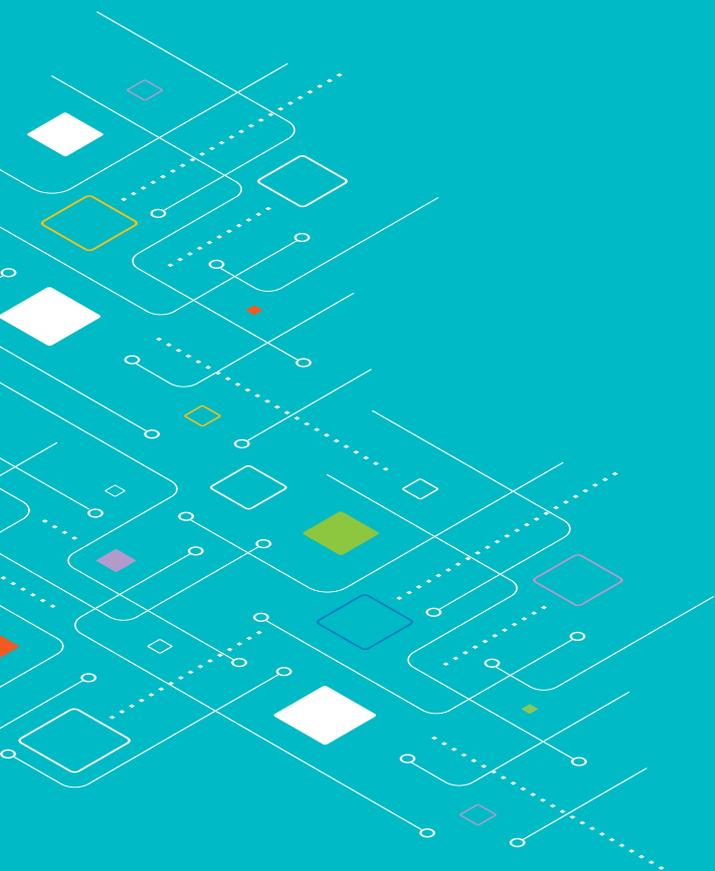


# CONNECTING IN THE DISTANCE



# LISTENING TO THE DIVERSITY OF VOICES





Connecting in the distance and across differences is necessary to **be able to listen to the diversity of voices, to understand that each person has its particularities, needs, expectations** and a special way of working. As a result, we are enriched and we achieve personal and professional joint development.



At ESET Latin America we made it possible through the virtual world and in the distance. Thus, **we generated the necessary connection while respecting diversity, which allowed us to grow stronger both internally and externally.** For this reason, we increasingly bet on it in all its dimensions, to connect us in the distance and promote the sustainable management of our Organization and the communities where we are present.



# LETTER FROM THE Chief Operating Officer

GRI 102-14

Welcome to a new edition of our Sustainability Report. Undoubtedly, 2020 was a complex year for the entire world, but, with the courage and passion that characterize us, we were able to positively close a year filled with challenges. All this thanks to the constant support and teamwork of all the people who make up ESET Latin America, and of our business partners.

I am ever more convinced that the best way to overcome job challenges is to have a clear objective, and to count with the support and professionalism of the people who work with us. Fortunately, both aspects have shown their best side during the COVID-19 pandemic. Both ESET collaborators and our business partners have worked ceaselessly to keep the technological environments safe for our customers and the community in general, without neglecting, not for a second, the health and well-being of all the people that make up ESET Latin America.

I would also like to highlight that we worked with great celerity to respond to the situation posed by the pandemic. In mid-March, when mandatory isolation had not yet been applied in Latin America, ESET had already begun to run campaigns to be able to face a new reality that, at that point, seemed imminent. Along these lines, all collaborators began working remotely several weeks before measures were taken at national levels.

In turn, different considerations were taken. Mainly, we adapted benefits and incorporated new ones, and we reinforced internal communication through different actions, which you can see detailed in this Sustainability Report. Regardless of the context, several of these measures will be continued in the long term, becoming part of the culture model of respect for people that the Company promotes.

The joint effort we made has allowed us to overcome some months in which, like most companies, our sales were affected by the impact that the pandemic had on the global and regional economies. During the second half of the year, we were able to reverse the negative trend and finally we surpassed the results that we anticipated for 2020, and that we had predicted during 2019 when the pandemic did not yet exist. However, rather than simply trusting in this improvement, we managed to see further and think ahead; in other words, we were able to see how this situation deepened and accelerated a trend that we have been observing for some time: the decentralization of physical workspaces and the migration of IT infrastructure to the cloud.



In this framework, we greeted with great optimism the regulation of the Knowledge Economy Law, which we believe is essential for the development of the technology industry and, with it, the generation of positive impacts on the national economy. As a company belonging to this industry, we have the potential to generate quality employment, both formal and inclusive, and demand and develop more and better talents.

Throughout this year, we have received many recognitions. Among them, we point out the high score obtained in the AV-Comparatives tests, the AV-Test mention of our corporate solution ESET Endpoint Security for its degree of usability, and the recognition that the latter has granted to ESET Mobile Security, highlighting it as “the best antivirus for Android.”

These awards not only recognize the effectiveness and efficiency of our solutions, but also all the work behind them.

Moreover, I want to highlight that, for the third year in a row, ESET was named “Top Player” in Radicati’s Endpoint Security market quadrant. The report examines 17 market leaders in endpoint security, assessing their functionality and strategic vision, for which ESET was placed at the top of the quadrant. This recognition is extremely important to us, since it speaks not only of the quality of our products, but also of the commitment of all the people who constantly bet on the growth and improvement of the Company.

To conclude, we highlight that, despite the context, during 2020 we reached more than 38 million euros in sales, 10% more than last year, and also, we had many achievements in terms of Sustainability. Thus, I am once again proud to share with you how far we have come during this year.



*Federico Pérez Acquisto*

**Federico Pérez Acquisto**  
General Manager of ESET Latin America

# WELCOME !

Welcome to the Ninth ESET Latin America Sustainability Report

For the fourth consecutive year, we carried out the Report in accordance with the Global Reporting Initiative Standards (GRI Standards) in its comprehensive option, following the 10 Principles of the United Nations Global Compact and highlighting our commitment to the Sustainable Development Goals proposed by the UN. All this makes us very happy because, in addition to conveying what we are and everything we do, we continue to be the only company in the industry that assumes this commitment at the regional level.

Although 2020 shook us in an unexpected way, we were able to move forward ensuring our management continued to aim towards Sustainability. This is how we were able to end the year with many recognitions that fill us with pride:

- ▶ We were double recipients, at the Gold level, in the categories of Best Contribution in Social Responsibility and Best Operation Strategy in the Citizen Sector, of the **Argentine Award to the Best Customer Interaction Organizations 2020**, with our Cybersecurity Program. We received a special mention in the **8th edition of the CCAB Award for Sustainable Leadership** for our 2019 Sustainability Report.
- ▶ We were featured in the framework of the value proposition of the Bureau of Human Rights and Business of the Argentina Global Compact Network, for the commitment to cybersecurity, by preventing and mitigating the negative consequences of the use of the Internet and technologies, helping to avoid the violation of the "right to data protection, to education and to enjoy the benefits derived from cultural freedom and scientific progress."
- ▶ We participated in the final round of the **Flor Award**, in the SME category, with our diversity and inclusion management.
- ▶ We were recognized with the **TrustRadius 2020 Tech Cares Award**, for the effort made to support communities, clients, and employees during the COVID-19 crisis, highlighting, as well, that the choice was made by the users and beneficiary communities themselves.

