

Non Financial Report

2022

OEP Spanish IT Acquico Group, SLU
and Subsidiaries

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1 A Message from the President

Welcome to the third annual non-financial report, prepared in accordance with the GRI (Global Reporting Initiative) International Standards Guidelines, in line with our commitment to comply with the United Nations 2030 Agenda, by contributing to the SDGs (Sustainable Development Goals) and the Ten Principles of the Global Compact.

Throughout this financial year 2022, we wish once again to reinforce our firm commitment to transparency in management, as well as our unwavering dedication to environmental development and our contribution to building a better world. A world that is diverse, sustainable and more equitable for all: people and businesses.

Our new report includes the results that we, as Grupo OEP Spanish IT Adquico S.L.U. (VASS), have achieved during 2022, as well as the challenges we have set ourselves for the future, always within the context of respect for the environment, human rights, labor rights and, above all, the commitment to develop and deploy technologies, as well as to promote talent to help companies and society as a whole on this path.

2022 has been a year filled with numerous challenges. The indirect consequences of international conflicts such as that in Ukraine, coupled with the current social and economic turmoil, as well as the unstoppable advance of technology, make it essential today more than ever to focus on projects, solutions and companies with a clear commitment to creating positive impact.

At VASS, we believe that the best way to achieve this goal is to commit to a global strategic vision that allows us to grow, scale and expand the successful model we have developed over the company's more than 20-year history, offering the necessary solutions for our customers globally within the framework of digital transformation and, thus, helping them to prepare for their future, the future of us all. We call this vision "VASS GLOBAL PLAY".

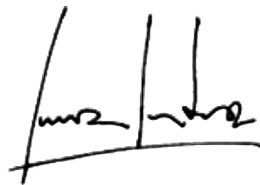
That is why we are focusing our efforts on becoming the international leader in technology consultancy, as well as one of the main points of reference. Throughout 2022 and following our ambitious VASS@400 plan, we have managed to expand all of our operations, with a total of 26 locations on four continents. Our international commitment has been developed in 2022 thanks to the acquisition of several technology companies and has allowed us to consolidate and promote internationally our extensive portfolio of knowledge and solutions in Customer Experience, Big Data, Analytics, Automation and AI, among others.

Our international strategic focus also reinforces our comprehensive management of transparency, diversity and global sustainability, as well as our commitment to good governance, advancing in our ethics policies and code of conduct, as well as in the implementation of protocols to prevent harassment, the improvement of our program to fight corruption, bribery and money laundering, and the establishment of an ethics channel. In terms of commitment to talent and people, VASS continues to be a point of reference in terms of employability, having now reached the figure of more than 3,700 professionals in Europe, America and Asia. We also remain committed to equal opportunities for all, with 27% of our company's professionals being women. One of the fruits of this work is, among others, having been recognized as one of the 100 best companies to work for in Spain in 2022 (Actualidad Económica Ranking, from El Mundo).

Our commitment to the environment in 2022 has been very much on the agenda. We have measured our carbon footprint at our headquarters in Madrid, with a view to extending it to our other operating centers and aiming to reduce our emissions by 5%. Aware of the impact that each of us generates on the environment, we have raised awareness and trained people in order to empower them to take care of the planet, and we have also promoted the sustainable use of resources to reduce our footprint.

In terms of social engagement, we remain committed to our Foundation, through which we manage social activities in the academic and business sectors, promoting employability and reducing barriers to digital knowledge, thus facilitating and generating opportunities that the world of technology offers to vulnerable sectors of the population. We also provide support to entrepreneurs and work for the creation of new business opportunities and growth within the technology sector. With respect to our customers, they continue to place and reinforce their confidence in the VASS team, which is reflected in the results and in the support they give us inside and outside our borders in initiatives such as events, through positive feedback and by contributing locally and internationally to the good name and reputation of VASS.

All in all, 2022 has been a very exciting year for VASS, in which we have added new capabilities, overcome and faced new challenges, built a more diverse team, expanded our limits, strengthened our commitment to current and future customers, to our partners, and ultimately delivered the best of ourselves, spreading the VASS spirit to make the world a better place for everyone.



Francisco Javier
Latasa Vassallo
**President and Global
CEO, VASS**
March 2023

2 We are VASS

2.1 ADDED VALUE IN SOLUTIONS AND SERVICES

We are a leading company in digital solutions based on digital consulting, and specialized in offering complete solutions in Big Data, Data Discovery, MDM, SOA, ECM, Web Analytics and Cloud Services, among others, as well as communication and digital marketing services.

Thanks to our broad ecosystem of companies, we help large organizations in their digital transformation process, developing and executing the most innovative and scalable projects from strategy to operation. All with one goal in mind: to generate sustainable solutions, beginning with our own actions and projecting them to our stakeholders.

We have 26 operation centers in 22 countries on 4 continents, and a workforce of more than 3,700 people around the world.

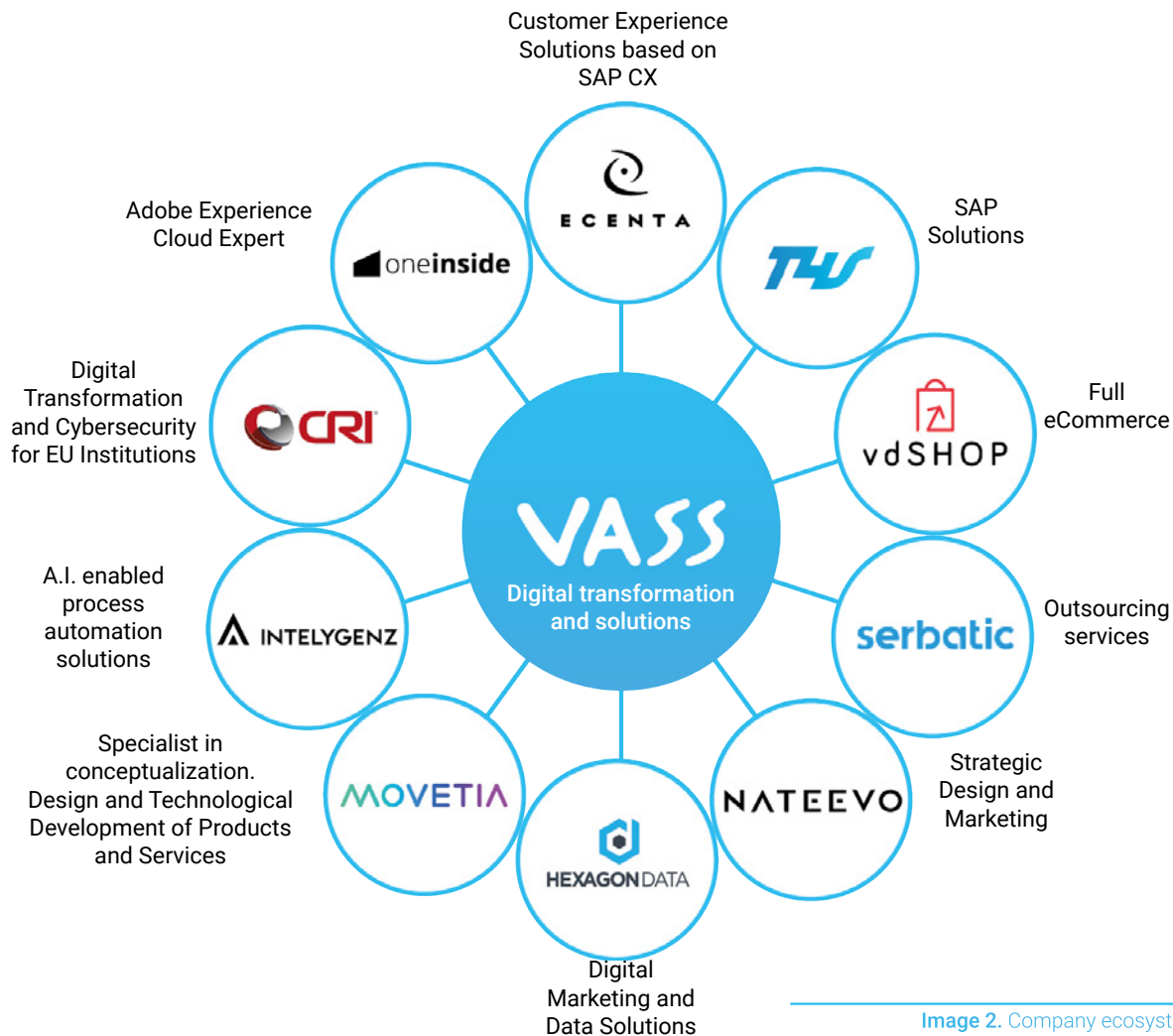


Image and table 1. International presence

Spain
Spain

Americas
USA & Canada
Mexico & Central America
LATAM

EMEA & APAC
UK & Ireland
DACH
Nordics
Benelux
APAC
Greece



By the end of 2022, we surpassed €272 million in turnover and grew organically by more than 20% compared to 2021 and by 35% in total terms, considering inorganic growth. 52% of the company's turnover comes from international sources, a percentage that rises to 60% with regards to profits. Digitalization and new technologies continue to be key to the business. This growth is due to the VASS Group's vision of internationalization, which aims to turn the company into a global player - a leader in digital transformation services.

Throughout 2021, the company was immersed in the development of the VASS@400 Strategic Plan, the economic objective of which was to generate revenues of 400 to 500 million € by 2025, based on continued organic growth as well as the creation or acquisition of new companies.

Since its launch and the subsequent roll-out of the international development plan through to 2022, capabilities and regions have been added and new companies acquired, most recently Sweden's Zington, following the acquisitions of Hexagon Data, a leading MarTech solutions provider based in Mexico; One Inside, an Adobe technology solutions specialist based in Switzerland; Movetia, a leading Spanish digital services company with expertise in developing digital solutions for the financial and automotive sectors; and Intelygenz, a Spanish Artificial Intelligence process automation company.

In just one year, the company's workforce - with a broad ecosystem of companies formed by NATEEVO, Serbatic, vdSHOP, T4S, in addition to the acquired companies - has grown by 32% in the last year.

2.2 ORGANIZATION AND STRUCTURE

Our Group is made up of the OEP Spanish IT Adquico, S.L.U. Group and dependent companies, of which VASS Consultoría de Sistemas, S.L. is the group's parent company. Below is the corporate structure and information relating to all the companies that made up the group at the end of 2022.

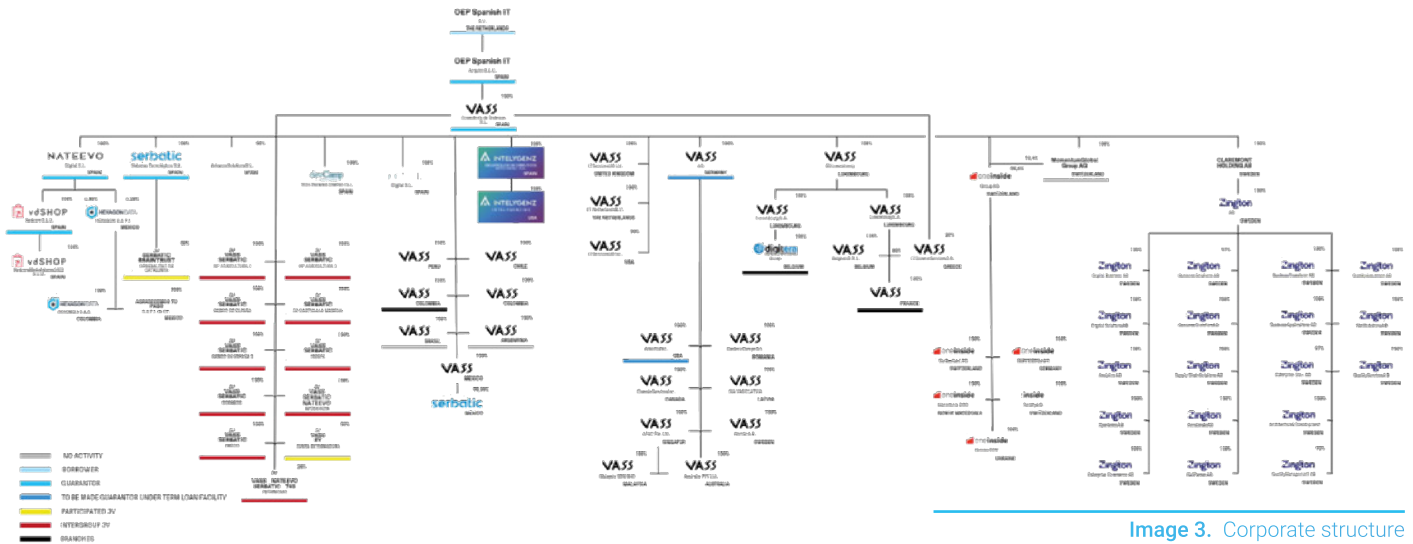


Image 3. Corporate structure

Companies	Location	Stake
VASS Consultoría de Sistemas S.L.	Spain	100%
Serbatic Sistemas Tecnológicos, S.A.	Spain	100%
Nateevo Digital, S.L.U.	Spain	100%
VASS IT Services Limited	UK	100%
VASS IT Services US, Inc	USA	100%
VASS Consultoría de Sistemas Colombia S.A.S.	Colombia	100%
VASS Consultoría de Sistemas Chile Ltda.	Chile	100%
VASS Consultoría de Sistemas México S.A. de C.V.	México	100%
Serbatic Sistemas Tecnológicos, S.A.	México	100%
VASS Consultoría de Sistemas Perú S.A.C	Perú	100%
vdSHOP Redcom S.L.	Spain	100%
T4S Advance Solutions S.I.	Spain	55%
Ecenta A.G.	Germany, Australia, Canada, USA, Latvia, Malaysia, Romania, Singapore, Sweden	100%
CRI Group	Luxembourg, France, Belgium and Greece	100%
Zington AB	Sweden	100%
Grupo Hexagon Data	México y Colombia	80%
One Inside Group AG	Switzerland, Germany, North Macedonia, Ukraine	100%
Intelygenz	Spain and the United States	100%
Movetia	Spain	100%

Table 2. VASS Group Companies

2.3 CORPORATE GOVERNANCE

TALENT THAT JOINS FORCES TO TRANSFORM

We work under a corporate governance model that ensures the application of our policies and compliance with the legal requirements established in each of the countries where we operate. Our priority is to combine the development of our strategy in compliance with the ethical principles of good governance and a commitment to sustainability.

This structure is built upon the figure of the CEO and the Management Committee, which is responsible for directing and supervising matters related to the organization's performance in different areas. Together, these bodies are responsible for management and decision-making in the organization. The governing body consists of a board of directors with a managing director.

At present, the management body is composed of twelve people, as detailed below:

GLOBAL EXECUTIVE BOARD



Francisco Javier Latasa
CEO & Chairman



Eugenia Menéndez
Global Chief M & A, Strategy
and Sustainability Officer



Paula Rodrigo
Global Chief People
& Talent Officer



Sonia Pacheco
Global CMO



Eduardo Lorente
CEO GEO Spain &
Global Chief Sales
Industries Officer



Gonzalo Trigo
Global CTO



Jorge González
Global COO



Jorge Barnusell
Global CFO



Pedro Latasa
CEO NATEEVO



Álvaro Sánchez
CEO GEO AMERICAS &
Global Chief Sales Go-
To-Market Officer



Patricio Novoa
Global Chief Sales
Operations Officer



Markus Boehm
CEO GEO EMEA & APJ

Image 4. Management structure VASS

2.4 OUR PURPOSE

VASS GROUP: WHERE BUSINESS, TECHNOLOGY AND PEOPLE COME TOGETHER

We are not satisfied with just solving problems, we want to bring innovation and simplicity to the development of the companies of the future in order to drive people's growth - based on our acting principles, promoting our values and directing our resources towards our pillars of social action.

Our acting principles are set out in the following policies.

Acting principles

01 Ethical and responsible management



Sustainability policy.

02 Commitment to our clients



Sustainability policy

03 Commitment to people



Sustainability policy.

04 Respect for privacy and freedom of expression



Sustainability policy.

05 Commitment to data security



Corporate Information Security Management Policy.

06 Responsible management of our supply chain



Sustainability Policy for Suppliers.

07 Commitment to the environment



Quality and Environmental Policy.

08 Commitment to the societies in which we operate



Sustainability policy.

09 Integrity and transparency



Anti-bribery and anti-corruption policy.

Values



Agility

We move quickly due to our horizontal structure.



Commitment

As a result, our clients are highly satisfied.



Innovation

Curiosity and ongoing improvement.



Simplicity

In attitude, methodology and results.



Talent

People come first – they drive everything.

Social Pillars



Innovation

Organizing advice workshops for smaller companies.



Training

Offering mentoring and technology workshops to at-risk groups.



Awareness

Seeking first-person experiences as part of a quarterly action plan.



Research

Supporting causes that allocate funds to research.

2.5 OUR BUSINESS MODEL

EXPERTS THAT MAKE COMPLEX SIMPLE

Our value proposition is based on an offer of services of the highest quality, which responds to the needs of our clients and stakeholders, developed under a transparent management framework. Our objective is to create solutions for our clients, and support the definition and implementation of their business strategies, based on digital solutions that we build from the Group, accompanying companies in all phases of their digital transformation process, with impact derived from five dimensions:

- **Customer Anywhere**
The customer demands homogeneous experiences where, how and when required.
- **Context & Cognitive**
Hyper-personalization of the offer through the contextualization of information thanks to cognitive processes.
- **Datamorphosys**
Transforming data into information and this into valuable knowledge to generate appropriate business decision-making.
- **Elastic Enterprise**
Helping the companies of the future, which will be elastic, to adapt naturally to changes and to mould their operation in processes, infrastructures and services, as the business grows or shrinks.
- **Outstanding People**
The best talent will continue to be decisive, and an ecosystem must be created to grow and develop it, as well as to retain it in order to make a difference.

E4 METHOD

Customer	Artificial Intelligence	Data	Scalability	Talent
Customer anywhere Personalized digital experiences where, when and how your customer prefers.	Context and cognitive Cognitive processes to contextualise and hyper personalise the information in real time.	Datamorphosys Knowledge Driven Companies that convert data into information and information into knowledge.	Elastic enterprise Adapt the organisation quickly to changes in the business.	Outstanding people Talent grows, develops and becomes loyal.

Image 5. E4 Method

These five dimensions are carried out through our E4 Methodology (Envision, Evolve, Enable, Excellence), a comprehensive four-step strategy to help our clients redefine their digital and business strategy and prepare them for the future. The e4 is an agile, proprietary method that covers the full cycle that any initiative may require, from strategic definition to operation.

E4 METHOD

Envision the strategy	Involve the design	Enable with technology	Excellence for the operation
The starting point for digital transformation.	Drawing the steps towards digitalisation.	Technology as a vital lever in transformation.	Efficient operating models.

Image 6. E4 Method

Through these strategies, we establish our operations in the Banking, Insurance, Telco and Media, Government, Industry, Travel, Energy and Utilities sectors, through the following business lines:


Business Line	Company
	Digital transformation and solutions.
	Strategic design and marketing.
	Full e-commerce.
	Information technology and communication outsourcing services.
	SAP technology and advanced topics (Cloud, AI, IoT, Industry 4.0, robotics, blockchain and augmented reality).
	Customer Experience solutions based on SAP CX technology (Sales, Marketing and Commerce).
	Cyber security and digital transformation.
	Specialists in conceptualization, design and technological development of products and services.
	Digital marketing and data solutions.
	E-commerce, UX/UI, ERP and test development and analysis.
	Process automation using Artificial Intelligence to drive exponential efficiency with highly predictable ROI.
	Company specializing in Adobe technology solutions.

Table 3. Business Lines

2.6 GROWTH AND EVOLUTION

WE ARE A GROWING COMPANY. WE HAVE SOLUTIONS FOR ANY NEED

With the backing of OEP Private Equity (One Equity Partners) since the end of 2020, we have been working on expanding our service offering to new markets through the creation and acquisition of great companies.

In July 2021 we created T4S Advanced Solutions, based in Spain - a company specialized in advanced topics related to Cloud, AI, IoT, Industry 4.0, robotics, blockchain and augmented reality on SAP-based business processes. In the same month we acquired Comunitytek, a Spanish company specialized in advanced systems and innovative products focused on wholesale banking and capital markets and now merged with VASS. In October we acquired the German consultancy firm Ecenta, a company specialized in customer experience solutions based on SAP CX (Sales, Marketing and Commerce) technology, with its main market being the United States. Finally, in November, we acquired CRI Group, a Luxembourg-based company specializing in cybersecurity and digital transformation, which provides services to official European Union institutions such as the European Parliament and the European Commission.

