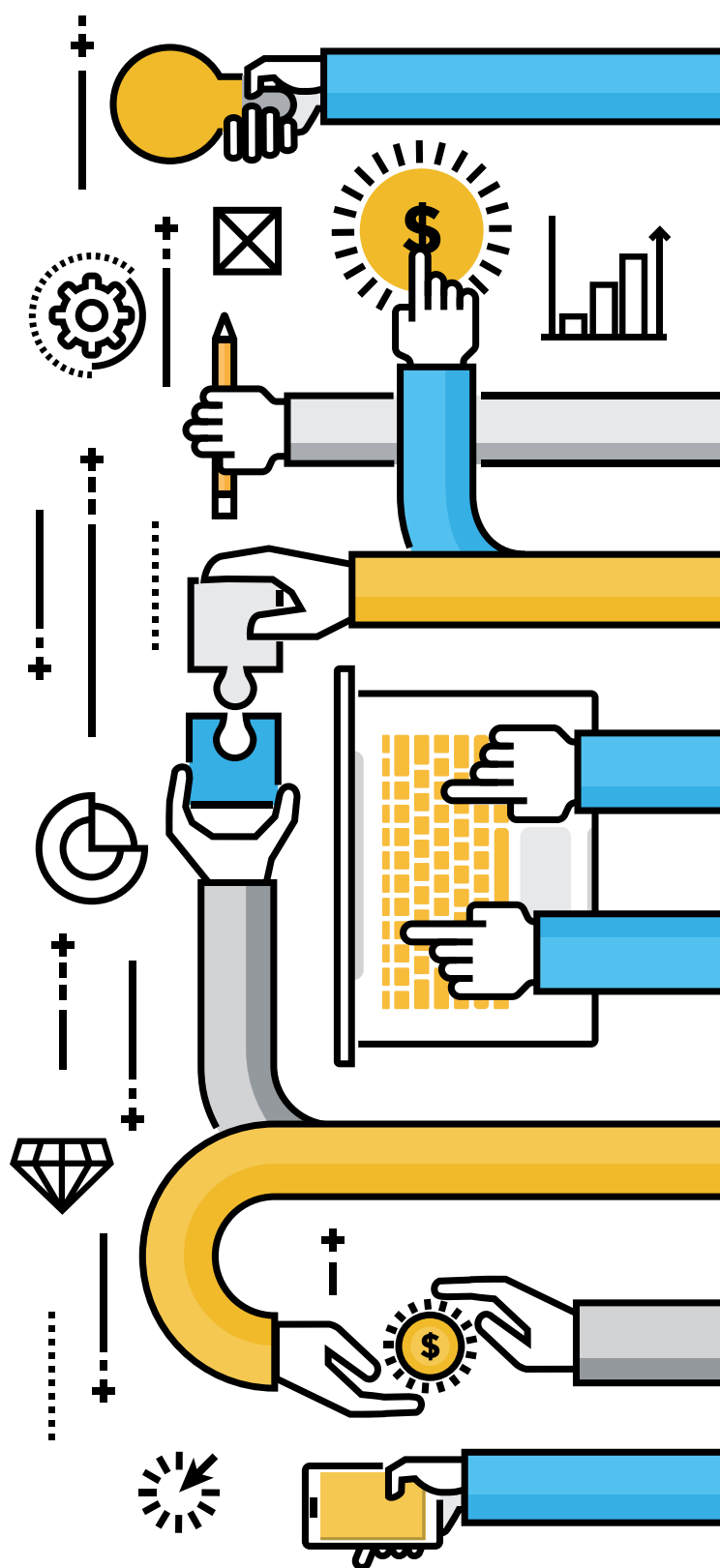
2.278 STUDENTS.
206 ACHIEVED ALL
THE CERTIFICATIONS.



1.520 PARTNER
COMPANIES.
45 OBTAINED THE
STATUS OF ESET
CERTIFIED PARTNER.



SATISFACTION
SURVEYS:
4,49 IN GENERAL
ASSESSMENT AND
4.49 IN APPLICABILITY
IN THE WORKPLACE
(ON A SCALE FROM 1
TO 5).





Fluid Dialogue

GRI 102-43



Latam Partner Conference

It is an annual event that we organize in ESET Latin America, of which all the Exclusive Distributors and the most important Partners of the region participate.

During the ESET LATAM Partner Conference, various presentations are made on objectives, new projects, work policies, product innovations, etc. It is also an opportunity for managers and collaborators of ESET Latin America to hold personal meetings with Distributors and Partners.

This annual conference is very important for the Company, for it allows us to stay close to our distribution chain and, in turn, generate more spaces for dialogue and joint work.



ESET Partner Day

Since 2011 we implement the ESET Partner Days, a series of events aimed at the sales channels in different Latin American countries, whose main objective is to strengthen ties with our business partners, offering them updated contents on the industry and information security trends.

Likewise, ESET Partner Days are a good occasion to discuss the needs and opportunities of each sales channel, and thus be able to collaborate with the growth of their business.