Also, I would like to highlight that in Argentina we completed the "Win-Win" Program of UN Women, the ILO and the European Union and, in addition, we joined the Brazilian Chapter.

These achievements would not have been possible without the work, adaptability and effort of our three Sustainability Committees: the Community Relations Committee, the Inclusion and Diversity Committee and the Environmental Affairs Committee.

The year 2020 reinforced the conviction that carrying out a triple impact management, that takes into account the balance between the economic, social, and environmental aspects, and generates multiplying agents that promote sustainable management, strengthens us as an Organization and allows us to move forward.

Continuing to generate positive impact, both internally and externally, was and is key to continuing with our mission, our vision and with the business itself.

Maintaining our ties with the civil society organizations with which we have been working and supporting them was one of the challenges we set ourselves this year, and we are very happy to have achieved it.

We are proud to tell you about all that has been achieved and it is a pleasure to be able to share it with you.

In case you have suggestions, contributions, and opinions on this document, do not hesitate to contact us at: [✉ sostenibilidad@eset-la.com](mailto:sostenibilidad@eset-la.com)



*Carolina Kaplan*

**Carolina Kaplan**  
Sustainability Executive



# INDEX

Sustainability as a form  
of management

11

This is what we are

45

This is what we do

71

4 5 8 10

Collaborators

95

4 8 9 10 16 17

Community

131



9 12

Environmental dimension



4 8 9 10 12 16 17

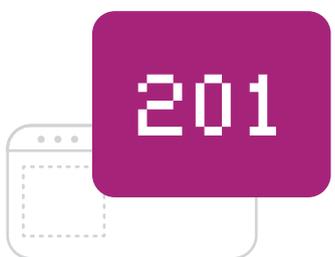
Value chain



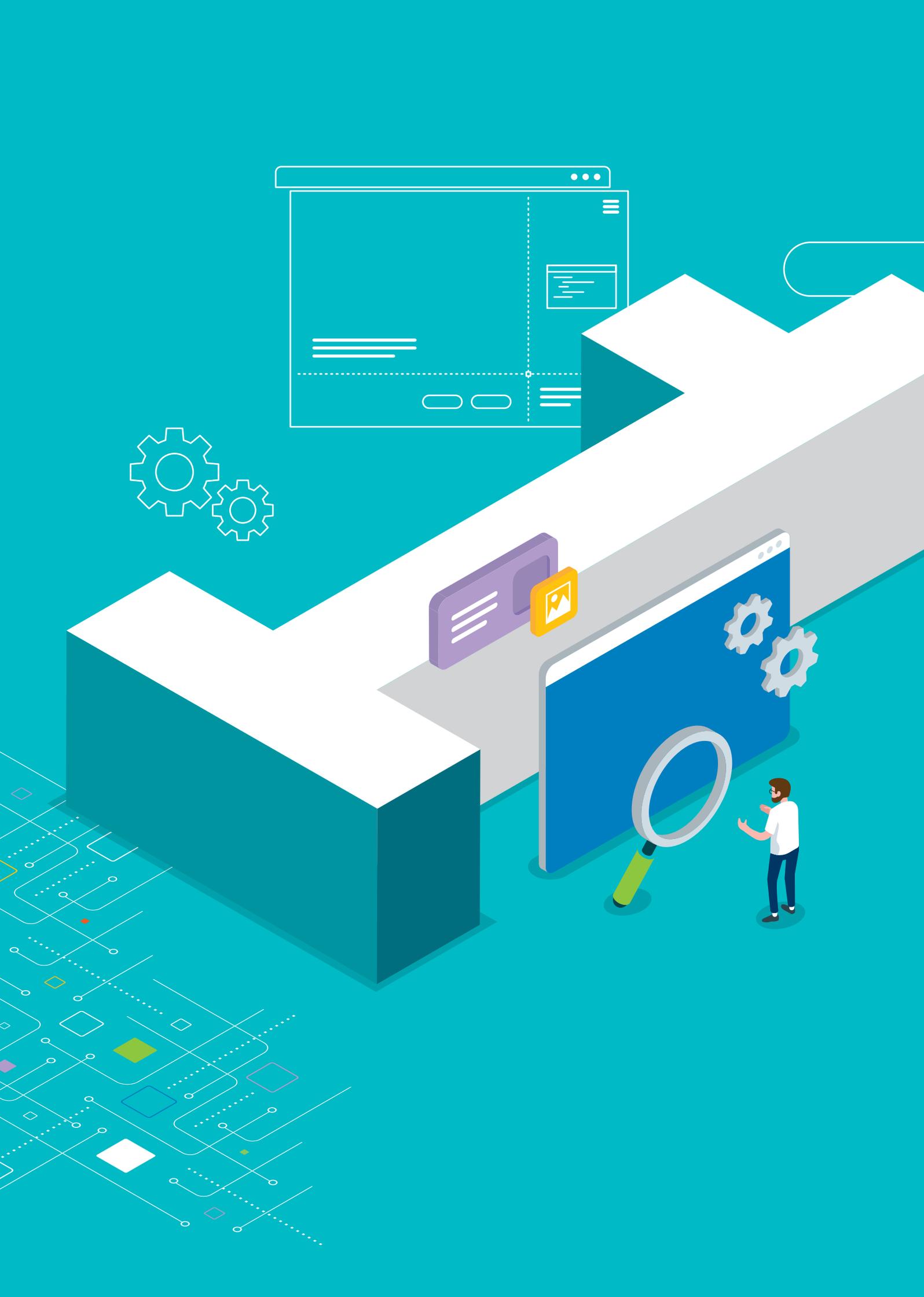
Our commitment with the 2030 agenda



Preparation of the Sustainability Report



GRI content index





# SUSTAINABILITY AS A FORM OF MANAGEMENT

# SUSTAINABILITY as a form of management

GRI 102-16

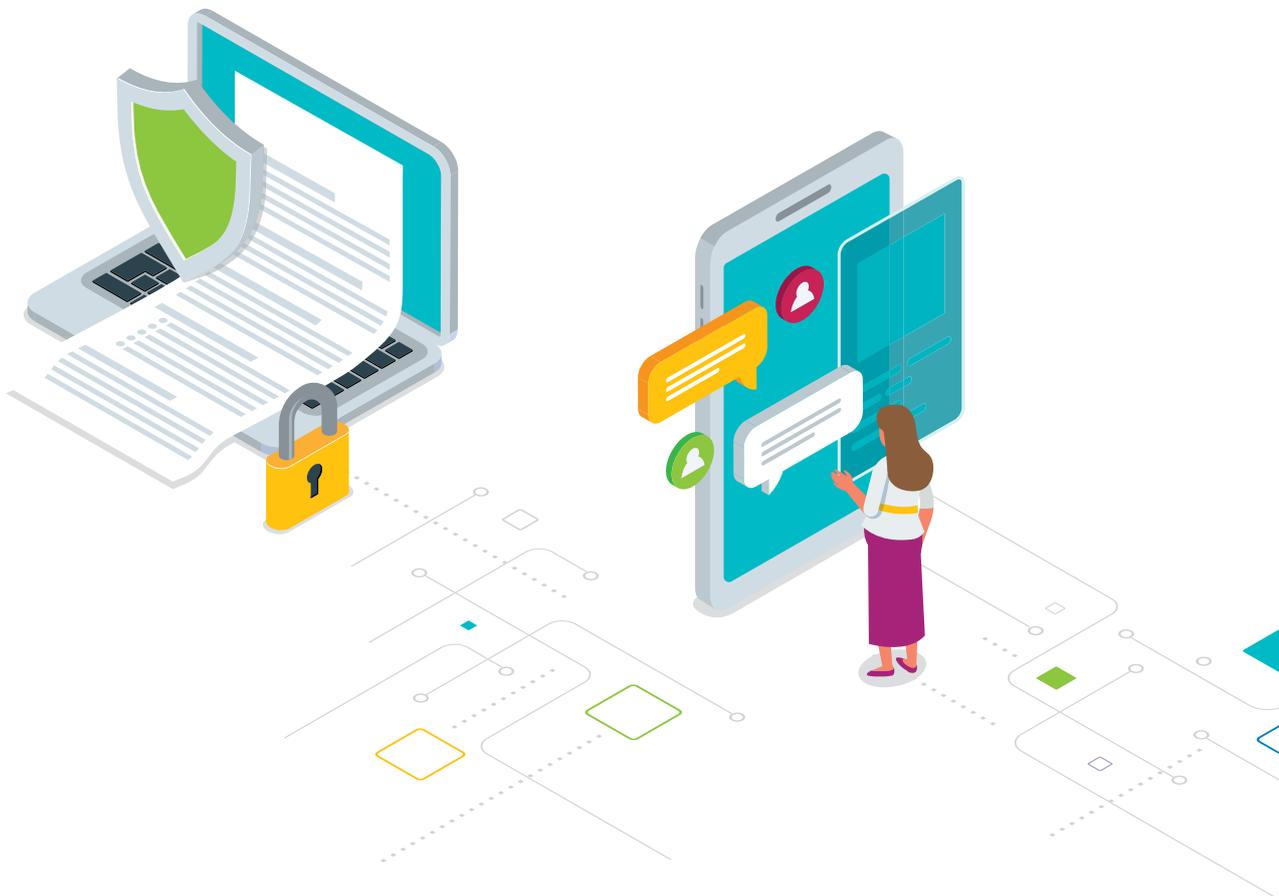
MATERIAL TOPIC 1 4 5 6 8

## Mission

To work ethically and passionately, building a safer technological environment that everyone can enjoy. We aim to achieve this in a socially responsible manner, through education and the commitment to research and development of technological solutions.