In 2022, we have continued to drive our international growth and have established ourselves as a leading digital solutions company. Thanks to these processes, we are expanding our value proposition to new segments and markets around the world. As we have mentioned previously in this report, by the end of 2022, 52% of the company's turnover will come from international sources, a percentage that rises to 60% in terms of profits. This growth is due to the VASS Group's vision of internationalization, which aims to turn the company into a global player in digital transformation services. In this regard, we acquired five international and domestic companies.

In April, One Inside Group, a company specializing in Adobe technology solutions based in Switzerland with a presence in Germany, North Macedonia and Ukraine, was acquired. In May, Movetia, a Spanish company specializing in the conceptualization, design and technological development of products and services, was acquired. In July, we acquired Hexagon Data, a Mexican company with a presence in Colombia, specializing in digital marketing automation solutions. Subsequently, in August we acquired Zington, a leading Swedish consultancy in e-commerce, UX/UI, ERP & Analytics and Development. Finally, in December we acquired Intelygenz, a Spanish company specializing in Artificial Intelligence.

These results in 2022 mark the end of an extraordinary year and consolidate the VASS@400 plan initiated the previous year: an ambitious roadmap to strengthen our international presence and become one of the world's leading players in the development of digital and technological solutions. To continue to grow internationally, we are starting 2023 by establishing a new global business model with three main markets: Europe, Middle East and Africa; Asia Pacific and Japan; and the Americas (North America and Latam). In this new stage of international consolidation, we are defining the course towards achieving the objective VASS@1.000 in the coming years.

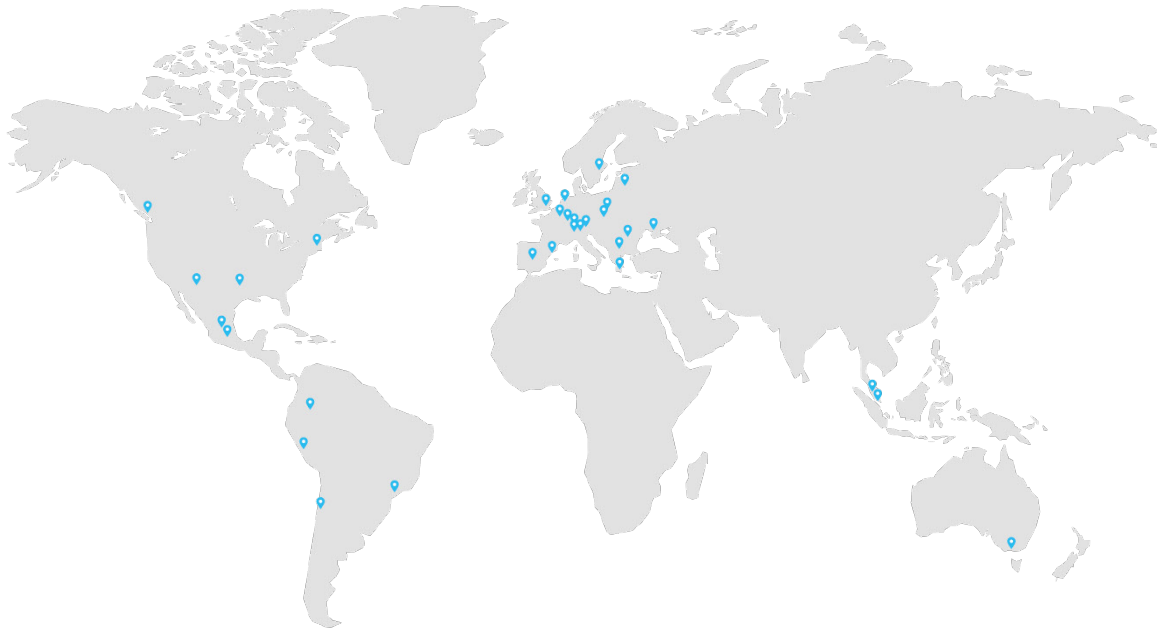


Image 7. International presence

2.7 OUR STRATEGY

WE ARE ALL RESPONSIBLE: OUR COMMITMENT TO SOCIETY DRIVES US TO BRING VALUE NOT ONLY TO COMPANIES, BUT ALSO TO PEOPLE

We view our work from the perspective of responsible management based on sustainability principles; we understand that the greatest wealth is in our people, and in generating value for society. This principle is transversal across all the group's companies and is the basis that dictates all our actions.

We generate value for all our stakeholders by working closely with our suppliers and partners across the different sectors in which the group operates, thus being able to offer 360° solutions to our customers.

Talent	A route to professional and personal development, diversity and equal opportunities for our varied talent and people.
Clients	A value proposition that ensures the highest quality services and the satisfaction of needs.
Investors	A responsible business practice that values the sum of human and financial resources.
Suppliers	Positively influence our supply chain, aligning values and criteria.
Partners	Shared objectives, unified value propositions that combine efforts.
Society	We add value to society, contributing to the construction of more sustainable communities.

Table 4. Stakeholder value proposition

We focus our efforts on the creation of shared value, focusing on identifying market trends, anticipating our customers' demands, and generating strategic alliances that allow us to expand our service capacity, without neglecting the quality assurance of our value offer.

We seek continuous improvement and innovation in recognition of the major challenges posed by the current context, especially in incorporating the lessons learned from the unprecedented impact and economic and social fallout of Covid-19. We are in a time when concerns about the health situation have diminished, but uncertainties remain, such as the potential emergence of new variants of the virus and the decreasing effectiveness of vaccines over time, to name but a few. This time has demonstrated the criticality of countries' digital capabilities and the capacity of the productive fabric to find solutions to the multiple challenges that have arisen. And in the global economic sphere, the impact of the pandemic has been compounded by that of the armed conflict between Russia and Ukraine.

We are certain that our strategy must be based on principles of responsibility and transparency, meeting the demands of a dynamic market, new security challenges and the increasingly pressing needs of social transformation.

Therefore, we align our purpose and our actions through the definition of a strategy that involves our entire business model and stakeholders, making us a benchmark of commitment to the generation of value and sustainable development.

INNOVATION: DIGITAL ECOSYSTEM OF THE FUTURE

WE ARE A COMPANY THAT INNOVATES THROUGH LISTENING.

Responding to the digital needs of companies requires a high level of specialization in strategy, design, technology and operations. We have distributed this knowledge within a group of top-tier companies offering comprehensive answers to their needs.

We seek to offer our clients value propositions that generate technological opportunities for their businesses and provide solutions to the challenges they face every day. We seek to add value to society, developing digital talent and positioning ourselves as a brand for attracting and retaining talent.

Stemming from the Innovation and Business Value departments, as well as the open collaboration project known as Innovation Depot – currently managed through the VASS Foundation, we seek to offer joint solutions and facilitate collaboration between staff, clients, start-ups, universities and investors, in order to face up to the challenges of the new digital environment.

In this way, we develop actions built upon three main pillars:

Pillar 1. Ongoing observation of the open innovation ecosystem.

- **Active listening**
Clients, start-ups, trends, and use cases.
- **Innovation Depot**
Collaboration with partners, supporting start-ups and participation in innovation ecosystems.
- **Driven Innovation**
Ideas that could be put into action through R&D&I programs or in alliance with universities and other entities.
- **Product management**
Promote a culture of reuse, anticipate solutions to needs.

Pillar 2. Creation of Value Propositions.

- **Offering**
Working with clients to design value propositions that respond to the criteria of sustainability.

Pillar 3. Constant search for new experiences and opportunities.

In the pursuit of value for society, we also put innovation at the service of SDGs and sustainability. This is the case of the tool based on knowledge graph technology that we have developed to understand the conversation around the Sustainable Development Goals (SDGs). This opens the door to finding new business models that take the Goals into account and bring us closer to sustainability, as it will be possible to identify which SDGs are being talked about through different communication channels. It will also help to understand to what extent or with what sentiment they are being addressed in the societal debate and how engaged customers are with the different SDGs.

We have also created VASS Research, an innovative platform for the study, development and promotion of innovation, producing reports with which we want to position ourselves at the forefront of ICT research in Spain. Together with the Centro de Predicciones Económicas (CEPREDE) of the Universidad Autónoma de Madrid, we developed our TIC Monitor, an innovative analysis platform that offers a unique and dynamic perspective of the ICT services subsector, both nationally and internationally, processing monthly official data from the National Employment Institute and the European Commission (Business Climate Indicators at EU 27 level).

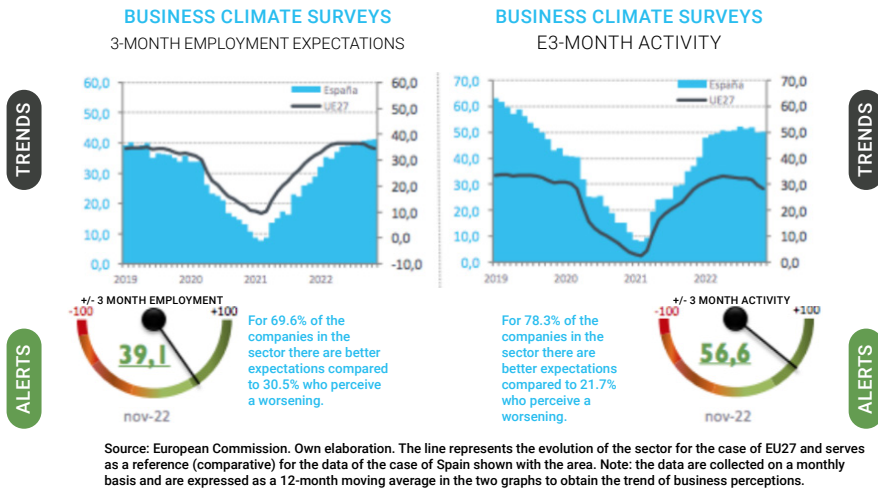
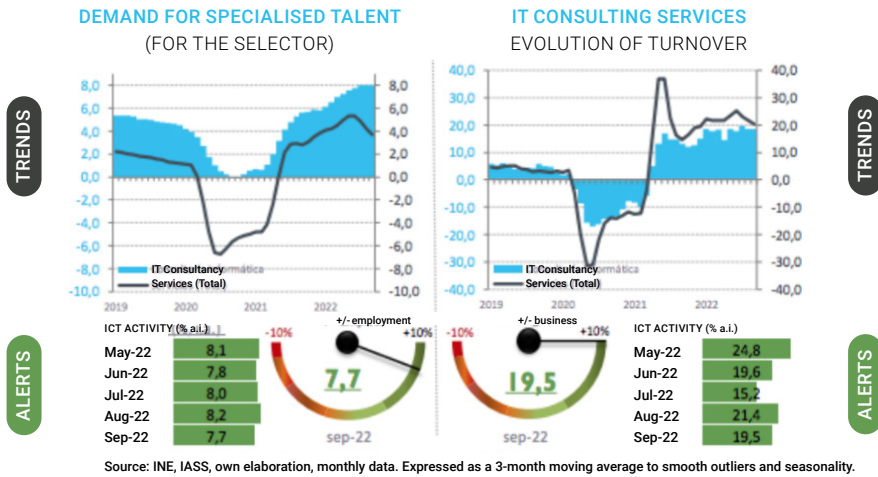


Image 8. ICT Monitor December 2022

Pillar 01

Innovation Ecosystems

Pillar 02

Business Growth Market

Pillar 03

Innovation Radar

Image 9. Innovation strategy pillars

In order to generate a shared vision and create a unified value proposition, we work together with the different business areas, co-creating and designing technology-based strategies and strengthening our internal culture of innovation. With the incorporation of new companies into the group, we intend to scale our strategy, first to those that are part of the European consortium and then to the rest of the countries.

From the Innovation area, as a result of the work carried out during this year, we developed the following actions:

- 199 technologies on VASS Tech RADAR, of which 110 are in the evaluation process, testing or adoption process.
- 73 new digital concepts for clients.
- 61 new active listenings.
- 5 innovation sessions for partners and clients.

Furthermore, through the VASS Foundation, we will continue to carry out the following activities in the field of innovation in 2022:

- 12 listening and interaction sessions with 11 different start-ups.
- 9 start-ups supported in the Innovation Depot.
- In alliance with the City Council of Alcobendas, Madrid: 2 challenges launched in the Web 3.0 and regularization and digitalization startups program. Of these, pilots and collaborations with 1 startup are planned.
- Partnership with the Open Innovation Forum Las Rozas Next, in Las Rozas, participation in 2 editions.
- With the Business France program from the Embassy of France in Spain, we conducted prospecting sessions to offer business solutions to clients in Spain.

2.8 OUR RISK MANAGEMENT MODEL

RISK ASSESSMENT IS PART OF OUR CULTURE.

Based on our principles of ethics and good governance, we promote throughout the ecosystem of companies that make up the Group, actions related to early identification of risks, analysis of impacts, timely management, and ongoing monitoring and evaluation.

We believe that proper risk management begins with prevention and is not possible without the commitment of all our stakeholders and, in particular, of the people who are part of our work team. For this reason, we promote a corporate culture based on good management practices, with actions that allow us to strengthen ourselves from within, through awareness-raising and training processes aimed at all levels of staff.

We also regularly carry out internal audits of the Integrated Quality and Environmental Management Systems certified under the ISO 9001 and 14001 standards, and of Information Security and IT Service Management certified under the ISO 27001 and 20000 standards, for the companies VASS España, Serbatic, and Nateevo, as well as the one carried out by our majority investor One Equity Partner during 2022.

In this way, we execute a cyclical risk management process that begins with the identification of risks from the different areas, managers, work teams and governing bodies; the analysis of impacts and probability of occurrence; decision making for the most appropriate risk management, according to the information available; and the establishment of mechanisms that facilitate ongoing monitoring and evaluation.



Image 10. Risk management process

In 2022, through the audit conducted by our investor One Equity Partner, we initiated the review of policies governing risks applying ESG (environmental, social and governance) criteria to ensure their mitigation and to identify remaining opportunities for improvement in areas such as ethics and compliance, anti-bribery and corruption, diversity, equity and inclusion, and information security and privacy. We have made significant progress in implementing the investigation protocol, anti-harassment policies and conducting security reviews of outsourced companies, requiring outsourced companies to receive data and information security training, implementing the Ethics Channel for anonymous reporting, developing a conflict-of-interest policy and a donations and sponsorship policy. New actions will be aimed at developing a criminal compliance program and reinforcing our commitment to increase the representation of women in senior positions.

RISK MANAGEMENT GOVERNANCE

In order to comply with the comprehensive risk management process established by the organization, we have defined a structure that allows us to respond in a timely, orderly and effective manner to potential situations identified, both internally and externally.

The Risk Control and Management System in the VASS Group is a process driven by the Board of Directors and the Management Committee, and whose responsibility lies with each and every member of the company. This process is led, in turn, by the people responsible for each area of the organization, as an integral part of our mission commitments. Prevention, mitigation and management actions are derived from these bodies, as well as the response mechanisms established for each type of risk.

OUR RISK MAP FOR 2022

As a result of a thorough analysis of our operations and spheres of influence, we updated information on the areas and risks most susceptible to occurrence, related to environmental, social and good governance aspects, and established guidelines that facilitate the exercise of preventive, mitigation and management actions, in line with our strategy and value proposition.

Area	Risk description	Risk management
Anti-corruption and anti-bribery -ABC-	Cases of corruption or lack of transparency affecting business continuity and reputation.	We have a Sustainability Policy, an Anti-Corruption and Anti-Bribery Policy, an Ethics Channel, a Code of Ethics and training actions for all staff.
Security of information	Theft or loss of data from any of our stakeholders.	We have a Sustainability Policy, Detailed Information Security Policy, Information Security Management Policy, Ethics Channel and Code of Ethics. We also have management systems certified under the ISO 27001 standard relating to information security. We comply with the requirements established by law.
Working conditions	High turnover rate in the sector, and ability to attract and retain talent.	We have a Sustainability Policy, Occupational Health and Safety Policy, Code of Ethics, Remuneration Policy, training and professional development programs, family reconciliation programs (VASS Concilia), and benefit plans.
Diversity and equal opportunities	Lack of balance in participation and employment conditions for all.	We have a Sustainability Policy, Diversity, Equality and Inclusion Policy, Remuneration Policy, Workplace and Gender Harassment Protocol, Ethics Channel, Code of Ethics, and Equality Plan.
Climate change	Impact on the environment of the activities that we carry out and the effects on the value chain.	We have a Sustainability Policy, Quality and Environmental Policy, Sustainability Policy for Suppliers, Code of Ethics and an Environmental Management System certified under ISO 14001. Carbon Footprint measurement and environmental risk analysis.
Financial	Lack of liquidity and potential impacts caused by volatility in foreign exchange rates in our international operations.	We permanently monitor the financial results of our activity from the Management Committee and financial areas of the organization.
Regulatory frameworks and macroeconomic environment	Changes in regulations and political-economic situations in the countries where we operate that affect our operational and financial results.	We continuously monitor regulatory, financial and environmental changes at the level of the Management Committee, as well as with the people responsible for operations in each country.

Table 5. Risk map and risk management for 2022

In response to the risks identified, we implement permanent monitoring and evaluation actions, based on the precautionary principle, in order to strengthen actions that reduce the probability of occurrence and allow us to ensure the stability of the business, people and communities where we have influence.

In the same vein, we have designed a Sustainability Policy that encompasses anti-corruption and anti-bribery issues, and regulates issues such as gifts, conflicts of interest and prevention of money laundering, our relationships with third parties, be they governments and authorities, suppliers and customers; the responsible use of data and new technologies, as well as information security; fair competition and transparency in reporting, auditing and verification of information; and finally, we also address ethical issues in relation to our social performance, respect for human rights, freedom of association and labor conditions, and environmental responsibility.

This general framework gives rise to a series of instruments that favor the prevention and timely management of risks and constitute the roadmap that guides our actions under criteria of social responsibility and sustainability. In addition to these instruments, protocols have been developed and some procedures have

Code of Ethics
Sustainability Policy
Sustainability Policy for Suppliers
Anti-Bribery and Anti-Corruption Policy
Conflict of Interest Policy
Donations and Sponsorship Policy
Diversity, Equality and Inclusion Policy
Equality Plan
Occupational Health and Safety Policy
Remuneration Policy
Detailed Information Security Policy
Information Security Management Policy
Quality and Environmental Policy
Protocol for Harassment in the Workplace or on Grounds of Gender
Guide to Good Sustainable Practices for Suppliers

Table 6. Policies that govern our actions

Integrated Quality and Environmental Management System ISO 9001/14001*
Integrated IT Service and Information Security Management System ISO 20000/27001*
Carbon footprint, ISO 14064-1:2018*
Information Security Management System ISO 27001**
Integrated Quality and Environmental Management System ISO 14001:2015**
Service Management System ISO 27001***
Quality Management System ISO 9001***
Integrated Quality and Environmental Management System ISO 14001:2015***

Table 7. Management systems

* VASS Spain, Serbatic and Nateevo, Madrid.
 ** CRI Group, Luxembourg.
 *** VASS IT Services Limited, United Kingdom.

been updated. The policies are approved by the CEO of the group.

2.9 RANKINGS AND CERTIFICATIONS

As part of our commitment to sustainability, we voluntarily participate in the self-assessment process of our internal processes and our relationship with our stakeholders. These processes help us to identify possible areas for improvement that enable us to offer a value proposition tailored to the needs of our customers, based on the

	<p>It is an investor initiative to ensure that the world's largest greenhouse gas emitting companies take the necessary measures to combat climate change. VASS Spain is participating in this assessment. In 2022, we are in Category C, and we are already preparing to further improve this result in the coming years.</p>
	<p>In order to make our customers and partners aware of our sustainability practices and how these are integrated into our business processes, we participated in this assessment in which we obtained a score of 54/100, which places us above the average of the companies in our sector, and thanks to which we obtained the bronze medal. Our aim is to improve this rating in the coming years and, little by little, to include other Group companies in the assessment.</p>
	<p>In May 2022 we obtained the 2021 Carbon Footprint certificate, in accordance with the ISO 14064-1:2018 Standard and which includes the companies VASS Spain, Serbatic, T4S, NATEEVO and vdSHOP. Work is currently underway to measure the 2022 carbon footprint and to extend the measurement to other companies in the group.</p>

Table 8. Certifications

principles of responsible environmental management, respect for human rights and transparency.

The companies that make up the Group have also received other recognitions and certifications, which confirm our commitment to quality and the generation of value, based on criteria of social responsibility and sustainability:

VASS Spain

- Liferay Partner of the year 2022 Latam for its precise business approach, proactive demand generation strategy and strong presence in Chile, Colombia, Peru and Mexico.
- Trébol Solidarity Award 2022, Down España.