These spaces achieved sufficient versatility to adapt to the local needs of each market, allowing the recruitment of new business partners, tightening bonds with our smallest partners, and reinforcing institutional developments and product launches. The results outgrew those of last year, focusing on maintaining a structure that differentiates the event and is respected in all countries. These spaces were also used for general inquiries and to gather information on the level of satisfaction of the service provided to the channel by ESET's regional team and the country's Exclusive Distributor, as well as to achieve a closer approach and strengthen ties with the channel.

During 2017, a total of 16 ESET PARTNER DAYS were held place in Colombia, Ecuador, Chile, Argentina, Peru, Panama, Mexico, Bolivia and Venezuela reaching a total of 510 participants.





ESET Partner Connection

ESET Partner Connection is a digital newsletter, which is sent monthly to our entire distribution chain. Through this means, we seek to open another communication channel so that our Partners and Distributors are aware of corporate news, launches, training opportunities, and others.

ESET World Partner Conference

Every year, at a global level, ESET organizes the ESET World Partner Conference. It is a meeting especially aimed at all ESET Exclusive Distributors worldwide, in which collaborators from the different offices of the company also participate.

It is a unique space to hold presentations, work meetings, and to share information among the different ESET offices and Exclusive Distributors. It is held in a different country every year and many of ESET Latin America's Exclusive Distributors, and also some collaborators, participate.



President's Club

It is a meeting in which the most senior executives of ESET Global and the most important Distributors of the world participate.

This is another important space to share work experiences, projects, and to continue to strengthen the working connections that always distinguish ESET.

INVESTMENT OF OUR DISTRIBUTORS (EXPRESSED IN US DOLLARS)					
COUNTRY	COMMUNITY	ENVIRONMENTAL DIMENSION	VALUE CHAIN	COLLABORATORS	TOTAL
Venezuela	\$1.156	\$198	\$525	\$9.638	\$11.517
Peru	\$1.173	\$165	\$87.367	\$16.219	\$104.925
Ecuador	\$31.750	\$2.150	\$22.170	\$36.100	\$92.170
Uruguay	\$600	\$0	\$0	\$0	\$600
Colombia	\$3.749	\$763	\$12.747	\$5.105	\$22.365
Panama	\$475	\$0	\$125	\$1.025	\$1.625
Honduras	\$524	\$250	\$32.457	\$6.811	\$40.042
Guatemala	\$60.457	\$250	\$60.457	\$32.459	\$153.622
El Salvador	\$1.765	\$250	\$47.027	\$25.040	\$74.082
Nicaragua	\$2.066	\$250	\$42.590	\$5.276	\$50.182
Costa Rica	\$456	\$250	\$30.459	\$3.429	\$34.594



Logintel - Venezuela

During 2017, Logintel's main focus was its collaborators. Unfortunately, the social, political and economic situation that began in late February, prevented the development of most of the activities that had been proposed.

Community

This year, due to the country's difficult situation, Logintel has decided to join Operation Smile and make a food donation to 95 people at the San Juan de Dios Hospital. Operation Smile is a well-known action throughout Latin America, which aims to provide plastic surgery, free of charge, to people suffering from cleft lip, among other facial deformities.

In turn, within the framework of the global week of entrepreneurship, the Company has participated as a sponsor of the Desayuno con Emprendedores (Breakfast with Entrepreneurs), in cooperation with Sartenejas Technological Park and the Association of Young Entrepreneurs of the Simón Bolívar University. 35 young students and entrepreneurs participated, and 3 ESET Mobile Security licenses were donated for one year.





Collaborators

As part of the integration activities, in order to create a more relaxed relationship space, two annual lunches were held outside the office with all the collaborators, and birthdays were celebrated.

This year, the Company decided to provide a snack benefit, where collaborators received food monthly, with the objective of guaranteeing part of their comfort during the workday. Also, thermal cups with the recommended daily minimum water capacity were gifted, in order to promote daily water consumption. Collaborators were given a holiday bonus, along with the Christmas lunch. Also, the Company continued to implement wide coverage health policies for all collaborators.

Environmental Dimension

A reforestation event was held at the Simón Bolívar University's Ecological Reserve in Sar-

tenejas, in which Logintel's collaborators planted 12 native trees (sandbox tree, kapok, pink poui, etc).

The paper recycling action continued, in association with Repaveca Company. During the year, more than 20 kg of paper were recycled. This year the amount of recycled paper was reduced thanks to the reuse of printer paper. In addition, awareness-raising posters about the benefits of drinking water were placed in the water dispensers.

Value Chain

In order to continue training and providing support to the sales channels, a technical-commercial training was provided, in which 12 Gold, Silver and Bronze Partners participated. In turn, this year, the ESET Training Program courses were incorporated into the incentive platform, so that the channels could exchange their points for these courses, and could be trained in subjects relevant to the business.



Frontech - Colombia

Community

In coordination with the Matamoros Corporation, 15 hours of training in IT security were provided to 32 soldiers and police officers injured in combat, with the objective of improving their possibilities for labor reinsertion. The course had a 95% attendance rate and 97% of the students obtained excellent qualifications. Additionally, Frontech donated 254 licenses throughout the year, distributed to the following Social Entities: Matamoros Corporation, Proaves Colombia Foundation and the Soacha Social Secretariat.

Together with one of its strategic commercial allies, I2, the Frontech team carried out a Christmas themed recreational activity for 65 children of the Niños de los Andes Foundation.