## Vision

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

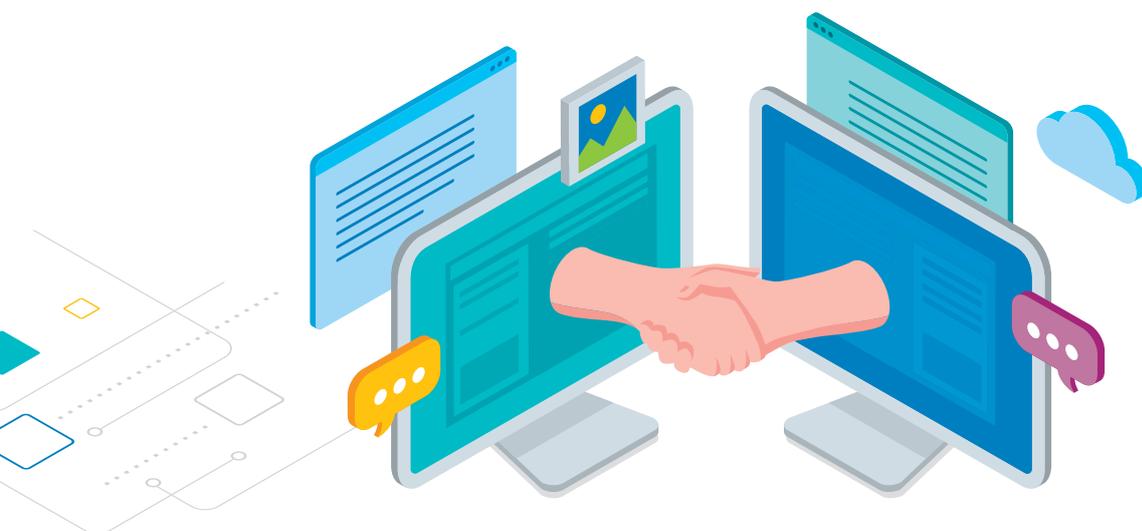


# SECURE DIGITAL WORLD

Our Headquarters in Slovakia is responsible for disseminating and communicating our mission and vision in all ESET offices in their local language. As part of our commitment to the WEPs<sup>1</sup>, at ESET Latin America we are in the process of incorporating inclusive language in all publications, internal and external communications, website, etc.

## Our commitment

- ✓ Providing customer service of excellence, responding to the needs that arise.
- ✓ Responding to all types of cyber-threats that are generated, updating the level of the products and generating security alerts that protect the users.
- ✓ Producing a triple impact result: economic, environmental, and social, ensuring the development and well-being of all our stakeholders.



<sup>1</sup>. The Women Empowerment Principles (WEPs for its acronym in English) are a joint initiative of the United Nations Global Compact and UN Women.

# OUR VALUES

## Values

Values shape the culture of our Company and are promoted from our Headquarters in Slovakia, with the exception of the values of Teamwork and Social Responsibility, which are specific to our region. They guide the way in which we behave and make decisions. Ever since the birth of ESET Latin America, these values are communicated and promoted, mainly, from the Human Resources and Sustainability areas in all our offices (Argentina, Mexico and Brazil). These are decorated with decals placed on walls and doors with these values and, every year, during October, some activity or campaign is carried out at the regional level to remember that we work with:



### Courage

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



### Integrity

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



### Reliability

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



### **Passion**

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



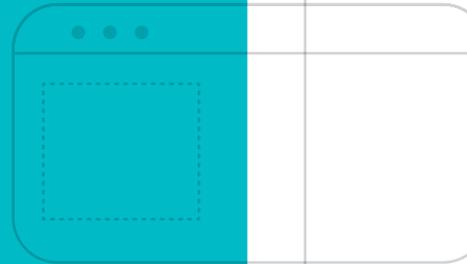
### **Social Responsibility**

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



### **Teamwork**

We are convinced that, as a team, each person can achieve its maximum potential, enjoying the process and thus accomplishing the best results.