VASS Spain, Nateevo and Serbatic, Madrid headquarters

- Nateevo won a top prize, three golds, a silver and a bronze at the FIP festival awards, an event that recognizes international level, marketing, communication, innovation and events projects (20/12/2022). <https://dircomfidencial.com/marketing-digital/nateevo-gana-un-grand-prix-y-5-premios-en-los-fip-awards-2022-20221227-1030/Sistema Integrado de Gestión de Calidad y Medioambiente, Norma ISO 9001/140001:2015>
- Integrated Quality and Environmental Management System, Standard ISO 9001/140001:2015.

- Integrated Service Management System and Information Security Management System, UNE-ISO/IEC 27001:2014 and UNE-ISO/IEC 20000-1:2018.
- Carbon footprint, ISO 14064-1:2018.

CRI Group, Luxembourg

- Information Security Management Systems, Standard UNE-ISO/IEC 27001:2013.
- Integrated Quality and Environmental Management System ISO 14001:2015.

VASS IT Services Limited, United Kingdom

- Integrated Quality and Environmental Management System ISO 14001:2015
- Information Security Management Systems, Standard UNE-ISO/IEC 27001:2013
- Quality Management System ISO 9001:2015

3 Materiality

Prior to the preparation of this report, we updated the company's materiality analysis in order to determine the relevant content for stakeholders and identify the non-financial issues that, in the short, medium and long term, determine the sustainability and value creation of its activity.

3.1 METHODOLOGY

In order to advance in our commitment to responsible management, aligned with the actions set out in the 2030 Agenda and the SDGs, and in compliance with the Principles of the Global Compact, we conducted an analysis of the main social, environmental, good governance and human rights issues that are or could be generating a positive or negative, real or potential impact on our stakeholders as a result of the Group's activities.

We therefore established a process that would allow us to ascertain the perception of all stakeholders on these factors, starting in the 2021 financial year and incorporating the dimensions that become relevant, with a view to the execution of our activities during 2022.

We have taken into account the new developments established by the GRI standards regarding the study of materiality. It is worth highlighting the importance of detecting impacts from a double materiality perspective, where we take into consideration the real and potential impacts that the organization generates on stakeholders and those that the environment may generate in our activity. In addition, we have analyzed in depth the impacts related to human rights.

In this way, we developed the following stages:

1. Analysis of the organizational context

We identify the organization's activities, our business relationships, the sustainability context and our stakeholders. This provides the information necessary to identify our actual and potential impacts.

2. Identification of actual and potential impacts

To identify the impacts, we have used different sources of information, analyzing internal aspects from previous years, and external aspects relating to the market, the SASB (Sustainability Accounting Standards Board) Standard for the software and IT services sector, the digital services regulation and an analysis of the most relevant events in terms of sustainability related to our sector. In addition, various consultations were carried out with representatives of all stakeholders (customers, suppliers, employees, investors, partners and society) in the countries in which we operate, through interviews and a survey.

3. Assessment of the significance of impacts

The stakeholders' perspective on the importance of the real and potential social, environmental and good governance impacts that the organization generates on them and those that the environment can generate on the organization's activity was taken into account. For this purpose, the probability of occurrence and severity of negative impacts and the probability, scale and scope of positive impacts have been analyzed.

4. Prioritization of the most significant impacts (Materiality analysis)

Once the available information has been checked, we have been able to prioritize the most significant impacts and we have defined the relevant aspects that set our roadmap and commitments towards responsible and transparent management with all stakeholders.

01 Value chain analysis

- Identifying interest groups
- Identifying risks and impacts

02 Questioning state

- Diagnostics

03 Evaluating the perception of our interest groups

- Evaluation

04 Materiality Analysis

- Material aspects

Image 11. Materiality analysis methodology

3.2 MATERIAL ASPECTS

Based on the process developed in the four previous phases and taking as a reference the sectorial elements suggested by international standards such as SASB (Sustainability Accounting Standards Board) and GRI (Global Reporting Initiative), we established a prioritization of the most relevant material issues, placing value on the strategic vision of the organization and the impacts that we generate on stakeholders and those that the environment can generate on organizational activity. These material issues represent the most significant impacts on the economy, the environment and people, including impacts affecting human rights.

Following this analysis, taking into account the results of the consultation with our stakeholder representatives, we have been able to establish a list of 21 material topics.

Subject	N°	Material Aspects
Good governance	1	Transparency in business practices.
	2	Policy on remuneration, attracting and retaining talent.
	3	Agenda 2030 and SDGs.
	4	Ethics and ESG governance.
	5	Corruption.
	6	Innovation in solutions and processes.
	7	Data protection and cybersecurity.
	8	Market expansion through acquisitions.
Social	9	Social benefits for staff.
	10	Occupational health and safety.
	11	Inclusion, diversity and equal opportunities.
	12	Training and professional development.
	13	Human rights.
	14	Responsible purchasing.
	15	Impact on society.
	16	Customer satisfaction.
Environment	17	Environmental impact on carbon footprint.
	18	Environmental impact on digital carbon footprint.
	19	Final disposal of electrical and electronic waste.
	20	Energy consumption.
	21	Promotion of sustainability in the value chain.

Table 9. Material aspects

After analyzing the results of the consultations and surveys conducted with stakeholder representatives, the most significant material aspects were as follows:

Material aspects	10	Occupational health and safety.
	11	Inclusion, diversity and equal opportunities.
	15	Impact on society.
	16	Customer satisfaction.

Table 10. Most significant material aspects

3.3 STAKEHOLDERS

We seek to generate value propositions that benefit all stakeholders, from a vision of transparency and accountability in management. To this end, we define our stakeholders as all those parties on which our activities, operations and decisions have an impact, whether they are internal or external to the organization.

Our stakeholders are made up of:



- **Customers**

Our raison d'être and motivation to offer solutions that adapt to the most diverse and demanding needs, wherever we are present.



- **Suppliers**

Fundamental allies in the development of our actions. They are the ones who support, with the quality of their service, our commitment to offer innovative solutions.



- **Talent**

All those people who make up the VASS Group and who, day by day, make the smooth running of the organization possible, thanks to their talent and commitment.



- **Investors**

People and organizations that allocate their capital to strengthen our capacities. A relationship of trust and transparency that is constantly being strengthened.



- **Partners**

Those companies that, through their services, allow us to integrate a series of solutions to solve our clients' needs.



- **Partnership**

Everything we do undoubtedly has an impact on the environment, which is why we seek to generate possibilities for growth in the places where we are present, favoring local employment and sustainable development.

3.4 CHANNELS OF COMMUNICATION

We work to generate value for our customers and all our stakeholders, based on a transparent and responsible exercise in which permanent dialogue is a premise. For this reason, we design channels and tools that allow us to establish clear, timely, close and assertive communication with all our stakeholders, as presented below:

Customers	Suppliers	Talent
Non-financial report	Non-financial report	Non-financial report
Salesforce	GoSupply	Intranet
Whistleblower channel	Whistleblower channel	Whistleblower channel
Website	Website	Website
Social Media	Social Media	Social Media
Digital communications	Digital communications	Digital communications
Telephone assistance	Telephone assistance	Telephone assistance
		Mobile App
Investors	Partners	Society
Non-financial report	Non-financial report	Non-financial report
Monitoring committee	Whistleblower channel	Whistleblower channel
Website	Website	Website
Digital communications	Social media	Social media
	Digital communications	Digital communications
	Telephone assistance	Telephone assistance

Table 11. Communication channels with stakeholders

4 Good Governance

4.1 TRANSPARENT AND RESPONSIBLE MANAGEMENT

Code of Ethics

Sustainability Policy

Sustainability Policy for Suppliers

Anti-Bribery and Anti-Corruption Policy

Detailed Information Security Policy

Information Security Management Policy

Quality and Environmental Policy

Occupational Health and Safety Policy

Remuneration Policy

Protocol for Harassment at Work and Harassment on the Ground of Gender

Diversity, Equality and Inclusion Policy

Equality Plan

Guide to Good Sustainable Practices for Suppliers

Investigation Protocol

Criminal Compliance Policy

Table 12. Management instruments

Sustainability is increasingly becoming a central element in companies, impacting on the most important business decisions and materializing in real actions. Increasingly, customers, administrations and society in general are demanding a commitment to sustainability from companies and these, in turn, take these aspects into account in the relationship with their suppliers. At the VASS Group we work every day to improve in the different dimensions of sustainability: governance, society, environment and information security (cybersecurity).

With this approach, our management model is integrated by a set of rules and policies that seek not only to comply with the applicable regulations but also to incorporate the best practices and recommendations in the field of Corporate Governance. The internal regulations and main corporate policies are available on the corporate website.

We base our actions on transparent, careful and responsible business management which, based on ethical principles of respect for human rights, people and the environment, and on solid and highly qualified corporate governance, allows us to comply with the organization's strategy, generating a safe and trustworthy environment for all our stakeholders.

With the aim of promoting compliance with laws, regulations, contracts, procedures and ethical principles in the actions throughout our organization and the entire value and supply chain, in 2022 we approved the Sustainability Policy, which sets out the guidelines that should guide the behavior of all the people, affiliates, subsidiaries and international offices that make up the VASS Group, as well as agents, consultants and third parties with whom we have a relationship. In addition, we have approved the Criminal Compliance Policy, the Criminal Investigation Procedure, the Conflict-of-Interest Policy, and the Donations and Sponsorship Policy.

We have also developed a series of management instruments, contained in the Anti-Bribery and Anti-Corruption (ABC), Harassment Prevention, Information Security, and Quality and Environment Policies, based on international standards such as the Universal Declaration of Human Rights, the conventions of the International Labor Organization (ILO), the Convention on the Rights of the Child, and the SA 8000 Social Accountability Standard, Social Accountability International's SA 8000 standard, the Ethical Trading Initiative (ETI) Core Policy, the Electronic Industry Conduct Policy, and the draft Norms on the Responsibility of Transnational Corporations and Other Business Enterprises with regard to Human Rights (2003) relating to the International Labor Organization's Conventions on Labor Standards.

We have an Integrated Management System for IT Services and Information Security, certified under the ISO 20000 and 27001 standards, and an Integrated Quality and Environmental Management System, certified under the ISO 9001 and 14001 standards, all applicable to the companies VASS Spain, Serbatic and Nateevo, based in Madrid, VASS IT Services Limited (UK) and CRI Luxembourg.

We understand that the continuous pursuit of excellence, mutual collaboration and the development of lasting relationships based on loyalty and trust are the basis for sustainable business growth. We reaffirm our commitment to ethical and responsible management, continuing with our commitment to adhere to the United Nations Global Compact and our intention to continue contributing to the fulfilment of the Sustainable Development Goals.

As a result of these actions, at the end of 2022 we did not record any fines or sanctions for non-compliance with laws or regulations in social, economic or environmental matters, as well as any legal action, pending or completed, with respect to unfair competition and infringements of applicable legislation on monopolistic practices and against free competition in which it has been identified that the organization may have been involved.

In order to continue this process for future years, we intend to continue to foster an internal culture of compliance and to continue contributing to the development of good management practices in our suppliers, which will ensure quality and transparency throughout the supply chain.



4.2 HUMAN RIGHTS

Our Human Rights Policy is based on the United Nations Guiding Principles on Business and Human Rights, and on the main international conventions and commitments on Human Rights. This vision, included in the Sustainability Policy, reinforces the group's commitment to ethical conduct already set out in the Code of Ethics, which is mandatory for all employees and external collaborators, and in other corporate policies that directly or indirectly protect people's fundamental rights. The Policy describes the principles of action and commitments of the company, which are transferred to the rest of the value chain, both suppliers and other types of business partners.

Our corporate strategy is based on values, principles and social pillars, which are set out in our Sustainability Policy, in which we declare our will and commitment to equality and non-discrimination, respect for people, the prohibition of child labor and forced labor, freedom of association, and the guarantee of fair and reasonable working conditions.

In order to strengthen our management in this area, we have developed mechanisms to prevent harassment at work or on the grounds of gender, to protect data and information security, and to provide safe and healthy working conditions for all staff, all of which are set out in our Group-wide policies.

We have also continued to improve the functioning of the Ethical Channel, as a tool to facilitate the detection of any situation that violates human rights and to enable us to carry out a due process for each aggression identified throughout the value and supply chain and among our stakeholders.

As part of our preventive actions, we conducted a total of 812 hours of training related to ethical issues relevant to our operations.

Additionally, in 2022 we continued with our commitment to the United Nations Global Compact, reaffirming, once again, our will to contribute to a fairer and more inclusive society for everyone, in line with the challenges proposed by the 2030 Agenda.

As a Group, we work to comply with the provisions of the International Labor Organization conventions, so that the right of individuals to exercise freedom of association and collective bargaining may be infringed or at significant risk. In addition, during 2022, we did not receive any complaints about human rights violations.

4.3 FIGHT AGAINST CORRUPTION AND BRIBERY

We reject corruption and any illegal practices, and this is reflected in our commitment to comply with the law. The company's Code of Ethics defines what is understood by corruption and bribery, and also includes the basis of the Anti-Corruption Policy. The criminal risk prevention model establishes certain controls that are periodically implemented in the different areas of the company in order to mitigate these risks.

We are expressly committed to the fight against fraud, money laundering and corruption in any form, ensuring compliance with current legislation. The prevention of fraudulent or corrupt practices, conflicts of interest and the prevention of money laundering are fundamental aspects of our Sustainability Policy.

We will not tolerate inappropriate behavior relating to corruption and/or bribery by or on behalf of members, staff, customers, suppliers or investors. To this end, during 2021 we drafted the Anti-Corruption and Anti-Bribery Policy, which sets out the standards that enable us to comply with applicable laws in this area, and to identify the bodies that must participate in the approval and consultation on matters relating to this Policy, which has been deployed and implemented during 2022.

Aware that prevention is the first step towards minimizing risks, we have a Crime Prevention Program, from which we have a whistleblowing mechanism, accessible to all our stakeholders, for reporting dishonest acts, corruption, fraud, problems related to human and labor rights, damage to the environment or any other unethical behavior, through the [Whistle-blower Channel](#) available through the intranet or the website.

We also conducted awareness-raising and internal training processes for all staff to strengthen the creation of a culture of risk prevention and zero tolerance of corruption and bribery. Thus, 100% of active staff in September 2021 received some kind of communication on the organization's anti-corruption policies and procedures through the welcome manual for new hires and, in 2022, through the Training Plan, specific training was developed in relevant areas such as people management, project management, bid management, tax management and ethics and compliance.

Through these courses, the company focuses on risks such as talent retention, compliance with project milestones, tax compliance and corruption and bribery. In this area, we highlight a digital course in the format of a television series for employees that promotes the Culture of Compliance and Cybersecurity that was introduced in 2022, covering topics related to the compliance system, corruption, fraud, crimes against the Public Treasury and Social Security, crimes of money laundering, terrorist financing, computer damage, discovery and disclosure of secrets and those related to intangible property, the market and consumers.

As a result of these actions, we provided 1,785 hours of compliance training and closed 2022 with no reported cases of dishonesty, corruption or money laundering. Looking ahead to 2023, we intend to extend the dissemination to the rest of our staff, taking into account the companies that joined us at the end of the year.

Ethics Channel

As part of our commitment to fight corruption, bribery, and any other type of situation contrary to our ethical principles, in 2021 we created the Whistleblower Channel, derived from our Crime Prevention Program, approved during the same period. In 2022, we changed the name to Ethics Channel.

This mechanism allows us to advance in the integration of a culture of regulatory prevention into the daily dynamics of the Group, contributing to the creation of a climate of trust, and reinforcing our commitment to responsible and transparent management.

Through this Channel, people both inside and outside the organization can find out about and consult concerns related to any doubt or suspicion that rules or laws have been infringed, harassment at work or for reasons of gender, breaches of information security, breaches of the Code of Ethics and, in general, any act that undermines integrity.

The Channel is available 24/7 throughout the year and is accessible from the Group's website and the Intranet. The communication, which can be made anonymously or personally, is analyzed by the Ethics Committee, which defines the actions to be taken in each case. The participation of an external team of legal professionals guarantees the confidentiality of any information presented in the communication.

During 2022, no case of complaint has been registered in the channel and the dissemination actions have been continued in order to raise awareness of this mechanism and promote its use if necessary.

4.4 INFORMATION SECURITY

As stated in our Sustainability Policy, we have a non-negotiable commitment to the responsible use of data and new technologies. We protect the confidentiality of the commercial and personal information of our staff, customers, suppliers and investors, using the information to which we have access exclusively for corporate purposes and, under no circumstances, to obtain benefits from it.

To achieve this, we also have a Detailed Information Security Policy and an Information Security Management Policy, applicable to the entire Group, which strengthen our framework for action, while reaffirming our commitment to compliance with current regulations and the responsible management of any risk of security breach.

We also have the Integrated Management System for IT Services and Information Security ISO 20000/27001, for the companies of VASS Spain, Nateevo and Serbatic, based in Madrid, and the Information Security Management System ISO 27001:2013, for the companies of CRI Group, Luxembourg and VASS IT Services Limited.

In addition, we have an Information Security Committee, which reports to the highest Management Body and is coordinated by a member of the Management Committee. The Security Committee is the most responsible body within the Information Security Management System, so that the most important decisions related to security are agreed by this committee. It is an executive body, with autonomy in decision-making.

5 People and Talent

MORE THAN 3,700 STORIES, 3,700 TALENTED MINDS

Sustainability Policy

Code of Ethics

Quality and Environmental Policy

Detailed Information Security Policy

Information Security Management Policy

Occupational Health and Safety Policy

Protocol for Harassment at Work and Harassment based on Gender

Diversity, Equality and Inclusion Policy

Equality Plan

Remuneration Policy

VASS Concilia

Table 13. People and Talent management tools

People and their talent are what make our day-to-day work possible. Our company owes its existence to the people who make it up, and that is why the capacity for innovation, the excellence of our teams and our high technological capacity should not only be reserved for external projects but should form part of the core of the company and its way of working, creating a place where everyone can feel comfortable and contribute the greatest value. For this reason, we develop actions that allow us to enhance their capabilities and generate favorable conditions for their well-being.

To achieve this, our Sustainability Policy establishes the principles that govern our actions in relation to social performance and includes our will to work towards equal opportunities and non-discrimination, the prohibition of child labor and forced labor, health, safety and well-being, freedom of association, the guarantee of fair and reasonable working conditions, and dignified and respectful treatment in the application of disciplinary practices.

We have also developed other mechanisms that allow us to strengthen this framework of action and that complement our ethical principles, such as the Policy against Harassment at Work or for Reasons of Gender, where we express zero tolerance for any situation of harassment, whether sexual or moral harassment, harassment at work, gender identity, affective-sexual orientation, pregnancy and paternity/maternity, cyber-bullying, and any other discriminatory harassment; and the Diversity, Equality and Inclusion Policy that promotes equal opportunities, non-discrimination, diversity and inclusion of all people who are part of the VASS Group.

We recognize that it is necessary to work continuously to prevent and avoid any of these events, so we promote a culture of respect for human rights and the fight against all the behaviors described above, through awareness-raising actions aimed at all staff, and communication mechanisms such as our Ethics Channel, and appropriate organizational structures that facilitate the management of any situation identified, and that generate a good working environment.

We also have a Committee for Intervention in situations of harassment, from which the relevant investigations are carried out in the event of complaints received, and which is made up of the figure of the Equality Agent, who has the maximum responsibility for the Committee, the People & Talent Management, representation from our own Prevention Service or the person responsible for Prevention, representation from the Health and Safety Committee and the Operations Management.

Our management model seeks to ensure the health and safety of all people, and continuous improvement in safety at all our operations centers, through the dissemination of the Health and Safety Policy.

The Remuneration Policy guarantees compliance with the principle of non-discrimination based on gender, that salaries are higher than those established in the applicable collective bargaining agreement and encourages the recruitment, retention and commitment of employees.

Providing these guarantees allows us to continue working on caring for people, strengthening our management for attracting and retaining talent, and fulfilling our organizational strategy.

5.1 PEOPLE & TALENT

From this area we manage all matters related to the organization's personnel, their performance and level of satisfaction, from four lines of work:

- **Training:** Responsible for designing and implementing training actions.
- **VASS Care:** From where care and welfare actions are designed and implemented.
- **Professional development:** Responsible for defining functions, job descriptions and career plans.
- **Labor:** Responsible for implementing and applying the established protocols.

We work to generate fair and reasonable working conditions that promote the well-being of all people and discourage the high turnover that characterizes the sector in which we operate.

We believe that people's satisfaction is the result of our ongoing commitment to offer opportunities for continuous learning, family reconciliation, personal and professional development. For the second year in a row, we have been recognized as one of the 100 best companies to work for in Spain in the ranking prepared by the magazine Actualidad Económica for 2022, published by the newspaper El Mundo.