Collaborators

Periodic scheduled occupational medical evaluations were held, as part of the monitoring of collaborators' exposure to risk factors, and in order to determine the existence of temporary or permanent effects on their health. As a result of the diagnosis, an eye health brigade was organized, and also a nutritional counseling event, in order to raise awareness about dietary habits. In the interest of minimizing sedentary lifestyles and, in turn, reduce cardiovascular risk, active breaks with workplace exercises continued to be implemented.

Recreation and integration activities were carried out, with the objective of identifying actions that allow us improve our customer service. Also, each Area Manager organized an integration activity outside the office space, with the aim of strengthening teamwork, reflecting on their management and proposing actions for improvement.



The Home Office benefit was launched this year, allowing collaborators from the commercial area of Bogotá and other cities to work from home.

In the pursuit of continuing to improve the welfare of those who integrate Frontech, two massage sessions were held, attended by 90% of collaborators. In addition, benefits such as birthday off and the provision of licenses for ESET products continued to be implemented, for them to share with their close ones. An alliance was made with the Alianza Cooperative, which gave the possibility to all collaborators of having voluntary savings and accessing loans to cover needs and emergencies; 41% of collaborators are affiliated to the Cooperative and make monthly savings. Finally, Frontech made a strategic alliance with a well-known insurance company in Colombia, in order to provide peace of mind to our collaborators when facing personal or family situations.

Environmental Dimension

Frontech planted its own company forest, in 2013, at the La Poma Ecological Park, which has 125 trees. Following established landscape designs, the forest configuration was executed in a heterogeneous way, regarding the species selection, which gave us the possibility of resembling natural native forest patterns and thus avoiding monocultures that can become a niche for the emergence of plagues. During this year, a study was conducted to verify the forest's condition and, of the 125 planted trees, none presented phytosanitary problems or died. Also, CO₂ capture studies were conducted, which resulted in an average CO₂ capture of 1,395 t/ha/year.

Another action carried out in this dimension was the distribution of tree-planting bonds. Through these bonds, our main distributors were invited to build a company forest together, with the objective of recovering the Andean ecosystem and inviting them to next year's planting.

Value Chain

The ESET TRAINING DAY was conducted with the participation of 23 distributors and 35 peo-

ple. This event was carried out with the objective of providing our Partners with specific training in ESET's products and new technologies. Also, the ESET PARTNER DAY was held in 5 cities across the country: Medellín, Bogotá, Cali, Barranquilla and Bucaramanga. It counted with the participation of 98 Partner companies. Finally, 47 webinars for Partners were offered on different topics related to ESET products. These training events had an average attendance of 17 people.

SIAT - Central America

Collaborators

ESET Central America acknowledges its great work team. For this reason, it has a wide Benefit Policy, which provides its regional collaborators with the following benefits: half day off on birthdays, free ESET product licenses, study permits, weekends off, massages, healthy food choices, birthday celebrations, health talks, a scholarship plan for collaborators, gifts on special days, half day off on the birthdays of their children under the age of 10, life insurance, integration events, paternity leaves. Some benefits were incorporated during 2017: English lessons, and the first stage of Home Office for collaborators of the support area was initiated.

Value Chain

During 2017, SIAT Central America carried out different activities, as a way of acknowledging the support given by its Partners: breakfasts, lunches and dinners for socialization, training courses and Christmas gatherings. All of these activities help improve the relationship with Partners, reinforcing their commitment with the Company and with the sustainable management we carry out, achieving the fulfillment of objectives.



Environmental Dimension

The care of the environment represents an important axis regarding management in all Central American offices. For this reason, the following actions were developed:

- Regarding energy consumption, awareness-raising posters for responsible use were put up.
- The migration from computers to laptops and the periodic maintenance of air conditioners continued.
- Talks about environmental care were held for all collaborators.
- Se continuó con la separación de residuos y entregando los reciclables a una empresa recicladora.

Community

Awareness talks on the safe use of technology were carried out throughout Central America, in different organizations such as businesses, schools, State agencies, etc. The topics addressed were: "Dangers of the Internet", "Ransomware", "The Internet of things",

"How to safely browse through the Internet", "How to be a Digiparent?".



Guatemala

In partnership with Microsoft, the ESET Competition was organized in this country, at the San Carlos University of Guatemala. The objective of this activity was to motivate students, test their knowledge and let them take on the same responsibilities an IT Manager has in his or her daily tasks. ESET and Microsoft collaborators provided training on issues related to IT security to students of the School of Sciences and Systems. With the acquired knowledge, once the training was completed, the students had to network different devices, install ESET and Microsoft products, and apply safety policies on them. Two groups were awarded with tablets, ESET products and ESET Academy courses.



El Salvador

Once again, we supported Juventour. This mega-space of opportunities and participation was created with the purpose of becoming a meeting point for young people, actors and leaders from different social, cultural, economic and political sectors. Since 2010, for 6 consecutive years, the event has taken place in within the framework of the International Youth Day. It started with the Youth Direction of the Social Inclusion Secretariat (2010); the National Youth Council (CONJUVE) in 2011; the National Youth Institute (INJUVE) in 2012, 2013, 2014 and, as of 2015, it has been decentralized into different departments within the country. Its objective is to create a space for youth encounters, coexistence, exchange and participation, that articulates the public and private service offers, and opportunities aimed towards young people, in compliance with the General Law of Youth. The event lasted for 2 days, in which there were conferences and stands about integral health, employment and entrepreneurship, education, violence prevention, youth participation, recreational and leisure time, social inclusion, environment and culture. ESET awarded the attendees with

licenses for their domestic products and led a disinfection campaign for these.