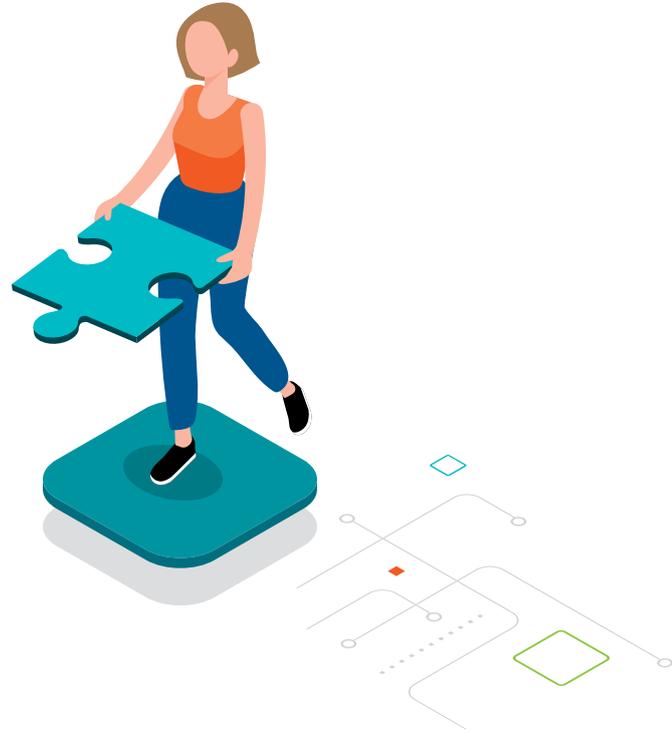


## Values Month

GRI 412-2

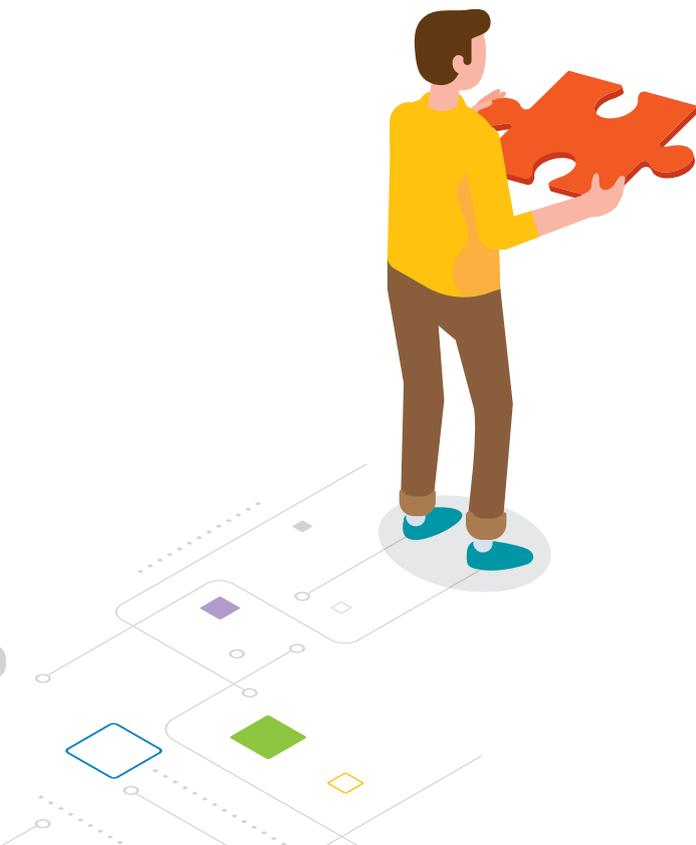
Promoted by the Human Resources area, it has been five years since October was established at ESET Latin America as "Values Month," with the purpose of having the collaborators carry out different activities related to institutional values.

In this framework, and reinforcing our commitment to the United Nations Global Compact, we carried out an activity that was in charge of the *Impacto Digital* organization. The activity consisted of a Moral Laboratory, with the aim of reflecting on morals, ethics, and the values that run through us as people and as workers, when faced with different dilemmas and before every decision we make. To adapt the activity to the context of remote work that we are living, we held 6 virtual meetings of 20 people each, in which all the people who work in the Company were included.



We believe that conversations like these lead us to rethink and question concepts that we apply in everyday matters. It helps us understand biases, prejudices, and values that are then transferred in each of our actions, also at the work level. Furthermore, we believe that it is essential that all of us who make up the ESET team understand how Human Rights manifest themselves and traverse the business sector, as well as what is the connection between them and our daily work routine.

At ESET, we are committed to respect these rights beyond their legal compliance, and to address these issues in the workplace, since we understand that the respect for Human Rights should not be a passive responsibility. Likewise, we believe that this requires having established policies and processes that help identify, prevent, mitigate, and remedy the effects that may result from their violation.





# Which are the pillars of our management

GRI 102-11 • 102-12 • 102-13 • 102-15 • 103-1 • 103-2 • 103-3 • 412-1 • 412-2

We rely on four strategic pillars to manage our business in a sustainable manner:

Community development and education



Well-being and talent management of collaborators



Environmental care



Value chain enrichment



Likewise, these pillars include Law compliance policies, the prevention of corruption, and corporate ethics.

## Community



### Strategy

- ✓ To have a comprehensive educational management in IT security throughout Latin America.
- ✓ To articulate with civil society organizations to generate projects for economic and social inclusion.



### Impact

- ✓ To generate awareness, knowledge, and information on the safe use of technology, reducing the number of people who are victims of cybercrime, generating digital inclusion both in the use and appropriation of digital tools. To pursue the development of skills, motivation, and confidence to use digital tools safely, in order to better the quality of life of the communities where we are present, by means of a comprehensive educational management throughout Latin America.
- ✓ To reduce inequalities in the economic and social dimensions of vulnerable groups in our communities.



### Risk

- ✓ The misuse of technology increases cybercrime and inequality, reducing digital inclusion, since it does not allow to benefit from the use and appropriation of technology at an educational level.
- ✓ Exclusion contributes to the economic and social inequality of vulnerable populations (people with disabilities, low-income people, trans people, etc.)



### Opportunities

- ✓ To generate more awareness, knowledge, and information actions, expanding the target audiences and creating a more even growth of these throughout the region.
- ✓ To achieve greater impact, results, and synergies through alliances with civil society organizations that work for inclusion.

## Environmental Dimension



### Strategy

- ✓ To reduce the impact that our activity has on the environment, implementing new best practices that allow us to meet this objective.
- ✓ To make collaborators aware of the importance of caring for the environment, so that they act as multiplying agents in their personal contexts.



### Impact

- ✓ To contribute to the reduction of the environmental impact of the Company's activities.
- ✓ To extend awareness and best practices to the private sphere of the collaborators.



### Risk

- ✓ To generate a negative impact on the environment, squandering natural resources.
- ✓ To hinder the awareness on environmental problems in our collaborators.



### Opportunities

- ✓ To scale-up and deepen best practices for the care of the natural resources used in the Company's activity.
- ✓ To generate a deeper awareness among the collaborators, so that their multiplying power is enhanced.

## Collaborators



### Strategy

- ✓ To implement benefit programs, training, and talent management.
- ✓ To develop a comprehensive, equitable and transparent Human Resources management plan.



### Impact

- ✓ To motivate, train, and develop the collaborators.
- ✓ To generate a pleasant and friendly workplace.
- ✓ To reduce voluntary attrition rates in the Company



### Risk

- ✓ To have unmotivated and unprepared collaborators to carry out their work.
- ✓ To generate high attrition rates in the Company.



### Opportunities

- ✓ To train collaborators in a more professional way. To generate clearer and more challenging career plans.
- ✓ To provide the necessary conditions and equipment so that the people who work in the Company can work optimally even remotely

## Value chain



### Strategy

- ✓ To formally adhere our supplier companies to the concepts of sustainability, with which we manage our business in Latin America.
- ✓ To align distribution companies throughout Latin America with sustainability management.