It is important to mention that, with the recent incorporation of the companies Hexagon Data, Zington, One Inside, Intelygenz and Movetia to our organizational ecosystem, we began a process of standardization of personnel-related issues, such as the equivalence of professional categories and professional development programs, performance evaluations, among others, which will allow us to offer consolidated information on our management as a Group.



Remuneration Policy

In 2022, the Remuneration Policy was created to ensure compliance with the principle of non-discrimination based on gender, and its consistency with the integration of social and environmental factors. The principles and objectives of the VASS Group's Remuneration Policy are as follows:

- Promote the recruitment, retention and engagement of all staff.
- Prevent any direct or indirect discrimination based on gender, understood as discrimination based on equal pay for equal work or work of equal value.
- Ensuring that each employee is accountable for the results obtained and rewarded on the basis of their contribution to the short, medium and long-term objectives of the Entity.
- Ensure that agreed salaries are higher than those established in the collective bargaining agreement with respect to their activity.

Salary remuneration is made up of a fixed remuneration that is above the minimum established by law, paid in 12 or 14 payments per year, and which is complemented by variable remuneration according to the degree of achievement of objectives, and social benefits, such as health insurance, meal vouchers and leasing vehicles, depending on responsibility and professional category.

We also offer additional corporate benefits and a flexible remuneration plan, in which employees have the possibility of adapting their salary, contracting services such as childcare vouchers, restaurant, transport, training and health insurance, at a lower value than that offered by the market, which allows them to optimize their income within the legal limitations (<30% of salary).

We also have a salary increase program, depending on the results obtained in their performance evaluation.

Talent Attraction and Loyalty

We believe in the value of good talent management as a key factor in ensuring the creation of united and effective work teams, which is why we work on several lines in the attraction, selection and loyalty of people.

We carry out direct recruitment actions through the Hiring area, made up of a team of professionals extensively trained in headhunting.

These actions are reinforced by processes such as the Winning Candidate Experience, an innovative selection process that we have been implementing since 2017 with which we seek to generate an experience that captivates all participants from the first moment.

In general, our selection processes are based on professional suitability criteria, in which we assess candidates according to the requirements identified for each job position.

From the moment they join, people are informed about the protocol to be followed regarding their career plan and about the different areas of the organization, so that they are aware, from the moment they arrive, of the opportunities that exist for internal promotion, both vertical and horizontal. The definition of the objectives to be worked on in the career plans are defined jointly with the employee and are managed through the SuccessFactors platform.

We also have a system for measuring the quality of its resources based on six-monthly evaluations based on their professional performance in projects. This evaluation system is based on the assignment of a mentoring that defines personal objectives every six months. The results of mentoring are high motivation, attractive company image and low turnover.

We also implement actions to promote the permanence and loyalty of our talent, through programs such as VASS Concilia, designed to maximize people's well-being and increase productivity. Based on this SmartWorking model, VASS has worked on the creation of VASS Extended Culture, a way of working in which people are at the center, improving the personal and professional lives of our collaborators.

To do this, we have been guided by the values that define us as a company: agility, commitment, simplicity, innovation and talent. And it is from this, from what our company is and hopes to become, that a way of working is born whose objective is the advancement of conciliation, the balance between personal and professional life, and the improvement of productivity and efficiency.

Social Dialogue and Representation

We know that open communication, and direct collaboration between staff and management bodies, are the most effective ways to strengthen relationships and provide solutions to any situation that arises.

In the case of Spanish companies, 100% of the people are covered by the State Collective Agreement for Consultancy and Market and Public Opinion Research Companies of 22 February 2018, which fosters relations between the organization and the people, supports freedom of affiliation and effective recognition of the right to collective bargaining, and provides for the established working hours, calendar, remuneration of workers and social benefits.

We also comply with the provisions of the ILO core conventions related to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labor and the effective abolition of child labor, as well as with the recommendations contained in the OECD Guidelines for Multinational Enterprises on labor relations.

In this regard, the Sustainability Policy reflects our commitment to respect human rights, including the right of all persons to join trade unions or similar representative bodies and to collective bargaining in accordance with local laws.

Social dialogue addresses the following policies:

- Health and safety
- Working conditions
- Industrial relations
- Professional development
- Child labor and forced labor- Discrimination and harassment
- Diversity, Discrimination and Harassment
- Human rights

A joint labor management and health and safety committee is in place to address occupational health and safety issues, and training is provided to staff as well as contractors working at the site. During 2022, 788 hours of training were provided on occupational safety-related topics. Se llevan a cabo comunicaciones interactivas con el personal sobre las condiciones laborales y se realizan periódicamente encuestas de satisfacción.

Interactive communications with staff on working conditions and regular satisfaction surveys are conducted. We have also created training spaces on diversity to prevent discrimination and/or harassment, on skills development, which allowed us to reach 3,029 hours of training on these topics.

In our companies, social dialogue in labor relations is framed in the existence of internal regulations that establish the rights, duties and obligations of people, ensuring dignified, fair, equitable and mutually respectful conditions, thus harmonizing the relationship between the company and its personnel.

Training and Professional Development

We understand that continuous learning and capacity building are fundamental elements in the professional development of our people, and that they have a direct impact on their level of motivation and productivity.

Every year, the Training area draws up a Training Plan on occupational risk prevention and designs and implements technical and transversal training programs, technical certifications, skills development and languages, all depending on the job position and responsibilities assigned, linked to the personalized career plan. At the end of 2022, we executed a total of 124,322 hours of training.



Personal competences



Professional competences



Team competences



Languages

Image 12. Training and professional development

We also design a personalized career plan, in which each person sets their own pace of professional development. This is an itinerary based on four levels of growth, from junior to senior professionals, which we include in our VASS&YOU program, managed through the SuccessFactors platform.

We allocate an annual budget for training, from which programs are developed, previously defined between the People & Talent Training team and the people responsible for each area, depending on the priorities and needs of the projects in which each team participates.

Work organization

The organization of work has as one of its objectives to ensure quality of life and well-being, respect for people, favoring the creation of optimal working conditions that take into account all areas of life.

In accordance with the State Collective Bargaining Agreement for Consulting and Market and Public Opinion Research Companies, to which Spanish companies are covered, our professional structure is divided into five categories (V0, V1, V2, V3, V4 and V5), a distribution that is shared with the rest of the Group's companies, except for those recently incorporated with whom we have begun the process of homologation in 2022 and which will be finalized in 2023.

As set out in our Sustainability Policy and following the guidelines of the applicable Collective Bargaining Agreement, we establish working hours for the people who work in our offices in Spain (9h-14h and 15h-18h, with one hour for lunch), hours that may be modified depending on the projects being developed.

In the other companies of the Group, working hours may vary depending on the specific context of each country, and the agreements established between staff and Area Managers, according to the project or service being developed, and respecting, at all times, the rights of all people, and fair and equitable working conditions.

SmartWorking is our hybrid framework that combines face-to-face work (at the client's office or corporate offices) and remote work using standardized corporate tools, available through our corporate APP.

Although we do not have a unified Disconnection from Work Policy for all the companies that make up our Group, companies such as VASS Colombia and VASS UK have their own policies that encourage disconnection from work. Likewise, since 2008 we have been implementing the VASS Concilia program, through which we seek to adjust to labor realities, as well as social changes, in order to promote a balance between personal, family and work life.

VASS Concilia, based on trust between the company and the staff under the shared philosophy of responsible freedom, deploys a series of measures around conciliation, and other benefits, which are adapted to the realities and contexts in which the different companies of the Group are immersed, and which are agreed between the staff and Area Managers, complying with the current regulations and following the internal regulations of the organization.

#	Measure	Details
01	Teleworking	Possibility of working remotely, under a model based on flexibility and mutual trust.
02	Smart working	Possibility of working under a hybrid model, where face-to-face and remote work are combined.
03	Long-weekend	Possibility of taking time off from the working day before a public holiday in Spain.
04	Part-time work	Possibility of modifying the part-time work contract, according to the projects and responsibilities assigned.
05	Reduced working hours	Possibility of reducing the working day to care for dependents up to the second degree of consanguinity.
06	Unpaid leave	Possibility of taking up to 5 non-consecutive working days in a year for personal reasons, in addition to being able to take up to one month per year provided that the person has been linked to the organization for at least one year.
07	Work meetings	Meetings are held during working hours, avoiding the last hours of the working day in order to favor digital disconnection, conciliation and flexibility.
08	Holidays	Possibility of extending the time established by the Collective Bargaining Agreement or the legislation in force in each country by up to two additional days.
09	Change of address	Possibility of extending between one and two consecutive calendar days for removals in the event of moving house.
10	Maternity	Possibility of making use of the weeks of compulsory rest or of joining part-time, and of immediately enjoying the holidays pending for the current year.
11	Gift of birth	All mothers and fathers who have a baby will receive a special gift to welcome the new member of the family.
12	Infant care	Possibility of accumulating all breastfeeding hours to maternity leave, thus adding 13 more working days with no reduction in salary. Applies to both, mothers and fathers.
13	Punctual abandonment	Possibility of occasional leave of absence from the workplace for first-degree family emergencies.

Table 14. Reconciliation measures

The New Talent Experience international mobility program, which aims to promote the exchange of knowledge and cultural diversity among our staff, had to be suspended due to the pandemic, so we hope to resume its implementation in the coming years, taking into account the integration of new companies into the Group's corporate perimeter.

Social Benefits

- Flexible remuneration program.
- Agreements with universities to access training programs in Spain and Colombia.
- Access to cafeteria service within the company's facilities.
- Gift to mothers and fathers for the birth of their baby.

- Vending machines at reduced prices, to facilitate the consumption of food and beverages during the working day in the Madrid offices.
- Birthday day off at VASS Colombia and half day off at VASS Chile..
- Exclusive prices for the use of the gym at the offices in Spain, Hexagon Data and Zington.
- Reception of personal parcels at the Madrid offices.
- From 2022, in the Group's building in Madrid, parking spaces in basement -2 have been made available to staff free of charge.
- In Spain, from 2022, 100% of sick leave in all cases will be supplemented in the event of a common illness.

Health and Safety at Work

As stated in our Sustainability Policy, at the VASS Group we are concerned with creating a healthy and safe working environment for everyone, in accordance with international regulations and national legislation.

We base the management of Health and Safety at Work of all our staff on a working culture of prevention and promotion, elements that are the first consideration and condition of any activity. For this reason, we implement measures from the different companies of the Group that allow us to carry out a better management of occupational risks and the necessary preventive planning, in order to minimize and eliminate them, as the case may be.

In the VASS Group we have a Company Policy on Health and Safety. In the case of VASS Spain, we have an External Prevention Service and our own Prevention Service, responsible for ensuring compliance with the general principles of occupational risk prevention in the provision of products and services.

In the rest of the companies in Spain we have an External Prevention Service, and in those located outside Spain, we have internal personnel and training programs to respond to accidents, health problems and foreseeable emergency situations, in line with the legal obligations of each country. In other companies, Health and Safety at Work Committees have been set up, as is the case of VASS Colombia.

In this regard, it should be noted that, at the end of 2022, 6 occupational accidents were reported (4 in Spain, 1 in Sweden and 1 in Belgium), no occupational illnesses and no deaths due to occupational accidents among our staff.

Diversity and Equal Opportunities

In our commitment to respect for people and the promotion of fair and inclusive treatment, we declare our rejection of any form of discrimination, whether based on ethnicity, ancestry, gender, age, religion, nationality, academic level, political affiliation, disability, marital status, sexual orientation or any other characteristic, as stated in our Sustainability Policy, our Code of Ethics and our Diversity, Equality and Inclusion Policy developed in 2022.

Under these principles, we strive to promote the professional growth of our staff, based on objective and transparent evaluation systems, as well as to prevent all types of sexist practices, as set out in our Policy on the Prevention of Harassment, and the derived Protocol on the prevention and action in cases of sexual harassment, thereby promoting the creation of a dignified working environment, respectful of human rights, and which promotes equal opportunities for all people.

In 2022, we continue working to achieve the full incorporation of women and a balanced gender presence in the company, through mechanisms such as the Equality Plan with which we seek to eliminate any obstacles that may exist to achieve this purpose.

Negotiation of the Plan began in March but was interrupted by the departure of the representative of the Workers' Commissions (CCOO). In February 2023, the replacement was defined, and negotiations were able to resume. At the same time, we are negotiating the anti-harassment protocol, with the expectation that both processes will be completed in the second quarter of 2023.



Likewise, in 2022, some equality actions have been carried out at management level, such as participation in the II 'Shadowing Yo, jefa' | Valientes Emprendedores, which seeks to promote the exchange of knowledge between different generations of women and participation in MagasIN, which brought together more than eighty women leaders (elespanol.com) and allowed women leaders from different areas to meet and exchange ideas.

In this area, one of our directors from 2022 onwards will also represent VASS on the Board of Directors of the Spanish Association of Consulting Companies (AEC), an organization that represents all the companies in our sector.

On 30 June 2022, from VASS we had the opportunity to sponsor and participate in the event "**Women4Cyber Startup School**", a training program that seeks the creation of startups oriented to cybersecurity with a founding team led by women. In this context, we were able to give our vision of the sector, the number of women we can find in IT environments and the need for specialized talent that exists today.

With the addition of the head of Communications and Marketing to the Management Committee, the participation of women in senior positions increased from 20% in 2021 to 25% in 2022.

Likewise, and aware that people's talent is not determined by their age, physical condition or intellectual capacity, during 2022, 56.7% of our staff was between 31 and 50 years of age, and 25 people with disabilities (24 in Spain and 1 in Germany) added, with their talent, to the fulfilment of the organization's objectives.

It is worth mentioning that VASS Spain has obtained the Certificate of Exceptionality for the year 2021 and in force for three years, and Nateevo has complied with the Law for the Social Integration of the Disabled (LISMI) (Law 13/1982 of 7 April), according to which all Spanish companies with a workforce of more than 50 people must have a reserve quota in favor of people with disabilities.

Based on our commitment to promote and respect equal opportunities for all people, we made an estimate of the salary gap based on the available information related to personnel data that allows us to continue working for equal opportunities in parallel to the approval of the Equality Plan.

From this preliminary exercise, a pay gap index corresponding to 12.55% is estimated. However, in the process of drawing up the Equality Plan we are working on this analysis, which will be published as an integral part of the Plan once it is approved (first quarter of 2023).

6 Customers

Sustainability Policy

Code of Ethics

Anti-Bribery and Anti-Corruption Policy

Quality and Environmental Policy

Information Security Management Policy

Policy on Harassment in the Workplace or on Grounds of Gender

Diversity, Equality and Inclusion Policy

Table 15. Management instruments Customers

We work to offer a wide range of services and solutions in the field of IT in general, as well as advice, consultancy and IT services. In VASS Group we link with customers in an integral way, from the selection of the tool itself to the analysis, consultancy, implementation of the solution in the business, data migration or subsequent maintenance, when required.

As stated in our Sustainability Policy, we strive to generate solutions that respond to our customers' needs, maintaining long-lasting and successful relationships based on principles of ethics, transparency and trust.

As with all our stakeholders, the security of our customers is our priority, which is why we reinforce our framework of action with service guarantees supported by our quality management, service management and information security systems, which has enabled us to close the year 2022 with no claims for leaks, theft or loss of customer data.

On our path towards quality and the pursuit of excellence, we reaffirm our commitment to providing solutions that provide value and satisfaction to our customers' needs. To this end, we evaluate customer satisfaction by conducting annual surveys through the specialized Salesforce platform, in order to measure customer satisfaction and identify areas for improvement in relation to the products and services offered, in line with our aim of continuous improvement.

We also have a procedure in place to collect, analyses and deal with our customers' complaints, so that we can manage them appropriately and avoid their repetition. Likewise, all our work teams maintain permanent communication channels with our customers, so that any non-conformities that may arise are received and dealt with directly by the personnel responsible for the projects, thereby achieving a swift and timely response.

As a result of these actions, we closed the year 2022 without any cases of non-compliance with regulations or voluntary codes related to the impact of our products and services on the health and safety of customers, or related to marketing communications, such as advertising, promotion and sponsorship, giving rise to fines or sanctions.

7 Suppliers

Sustainability Policy

Code of Ethics

Anti-Bribery and Anti-Corruption Policy

Detailed Information Security Policy

Quality and Environmental Policy

Information Security Management Policy

Sustainability Policy for Suppliers

Guide to Good Sustainable Practices for Suppliers

Table 16. Management instruments Suppliers

The Sustainability Policy applies to all professionals of the VASS Group and its companies, suppliers and other third parties that provide services regardless of the territory in which they carry out their activity.

Framed in the principle of responsible and sustainable management, we seek to maintain a relationship of transparency and trust with our suppliers and strategic partners, based on collaborative work and mutual respect.

In this way, we generate actions that have an impact at all levels of our supply chain, incorporating tools to improve processes, ensure the quality of our services, and the fulfilment of our obligations, under the unwavering and permanent commitment to respect human rights and the environment.

In 2022, we continue to promote our Sustainability Policy for Suppliers as another way of materializing our ethical commitment to the purchase of goods and services through standard processes, considering price, quality and performance criteria, as well as compliance with environmental, ethical, social and information security issues.

We also continue to promote among our suppliers the Guide of Good Sustainable Practices for Suppliers, which seeks to prevent harassment, promote diversity and gender equality, and respect for human rights, and promote measures in the consumption of materials, energy, water, waste, transport and communications among all our suppliers; and which complements other management mechanisms such as our Ethics Channel.

In line with our commitment to responsible management, during 2022 we renewed our contract with GoSupply, a tool that allows us to monitor and audit our suppliers based on quality and environmental criteria, generating timely information on present and potential risks arising from our entire chain. Suppliers in GoSupply commit to comply with the Supplier Sustainability Policy.

By 2022, we will integrate more than 90% of suppliers into this solution, which represents an estimated increase of 10% compared to 2021, in the companies VASS Spain, Serbatic Spain and Nateevo, generating learning and continuous improvement processes that allow us to extend this responsible practice and strengthen the supplier approval processes in all the Group's companies.

Through this initiative, and internal monitoring and evaluation actions, during 2022 no cases were found of suppliers that could generate significant, potential and real negative environmental and social impacts, nor suppliers that run a significant risk of presenting cases of child labor or forced labor.



8 Society

OUR COMMITMENT TO SUSTAINABLE DEVELOPMENT

Sustainability Policy

Code of Ethics

Quality and Environmental Policy

Table 17. Management instruments Society

In line with our Sustainability Policy, we work to implement programs, both our own and in partnership with other entities, that allow us to generate a positive impact and contribute to sustainable social development. We believe that the first responsible action is to ensure the health and well-being of our staff, as well as the quality of our processes throughout the supply chain and in relation to our customers.

As a result of our responsible business management, we have a positive impact on the communities where we operate, generating personal and professional development opportunities for the more than 3,700 people who make up our team.

In the VASS Group, solidarity is another of our pillars. In 2007 we began to implement the 1, 2, Acción VASS program, which is the framework for our Social Responsibility actions and the Corporate Volunteering Program. Within this framework, we allocate 2% of our annual BAI (Profit Before Tax) to socially oriented initiatives. We encourage staff to participate in corporate volunteering activities, including during working hours. Staff allocate 1% of their working day to various volunteer programs.

VASS FOUNDATION

The [VASS Foundation](#), created in 2019, was created to support digital talent through training, research and technological innovation, as drivers of productivity and business competitiveness and as elements of integration that remove barriers and improve access to employment for vulnerable groups/at risk of exclusion: people with disabilities, unemployed or affected by technological barriers. The work of our foundation also reflects the Group's firm commitment to one of the explicit goals of the Sustainable Development Goals (SDGs): support for decent work and economic growth.

In this regard, in 2022, we continue to develop actions in the following 4 areas: research, training, innovation and educational cooperation, mobilizing significant human and financial resources throughout Spain. This work has been reflected in more than 300 press appearances with a total audience of more than 300 million views.



In the field of research

We are publishing the IV Edition of the [Employability and Digital Talent](#) study and its corresponding Digital Talent Index 2022, in collaboration with the Fundación de la Universidad Autónoma de Madrid. On this occasion we had the support of 25 universities, the opinion of 871 students in their final years of computer engineering (and related disciplines), 165 university students and a panel of 58 experts from 46 major companies in the sector.

We maintained a monthly presence in public opinion with our deliveries of the TIC Monitor which, in collaboration with the Centre for Economic Forecasting, has been offering a portrait of the current state of the digital services sector in terms of activity and employment, always highlighting its role as a new driver of economic recovery and its structural reconversion.

We launched an investigation, in collaboration with the Carlos III University, on the impact on employment and digital skills of the so-called code assistants, which aim to revolutionize programming and the development of IT projects.

Finally, we published several articles and maintained an active presence in the media, through our director.