We continued to support the DELTA GAMING Gamer community, which organizes competitions at a Latin American level. The winners of the different competitions received ESET products. Also, within the framework of the Children and Youth Education Project, our Company participated in the 3rd Technological Fair. The objective of this technological fair is to stimulate the present fourteen educational communities, of the towns of Nejapa, Quezaltepeque, Chalchuapa, Zaragoza, San Juan Opico, Sonsonate, San Pedro Perulapán, San Miguel, Delgado City and San Vicente, to share (with other educational centers) the challenges, achievements and progress made by making use of educational technology, with an emphasis on robotics. The Children and Youth Education Project funded by USAID, has reduced the technological breach through digital literacy training for principals and teachers.

More than 100 young students, who have the immense desire of learning about technology and want to use it for actions that fuel their everyday life, took part in the event. In addition, teachers and school principals, who seek to update themselves and motivate young people by showing interest in the things they like to do, participated in the event. During this fair, the students showed their final robotics proj-



ects, among which robotic arms, garbage collectors and sorters, wheels, fairs and others, could be seen. ESET awarded all students with Mobile Security licenses and the winners, with Internet Security licenses.

This year, support was also given to the 2017 PC Day of the Don Bosco University. Year after year, the students of the Technological Studies Faculty (through the Computer Engineering Technician Degree) carry out the already-traditional PC-Day, an event that has become a reference for young people to develop and put into practice their skills. As usual, SIAT attended the event and held a talk for the participants, which was in charge of Engineer Benjamín Carpio, Commercial Manager of ESET El Salvador, who imparted the conference "The Internet of Things". Also, Mobile Security and Internet Security licenses were granted as awards for the competition.



The collaborators of El Salvador organized a volunteering event at the Colonia San Ramón School Center. This activity was coordinated together with the Silencio Foundation (FUNDASIL), a non-profit organization that has been working for 15 years to promote the human and educational development of children and adolescents of the town of Mejicanos. Throughout 2017, the foundation executed a project in which they promoted a more democratic and peaceful coexistence between girls, boys, adolescents and adults of the "Colonia San Ramón" School Center, one of the largest in the area, located in the department of San Salvador. People from Fundasil and collaborators from SIAT El Salvador attended the educational center in October to celebrate (together with the children) the closure of Fundasil's project and Children's Day. Recreational dynamics were carried out, in which inclusion was emphasized, the educational centre was decorated with balloons and drawings, and snacks were handed out. It was a day in which the children did nothing but have fun, forgetting for a moment the situation of violence they face daily.



Lastly, support for sports was continued, with the sponsorship of the uniform of a girls volleyball team of the third national category, encouraging, this way, the development of physical and mental health, through sports, of the country's youth.



Nicaragua

The second edition of the Hackachimba Fest was carried out in October. This is an IT security event, created by SIAT Nicaragua and held at the National University of Engineering of Nicaragua (UNI). During the event, SIAT collaborators imparted different talks on IT Security innovations and trends, raffles and contests took place and it counted with the presence of stands.

El Cacerío has 278 inhabitants, among whom at least 34% has great difficulty accessing food. The collaborators celebrated Children's Day with the 70 children of the center, bringing snacks, piñatas, sweets and gifts. The activity was filled with many emotions.

In turn, within the framework of the Francisco Morazán National Pedagogical University fair, a Disinfection Campaign was organized at the central square of Gracias a Dios town, where the public arrived to disinfect their laptops. A total of 400 disinfections were executed.



Honduras

SIAT Honduras collaborators carried out a volunteering event at the Cacerío Suntule School Center, located on the outskirts of the Central district of the Francisco Morazán department.



Enlace Digital - Ecuador Community

During 2017, 9 talks on IT Security were given in 6 organizations from Quito, Guayaquil and Machala, in which 883 people attended. Also, Computer Security Clubs were organized in three schools from Quito city: Letort Quito

School, SEK Quito School and Spellman School. The objective of these actions is to raise awareness among parents, teachers and students, through informative and educational talks, in which topics such as the main current threats for teenagers were addressed, and safety tips for parents were provided. At the same time, a bond was established with the Caminos de Esperanza Foundation, located in the Tumbaco's parish in Quito, continuing with the Manos que Dan (Hands that Give) campaign, initiated in 2015. After understanding the needs of the Foundation, we planned and coordinated a donation together with clients and Partners, and an activity was carried out. This bond will continue to be developed next year, providing IT Security training to the adolescents, tutors and administrative staff of the Foundation.

Collaborators

ENLACE DIGITAL works to accomplish Human Talent Management, focusing on the knowledge and skills of its collaborators. This allowed us to strengthen the commitment and loyalty of our team of collaborators. Nowadays, we are aware of the importance of recruiting people according to their potential,

and not only according to their experience, in order to provide adequate education and execute programs to address the performance and development of their skills.