### Impact

- ✓ To work with suppliers that are aware and committed to the triple-impact management.
- ✓ To commit our distributors to manage their business sustainably.



### Risk

- ✓ To have a value chain that is not committed to the triple-impact management, that undermines the sustainable management of the Company.



### Opportunities

- ✓ To extend the triple-impact management to the entire value chain, resulting in companies that are more sustainable and committed to social and environmental aspects.

# OUR PILLARS

# Management resources and responsibilities

## ► Investment per strategic pillar



(\*) Due to the Pandemic, there were no expenses for travel, conferences or events. Many of these concepts are part of the Distribution Chain pillar.

(\*\*) During 2020, the real exchange rate per month was considered. In 2019, a fixed exchange rate was considered for the entire year.

Our Company features a Sustainability area, in charge of coordinating and managing the activities, projects, and initiatives of all three: the Community Relations Committee, the Inclusion and Diversity Committee, and the Environmental Affairs Committee. In turn, to communicate the actions, activities, and initiatives of the area and the committees to the entire Company, we have a bimonthly newsletter specific to the Sustainability area for collaborators and business partners.



In support of

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## WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

### UN Women

During 2019 we adhered to the Women's Empowerment Principles (WEPs), where we committed to execute an action plan, which was focused on four axes.

In the Leadership and Strategy axis, we focused on the training and sensitization of Managers and Middle Managers on issues such as inclusive communication, the benefits of gender diversity in leadership positions and unconscious biases.

In the Workplace axis, focus was made on the definition of internal processes; with that objective in mind, the Diversity and Non-Discrimination policy began to be developed. In turn, work was carried out on the generation of a diagnostic tool together with the Foundation *Encontrarse en la Diversidad* (Meeting in Diversity) to understand the internal situation of the Company on diversity issues and, specifically, the existing biases. Moreover, in a complementary manner, we carried out an internal diagnosis on disability issues, in this case together with the organization *Inclúyeme* (Include Me).

In the Markets axis, work was conducted on creating a greater gender perspective in Marketing and Communication.

Lastly, with regard to the Community, work was done on the relationship with the community from a gender perspective. For this, close coordination was achieved with different civil society organizations, such as *Media Chicas*, *Contrata Trans*, *Chicas en Tecnología*, among others.

Finally, we also signed our commitment to adhere to the Brazilian Chapter of the "Win-Win: Gender equality means good business" Program. This was created in partnership between UN Women, the International Labor Organization and the European Union.

 <https://lac.unwomen.org/es>

### United Nations Global Compact

In 2013 ESET Latin America adhered to the ten Principles of the United Nations Global Compact, which are related to the fulfillment of Human and Labor Rights, the implementation of anti-corruption mechanisms and the care of the environment.

 [www.pactoglobal.org.ar](http://www.pactoglobal.org.ar)  
[www.unglobalcompact.org](http://www.unglobalcompact.org)

# 2030 Agenda: Sustainable Development Goals

During 2020, we continued to move forward with the “appropriation and integration” of the Sustainable Development Goals (SDGs) into our sustainable management practices. We used the following criteria:

✓ According to the strategic priorities of the company's core business.

✓ According to whether it is considered in an existing or developing practice.

✓ According to the Board's priorities.

✓ According to its operational feasibility in the short or medium term.

As a result of this work, after having identified the objectives of the goals that we consider to be priorities, during 2019 we worked internally identifying the objectives and goals corresponding to each Sustainability Committee and, in 2020, we further enhanced our management in the chosen goals.

Recognizing the alignment or degree of relationship of our sustainability strategy is only the first step in the process of managing our business according to the Sustainable Development Goals (SDGs). The work conducted during 2018 and 2019 was the beginning of the integration phase of the SDGs into the internal management and, during this year, we worked on generating greater results with regard to the prioritized SDGs.

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

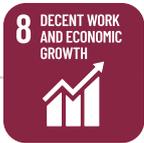




Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Achieve gender equality and empower all women and girls.



Promote inclusive and sustainable economic growth, employment and decent work for all.



Build resilient infrastructure, promote sustainable industrialization and foster innovation.



Reduce inequality within and among countries.



Ensure sustainable consumption and production patterns.



Promote just, peaceful and inclusive societies.



Revitalize the global partnership for sustainable development.

# Building bonds

GRI 102-12 • 102-13



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

During these last 4 years, we have joined the Bureau of Human Rights and Business of the Argentina Global Compact. As part of this group, we participated in workshops and congresses related to these topics and transmitted all the knowledge acquired to the rest of the personnel, committing ourselves more strongly to the respect and fulfilment of Human Rights in the workplace.

This year, within the framework of the Work Group's value proposition, 10 cases of best practices related to the implementation of the "Respect" and/or "Remedy" pillars of the United Nations Guiding Principles were highlighted.

Our company was recognized for its commitment to cybersecurity by preventing and mitigating the negative consequences of the use of the Internet and technologies, contributing to avoid the violation of the "right to data protection, to education, and to enjoy the benefits derived from cultural freedom and scientific progress."

<https://pactoglobal.org.ar/>



## IARSE

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

[www.iarse.org/](http://www.iarse.org/)



## UTN

For 4 years now, we have had a voluntary mutual collaboration agreement with the National Technological University (UTN), which involves the opening of a joint Malware Research and Analysis Laboratory, as well as the generation of new spaces for improvement and training in the field of IT Security, together with its students and graduates. In turn, the signing of this agreement entails the arrival of the traditional Antivirus Tour (a cycle of free seminars organized by ESET Latin America) to the 29 UTN regional faculties, and the development of training and courses on malware analysis and information security at each of the institution's headquarters.

<https://core.ac.uk/reader/296432160>



### CEC (Club of Committed Companies)

For the second consecutive year, we continued to participate voluntarily in the CEC. This organization brings together companies and institutions, with the aim of consolidating (at the national level) a Formal Network of Companies that promote employment opportunities for people with disabilities, improving employability and facilitating their recruitment, development, and labor reintegration.

 [www.empresascomprometidas.club/](http://www.empresascomprometidas.club/)



### Comprometidos (Committed) – Ashoka, Socialab and UNESCO

Since 2016 we have been accompanying the Comprometidos project, carried out by Ashoka, Socialab, and UNESCO. It is a collaborative platform of teams of young people between 18 and 29 years old from all over Latin America, who seek to generate positive social impact. The objective is to be able to encourage them to be leaders of change, and to pass it on and collaborate with other young people to better their communities together.

 <https://comprometidos.socialab.com>



### Argentina Cibersegura

We continued to support and collaborate with this organization. We are the main sponsor and founder of the Civil Association Argentina Cibersegura, a non-profit organization born in 2013 and that specializes in raising awareness and educating the Argentine community on the proper use of the Internet and the technologies. Some of ESET's managers are also members of the organization's board of directors.

 [www.argentinacibersegura.org/](http://www.argentinacibersegura.org/)



### Empujar (Push) – Pleroma Foundation

Since 2019, we accompany the *Empujar* Project of the Pléroma Foundation. This organization aims to provide employment opportunities to young people between 18 and 24 years old in vulnerable economic and/or social conditions and with the desire to progress, promoting their personal and social development through an educational program or that trains them in employability skills and abilities.