In the field of training

The Foundation has been supporting SDG 4 Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all, through grants for advanced programming courses, from elementary levels (CF, Coding Foundations program, 60 hours) to a complete international bilingual Full Stack Development program (FS, 600 hours), through Tech Training Campus and the US school BOTTEGA LLC, a pioneer in re-skilling Online.

After successful previous experiences, in 2022 an ambitious program has been deployed together with the Basque Employment Service in which we have committed to invest €620,000 for 400 unemployed and underemployed people to take, between October 2022 and November 2023, a bilingual program of programming fundamentals (60 hours); of these, 100 will continue in 2023 with the Full Stack program. Fifty-one percent of those enrolled have been women and a high level of satisfaction has been achieved, with average student evaluations of the program exceeding 9.2 (out of 10).

In addition, postgraduate university training has been promoted with the subsidy and participation in itineraries such as the Master Fintech of the UC3M (6 scholarships) or the expert degree in Management of Cybersecurity Operational Centers, with the Autonomous University of Madrid (providing facilities and investing more than €20,000 in scholarships for 15 participants). We also continue to support the UC3M scholarship program (paying for one student's tuition fees each year).

In the field of Innovation

We continued our sponsorship of the MIT Entrepreneurship Forum, an association that promotes innovation and entrepreneurship, whose headquarters in Spain we host and with which we have carried out various activities. We continue to be patrons of the NET MENTORA program, which stimulates and supports new entrepreneurs.

Likewise, from our Innovation Depot program we have been accompanying the 10 startups that have joined it in 2022, providing them not only with our facilities but also with advice and resources; facilitating the presentation of their products and services to customers, investors or collaborators; and giving them the possibility of participating in different events, where they were able to come into direct contact with investors (MIT Investor's Forum, AWS Startup Day...), as well as benefiting from the access to the Internet and the access to the Internet.), as well as benefiting from access to different platforms and free courses compiled by our Training department (edX, Coursera, MiriadaX, Google Podcast, Google Activate, Google Cloud Platform...), and making use of resources such as those provided by the AWS Activate Program.

In the field of Educational Cooperation

We maintained intense activity with university groups, organizing workshops with students at the Sergio Arboleda University's international center of excellence in Madrid, sessions with students at the Polytechnic University of Madrid and at the University of Navarra, where we facilitated the tutoring of 3 students in final degree/master's degree projects.

From March to July, we organized a gamified contest of ingenuity based on data analytics: ESCAPE DATA ROOM, with the participation of 113 teams from 25 Spanish universities and more than 300 students who, over seven phases, solved challenges monitored by Data Analytics experts from the VASS Group.

Overall, more than 600 university students have participated in our educational cooperation activities.

OTHER VASS GROUP SOCIAL ACTIONS

VASS in Spain

- **BAEe Association:**

Alliance in favor of the employment of students with cognitive disabilities.

- **HabVida Association:**

Support for the development of the Quitamiedos project and the transfer of rooms for activities.

- **Red Inicia:**

Support for the collection of toys and clothes, and the donation of furniture.

- **Down Spain:**

With the Down Spain Association, we continue to deepen our support for the development of the Down Employability program, donating €167,775.30 during 2022.

The Board of Directors of Down Spain awarded VASS España the **Trébol Solidarity Award** 2022. This award recognizes individuals, companies or institutions that improve the quality and inclusion of people with Down syndrome.

Inclusive Urban Gardens, Merlin Properties: 356.45 kg of food was collected in the Madrid office, 177.8 kg of food produced in the garden were donated to the Food Bank and the remaining 178.65 kg were distributed among the VASS Group employees who participated in the care of the garden.

Collaborations with the Red Cross: we have worked with this organization on the following activities:

- Golden ticket sales.
- Back to school campaign.
- Selection talks.
- Blood donation.
- Red Cross Solidarity Market.
- Donation of 50 boxes of Christmas products.

We also participated in the Red Cross HR Conference: two experts from the VASS Group in the area of recruitment attended a training round table for the Red Cross recruitment team.

- **Mapfre Foundation:** Participation in the Mapfre Foundation charity market.
- **Mary Ward Spain Foundation:** Donation of €1,501.61 to support its work for the rights of women, girls and boys, promoting opportunities for change from the local level and building a more supportive and committed citizenship.
- **STEMadrid collaboration:** Training in digital skills.
- **GEICAM:** Collaboration in the race and donation of €1,000 to the association against cancer.
- **AXA:** Charity dinner.
- **Todo Ayuda Foundation:** Christmas campaign at VASS to donate toys, clothes and food.
- **Ukraine actions:** Recogida de material y ropa, entregando 15 cajas divididas en alimentación infantil; ropa y calzado infantil; y pañales y toallitas. Además participamos en la Carrera por Ucrania.
- **Collaboration with NICA:** Dissemination and purchase of tickets for the Solidarity Concert 2022 and donations of 3 LG wireless helmets for the NICA 2022 raffle.

VASS Solidarity Actions in the World

VASS IT Services Limited (United Kingdom)

- **Sponsorship of Irlandesas School races:** Charity race in which the funds raised were donated to the Kambia Foundation, an NGO that works especially for the rights of women, girls and boys, promoting opportunities for change from the local level and building a more supportive and committed citizenship.
- **Cosmic Charity:** Dragon Boat Race, donation of €1,127.48.

Hexagon Data (México y Colombia)

- **InRoads México:** Hiring of young people from INROADS, contributing €1,438.43.
- **Reforestalia:** Reforestation. Contributing €1,390.49.
- **Fundación Humedales de Bogotá:** Reforestation. Contributing €245.50.
- **Zacango Ecological Park:** [Visit to the Zoo - From Captivity to Conservation](#). Contributing 239,74€.
- **Jaime Duque Park:** [Visit to the Zoo - From Captivity to Conservation](#). Contributing 96,50€.

Ecenta (Romania, Latvia and Germany)

- **Kasper Daniela Association: sponsorship:** Contributing 20.000,00 €.
- **Riga Technical University Development Fund:** €10,000 donated for students and people who are part of the company and who were directly affected by the war situation in Ukraine.
- **Tafel Walldorf:** Donation of €5,000.
- **Tafel Wiesloch:** Donation of €5,000.

Zington (Sweden)

- **Stockholms Stadsmission:** Christmas gifts from staff for socially vulnerable communities.
- **SOS Barnbyar:** Donation of €5,394.82 from staff and the company.
- **Human Bridge:** Collection of clothes for people affected by the war in Ukraine.
- **Swedish Childhood Cancer Fund:** Donation of €8,991.35.
- **Ung Företagsamhet:** Mentoring of young entrepreneurs.

One Inside (North Macedonia)

- **SOS Detsko Selo / SOS Children Village:** Donation to children without parents living in the SOS Children's Village. The €2,000 donation was made through the annual IT4Charity initiative, organised by multiple IT companies in North Macedonia.

VASS Colombia

- **Fundación Shaddai:** Children and families with limited resources, donation of €1,280.56.
- **Guiando Territorio Foundation:** Children and families with limited resources, donation of €1,280.56.
- **Fundación Chaminade:** Children and families with limited resources, donation of €1,158.00.

9 Our contribution to the SDGs

With the approval of the UN 2030 Agenda in 2015, an action plan was established which, through 17 Sustainable Development Goals (SDGs) and 169 targets, seeks to promote fair and equitable development, understood from five dimensions: people, planet, prosperity, peace and partnership, in order to leave no one behind.

As part of our ongoing commitment to ethics and sustainable development, as well as to the different requirements of its stakeholders, the VASS Group is aligned with and inspired by the Sustainable Development Goals included in the 2030 Agenda and the incorporation of the main international standards. We are aware that each act contributes to their fulfilment and that this is a global challenge in which people, companies and society have much to contribute.

In addition to the search for greater sustainability and the contribution of value to all our stakeholders, through our solutions we also promote the application of socially and environmentally responsible business practices (SDG 12). The activity of the VASS Group is therefore transversal to almost all the SDGs, although our responsible business strategy allows us to identify more specifically the SDGs that we impact directly and indirectly with our actions.

In this way, we reaffirm our commitment to contribute to the fulfilment of the goals related to the quality of work and economic growth (SDG 8), the strengthening of industries and innovation (SDG 9), contributing to sustainable growth (SDG 12) and the fight against climate change (SDG 13), access to quality education (SDG 4), respect for human rights and the promotion of diversity (SDG 5), institutional strengthening (SDG 16) and the management of partnerships for development (SDG 17).

Direct Contributions



8. Decent work and economic growth

We create solutions for each of our clients, we seek to respond to their growth needs. We create a working environment that ensures the well-being of people and quality work.

-
- To drive and contribute to the economic growth of the countries in which we operate.
 - Achieve higher levels of economic productivity through diversification, technological modernization and innovation.
 - Achieve full and productive employment and decent work for all women and men, including young people and people with disabilities, as well as equal pay for work of equal value.
 - Protect labor rights and promote a safe and secure working environment for all workers.

We define solutions aligned with the current market context, even anticipating our clients' potential problems in order to improve their operational efficiency and boost their growth. Solutions aimed at boosting the growth of SMEs and accelerators that allow clients to test new business models or concepts are just a few examples.

We take care of our employees. We offer training and professional development programs to enhance their knowledge, flexible remuneration policies, family reconciliation programs, Smartworking, benefits plans and health and safety policies.



9. Industry, innovation and infrastructure

The sector in which we operate is growing rapidly. We anticipate new trends by generating innovative processes based on sustainability criteria.

- Enhance scientific research and improve the technological capacity of industrial sectors in all countries.

Innovation is one of our values and is in our DNA. We have an Innovation area, responsible for generating ideas and making them flow throughout the organization, in order to face the challenges of the new digital environment. An open innovation model in which we collaborate with customers, partners, startups and internal teams.



12. Responsible production and consumption

We incorporate best practices into our processes and work with our suppliers to positively impact the entire supply chain.

- Achieve the sustainable management and efficient use of natural resources.
- Significantly reduce waste generation through prevention, reduction, recycling and reuse activities.
- Encourage companies, especially large companies and transnational corporations, to adopt sustainable practices and incorporate sustainability information into their reporting cycle.

We incorporate sustainability criteria in our Purchasing Policy, we accompany and evaluate our suppliers in the implementation of good practices in their processes. We also have a Sustainability Policy for suppliers and a Guide to good sustainable practices for suppliers, which allows them to comply with minimum requirements to demonstrate their effective commitment to the planet and society. We encourage our customers, through our value propositions, to integrate sustainability criteria into their business. We submit annual progress reports on our performance. In 2022 we received the bronze medal in the international ECOVADIS assessment.

Indirect Contributions



4. Quality education

We work on the continuous training of people; we believe in their talent and abilities. We seek to expand and share knowledge with society.

- Ensure equal access for all men and women to quality technical, vocational and higher education, including university education.
- Significantly increase the number of young people and adults who have the necessary skills, particularly technical and vocational skills, to access employment, decent work and entrepreneurship.
- Ensure that all learners acquire the knowledge and skills necessary to promote sustainable development.

We facilitate our staff's access to training programs in technical, transversal and language skills, through educational platforms for continuous training.

From our Foundation we support and promote digital talent, through actions in the fields of research, training, innovation and educational cooperation, collaborating with companies, universities and various groups.



5. Gender equality

We strengthen our strategy with the talent of our people, we work to generate equal opportunities between men and women, valuing the diversity of their talents.

- End all forms of discrimination against all women and girls everywhere.
- Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other forms of exploitation.
- Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

We have an Ethics Channel and programs to prevent harassment at work and for reasons of gender, including the Protocol on Harassment, Discrimination and Diversity. In 2022 we developed the Diversity, Equality and Inclusion Policy. We are also in the process of designing and negotiating an Equality Plan. We offer work-life balance plans, flexible working hours, a Smartworking policy and a philosophy of responsible work based on trust.



13. Climate action

We are aware of our capacity to join forces in the fight against climate change. We incorporate action and prevention measures in our policies, strategies and plans.

- Incorporate climate change measures into national policies, strategies and plans.
- Improve education, awareness and human and institutional capacity for climate change mitigation, adaptation, mitigation and early warning.

We reduced the power contracted at the Madrid headquarters and obtained the Carbon Footprint certificate at our main operations center, calculated for 2021. The 2022 Carbon Footprint calculation is currently underway. We carry out awareness programs for all our staff, related to good practices and efficient use of resources.



16. Peace, justice and strong institutions

We work to ensure responsible and transparent management of our corporate governance, which protects security and privacy, and builds trust with all our stakeholders.

- Actively combat corruption and bribery in all its forms.
- Guarantee public access to information and protect fundamental freedoms, in accordance with national laws and international agreements.

We are governed by our Anti-Corruption and Anti-Bribery Policy, and throughout 2022 we have implemented the Conflict-of-Interest Policy, the Donations and Sponsorship Policy, and enabled the Ethics Channel, which is a whistleblowing channel. We have disseminated, with all our staff, management and prevention practices related to good governance. We respect the right to freedom of association. We publish our annual progress reports on our social, environmental and governance performance.



17. Partnerships to achieve the objectives

In order to implement our strategy and contribute to sustainable development, it is necessary to work together with the different actors and at all levels.

- Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources.
- Build on existing initiatives to develop indicators to measure progress on sustainable development that complement gross domestic product, and support statistical capacity building in developing countries.

We continue to work hand in hand with our strategic partners, universities and public entities, through the establishment of alliances for development, and the execution of programs and solutions that respond to the needs of all our stakeholders, and that allow us to achieve organizational and sustainable development objectives. In 2022, we have continued to work on building and consolidating partnerships with those with whom we have a history of working together.

10 Continued commitment to the Global Compact

In 2017 we signed our commitment to comply with the 10 principles of the United Nations Global Compact. Now, five years later, we [continue](#) to renew this pledge of responsible management and respect for human rights, the guarantee of labor rights, the environment and the fight against corruption.

We subscribe to this initiative and accept these Principles, committing ourselves to implement the necessary measures that will lead to the development of an increasingly comprehensive strategy, taking into consideration people and society, transparency in all our operations, and support for co-operative projects that contribute to the broader development goals of the United Nations.

We are also committed to communicating results on the progress of our activities to all stakeholders and the general public on an annual basis. In July 2022, the 2021 [Progress Report](#) was communicated and published on the UN Global Compact website.

11 Environment

EVERYTHING WE DO LEAVES A FOOTPRINT, THE WAY WE MAKE THIS FOOTPRINT POSITIVE WILL ENABLE THE AVAILABILITY OF RESOURCES FOR FUTURE GENERATIONS

Sustainability Policy

Code of Ethics

Quality and Environmental Policy

Sustainability Policy for Suppliers

Guide to Good Sustainable Practices for Suppliers

Table 18. Management instruments Environment

As part of our drive to achieve higher sustainability standards, environmental action is incorporated as one of the Group's pillars of action. In order to fulfil our commitment to be a responsible company, we work continuously to align our strategy with the Sustainable Development Goals (SDGs) and the Global Compact Principles.

To achieve this, we have mechanisms that establish a framework for responsible action, through the definition of the Environmental Performance Sustainability Policy, the Quality and Environment Policy, and the Sustainable Procurement and Contracting Policy, applicable to all Group companies, which include the necessary guidelines to ensure that all the people who form part of our organization or who have a relationship with it incorporate good practices into their own management that lead to improving the environmental impact that we generate.

In addition, we have an Integrated Quality and Environmental Management System certified under the ISO 14001:2015 Standard in the companies based in Madrid. These management systems are subject to an annual internal and external audit, thereby endorsing the processes and commitments to continuous improvement, minimization of environmental impacts, and compliance with the guidelines set out in our environmental policies.

We also continue to promote hybrid work models, such as the Smart Working model, explained above, which combines on-site and remote work, and which reminds us that off-site locations also consume resources and generate waste, with an environmental impact that must be taken into account. For all these reasons, we have drawn up a manual of good environmental practices to raise awareness among the group's employees and motivate them to reduce their daily impact.

While in 2021 VASS Spain, Nateevo and Serbatic already had a certified environmental management system, in 2022 other companies in the group also obtained this certification, namely VASS IT Services Limited and CRI Group.

All these instruments reinforce our actions, detection, monitoring and evaluation of environmental risks in the different companies of the Group, which has allowed us to close the year 2022 without sanctions for non-compliance with environmental laws.

We know that managing impacts begins with identifying them, which is why in 2022 we obtained the carbon footprint certification calculated for 2021, initially for the Madrid headquarters. Based on this process, we seek to transfer the methodology and lessons learned, with the aim of extending the measurement to the Group's other operations centers in the coming years.

Which is why in 2022 we obtained the carbon footprint certification

With the measurement of the carbon footprint we also seek to establish a baseline that allows us to implement measures and strategies to reduce emissions and compensation, such as the one we have been advancing through our garden, located at the Madrid headquarters, which allowed us to absorb 342.9 kg of CO₂ from the atmosphere in 2022, and constitutes a scenario for the development of awareness and training actions for people, from the Group, who participate on a voluntary basis.

In our understanding of sustainability, we are committed to prevention as an effective measure to reduce the probability of occurrence of environmental risks, which is why we have an environmental liability insurance policy with coverage of €2,000,000 for possible pollution events that may occur in Spain and Andorra, including environmental liability, clean-up, avoidance and prevention costs, civil liability for pollution, employer's civil liability for pollution, defense costs and bonds, and release of expenses. In addition, we have professional liability and defense and surety insurance with the insurer QBE EUROPE SA/NV, with a cover of €5,000,000.

In addition to this, we have developed awareness-raising actions on sustainability for all staff, we continue to contract the certified service for the management of hazardous and non-hazardous waste, and consultancy days and external audits of our integrated management systems with the company AENOR. We also have a full-time team within the Group's structure that assumes the functions and responsibilities related to the leadership of environmental management, mainly focused on those companies certified in the ISO14001 standard.

Finally, it should be noted that, due to the nature of our activity, the main environmental risks and impacts are reflected in energy consumption and associated emissions. We do not generate emissions of light, noise or ozone-depleting substances that could seriously affect the environment, nor do we generate waste from food waste.

OUTREACH

The companies VASS España, Nateevo, Serbatic, VDshop and T4S operate jointly in the same facilities with headquarters in Madrid, so the consumption of resources, waste generation and emissions are calculated as a group.

The rest of the companies operate in buildings belonging to a third party or coworking centers, where the resource consumption data is generated, in some cases, on a global basis, or is not presented disaggregated and on a regular basis, which makes it difficult to record and calculate this consumption, for which reason a commitment has been made to work on the integration of processes that allow the results to be recorded for the following year.

11.1 CIRCULAR ECONOMY

The circular economy establishes a more sustainable consumption model that involves the reduction, reuse and recycling of waste. In VASS Group we promote a culture, throughout our chain, aimed at favoring environmental sustainability through the extended use of products and services, and the appropriate disposal at the end of their cycle.

In our companies, the main materials consumed are paper, toner and IT equipment. Cardboard and plastic cups are also used, and bottled water is consumed, but priority is given to materials that are suitable for recycling and recovery.

In VASS Group we promote a culture, throughout our chain, aimed at favoring environmental sustainability through the extended use of products and services, and the appropriate disposal at the end of their cycle.

The paper used in the Madrid companies' offices is FSC (Forest Stewardship Council) certified, ensuring that it comes from sustainable sources, as well as with the European Ecolabel (Ecolabel).

In terms of the waste generated by our activity, we mainly identify paper, plastic, toner, and electrical and electronic equipment.

To ensure proper management, recovery and disposal of both hazardous and non-hazardous waste, we follow all the protocols defined by law in this area, relying on the contracting of certified companies, as in the case of the headquarters in Madrid and North Macedonia, where we have a contract for the management of electronic waste and computer equipment.



In general, we ensure proper waste management at our sites, from the reduction of material purchases to proper separation in the offices, to final disposal. However, several of our sites are located in buildings or coworking centers managed by a third party, making it difficult to measure waste generated in a disaggregated manner.

11.2 SUSTAINABLE USE OF RESOURCES

Water consumption

In the VASS Group we are aware that water is a valuable resource and that we must use it efficiently. Due to the nature of our activities, water consumption is mainly focused on the use of toilets and cleaning, so we do not generate a significant impact that requires the implementation of special measures. However, at sites such as the one in Madrid, we have sensor-operated taps and double pushbuttons in the bathrooms.

In general, the water used at our operations centers comes from the public water supply network. The Group's companies generate only sanitary water discharges, which are treated by the local sewage networks.

Energy

We are aware that energy consumption is the environmental aspect on which we have the greatest impact, especially due to the use of office equipment and the virtual and digital technologies we work with, and to a lesser extent, the use of lifts and lighting in our operations centers.

The main source of energy we use at all of our locations is electricity. However, the Madrid offices also use natural gas for heating, and we have 10 solar panels, owned by the building, to heat domestic water during the summer.