Performance assessments were conducted during 2017, where each collaborator obtained a score according to their competences and their work. The objectives of this new implementation were, on the one hand, to give the possibility to those people who did not manage to obtain a good score, to be part of an improvement plan. On the other hand, to reward the best commercial advisors on IT Security. At the same time, and in this same sense, the 360° evaluation was carried out for the company leaders, in which all the Company's collaborators and external clients participated and gave their point of view, with the purpose of creating improvement opportunities and seeking to align leaders with the needs of their work teams.

Moreover, different actions were carried out in favor of collaborators and the work environment: celebrations on special dates, typical meals were shared, the Ecuatorian Red Cross was invited to conduct a vaccination campaign, the vacational project "Nuestros Hijos nos Visitan" (Our Children Come to Visit





Us) was implemented, active breaks during work hours continued, a health care campaign was conducted to raise awareness about daily fruit consumption, so every Friday of the month the company delivers a fruit to all collaborators of the company. In turn, this year the plan of CONTINUOUS IMPROVEMENT was initiated, which seeks to improve communication between collaborators and their different areas, and promote an organizational culture that is rooted in corporate values.

Regarding occupational health and safety, monthly talks related to the health care and occupational safety of the collaborators were carried out; with the purpose of assessing the risk matrix and avoid possible accidents, the job positions of the Company were evaluated by the IEES, the agency in charge of these aspects. Likewise, the SSO Regulation was updated to provide welfare and safety as stipulated by law; and an agreement was made with an OPTICAL CENTER, where free ophthalmologic exams were provided, among other things.





Environmental Dimension

During 2017, we continued to work on the strengthening and innovation of strategies for the care of the environment. For this reason, the 3R: RECYCLE, REDUCE, REUSE campaign was created. The Recycling stage was accomplished by holding an awareness talk and distribution of recycling materials, a weekly measurement of the amount recycled by each collaborator and a monthly reward for collaborators with the largest volume of recycling; also, corporate wallpapers on recycling were put up. As a result of this stage, 220 kg of plastic and 118 kg of paper and cardboard were recycled. In regard to the Reduce focus, the following actions were carried out: yellow light bulbs were replaced by energy saving light bulbs in some areas of the building; the conventional luminous sign was replaced with a LED sign; an internal campaign focused on raising awareness on the minimization of the use of drinking water; an internal campaign focused on the importance of reducing printer paper usage; digital signatures in commercial documents were established, to avoid unnecessary printing. As a result, in comparison with 2016, energy consumption was reduced by 8,3%; water consumption by 4,6% and paper consumption

by 12,2%. Finally, in regard to the Reuse campaign, the reuse of plastic containers began to be promoted. Technological waste was also part of this campaign, some of it was recycled and the rest was repaired to be later donated and delivered in working condition.

In turn, during this year, the ESET PLANTAVIDA 2017 (2017 ESET PLANTS LIFE) campaign took place, which changed its digital essence to become a volunteering action, and where collaborators and Partners participated. To this end, an agreement was made with the Municipality of Quito, which assigned a space within the urban area that required afforestation. 200 pine trees were bought, to be planted in a 2,000 square meters space and also, to be delivered to Partners, collaborators and clients.

The 3R campaign was created: RECYCLE, REDUCE, REUSE. As a result of this stage, 220 kg of plastic and 118 kg of paper and cardboard were recycled.



Value Chain

The ESET Partner Days were held in March, in the cities of Quito, with an attendance of 29 participants, and Guayaquil, with 32 participants. Executives and managers of the main channels also attended. At the same time, the 2017 ESET Champions Recognition took place, a channel recognition program, exclusive to Ecuador, which has 2 schemes: the first one, focused on channel recognition, and the second one, focused on the acknowledgment of distinguished advisors in the channels. During the ESET Partner Day, the recognition of the winning Partners of the first half of the year took place.

Also, during 2016, a cycle of technical and commercial training courses was carried out for our channels, in order to strengthen their capacities and, consequently, improve their final customer service performance. In total, 58 courses were given. Finally, the disinfection campaigns were continued at some of the channels' facilities. A total of 171 computers were disinfected.



Microtechnology - Panamá

Community

This year, Mitek's collaborators imparted 20 educational talks in schools, government agencies and companies, with the purpose of aligning, even more, the actions focused on the community with the awareness of the safe use of technology.

We continued to support the NGO Casa Esperanza for the fifth consecutive year. This is a non-profit organization that fights against child labor in Panama, and provides health, nutrition, education, recreation and training services to children and adolescents, allowing them to focus on their studies. Mitek's collaborators and their families, together with collaborators of Casa Esperanza, students of this organization, and members of the community

who joined the cause, participated in the Good Deeds Day, and painted the perimeter wall of the Integral Assistance Center, in the city of David-Chiriquí.

In turn, on the occasion of the Christmas celebrations, Mitek collaborated with the donation of 12 food baskets, destined to the families of children who had successfully completed their educational programs during the school year.

Mitek also collaborated financially with Nutre Hogar, a private organization, created in 1988, with the purpose of preventing severe malnutrition in children from low-income communities in Panama.