 [www.programaempujar.org/](http://www.programaempujar.org/)

# Our stakeholders and commitments

## Our stakeholders

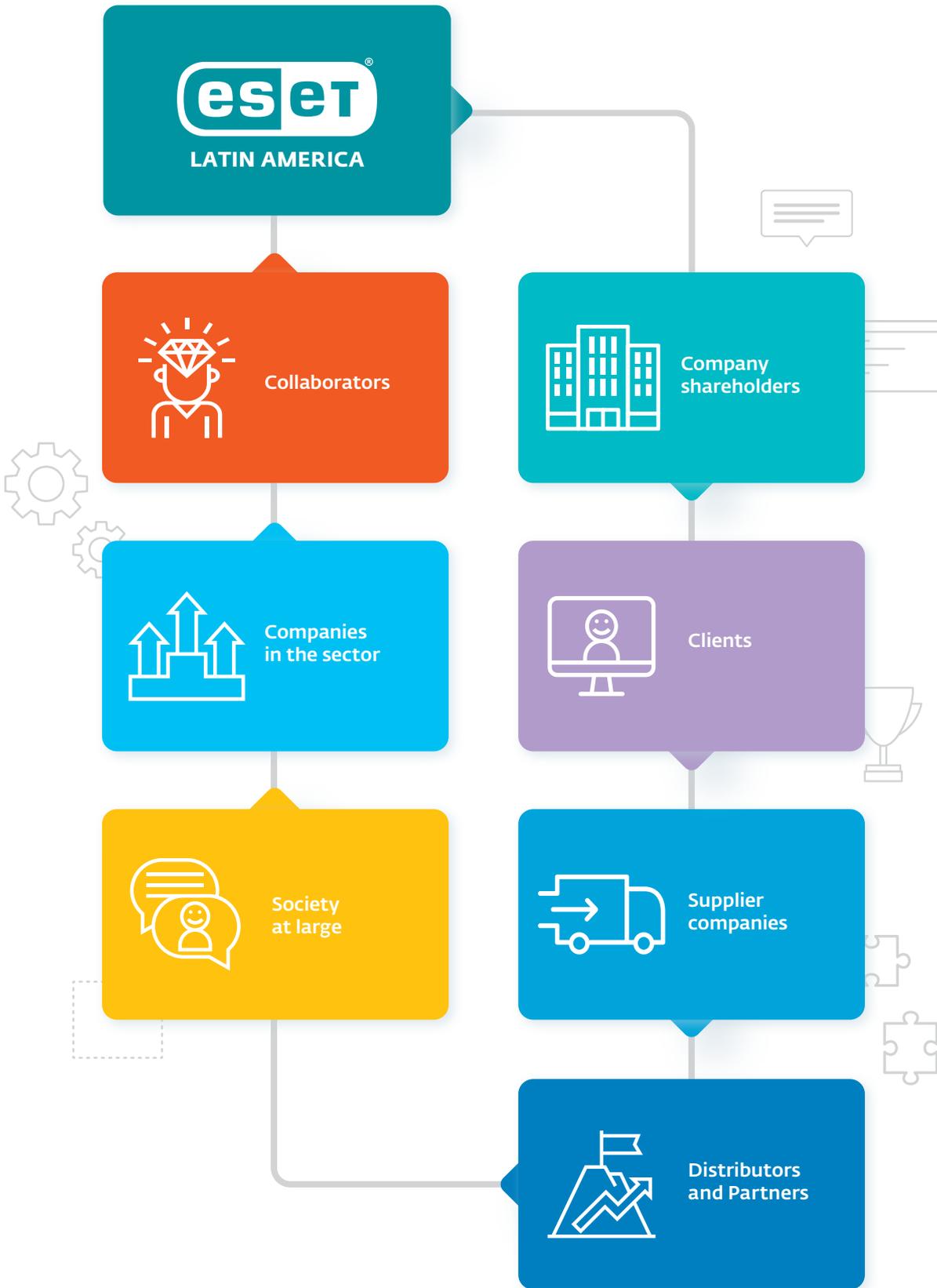
GRI 102-40 • 102-42

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

We carry out the identification of the internal and external stakeholders with which we relate based on the following criteria:

- ✓ Capacity of influence on the Company and vice versa
- ✓ Importance for the business management
- ✓ Proximity
- ✓ Access to the Company's financing
- ✓ Representation of the Company







## Dialogue and participation

GRI 102-43 • 102-44 • 102-21

To better understand the economic, social, and environmental impacts of the relationship with our main stakeholders, we have a series of formal and informal communication channels, and different spaces for dialogue, which allow us to identify their main interests, concerns, and difficulties. The Company's Board and all Management levels (including the General Management), are active parts of this constant dialogue, informing and responding to the issues that arise in these aspects. Throughout this Report, an account is given of the way in which the Company responds to these aspects.

Surveys were conducted with users and clients, Distributors and Partners, supplier companies, and collaborators, to learn what their main concerns are in economic, social, and environmental matters.

The stakeholder consultation process has a designated interlocutor. In the case of the sales channels, we maintain a constant and fluid dialogue through surveys in charge of the Communication Management, and e-mails, telephone calls, and personal meetings in charge of the Sales Management. In the case of our collaborators, this is conducted through various means, e-mails, one-on-one talks, surveys, etc.; mainly in charge of the Human Resources Management, but each direct supervisor maintains a fluid dialogue with their teams and, if necessary, the information is passed on to the corresponding Management. With the rest of the stakeholders, dialogue is maintained through diverse means of communication and is in charge of the different areas of the Company, depending on the corresponding public.

## How we communicate and relate with our stakeholders



### Company shareholders

ESET Latin America's shareholders are the entities ESET Spol. s.r.o. and ESET LLC. In this regard, as a regional office for Latin America, we are committed to the creation and maximization of the Company's economic value, always seeking business sustainability and care in the daily management of the following issues:

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

#### Communication, participation and/or complaint mechanisms

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Website
- ✓ Visits to the office
- ✓ Yammer Internal Social Network
- ✓ Sustainability Report



### Clients

GRI 417-1 • 417-2

At ESET Latin America we have different types of users and clients: residential users, diverse non-profit organizations, government entities, small and medium-sized enterprises, corporations and large companies. In the latter case, in addition to accessing ESET's security solutions and services, companies have the possibility of receiving the training that is available to them.

Our users and clients are essential to the growth and development of the Company. For this reason, we are committed to provide quality products and services, tailored to the requirements and needs of residential and corporate users.

In addition, we seek to:

- ▶ Listen carefully and respond efficiently to the concerns raised by the different users and clients.
- ▶ Safeguard the confidentiality of the personal data transmitted to us.

- ▶ Offer a close, fair, personalized, respectful, and non-discriminatory treatment to each of the organizations and people who choose ESET Latin America, to protect their information and to receive training.
- ▶ Act with transparency, clarity, and veracity in all communications before, during, and after the purchase of the products or the contracting of the service.
- ▶ Provide adequate and personalized after-sales service.
- ▶ Establish fair and competitive prices.
- ▶ Offer complete and truthful information, with no fine print. In this regard, all the boxes for sale in retail stores and the licenses sold through the online stores, disclose the following information: functionalities/benefits of the product, system requirements, number of licenses that the user is acquiring, and the brand's Copyright. These requirements are transmitted to all Distributors and Partners who manufacture boxes and control their compliance.