We know that, to the extent that we reduce these consumptions, we will also be minimizing the impact of our management. For this reason, we have been working on the implementation of actions to improve energy efficiency, including 6,004 hours of awareness-raising and training for staff on the responsible use of resources, and the use of energy-saving light bulbs and LEDs in the Madrid office facilities. Likewise, through our Purchasing Policy we establish environmental criteria to ensure that the goods and services we acquire are in line with this purpose.

Climate change: we measure our Carbon Footprint

We recognize the agreements reached in the Paris Agreement and intend to be an active player in this collective effort to reduce the impact of climate change. To achieve the goal of zero emissions by 2050, as set out in the climate change agreement, it is urgent to bring about a global transformation in areas such as the production of goods and services, and the creation of new infrastructures at different levels.

In this process, companies in the information and communication technologies (ICT) sector, including connectivity, have an important role to play and, at VASS Group, we have assumed it.

We are aware that energy consumption can be the main source of greenhouse gases (GHG) and that, due to our activity, this is one of the areas where we generate the greatest impacts and, therefore, where we intend to concentrate our efforts.

For this reason, throughout 2021-2022 we have worked on measuring our carbon footprint in Madrid, where the bulk of our activity is concentrated.

The aim of this first carbon footprint measurement exercise is to have a complete and detailed inventory of emission sources for the entire VASS Group. We have obtained precise results on the impact we are generating, and, in this way, we can establish the necessary measures to reduce and compensate for possible environmental impacts. The results of this process have been published, after verification, in May 2022.



This exercise allows us to make a qualitative leap in terms of climate sustainability and lay the foundations for the definition of a Plan covering environmental, social and governance (ESG) issues, which will be the tool that frames all the company's actions in this area.

This exercise of calculating the 2021 carbon footprint in Madrid allows us to identify the starting point for extending the measurement to the other companies of the Group.

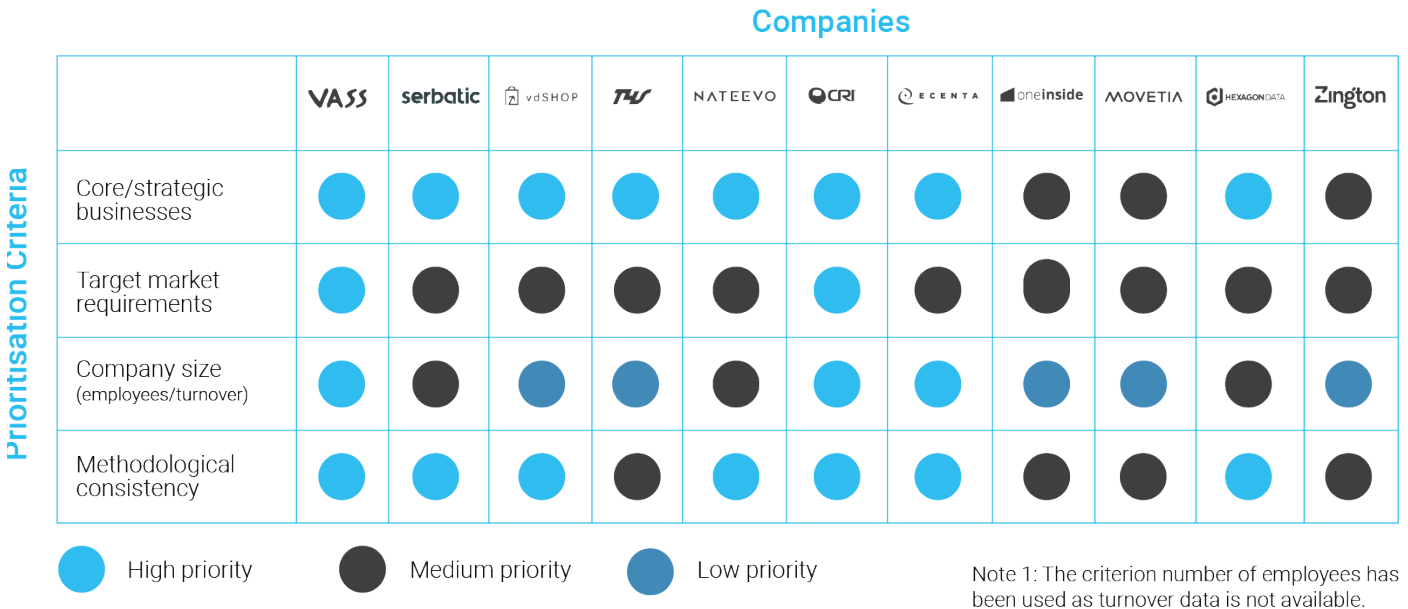


Image 13. Analysis of environmental risks

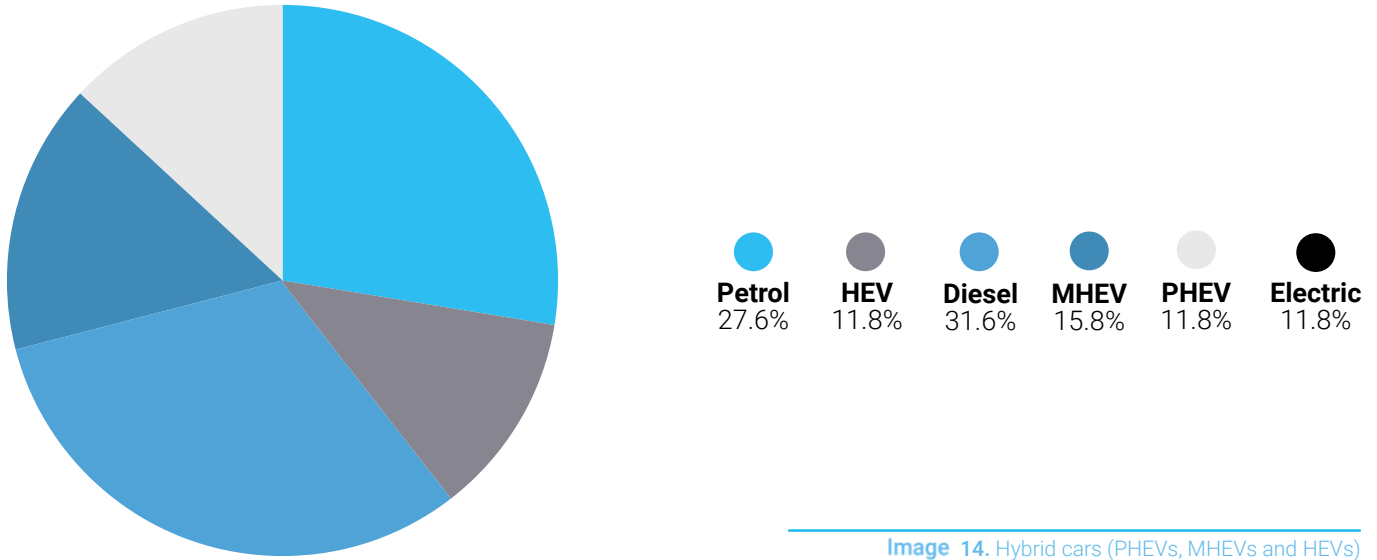
By applying these criteria to the different Group companies, a prioritisation map is obtained which provides a guide to establish a progressive process for incorporating each of them into the calculation of the Group's carbon footprint.

During 2022 we have made progress in this area, such as the 45.49% reduction in the contracted power of electrical energy at our headquarters in Madrid; we carried out awareness-raising actions on good environmental practices to implement at home, and we incorporated mandatory training programs for staff on sustainability and the environment.

In addition, we continue to promote the purchase of hybrid cars to all staff who have access to vehicle leasing, and we continue to have 10 hybrid car charger spaces available in the Madrid building, all thanks to the articulated management between the VASS Group and the co-ownership administration. Hybrid cars (PHEV, MHEV and HEV) represent 39.4% of the total car fleet.

In addition to the actions taken to mitigate emissions from our activity, during the year we established, at management level, the commitment to set our first climate target. It is proposed to obtain verification of a 5% reduction in the calculation of our emissions by the verified scope in 2022. In parallel, we will continue with the plan and actions approved by management and set as a roadmap towards net zero in the VASS Group.

Fuel type count



11.3 BIODIVERSITY PROTECTION

We know that protecting biodiversity can be key to climate change adaptation and disaster risk reduction. For this reason, all the companies that make up the Group are located in urban centers, where we do not affect any protected natural areas or damage the biodiversity of the environment.

In addition, beyond its social contribution or its contribution to mitigating our emissions, our urban garden helps to maintain a green space that favors air quality, landscape and biodiversity in urban areas.



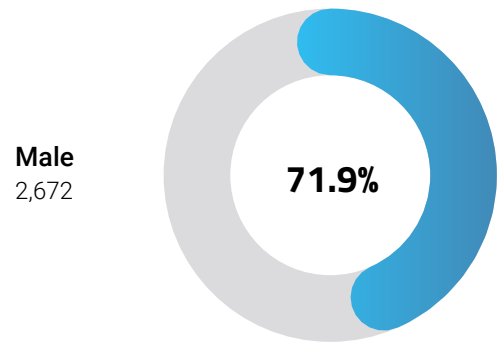
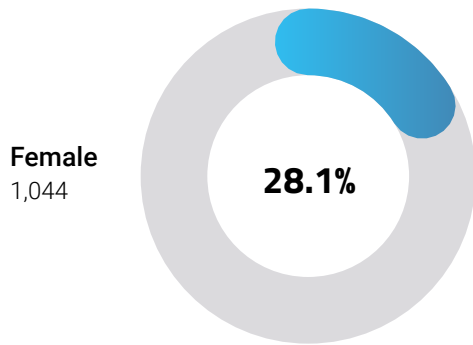
Appendices

Total number of people employed, by country

Country	No. of people	Percentage
Spain	2,404	64.7%
Mexico	281	7.6%
Sweden	247	6.6%
Colombia	192	5.2%
Chile	165	4.4%
Latvia	65	1.7%
Germany	48	1.3%
United Kingdom	45	1.2%
Greece	38	1.0%
Switzerland	38	1.0%
United States of America	32	0.9%
Romania	32	0.9%
Macedonia	29	0.8%
Singapore	25	0.7%
Belgium	24	0.6%
Luxembourg	16	0.4%
Peru	12	0.3%
Malaysia	10	0.3%
France	9	0.2%
Australia	2	0.1%
Denmark	1	0.0%
Ukraine	1	0.0%
Grand total	3,716	100.0%

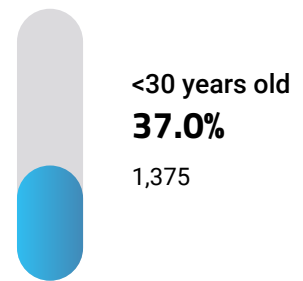
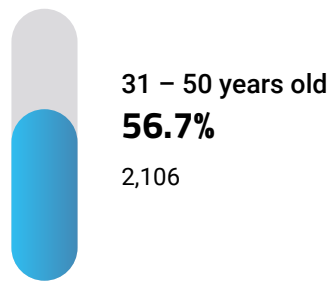
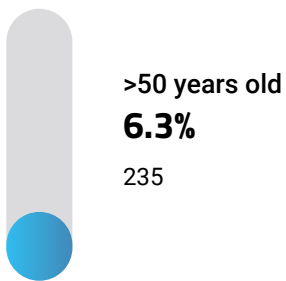
Total number of people employed, by gender

3,716 people



Total number of people employed, by age

3,716 people

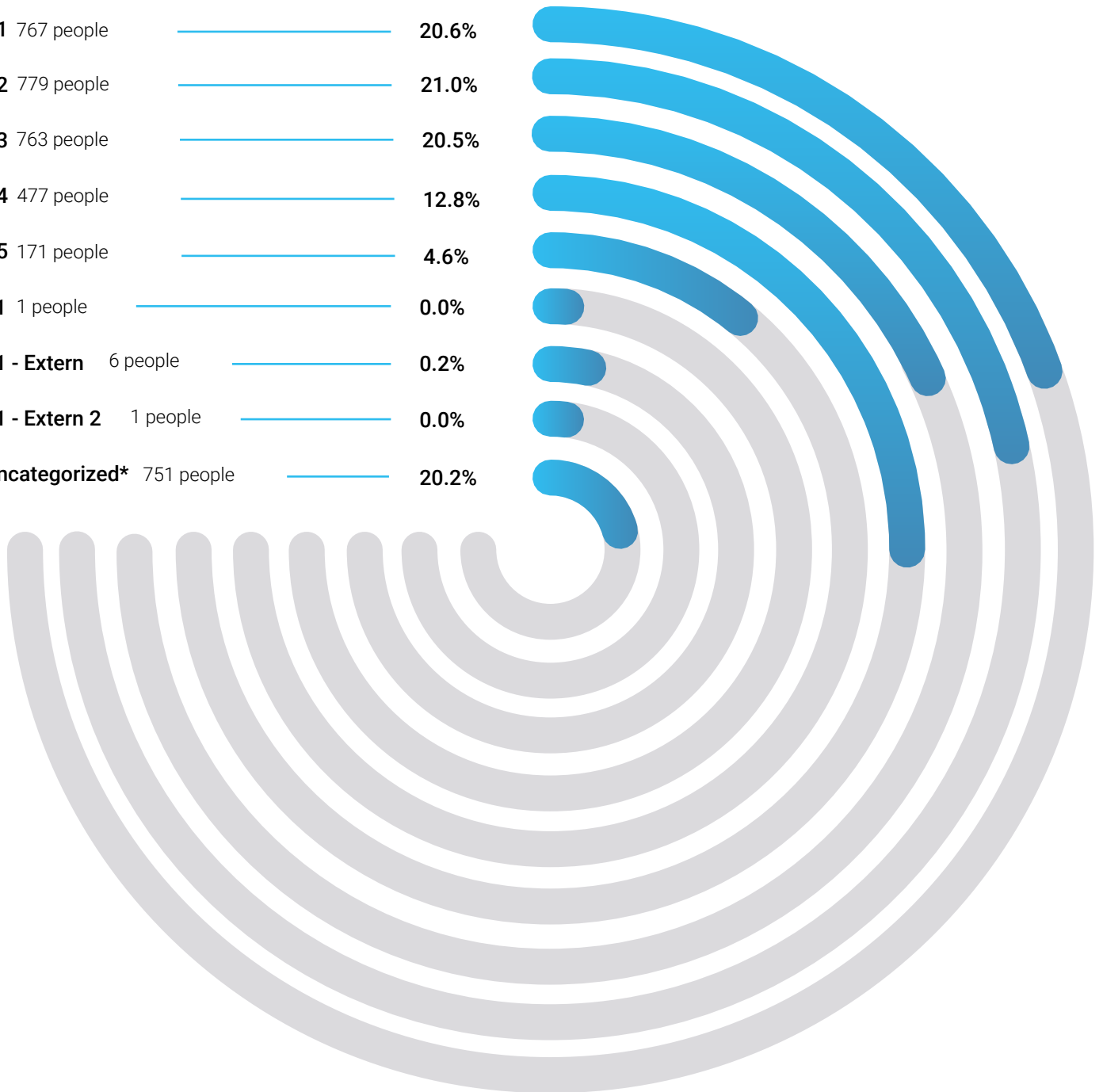


Total number of people employed, by professional category

3,716 people

Professional category

V1	767 people	20.6%
V2	779 people	21.0%
V3	763 people	20.5%
V4	477 people	12.8%
V5	171 people	4.6%
E1	1 people	0.0%
E1 - Extern	6 people	0.2%
E1 - Extern 2	1 people	0.0%
Uncategorized*	751 people	20.2%

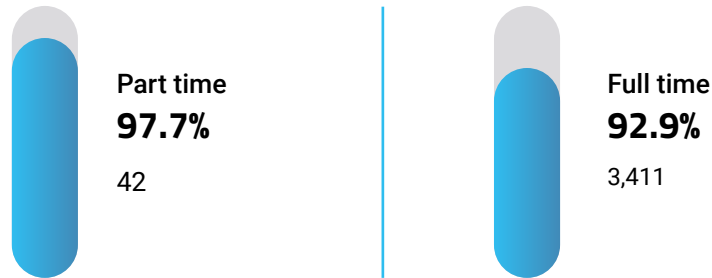


*Non-approved categories of companies in the process of integration.

Total number and distribution of types of employment contracts

3,716 people

Permanent

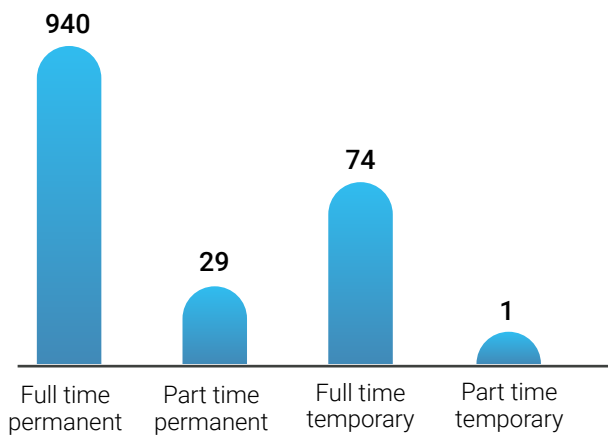


Temporary

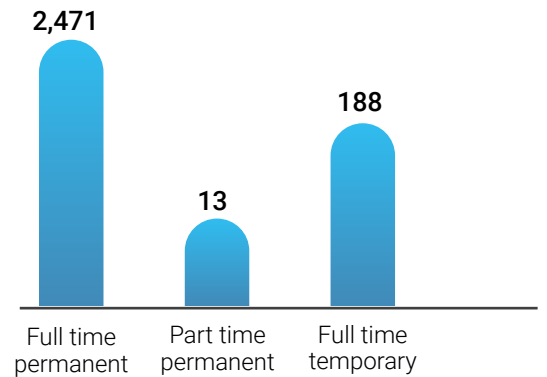


Average annual number of permanent contracts, temporary contracts and part-time contracts by gender

Female



Male



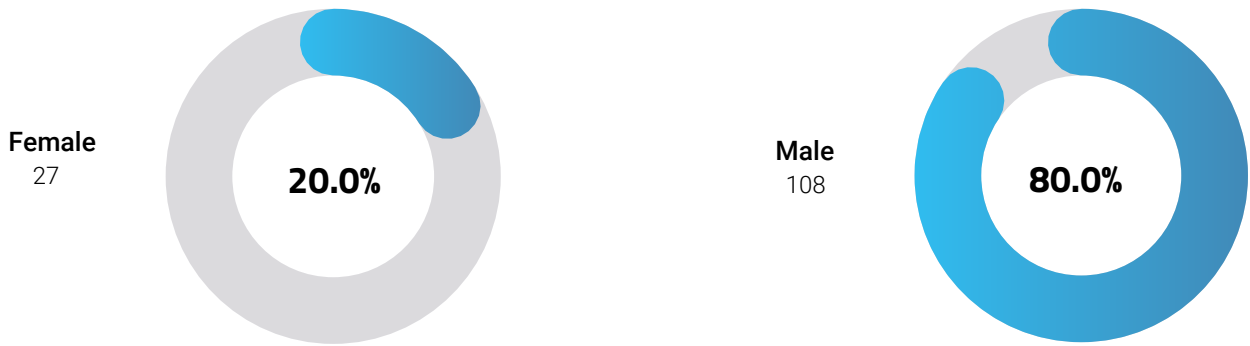
Average annual number of permanent contracts, temporary contracts and part-time contracts by occupational classification

Contract / Workday	V1	V2	V3	V4	V5	E1 - Externo	Uncategorized*
Full time permanent	664	677	699	462	169	7	7
Part time permanent	8	9	7	1	1	-	-
Full time temporary	95	93	57	14	1	1	1
Part time temporary	-	-	-	-	-	-	-

*Non-approved categories of companies in the process of integration

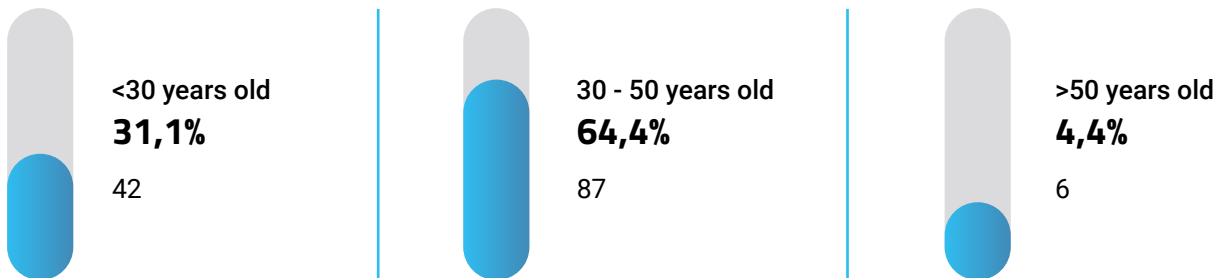
Number of redundancies by gender

135 redundancies by gender



NUMBER OF REDUNDANCIES BY AGE

135 of redundancies

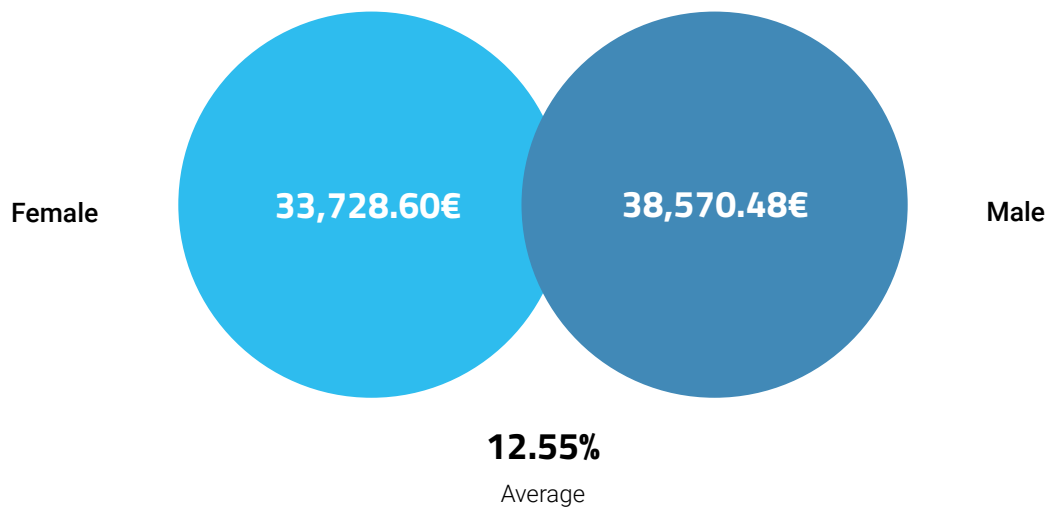


Number of redundancies by professional category

Category	N° redundancies	%
V1	46	34.1%
V2	31	23.0%
V3	23	17.0%
V4	10	7.4%
V5	5	3.7%
Uncategorized *	20	14.8%
Grand Total	135	100%

*Non-approved categories of companies in the integration process.