For Christmas, along with our commercial partner Network Connection Plus, we donated bags of food to families in the Río Indio community, in the Coclé province, and a Christmas feast was organized for children of the community.

In support of the Social Responsibility actions carried out by the Latin University of Panama, Chiriquí headquarters, together with other local companies, we contributed by donating a piñata and sweets for the students' celebrations of a School in the Soloy community, located in the Ngabe Buglé Region.

Collaborators

The Benefits Policy was launched this year, which includes all the benefits granted by the company to its collaborators, among which are the monthly birthday celebrations and the festivities organized by the company.

Regarding the health of the collaborators, physical health talks, related to good posture, were imparted with the objective of reducing work stress. These talks were provided by a clinic that specializes in these topics. Also, training was given to the commercial area, at the Microsoft Office suite, in the Panama city offices.

Environmental Dimension

Good use of resources is an important issue in the company. For this reason, the implementation of measures that contribute to the care of natural resources were continued. The appropriate maintenance of electronic devices, and the reduction of paper consumption in unnecessary printings, are part of the awareness messages that are promoted throughout the year. Also, a campaign to collect electronic equipment was carried out, to discard them properly through a recycling company.





Value Chain

Two ESET Partner Days were held, in Panama city and in David, through which the new features of the ESET solutions were presented to the Distribution Channel, with the participation of 90 Partners. Also, a training event for Partners was held, with the purpose of reinforcing commercial and technical knowledge and establishing strategies for the benefit of end clients.



Videosoft - Uruguay

Community

A talk from Aldeas organization was held in July, for kids aged 14 to 17. After the talk, a space for debate was proposed, following some guidelines that were presented, with the purpose of allowing kids to analyze their own actions, facilitating the raising of awareness and its subsequent preventive response to cyber attacks and crimes. 14 teenagers and 3 teach-

ers attended, whose feedback to the proposal was very motivating for future encounters, concluding the event with the commitment to continue supporting the NGO with this type of activities.

Following this style of actions, on the occasion of Children's Day, in August, a talk was offered at the Nuestros Hijos Library, with the participation of 20 children of different ages. The activity was based on the WeLiveSecurity news portal. Also, children's short story books and stationery supplies were distributed.

On the other hand, the seventh edition of Segurinfo was held. Organized by USUARIA since 2005, the event's intention is to continue generating exchange spaces to share experiences and assess solutions to the challenges that the growth in the use of Information and Communications Technology has created.

Collaborators

The Benefits Policy for collaborators of Videosoft was launched during 2017. This document features all the benefits that the Company's collaborators enjoy. Among the outstanding benefits of this year, are the following: the continuation of English lessons, a space for stretching classes that favor the correct posture of the spine, and a healthy snack twice a week.

Environmental Dimension

A technological waste collection campaign was carried out, which involved collaborators, Partners and the wider community. The campaign's objective was to raise awareness about the importance of safely recycling electronic waste, and to be able to take the collected items to the technological waste collection points. To this end, a tour was made through several businesses in the area, dedicated to different types of sales, among which there were grocery shops, pharmacies, a collection centre, including Videosoft's office door, in the department of Maldonado. This on-site campaign was reinforced through Social Networks, communicating the actions that took place, as well as the places where people could collaborate with the campaign.



Sistec - Perú

Community

This year, a special focus was placed in the implementation of educational talks on IT security in different organizations, as part of the actions carried out in the community axis. The talks took place at the Metropolitan Planning Institute, the company DATACOM and the National Superintendence of University Higher Education (SUNEDU). These talks were given by Sistec collaborators and involved a total of 130 participants. In turn, the collaborators participated in two volunteering activities. In commemoration of Father's Day, 4 collaborators joined the activity organized in the National Rehabilitation Institute of the Ministry of Health, which provides medical, psychological and social care to people with disabilities. Gifts and snacks were distributed among the

beneficiaries. Also, in commemoration of the Christmas holidays, in coordination with the Sagrado Corazón Parrish of María Pamplona Alta, in the San Juan de Miraflores district, an activity for 107 low income children was carried out, and gifts and sweets were handed out. A total of 24 volunteers participated, among collaborators from SISTEC, KPS Perú and WISE CONTACT (both suppliers of SISTEC).

Collaborators

During 2017, Sistec Peru implemented a series of new benefits to promote the well-being of its collaborators, which added to those already established in previous years. Among the developed benefits, the professional physiotherapy service in the workplace continued, both for groups and individuals, with the purpose of preventing possible muscle and joint injuries, which arise from poor postures and sedentary lifestyle. An agreement was made with CINEPLANET, in which, through their CINEPLANET AT WORK program, the collaborators were able to access movie tickets and combos with a 50% discount.

Focusing on language learning, on the one hand, an in house English course was implemented, where Sistec collaborators enjoyed English lessons offered by the Company and during working hours. In addition, an agreement was signed with the Private Technological Higher Education Institute EUROIDIOMAS, through which collaborators, and their spouses and children received different discounts on the tuition of their courses.

As part of the promotion of a healthy lifestyle, collaborators were given the opportunity to access exclusive discounts at the Bodytech gym, and fruit was made available once a week so that they could have a healthy snack. Also, an anti-stress activity was conducted, in which a coordinator interrupted office activities to carry out a series of dynamics, which allowed to improve teamwork and the work environment. Celebrations and integration activities were held, including the celebrations of Father's Day and Mother's Day.