During 2020, a claim was received from a customer who acquired licenses through a former partner, a product that could not be activated due to the absence of a contract with that seller. In this situation, it was possible to verify that the information on the validity of the acquired licenses did not appear anywhere on the packaging.

ESET Brazil is reviewing the claim in order to give a response and incorporate this information in their boxes in the future. Besides from that very specific case, which is still in the process of being resolved, we have not had any non-compliance regarding the information and labeling of the products.

#### **Communication, participation and/or complaint mechanisms**

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Corporate blog
- ✓ Website
- ✓ Newsletter
- ✓ Mailing lists
- ✓ Telephone support (technical and commercial)
- ✓ Visits to the office
- ✓ Visits of the teams from different areas of the Company
- ✓ Events
- ✓ Satisfaction surveys (internal and external)
- ✓ Brochures (commercial and institutional)
- ✓ Code of Ethics Channel
- ✓ Talks on Sustainability issues (training and committees)
- ✓ Sustainability Report

SPACE FOR  
DIALOGUE



## Supplier companies

GRI 308-1

The companies that supply us are an essential part of our value chain. In this sense, they are selected respecting equity conditions, without discrimination and promoting inclusion.

In addition, we are committed to:

- ▶ Favor the hiring of supplier companies that comply with Human Rights (the signing of a letter of agreement is required, as a sign of commitment to the Principles of the United Nations Global Compact) and that are committed to the development of the community and the care for the environment.
- ▶ Promote mutually advantageous business relationships.
- ▶ Comply with the payment commitments assumed.
- ▶ Use the information provided by these companies confidentially.

### Communication, participation and/or complaint mechanisms

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Corporate blog
- ✓ Website
- ✓ Visits to the office
- ✓ Code of Ethics Channel
- ✓ Sustainability Report



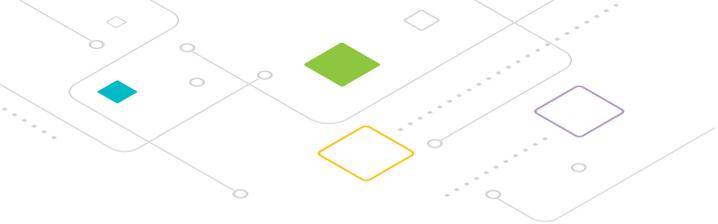
## Business partners

Our Distributors, Partners, and Wholesalers are a fundamental link in the Company's business, oriented (for the most part) towards working together with the Firm.

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

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

- ▶ Offer a close, fair, and respectful treatment.
- ▶ Listen carefully and respond efficiently to the concerns they raise.
- ▶ Collaborate with the development of the business in the countries of the region.
- ▶ Provide marketing, training, support, and business benefits with the aim of improving their business development over time.
- ▶ Stimulate close communication and mutual understanding.
- ▶ Promote mutually advantageous business relationships.



### Communication, participation and/or complaint mechanisms

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Corporate blog
- ✓ Website
- ✓ Newsletter
- ✓ Mailing lists
- ✓ Telephone support (technical and commercial)
- ✓ Visits to the office
- ✓ Visits of the teams from different areas of the Company
- ✓ Events
- ✓ Satisfaction surveys (internal and external)
- ✓ Brochures (commercial and institutional)
- ✓ Code of Ethics Channel
- ✓ Talks on Sustainability issues (training and committees)
- ✓ Sustainability Report



### Collaborators

We have 116 collaborators with a great teamwork spirit and who, with vocation, continuously offer added value to their daily work. They are essential members of the Company, which is why we generated a Human Resources management approach based on the fulfilment of labor rights, the balance between personal and work life, the management of each person's talent, and the care of their health and their occupational safety.

The main commitments of ESET Latin America in this regard are to:

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

### Communication, participation and/or complaint mechanisms

- ✓ Meetings
- ✓ Presentation of management reports
- ✓ Website
- ✓ Newsletter
- ✓ Quarterly meetings with institutional information

- ✓ Events
- ✓ Satisfaction surveys (internal and external)
- ✓ Brochures (commercial and institutional)
- ✓ Press releases
- ✓ Performance assessment
- ✓ Suggestion box
- ✓ Code of Ethics Channel
- ✓ Yammer Internal Social Network
- ✓ Talks on Sustainability issues (training and committees)
- ✓ Sustainability Report



### Companies in the sector

We promote fair and honest competition, and avoid anti-competitive practices, such as spreading false or biased information that may cause discredit to other companies.

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

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

Collaborators are not authorized to obtain information on the competition illegally, or to intentionally divulge false information about a competitor and/or their products or services.

#### **Communication, participation and/or complaint mechanisms**

- ✓ Presentation of management reports
- ✓ Website
- ✓ Meetings with referents of local institutions
- ✓ Code of Ethics Channel
- ✓ Sustainability Report



### Society at large

Since our beginnings, one of the primary objectives has been the education and awareness of the community in terms of information security. In that sense, education continues to be a fundamental pillar for ESET

Latin America, and one of the most important pieces within its sustainable management.

In relation to this initiative, a variety of actions are continuously being developed that seek to:

- ▶ Provide information and advice on information security, so that users know how to protect themselves while using IT tools.
- ▶ Promote that access to technology is as safe as it is enjoyable.
- ▶ Contribute to the economic and social development of the community.
- ▶ Collaborate with various NGOs and solidarity projects.

#### **Communication, participation and/or complaint mechanisms**

- ✓ Presentation of management reports
- ✓ Corporate blog
- ✓ Website
- ✓ Mailing lists
- ✓ Events
- ✓ Satisfaction surveys (internal and external)
- ✓ Brochures (commercial and institutional)
- ✓ Press releases
- ✓ Meetings with referents of local institutions
- ✓ Code of Ethics Channel
- ✓ Sustainability Report

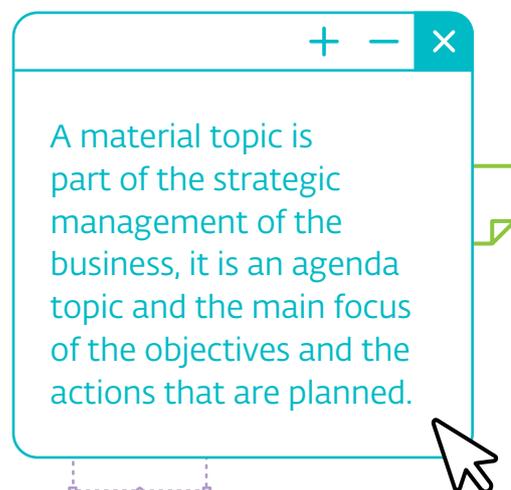
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## Material topics of ESET Latin America

GRI 102-46 • 102-32

### What is a material topic?

- ✓ Those aspects that are important for the economic, environmental and social management of the company.
- ✓ Those topics in which the company invests its greatest efforts.
- ✓ Topics that are relevant to stakeholders in decision-making events regarding the company.



- ✓ Topics that reflect the economic, environmental, and social impacts that the firm generates on the publics with which it relates, and that arise from the spaces for dialogue implemented with them.

