

Madrid, September 9<sup>th</sup> 2012

H.E. Ban Ki-moon  
Secretary-General  
United Nations  
New York, NY 10017  
USA

Dear Mr. Secretary-General,

I am pleased to reconfirm that **Callware Voice Technologies S.A.** supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption. With this communication, we express our intent to advance those principles within our sphere of influence. We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals. **Callware Voice Technologies S.A.** will make a clear statement of this commitment to our stakeholders and the general public.

The reason why we did not submit a Communication on Progress in the last years is that we had not enough human resources to prepare all the information and present it on time. Added to this, we moved from one office to another, and it took a time to manage and put in order all the documents regarding our providers and clients, necessary to prepare de Communication on Progress.

We are pleased to inform you that the Communication on Progress for 2011 exercise had been presented yet.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress within *one year* of joining the Global Compact, and *annually* thereafter according to the Global Compact COP policy.

Sincerely yours,

  
Santiago Martínez  
CEO Callware Voice Technologies



*Madrid, November 12nd 2009.*

H.E. Ban Ki-moon  
Secretary-General  
United Nations  
New York, NY 10017  
USA

Dear Mr. Secretary-General,

I am pleased to confirm that Callware Voice Technologies, S.A. supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption. With this communication, we express our intent to advance those principles within our sphere of influence. We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals. *Callware Voice Technologies, S.A.* will make a clear statement of this commitment to our stakeholders and the general public.

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Sincerely yours,

  
CALLWARE VOICE TECHNOLOGIES, S.A.

P.P.

*Mr. Santiago Martínez Contreras.*

CEO