Environmental Dimension

Sistec carried out a series of actions to contribute to environmental protection. This year, special emphasis was placed on raising awareness among collaborators about the importance of caring for natural resources. To this end, a plastic cap collection contest was held, where 8 groups of collaborators competed for a month collecting plastic caps. The winning group managed to collect a total of 11 kg of plastic caps, and, among all groups, a total of 22.5 kg were achieved.

Also, a volunteering event was carried out, joining the Hazlo Por Tu Playa (Do It For Your Beach) action. This is a movement that promotes the participation of citizens who are alarmed by the contamination of marine and freshwater life, because of our waste, which endangers the species that live there. Caballeros was the beach assigned to the collaborators of Peru, located at kilometer 35 of the Panamericana Sur route, in the Punta Hermosa district of the city of Lima. A total of 20 collaborators participated, and a total of 20 kg of waste were collected, of which 60% was recyclable and 40% was not.



Value chain

In order to strengthen the connection with Partners and sales channels, different socializing and training activities were carried out. Among these events, the following stand out: the ESET Security Day and the 2017 Sustainability Report Launch, exclusively aimed at Partners.



Our suppliers

Operating costs and payments to suppliers at the offices of ESET Latin America

GRI 103-1 GRI 103-2 GRI 103-3 GRI 204-1

MATERIAL TOPIC 17

COUNTRY	INVESTMENT (VALUES EXPRESSED IN US DOLLARS)	RATE OF EXPENDITURE BY COUNTRY
Argentina	2.414.370	71,58%
Mexico	628.469	18,63%
Brazil	329.818	9,77%

Classification of suppliers by size

SUPPLIER	INVESTMENT IN US DOLLARS	NUMBER OF SUPPLIERS	RATE OF INVESTMENT
Small (Self-employed)	656.578	150	20%
Medium (Limited Liability Companies)	1.692.340	174	53%
Large (Stock corporations)	858.237	139	27%

Classification of suppliers by type of contract

CLASSIFICATION OF SUPPLIERS BY TYPE OF CONTRACT (%)	INVESTMENT IN US DOLLARS	NUMBER OF SUPPLIERS	RATE OF INVESTMENT
Services	1.962.995	274	61%
Inputs	1.244.161	189	39%

Labor Policy

GRI 103-1 GRI 103-2 GRI 103-3 GRI 407-1
GRI 408-1 GRI 409-1

By signing the United Nations Global Compact, we have engaged in Human Rights aspects, with regards to the fight against child labor and forced labor, as well as to freedom of association and collective bargaining. These aspects are internally guaranteed in our operations, in each of the countries in which we operate. Although they are not high risk, due to the type of activity carried out by our main suppliers, we perform a monitoring that allows us to affirm this commitment in our supply chain.

During 2017, we continued to work on the design and creation of a new labor policy and management approach with suppliers, which has three axes: **analysis, incorporation and management**. We elaborated a **letter of adherence to the fundamental principles for a responsible management**, and a survey to be able to identify – in each supplier – their commitment and their actions regarding the sustainable management of the business.

During the year, we concluded the analysis stage and commenced with the incorporation stage partially. We sent our most frequent suppliers the request to sign the letter of adherence to the fundamental principles and complete the survey. This request was also repeated for each new hire, in order to be able to continue with the management stage. Although several of our suppliers responded positively to the request, many of them still have to make it effective. For this reason, next year, we will continue to focus our efforts in this effectuation and internally, to deepen this way of working with each area of the Company, for its full implementation.

→ Analysis

A mapping study was conducted to determine which of the suppliers that the Company has on record, are relevant to date. This work was carried out area by area, and allowed to have a clearer picture on the number of suppliers with which the Company currently works, and their identification. This was incorporated into a joint work with the Administration area, within the supplier hiring policy of different variables, among which not only should the level of the offered products and services be assessed, but also the impact each has on the environment, its collaborators, Human Rights and society at large.

→ Incorporation

Upon the incorporation of a new suppliers, they must sign a letter of adherence to ESET Latin America's management principles, as well as complete a form answering what are the bases on which they manage their business. This process will also apply to the current suppliers of ESET Latin America, in order to have a real and up-to-date database.

→ Management

Once the first two steps have been completed, we will work on the management of strategic suppliers, in order to align them with ESET Latin America's sustainability strategy, allowing them to grow together with us.

Letter of adherence to the fundamental principles for a responsible management

GRI 412-3

Each supplier, new or regular, must sign a letter of adherence to the fundamental principles for responsible management. These refer to the international standards defined by the International Labor Organization (ILO), the 10 principles of the United Nations Global Compact (to which ESET Latin America adheres and invites all its suppliers to adhere) and the best business practices, which not only promote compliance with national legislation, but also their participation in the global movement that corporate social responsibility and sustainable management have at present.

→ Human Rights

To support and respect the protection of Human Rights within their sphere of influence, making sure we are not accomplices in cases of violation of these rights.

→ Working conditions

To comply with labor regulations and the social protection of workers, ensuring decent working conditions, professional development, knowledge improvement, and equal opportunities.

→ Freedom of association

To respect freedom of association and recognize the right to collective bargaining.