Average remuneration by gender and salary gap



Average remuneration by age

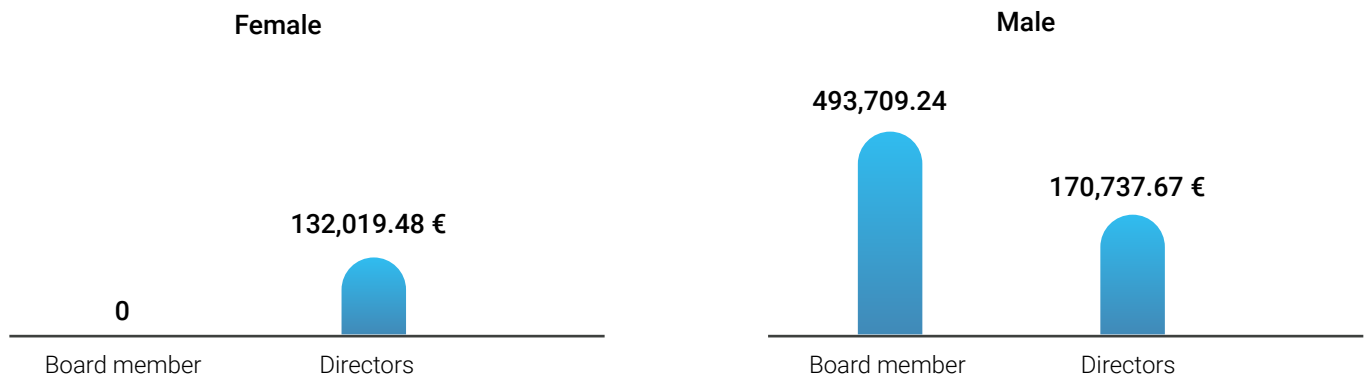
Gender	<30 years old	30 - 50 years old	>50 years old
Female	25,586 €	36,616 €	50,709 €
Male	25,240 €	44,954 €	62,787 €

Average remuneration by professional category

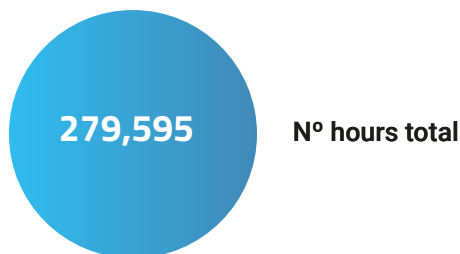
Professional category	Female	Male
V1	17,709 €	18,160 €
V2	25,729 €	27,176 €
V3	35,86 €	39,787 €
V4	47,422 €	52,224 €
V5	63,078 €	83,865 €
E1	-	21,548 €
E1 - Extern	-	57,598 €
E1 - Extern 2	-	50,000 €
Uncategorized*	44,634 €	48,739 €

* Non-approved categories of companies in the integration process.

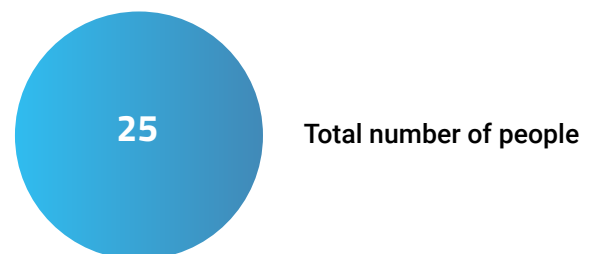
The average remuneration of directors and executives, including variable remuneration, allowances, indemnities, the payment of long-term savings schemes and any other payments disaggregated by gender



Number of absence hours



Number of people with disabilities hired



HEALTH AND SAFETY AT WORK

Accidents at work, in particular their frequency and severity, as well as occupational diseases; disaggregated by gender.

VASS Spain

Category	Accident resulting in time		Accident not resulting in time off		Illness resulting in time off		Illness not resulting in time off	
	H	M	H	M	H	M	H	M
Jornada laboral	0	2	0	0	0	0	0	0
In-Itinere	0	0	0	0	0	0	0	0
Total	0	2	0	0	0	0	0	0



Frequency
0.95



Absolute frequency
0.95



Severity
0.01

Naatevo

Category	Accident resulting in time off		Accident not resulting in time offsin baja		Illness resulting in time off		Illness not resulting in time off	
	H	M	H	M	H	M	H	M
Workday	1	0	0	0	0	0	0	0
En route	0	0	0	1	0	0	0	0
Total	1	0	0	1	0	0	0	0



Frequency
2.46



Absolute frequency
2.46



Severity
0.09

Zington

Category	Accident resulting in time off		Accident not resulting in time off		Illness resulting in time off		Illness not resulting in time off	
	H	M	H	M	H	M	H	M
Jornada laboral	0	0	0	1	0	0	0	0
In-Itinere	0	0	0	0	0	0	0	0
Total	0	0	0	1	0	0	0	0

*No frequency and severity rates are reported in the accident reports provided by the mutual in this country.

CRI Belgium

Category	Accident resulting in time off		Accident not resulting in time off		Illness resulting in time off		Illness not resulting in time off	
	H	M	H	M	H	M	H	M
Workday	0	0	1	0	0	0	0	0
En route	0	0	0	0	0	0	0	0
Total	0	0	1	0	0	0	0	0

*No frequency and severity rates are reported in the accident reports provided by the mutual in this country.

Percentage of employees covered by collective bargaining agreements by country (Applies only to Spain)

Spain  100%

TRAINING AND PROFESSIONAL DEVELOPMENT

Total number of training hours by professional category and gender

Intern		V1		V2		V3		V4		V5		Uncategorized *		Total
H	M	H	M	H	M	H	M	H	M	H	M	H	M	
24	42	4,395	1,781	4,163	2,280	4,121	1,435	2,529	1,151	993	331	993	331	24,994
0%	0%	18%	7%	17%	8%	17%	6%	10%	4%	4%	1%	4%	1%	100%

*Non-approved categories of companies in the integration process.

SOCIEDAD

Contributions to foundations and non-profit organizations

VASS Foundation	640,000.00 €
GEICAM	1,000.00 €
Mary Ward Foundation	1,501.61 €
Down Spain	167,775.30 €
InRoads Mexico	1,438.43 €
Reforestalia	1,390.49 €
Fundación Humedales de Bogotá	245.50 €
Zacango Ecological Park	239.74 €
Jaime Duque Park	96.50 €
Kasper Daniela Association	20,000.00 €
Riga Technical University Development fund	10,000.00 €
Tafel Walldorf	5,000.00 €
Tafel Wiesloch	5,000.00 €
Swedish Childhood Cancer Fund	8,991.35 €
SOS Barnbyar	5,394.82 €
SOS Detsko Selo / SOS Children Village	2,000.00 €
Shaddai Foundation	1,280.56 €
Guiando Territory Foundation	1,280.56 €
Chaminade Foundation	1,158.00 €
Cosmic Home	1,127.48 €
Total	874,920.34 €

Information on partnership or sponsorship actions

- 1 Alcobendas City Council, Spain
- 2 Asociación BAEe, Spain
- 3 Asociación HabVida, Spain
- 4 Centro de Predicciones Económicas (CEPRE-DE), Spain
- 5 Down España, Spain
- 6 Red Cross, Spain
- 7 Red Innicia, Spain
- 8 Huertos Urbanos Inclusivos, Merlin Properties, Spain
- 9 Universidad Autónoma of Madrid Foundation, Spain
- 10 Universidad Autónoma of Madrid Foundation, Spain
- 11 Todo Ayuda Foundation, Spain
- 12 NICA Foundation, Spain
- 13 Humedales of Bogota Foundation, Colombia
- 14 AXA, Spain
- 15 Cosmic Charity, United Kingdom
- 16 Stuttgarter Handball Club, Germany
- 17 SOS Barnbyar, Sweden
- 18 Swedish Childhood Cancer Fund, Sweden
- 19 SOS Children Village, North Macedonia
- 20 Las Rozas Next Open Innovation Forum, Spain
- 21 MAPFRE Foundation, Spain
- 22 Shaddai Foundation, Colombia
- 23 Guiando Territorio Foundation, Colombia
- 24 Chaminade Foundation, Colombia
- 25 MIT Enterprise Forum, Spain
- 26 Business France Program of the French Embassy in Spain
- 27 Carlos III University of Madrid, Spain
- 28 Universidad Autónoma of Madrid, Spain
- 29 University of Navarra, Spain
- 30 Universidad Politécnica of Madrid, Spain
- 31 Sergio Arboleda University, Spain
- 32 Tech Training Campus and the American School BOTTEGA LLC, USA
- 33 Riga Technical University Development Fund, Latvia
- 34 STE Madrid, Spain
- 35 Grupo Español de Investigación en Cáncer de Mama Foundation (Geicam), Spain
- 36 InRoads, Mexico
- 37 Reforestalia, Mexico
- 38 Ecological Park Zacango, Mexico
- 39 Jaime Duque Park, Mexico
- 40 Kasper Daniela Association, Romania

ENVIRONMENT

Resources dedicated to environmental risk prevention

Total de inversión 128,939.43 €

Environmental Liability Insurance	375.43 €
Liability Insurance	53,760.00 €
External audits	9,675 €
External consultancy	9,675 €
Environmental awareness-raising	17,054 €
Renewal of Global Compact membership	2,400 €
Contracted personnel	36,000 €

Total hours of activities carried out

Total number of hours → 6,004

Amount of provisions and guarantees for environmental risks



Environmental Liability Insurance



Public Liability Insurance

Water consumption

Consumption* → 17,176.49 m³

*Mexico, Chile, Switzerland, North Macedonia, Germany, Colombia, Spain (Madrid, Barcelona, Zamora), Romania, Latvia, Singapore, Malaysia.

Energy consumption

Electricity* → 1,209,969 kWh

*Mexico, Chile, Sweden, North Macedonia, Germany, Colombia, Luxembourg, France, Spain, Romania, Latvia, Singapore, Malaysia.

Gas natural consumption

Gas natural* → 351,082.86 kWh

*Spain (Madrid site), Germany, Romania, Latvia.
**All other sites do not use natural gas.

Material consumption

Materials	Consumption	Units
Paper*	478.95	Kg
Cardboard**	655.08	Kg
Plastic***	125.76	kg
Toner****	231.80	Unidades

*Mexico, Switzerland, North Macedonia, Germany, Mexico, Colombia, Luxemburg, Belgium, Romania, Latvia, Singapore, Germany, Malaysia, Spain.
** Sweden, Colombia, Belgium
*** Spain, Belgium
**** Mexico, Chile, Sweden, Switzerland, North Macedonia, Germany, Mexico, Colombia, Luxembourg, Belgium, Spain, Romania, Latvia, Singapore, Germany and Malaysia.

Non-hazardous waste

Materials	Consumption	Units
Paper*	2,002.83	Kg
Cardboard **	24	Kg
Plastic***	564	kg

*Mexico, Spain
**Mexico
***Mexico, Switzerland, North Macedonia

Hazardous Waste

Materials	Consumption	Units
Waste Electrical and Electronic Equipment (WEEE)*	40	Kg
Tóner**	20	Kg

* Spain

**Mexico, Switzerland, North Macedonia, Germany, Germany

NATEEVO 2022

Calculation of emissions

* Result of emissions calculation not verified. External verification process planned for the first quarter of 2023.

**VASS Spain, Serbatic Spain, Nateevo, T4S and vdShop, Madrid headquarters.

Category 1:

Emissiones y remociones directas de GEI.

Source	Value	Coefficient	Coefficient source	T CO2e	Value	Coefficient
Energy consumption: natural gas heating	215412 kwh	0.18	Dephra 2022	5.045	215412 kwh	0.18219
Fuel consumption. Own fleet of vehicles (SOLRED)	In liters Petrol: 38485.51 Diesel: 62453.04 Autogas: 313.25 G95 premium N: 397.57	Petrol: 2.16 Diesel: 2.56 Autogas: 1.55709 G95 premium N: 2.19352	Dephra 2022	12.706	En litros Petrol: 38,607.22 Diesel: 81,700.75 Autogas: 860.03 G95 premium N: 508.59	Petrol: 2,148 Diesel: 2,520 Autogas: 1,55491 G95 premium N: 2,17972
Generator set fuel consumption	25 L	2.56	Dephra 2022	0.008	25 L	2.47507
Refrigerant gases from air-conditioning equipment.	R410A 0 kg R32 0 kg	R410: 2,088 R32: 675	Dephra 2022	R410: 0 R32: 0		
TOTAL DIRECT EMISSIONS				17.74		
				TCO2 e		

T CO ₂	Value	Coefficient	T CH ₄	Value	Coefficient	T N ₂ O
5.10	215412 kwh	0.00025	0.007	215412 kwh	0.0001	0.002
12.536	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0,00720 Diesel: 0,00026 Autogas: 0,00121 G95 premium N: 0,00720	0.015	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0,00660 Diesel: 0,03700 Autogas: 0,00097 G95 premium N: 0,00660	0.133
0.008	25 L	0.00026	0.00	25L	0.03700	0.00
12.57 TCO ₂			0,017TCH ₄			0.132TN ₂ O

Category 2:

Indirect GHG emissions caused by imported energy.

Source	Activity Data	Coefficient	Coefficient source	T CO ₂ e
Energy consumption: Market-based approach Market Based	856480 kWh	0		0
Energy consumption: Location based approach Location Based	856480 kWh	0.259	Electricity mix Spain 2022	28.864

Category 3:

Indirect GHG emissions caused by transportation emissions mainly due to fuel consumption in vehicles for transporting people, products, etc. by all possible means. Emissions from leaking refrigerant gases in vehicles or from construction should be included.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Employee travel Private vehicle (diesel, diesel, electric) Bus Train Bicycle...	Petrol: 42427 Diesel: 18898 Hibrido: 6468 Metro / Suburban trains (Cercanías) 14289 Bus: 4565 Petrol motorbike: 7590 Car – LPG: 1320	(Passenger vehicles Average car) Petrol: 0.17048 Diesel: 0.17082 Hybrid: 0.12004 Metro / Suburban trains (Cercanías) 0.02861 Bus: 0.0965 Petrol motorbike: 0.11355 Ave/train/middle distance: 0.03549 Car – LPG: 0.19775	Dephra 2022	51034
Business travel Private vehicle Bus Train Plane	Airplane: 100575.66 km Train: 28709.1 km	Airplane: 0.09708 Train: 0.03549	Dephra 2022	24.399
Emissions from rental cars or hotel stays on business trips.	Overnight stays: 32		Dephra 2022	0.3
Transport consumption for product distribution				
Fuel consumption of suppliers when travelling to facilities				
Fuel consumption of client visits				

Category 4:

Indirect GHG emissions caused by products

Waste management	1520.9 kg	21.294	Dephra 2022	0.004
Drinking water consumption	6729 m3	0.149	Dephra 2022	0.130
Paper consumption	229.12 kg	919.4	Dephra 2022	0.027

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Toner consumption	8	Black: 12.2 Color: 30.2	iHobe 2021	0.013
Electricity consumption servers	109 kWh	0.25	Electricity mix Spain 2022	0.004
Emissions caused by suppliers of products/services (material, office supplies, minor maintenance visits) mainly due to the use of fuels for travel and the manufacture of the material to be purchased) including the purchase of computers.				

Category 5:

Indirect GHG emissions associated with the use of the organization's products associated with the use of the company's products: emissions from products sold after the production process has been carried out. May include emissions that are associated with the use of the product or the final disposal of the product.

NOT APPLICABLE.

The subcategories do not apply, it is a service company, it does not sell products. The services it sells and the emissions that may arise from them are due to the customer's use of them.

Likewise, there are no leased assets...

Category 6:

Indirect GHG emissions from other sources.

Consumption of computers of employees in teleworking mode and at customer sites	Teleworking (at least 50% of staff) 208800 hours	Homeworking per FTE Working Hour 0.34075	Dephra 2022	71.14
Consumption of electricity, heating oil... caused by teleworking or by employees on customer premises.				
TOTAL INDIRECT EMISSION				175.955
TOTAL EMISSIONS (Direct + Indirect)				193.695 T CO2 e

Annual revenue Nateevo (TCO2 e / million euros)

2021: 11.15	50.13
2022: 13.94	13.88

SERBATIC 2022

Category 1:

Direct GHG emissions and removals.

Source	Value	Coefficient	T CO2e	Value	Coefficient
Energy consumption: natural gas heating	215412 kwh	0.18	5.915	215412 kwh	0.18219
Fuel consumption. Own fleet of vehicles (SOLRED)	In liters Petrol: 38485,51 Diesel: 62453,04 Autogas: 313.25 G95 premium N: 397.57	Petrol: 2,16 Diesel: 2,56 Autogas: 1,55709 G95 premium N: 2,19352	2.932	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 2,148 Diesel: 2,520 Autogas: 1,55491 G95 premium N: 2,17972
Generator set fuel consumption	25 L	2.56	0.010	25 L	2.47507
Refrigerant gases from air-conditioning equipment	R410A 0 kg R32 0 kg	R410: 2088 R32: 675	R410: 0 R32: 0		

TOTAL DIRECT EMISSIONS

8,84 TC02

T CO2	Value	Coefficient	T CH4	Value	Coefficient	T N20
5.98	215412 kwh	0.00025	0.008	215412 kwh	0.0001	0.003
2.89	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0.00720 Diesel: 0.00026 Autogas: 0.00121 G95 premium N: 0.00720	0,0	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860.03 G95 premium N: 508.59	Petrol: 0.00660 Diesel: 0.03700 Autogas: 0.00097 G95 premium N: 0.00660	0.03
0.009	25 L	0.00026	0.00	25L	0.03700	0.00
8.80 TC02			0.01 TCH4			0.03 TN20

Category 2:

Indirect GHG emissions caused by imported energy.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Energy consumption: Market based approach	856480 kWh	0		0
Energy Consumption: Location-based approach Location Based	856480 kWh	0.259	Electricity mix Spain 2022	33.840

Category 3:

Indirect GHG emissions caused by transport emissions mainly due to fuel consumption in vehicles for transporting people, products, etc. by all possible means. Emissions from leakage of refrigerant gases in vehicles or from construction should be included.