→ Forced labor

To contribute to the elimination of all forms of forced or coerced labor; that is, of any work or service that is not done voluntarily and that is required of an individual under threat, by force or as punishment.

→ Child labor

To contribute to the elimination of all forms of child labor, understanding as such, any economic activity and/or survival strategy, paid or unpaid, carried out by girls or boys below the age of admission to employment or work (as established by the local law), or who have not completed compulsory schooling. The employment of young people, who are not included in the definition of child labor, must also comply with all the laws and implementing provisions for said people.

→ Non-discrimination in employment and occupation

To contribute to eliminate discrimination in employment and occupation. Discrimination is understood as any distinction, exclusion or preference with the effect of reducing or altering the equality of treatment or opportunities made by reason of race, color, sex, religion, political opinion, age, national origin, social background, family responsibilities or other considerations.

→ **Environmental care**

To work preventively against adverse environmental effects, using environmental resources efficiently and sustainably, attempting to maintain the least environmental impact, and promoting the development and dissemination of environmentally friendly technologies. To pursue initiatives to foster greater environmental responsibility and to spread environmentally responsible behavior.

→ **Anti-Corruption**

To work against corruption in all its forms, including extortion, criminality and bribery.

→ **Responsible and transparent behavior**

To guarantee a responsible and transparent corporate conduct in all company activities, respecting the interests of the different publics with which it is related.

Suppliers training

To continue deepening our sustainable management, we believe in the importance of extending this vision to our suppliers. For this reason, together with Teradata and Los Leones (companies with which we share the Office building in Buenos Aires), we held a training session for all the cleaning and maintenance suppliers, on the importance of waste sorting and its correct implementation. This meeting allowed us to reinforce waste sorting at the consortium level, and its correct implementation.





Kanoid

Preparation of the Sustainability Report



Preparation of the Sustainability Report

GRI 102-45 GRI 102-48 GRI 102-49 GRI 102-50 GRI 102-51 GRI 102-52 GRI 102-54 GRI 102-56

The present ESET Latin America Sustainability Report was developed by the Human Resources and Sustainability area, and reviewed by the Manager of the Area, as well as by the General Manager of the Company, and by the consulting firm AG Sustentable, who advised us in the creation of the present document.

This is the sixth report presented by the Company. The previous report was the one corresponding to the 2016 financial year, published in June 2017, thus fulfilling our commitment to publish our Sustainability Report annually.

There are no significant changes in the expression of the information compared to the last report, nor any significant changes that affect the scope and coverage of the issues addressed.

For its completion, we followed the guidelines of the Global Reporting Initiative (GRI) Standards, under the comprehensive compliance option. In it, we show the results obtained by the company in the period between January and December 2017. In this report, we include the Sustainable Development Goals we worked on, aligning ourselves with the 2030 agenda proposed by the United Nations. The information provided includes the economic, ethical, environmental and social dimensions reached throughout the region, including the results of ESET Latinoamérica S.R.L., corresponding to the activity in Argentina, and whose Balance Sheets are presented every year. We also present the achievements and possible improvements of the ESET offices in Mexico and Brazil, as well as the activities developed by our Exclusive Distributors in the different countries of the region. In addition, this document is the Communication of Progress (COP) of our commitment to the 10 principles of the United Nations Global Compact, of which we are signatories since mid-2013. This Report has no external verification, but it will be evaluated for successive reports as recom-

mended by the GRI. In any case, the information provided is guaranteed by the company and registered in its operating systems.

For the preparation of the different sections, the principles of the methodology used were taken into account, as well as the conditions that guarantee the quality of the report. The information included is supported by the company's management systems and guaranteed by its management. The data provided covers the substantive aspects of management in a way that it is balanced, precise, and comparable to the information contained in the annual reports of the last four periods.

Its development implied several elaboration instances, from which we arrived to the exhibited outcome. The presentation of the previous report facilitated the dialogue with the main stakeholders and the updating of the materiality matrix. The information that emerged from the dialogue with the main stakeholders was of special relevance for the creation of the Report and the vision of the Company's sustainability plan.

This is the sixth report presented by the Company. The information provided includes the economic, ethical, environmental and social dimensions reached in the entire region.





GRI Standards Content Index



GRI Standards Content Index

GRI Standards content index – Comprehensive compliance option

GRI 102-55

ESET Latin America's 2017 Sustainability Report was developed in accordance with the new GRI standards, under the comprehensive compliance option, of the Global Reporting Initiative (GRI), being also our Communication of Progress (COP), requested by the United Nations Global Compact principles.

Next, we present the **GRI Standards Content Index**, where we provide the reference in the body of the Report, in response to the GRI standards indicators and the United Nations Global Compact principles.



This Report was submitted to the “**SDG Mapping Service**” of the GRI, in order to confirm that the Sustainable Development Goals (SDGs) were correctly mapped to the GRI indicators. This allows information on sustainability to be more traceable and usable, and the connection to the SDGs to be clearer.



As a GRI Standards Pioneer, we are among the first to adopt the new GRI standards: the best global practices for sustainability reporting. By doing so, we are demonstrating our full support to the GRI mission to potentiate the decisions that create social, environmental and economic benefits for all.

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