Employee travel Private vehicle (diesel, diesel, electric) Bus Train Bicycle...	Petrol: 54725 Diesel: 15917 Hibrido: 825 Metro / Suburban trains (Cercanías): 2827 Bus: 8613	(Passenger vehicles Average car) Petrol: 0,17048 Diesel: 0,17082 Hibrido: 0,12004 Metro / Suburban trains (Cercanías): 0,02861 Bus: 0,0965 Moto gasolina: 0,11355 Ave/Train/middle distance: 0,03549 Car – GLP: 0,19775	Dephra 2022	84.070
Business travel Private vehicle Bus Train Airplane	Airplane: 6396,86km Train: 22240 km	Airplane: 0,09708 Train: 0,03549	Dephra 2022	1.964
Emissions from rental cars or hotel stays on business trips.	Overnight stays: 12		Dephra 2022	0.056
Transport consumption for product distribution				
Fuel consumption of suppliers when travelling to facilities				

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Fuel consumption of client visits				

Category 4:

Indirect GHG emissions caused by products used by the organization.

Waste management	1338.9 kg	21.28	Dephra 2022	0.005
Drinking water consumption	6716.3 m3	0.149	Dephra 2022	0.153
Paper consumption	229.12 kg	919.4	Dephra 2022	0.032
Toner consumption	8	Black: 29 Color: 30.2	iHobe 2021	0.015
Electricity consumption servers	109 kWh	0.25	Electricity mix Spain 2022	0.004
Emissions caused by suppliers of products/services (material, office supplies, minor maintenance visits), mainly due to the use of fuels for travel and the manufacture of the material to be purchased) including computer purchases				

Category 5:

Indirect GHG emissions associated with the use of the organization's products associated with the use of the company's products: emissions from products sold after the production process has been carried out. May include emissions that are associated with the use of the product or the final disposal of the product.

NOT APPLICABLE.

The subcategories do not apply, it is a service company, it does not sell products. The services it sells and the emissions that may arise from them are due to the customer's use of them. Likewise, there are no leased assets...

Category 6:

Indirect GHG emissions from other sources.

Consumption of computers of employees in teleworking mode and at customer sites	Teleworking (at least 50% of staff) 244800 hours	Homeworking per FTE Working Hour 0,34075	Dephra 2022	83.416
Consumption of electricity, heating oil... caused by teleworking or by employees on customer premises				
TOTAL INDIRECT EMISSIONS				203.573 TC02 e
TOTAL EMISSIONS (Direct + Indirect)				212.413 TC02 e

Annual Revenue Serbatic (TC02 e / million euros)

2021: 13.68	61.81
2022 : 18.69	11.36

T4S 2022

Category 1:

Direct GHG emissions and removals

Source	Value	Coefficient	Coefficient source	T C02e	Source	Coefficiente
Energy consumption: natural gas heating	215412 kwh	0.18	Dephra 2022	1.066	215412 kwh	0.18219
Fuel consumption. Own fleet of vehicles (SOLRED)	In liters Petrol: 38485,51 Diesel: 62453,04 Autogas: 313.25 G95 premium N: 397.57	Petrol: 2,16 Diesel: 2,56 Autogas: 1,55709 G95 premium N: 2,19352	Dephra 2022	32.255	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 2,148 Diesel: 2,520 Autogas: 1,55491 G95 premium N: 2,17972
Generator set fuel consumption	25 L	2,56	Dephra 2022	0.002	25 L	2,47507
Refrigerant gases from air-conditioning equipment	R410A: 0kg R32: 0 kg	R410: 2088 R32: 675	Dephra 2022	R410: 0 R32: 0		
TOTAL DIRECT EMISSIONS				33.31 TC02 e		

T CO2	Value	Coefficient	T CH4	Valor	Coefficient	T N20
1.078	215412 kwh	0,00025	0.001	215412 kwh	0.0001	0.000
31.822	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0.00720 Diesel: 0.00026 Autogas: 0.00121 G95 premium N: 0.00720	0.039	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0.00660 Diesel: 0.03700 Autogas: 0.00097 G95 premium N: 0.00660	0.338
0.001	25 L	0.00026	0.00	25L	0.03700	0.00
32.8 8 TC02			0.03 TCH4			0.33 TN20

Category 2:

Indirect GHG emissions caused by imported energy.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Energy consumption: Market based approach	856480 kWh	0		0
Energy Consumption: Location-based approach Location Based	856480 kWh	0.259	Electricity mix Spain 2022	6.096

Categoría 3:

Indirect GHG emissions caused by transport emissions mainly due to fuel consumption in vehicles for transporting people, products, etc. by all possible means. Emissions from leakage of refrigerant gases in vehicles or from construction should be included.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Employee travel Private vehicle (diesel, diesel, electric) Bus Train Bicycle...	Petrol: 11825 Diesel: 16170 Hybrid: 10120 Metro / Suburban trains (Cercanías): 72600 Bus: 3465 Petrol motorbike: 3520	(Passenger vehicles Average car) Petrol: 0.17048 Diesel: 0.17082 Hybrid: 0.12004 Metro / Suburban trains (Cercanías): 0.02861 Bus: 0.0965	Dephra 2022	23.970

		Ave/Train/middle distance: 0.03549 Car – GLP: 0.19775		
Business travel Private vehicle Bus Train Airplane	Airplane: 42102.64km Train: 116889 km	Airplane: 0.09708 Train: 0.03549	Dephra 2022	14.435
Emissions from rental cars or hotel stays on business trips	Overnight stays: 116		Dephra 2022	0.801
Transport consumption for product distribution				
Fuel consumption of suppliers when travelling to facilities				
Fuel consumption of client visits				

Category 4:

Indirect GHG emissions caused by products used by the organization.

Waste management	1520.9 kg	21.294	Dephra 2022	0.001
Drinking water consumption	6729 m3	0.149	Dephra 2022	0.028
Paper consumption	229.12 kg	919.4	Dephra 2022	0.006
Toner consumption	8	Black: 12.2	iHobe 2021	0.003
Electricity consumption servers	109 kWh	0.25	Electricity mix Spain 2022	0.001
Emissions caused by suppliers of products/services (material, office supplies, minor maintenance visits) mainly due to the use of fuels for travel and the manufacture of the material to be purchased), including the purchase of computers				

Category 5:

Indirect GHG emissions associated with the use of the organization's products associated with the use of the company's products: emissions from products sold after the production process has been carried out. May include emissions that are associated with the use of the product or the final disposal of the product.

NOT APPLICABLE.

The subcategories do not apply, it is a service company, it does not sell products. The services it sells and the emissions that may arise from them are due to the customer's use of them.

Likewise, there are no leased assets...

Category 6:

Indirect GHG emissions from other sources.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Consumption of computers of employees in teleworking mode and at customer sites.	Teleworking (at least 50% of staff) 44100 hours	Homeworking per FTE Working Hour 0.34075	Dephra 2022	15.02
Consumption of electricity, heating oil... caused by teleworking or by employees on customer premises.				
TOTAL INDIRECT EMISSIONS				60.379 TC02 e
TOTAL EMISSIONS (Direct + Indirect)				93.689 TC02 e

Annual Revenue

T4S (TC02 e / million euros)

2021: 15.78 2.6

2022: 44.90 2.1

VASS 2022

Category 1:

Direct GHG emissions and removals.

Source	Value	Coefficient	Coefficient source	T CO2e	Value	Coefficient
Energy consumption: natural gas heating	215412 kwh	0.18	Dephra 2022	25.835	215412 kwh	0.18219

Source	Value	Coefficient	Coefficient source	T CO ₂ e	Value	Coefficient
Fuel consumption. Own fleet of vehicles (SOLRED)	In liters Petrol: 38485,51 Diesel: 62453,04 Autogas: 313.25 G95 premium N: 397.57	Petrol: 2,16 Diesel: 2,56 Autogas: 1,55709 G95 premium N: 2,19352	Dephra 2022	193.530	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 2,148 Diesel: 2,520 Autogas: 1,55491 G95 premium N: 2,17972
Generator set fuel consumption	25 L	2,56	Dephra 2022	0.043	25 L	2,47507
Refrigerant gases from air-conditioning equipment	R410A: 0 kg R32: 0 kg	R410: 2088 R32: 675	Dephra 2022	R410: 0 R32: 0		

TOTAL DIRECT EMISSIONS **219.408**
TCO₂ e

T CO ₂	Value	Coefficient	T CH ₄	Value	Coefficient	T N ₂ O
26.149	215412 kwh	0.00025	0.035	215412	0.0001	0.014
190.934	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0,00720 Diesel: 0,00026 Autogas: 0,00121 G95 premium N: 0,00720	0.234	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0,00660 Diesel: 0,03700 Autogas: 0,00097 G95 premium N: 0,00660	2.033
0,04	25 L	0.00026	0.00	25L	0.03700	0.00
216.81 TCO ₂						2.04 TN ₂ O

Category 2:

Indirect GHG emissions caused by imported energy.

Source	Activity Data	Coefficient	Coefficient source	T CO ₂ e
Energy consumption: Market based approach	856480 kWh	0		0
Energy Consumption: Location-based approach Location Based	856480 kWh	0.259	Electricity mix Spain 2022	147.803

Category 3:

Indirect GHG emissions caused by transport emissions mainly due to fuel consumption in vehicles for transporting people, products, etc. by all possible means. Emissions from leakage of refrigerant gases in vehicles or from construction should be included.

Source	Activity Data	Coefficient	Coefficient source	T CO ₂ e
Employee travel Private vehicle (diesel, diesel, electric) Bus Train Bicycle...	Petrol: 100353 Diesel: 196593,32 Hybrid: 107448 Metro / Suburban trains (Cercanías): 65263 Bus: 27632 Petrol motorbike: 29832 Ave/Train/middle distance: 16480	(Passenger vehicles Average car) Petrol: 0.17048 Diesel: 0.17082 Hybrid: 0.12004 Metro / Suburban trains (Cercanías): 0.02861 Bus: 0.0965 Petrol motorbike: 0.11355 Ave/Train/middle distance: 0.03549 Car – GLP: 0.19775	Dephra 2022	319.429
Business travel Private vehicle Bus Train Airplane	Airplane: 611554.55 km Train: 58344.62km	Airplane: 0.09708 Train: 0.03549	Dephra 2022	125.154
Emissions from rental cars or hotel stays on business trips	Pernoctaciones: 128		Dephra 2022	0.910
Transport consumption for product distributio				
Fuel consumption of suppliers when travelling to facilities				
Fuel consumption of client visits				

Category 4:

Indirect GHG emissions caused by products used by the organization. Emissions from purchased products, capital goods and services

Source	Activity Data	Coefficient	Coefficient source	T CO ₂ e
Waste management	1520.9 kg	21.294	Dephra 2022	0.022
Drinking water consumption	6729 m3	0.149	Dephra 2022	0.668

Source	Activity Data	Coefficient	Coefficient source	T CO ₂ e
Paper consumption	229.12 kg	919.4	Dephra 2022	0.391
Toner consumption	8	Black: 12.2	iHobe 2021	0.065
Electricity consumption servers	109 kWh	0.259	Mix Eléctrico España 2022	0.019
Emissions caused by suppliers of products/services (material, office supplies, minor maintenance visits) mainly due to the use of fuels for travel and the manufacture of the material to be purchased), including the purchase of computers				

Category 5:

Indirect GHG emissions associated with the use of the organization's products associated with the use of the company's products: emissions from products sold after the production process has been carried out. May include emissions that are associated with the use of the product or the final disposal of the product

NOT APPLICABLE.

The subcategories do not apply, it is a service company, it does not sell products. The services it sells and the emissions that may arise from them are due to the customer's use of them.

Likewise, there are no leased assets...

Category 6:

Indirect GHG emissions from other sources.

Source	Activity Data	Coefficient	Coefficient source	T CO ₂ e
Consumption of computers of employees in teleworking mode and at customer sites	Teleworking (at least 50% of staff) 1069200 hours	Homeworking per FTE Working Hour 0.34075	Dephra 2022	364.330
Consumption of electricity, heating oil... caused by teleworking or by employees on customer premises				
TOTAL INDIRECT EMISSIONS				958.79 TC02 e
TOTAL EMISSIONS (Direct + Indirect)				1178.197 TC02 e

Annual Revenue	VASS (TCO ₂ e / million euros)
2021: 91.50	32.31
2022 : 116.37	10.12

VDSHOP 2022

Category 1:

Direct GHG emissions and removals.

Source	Value	Coefficient	Coefficient source	T CO ₂ e	Value	Coefficient
Energy consumption: natural gas heating	215412 kwh	0.18	Dephra 2022	0.913	215412 kwh	0.18219
Fuel consumption. Own fleet of vehicles (SOLRED)	In liters Petrol: 38485.51 Diesel: 62453.04 Autogas: 313.25 G95 premium N: 397.57	Petrol: 2.16 Diesel: 2.56 Autogas: 1.55709 G95 premium N: 2.19352	Dephra 2022	2.932	In liters Petrol: 38,607.22 Diesel: 81,700.75 Autogas: 860.03 G95 premium N: 508.59	Petrol: 2.148 Diesel: 2.520 Autogas: 1.55491 G95 premium N: 2.17972
Generator set fuel consumption	25 L	2.56	Dephra 2022	0.002	25 L	2,47507
Refrigerant gases from air-conditioning equipment	R410A: 0 kg R32: 0 kg	R410: 2088 R32: 675	Dephra 2022	R410: 0 R32: 0		

TOTAL DIRECT EMISSIONS

3.845 TCO₂

T CO ₂	Value	Coefficient	T CH ₄	Value	Coefficient	T N ₂ O
0.924	215412 kwh	0,00025	0,001	215412 kwh	0.0001	0.000
2.892	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0,00720 Diesel: 0,00026 Autogas: 0,00121 G95 premium N: 0,00720	0.003	In liters Petrol: 38.607,22 Diesel: 81.700,75 Autogas: 860,03 G95 premium N: 508,59	Petrol: 0,00660 Diesel: 0,03700 Autogas: 0,00097 G95 premium N: 0,00660	0.031
0.001	25 L	0.00026	0.00	25L	0,03700	0.00
3.80 TCO ₂			0.004 TCH ₄			0.031TN ₂ O

Category 2:

Indirect GHG emissions caused by imported energy.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Energy consumption: Market based approach Market Based	856480 kWh	0		0
Energy Consumption: Location based approach Location Based	856480 kWh	0.259	Electricity mix Spain 2022	5.225

Category 3:

Indirect GHG emissions caused by transport emissions mainly due to fuel consumption in vehicles for transporting people, products, etc. by all possible means. Emissions from leakage of refrigerant gases in vehicles or from construction should be included.

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Employee travel Private vehicle (diesel, diesel, electric) Bus Train Bicycle...	Petrol 10340 Diesel 18436 Electric 320 Metro / Suburban trains (Cercanías) 3300	(Passenger vehicles Average car) Petrol: 0,17048 Diesel: 0,17082 Hybrid: 0,12004 Metro / Suburban trains (Cercanías): 0,02861 Bus: 0,0965 Petrol motorbike: 0,11355	Dephra 2022	19.173
Business travel Private vehicle Bus Train Airplane	Airplane: 0 km Train: 0 km	Airplane: 0,09708 Train: 0,03549	Dephra 2022	0
Emissions from rental cars or hotel stays on business trips	Overnight stays: 0		Dephra 2022	0
Transport consumption for product distribution				10.658

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Fuel consumption of suppliers when travelling to facilities				
Fuel consumption of client visits				

Category 4:

Indirect GHG emissions caused by products used by the organization. Emissions from purchased products, capital goods and services

Source	Activity Data	Coefficient	Coefficient source	T CO2 e
Waste management	1520.9 kg	21.294	Dephra 2022	0.001
Drinking water consumption	6729 m3	0.149	Dephra 2022	0.024
Paper consumption	229.12 kg	919.4	Dephra 2022	0.005
Toner consumption	8	Black: 12.2	iHobe 2021	0.002
Electricity consumption servers	109 kWh	0.25	Electricity mix Spain 2022	0.0006
Emissions caused by suppliers of products/services (material, office supplies, minor maintenance visits) mainly due to the use of fuels for travel and the manufacture of the material to be purchased), including the purchase of computers				

Category 5:

Indirect GHG emissions associated with the use of the organization's products associated with the use of the company's products: emissions from products sold after the production process has been carried out. May include emissions that are associated with the use of the product or the final disposal of the product.

NOT APPLICABLE.

The subcategories do not apply, it is a service company, it does not sell products. The services it sells and the emissions that may arise from them are due to the customer's use of them. Likewise, there are no leased assets...

Category 6:

Indirect GHG emissions from other sources.

Source	Activity Data	Coefficient	Fuente de Coeficiente	T CO2 e
Consumption of computers of employees in teleworking mode and at customer sites	Teleworking (at least 50% of staff) 37800	Homeworking per FTE Working Hour 0.34075	Dephra 2022	12.88

Consumption of electricity, heating oil... caused by teleworking or by employees on customer premises

TOTAL INDIRECT EMISSIONS	47.975 TC02 e
TOTAL EMISSIONS (Direct + Indirect)	51.815 TC02 e

Annual Revenue vsSHOP (TC02 e / million euros)

2021: 5.10 37.07

2022 : 3.42 15.11

TAX INFORMATION

(*)Locations and Joint Ventures included	Profit/Loss	Taxes on profits paid (unearned)	Grants received	Subsidies	Subsidies	To be returned
OEP AQCUICO	(2.701.263)	-	-	-	-	-
VASS Spain	4.856.366	364.836	-	Eligible loan	386.185	115.886
Serbatic Spain	998.710	62.057	-	-	-	-
Nateevo Spain	966.334	347.286	-	-	-	-
T4S Spain	(1.108.734)	-	-	-	-	-
VdShop Spain	(1.051.031)	-	-	-	-	-
Movetia Spain	1.709.554	76.294	-	-	-	-
Intelygenz Spain	1.174.068	105.534	-	-	-	-
BENELUX	141.999	-	-	-	-	-
VASS Chile	766.652	90.520	-	-	-	-
VASS Peru	(43.242)	92.480	-	-	-	-
VASS Mexico	1.796.805	181.202	-	-	-	-
Serbatic Mexico	51.005	-	-	-	-	-

(*)Locations and Joint Ventures	Profit/Loss	Taxes on profits paid (unearned)	Grants received	Subsidies	Subsidies	To be returned
VASS Colombia	837.917	384.051	37.970	-	-	-
VASS UK	978.492	272.300	-	-	-	-
Intelygenz USA	10.802	22.393	-	-	-	-
VASS USA	307.505	84.218	-	-	-	-
Ecenta USA	(558.164)	22.414	-	-	-	-
VASS Germany	3.704.866	-	-	-	-	-
VASS Romania	574.157	46.893	-	-	-	-
VASS Canada	365.298	40.742	-	-	-	-
VASS Latvia	3.680.980	569.000	-	-	-	-
VASS Sweden	(349)	-	-	-	-	-
VASS Singapore	479.000	26.791	-	-	-	-
VASS Malaysia	382.289	47.964	-	-	-	-
VASS Australia	(8.744)	26.228	-	-	-	-
VASS Luxemburgo	(114.526)	5.389	-	-	-	-
VASS Luxembourg - Belgium	(36.100)	66.368	-	-	-	-
VASS Luxembourg - France	299.994	35.992	-	-	-	-
VASS Belgium	123.595	2.203	-	-	-	-
VASS Greece	92.937	1.569	6.802	-	-	-
Zington Sweden	4.231.558	577.604	530.580	Government subsidies for layoffs during the Pandemic	-	-
Hexagon Mexico	(108.574)	151.193	-	-	-	-
Hexagon Colombia	98.226	10.435	-	-	-	-
One Inside Switzerland	68.717	83.529	-	-	-	-
One Inside North Macedonia	25.511	4.554	-	-	8.536,07	-
One Inside Germany	23.730	-	-	-	-	-
One Inside Ukraine	N/A	N/A	N/A	N/A	N/A	N/A

About this Report

This Statement of Non-Financial Information has been prepared in line with the requirements set forth in Law 11/2018 of December 28th 2018, amending the Commercial Code, the revised text of the Capital Companies Act approved by Royal Legislative Decree 1/2010 of July 2nd and Law 22/2015 of July 20th 2015, on Auditing of Accounts, regarding non-financial information and diversity and with the new information requirements established in the second article of Law 5/2021 which amends Article 49, section 6. II of the Commercial Code, in force since 13th April 2022, which requires information related to employee participation within the management of the company - in terms of information, consultation and participation.

This report is evidence of our commitment to transparent management, and of our contribution to the fulfilment of the Sustainable Development Goals and the Ten Principles of the Global Compact.

The OEP Spanish IT Adquico, S.L.U Group and dependent companies (hereinafter referred to as the VASS Group) has presented the information in this GRI for the period from 1st January 2022 to 31st December 2022 using the GRI Standards as a reference.

This report will be made available to the public free of charge and will be easily accessible on the website within six months of the end of the financial year and for five years thereafter.

VASS

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