## Definition process of material topics of ESET Latin America and contents of the Report

### Identification

To identify them, we conducted a process that involved the participation of Company representatives in focus groups, and of our main stakeholders through surveys. As a result of this practice, the most important topics emerged, which have been included in the present Report. Through different inputs, we identified aspects and issues for the business management.

### Prioritization

The Company's Sustainability Area and the management team prioritized these based on the impact on the business and on other stakeholders, and the relevance from their point of view. From this analysis, composed of 94 assessments, we defined 14 relevant aspects.

On the other hand, we sought to know the opinions of our main stakeholders: collaborators, users and clients, distribution chain, supplier companies, and Head Office. By doing so, we developed strategies and practices oriented to the expectations posed by them.





## Surveys by stakeholder

1

Clients

11

Community

(Government entity,  
NGO, others)

8

Supplier  
companies

9

Companies  
in the sector

18

Distributors  
and Partners

47

Collaborators  
(Managers included)

### Validation

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

### Revision

Revision of weightings. Analysis of relevant issues highlighted by our stakeholders. Comparison of these against the objectives and actions of 2019.

## Material topics

GRI 102-29 • 102-47 • 103-1

During the reporting period, the Sustainability Area together with the Company's management team, worked on the **definition of the explanation and coverage** of all the topics identified as material. To do so, it was sought to understand the reasons why they were considered material; in other words, it was sought to describe the significant impacts of each one, the reasonable expectations and interests of the stakeholders with respect to them, to understand where the impact occurs and the Company's involvement in those impacts, among other complementary aspects.

Furthermore, these explanations can be complemented with the information available in the Table of Pillars of Sustainability Management, which is described in the Sustainability Management Chapter.

Chapter	Concept	Explanation and Coverage
<b>1 Material Topic: IT security</b>		
<b>Management, This is what we are, This is what we do, Community, Value Chain</b>	Practices to protect the information that the Company handles, both corporate and personal of our stakeholders, including the confidentiality of customer data, being one step ahead in offering differential value to the users.	This issue is crucial, as it is the purpose of our business. Having adequate security policies and solutions is essential to mitigate or prevent any negative impact in this regard. To positively enhance the impact, we worked on the development of different tools to inform and warn all stakeholders on how to protect information and make safe use of ICTs (information and communication technologies).
<b>2 Material Topic: Talent management and Well-being of collaborators</b>		
<b>Collaborators, Community</b>	To be a leading talent management Company, where people really want to work, that offers possibilities for development and benefits for the people who make up the Company.	Betting on the talent and well-being of the people who work in the Company is essential to achieve excellence in our products and services, which, in turn, results in the satisfaction of users and clients.
<b>3 Material Topic: Client satisfaction</b>		
<b>What we do, Community</b>	To offer good customer service before, during and after the sale.	This issue is very important for the economic sustainability of the Company. The expectation is to maximize the economic result by providing the best possible service to our users and clients. For this reason, our technical and commercial support is ISO 9001 certified.
<b>4 Material Topic: Diversity and equal opportunities</b>		
<b>Management, Collaborators, Community, Value chain</b>	Promotion of gender diversity and inclusion in employment.	Diversity in the Company's work teams generates more and better results. Labor inclusion is the way to prevent and mitigate negative impacts such as, for example, social and/or economic exclusion.

## Chapter

## Concept

## Explanation and Coverage

**5** Material Topic: **Commitment to Human Rights**

**Management,  
What we are,  
Collaborators,  
Community,  
Value chain,  
2030 Agenda**

Role of the Company in supporting, disseminating and respecting internationally recognized Human Rights.

The commitment to fundamental Human Rights (civil, political, social, economic, and cultural) allows to respect the national, regional, and international legislation, pursues the promotion of human dignity in all our stakeholders, the compensation for the infringement of rights in the most vulnerable groups, and implies the communication of the progress achieved in the matter.

**6** Material Topic: **Regulatory compliance and Anti-corruption**

**Management,  
What we are  
Value chain**

To comply with the Law and guarantee ethics and transparency.

Being an ethical and transparent Company is part of our corporate value. A sustainable management must ensure compliance with current legislation to prevent corruption situations and, also, in this respect, compliance with the Code of Ethics is essential, which reaches all our stakeholders (internal and external).

**7** Material Topic: **Community education**

**What we do,  
Community,  
Value chain**

To educate and raise awareness in the community on issues related to Internet security, so that people can use technology safely.

Increasing awareness and education of the community, free of charge, in the safe use of technology, is essential to fully exploit the benefits of ICTs in human development.

**8** Material Topic: **Economic performance and Market development**

**Management,  
Collaborators,  
Value chain**

Financial results of the Company, competitiveness in the recruitment of talent, wage conditions, fair trade and anti-trust regulations.

The Company's economic performance impacts all stakeholders and is essential for the Company's long-term sustainability. The economic performance results in the expansion of the Company in the industry, the competitiveness in the recruitment of talent and the wage conditions of the collaborators, expressed by the ratio between the company's starting salary and the minimum vital and mobile salary, and the exercise of fair trade and honest competition.

Chapter	Concept	Explanation and Coverage
<b>9</b> Material Topic: <b>Occupational health and safety</b>		
<b>Collaborators</b>	Programs to guarantee safety and health in the workplace.	The health and safety of the people who work in the Company are essential for its proper development and to ensure compliance with current legislation. Having a health and safety policy, as well as a person responsible for these issues, is one of the ways in which possible negative impacts can be prevented and mitigated, such as, for example, in the physical, social and emotional aspects of our collaborators.
<b>10</b> Material Topic: <b>Responsible marketing</b>		
<b>What we are, What we do</b>	Ethical practices when making a communication or marketing action. To provide complete and truthful information to the public, "with no fine print".	This issue is directly related to the principle of transparency and the ethical values of the Company. The Code of Ethics is the key instrument available to prevent the negative impacts of its violation. Likewise, it positively results in loyalty and long-term relationships with our users and clients.
<b>11</b> Material Topic: <b>Development of the value chain</b>		
<b>Value chain</b>	Practices that are implemented to get to know our supplier companies and collaborate with their alignment with our sustainability policies. Programs and actions that are implemented to train, recognize, and develop the sales channels.	To generate a sustainable management and because of the business model of the Company, the development of the value chain is key. In this way, we avoid negative impacts, such as, for example, the dissatisfaction of users and clients, the misuse/malfunction of the products/services, the breach of the emotional contract linked to the brand, a loss of reputation and relations in the short-term. It is important to make a proper monitoring of how the value chain conducts its management.

LEARNING  
OPINIONS

**Chapter****Concept****Explanation and Coverage****12** Material Topic: **Energy****Environment**

Environmental care through the responsible use of energy in our offices.

Achieving an increasingly efficient use of energy, optimizing office equipment, is the challenge that we propose to work on year after year to continue caring for the environment. This issue is addressed not only from the corporate point of view, but also through the promotion of the individual actions of each member of the Company.

**13** Material Topic: **Residuos y Reciclado****Environment**

Environmental care in the management of office waste and promotion of recycling for all the people who work at ESET.

We consider waste sorting as one of the fundamental habits in environmental care. Generating an increasingly effective source separation and accompanying local policies on the matter, is essential for sustainable management. This issue is addressed not only from the corporate point of view, but also through the promotion of the individual actions of each member of the Company.

**14** Material Topic: **Product accessibility****What we do, Community**

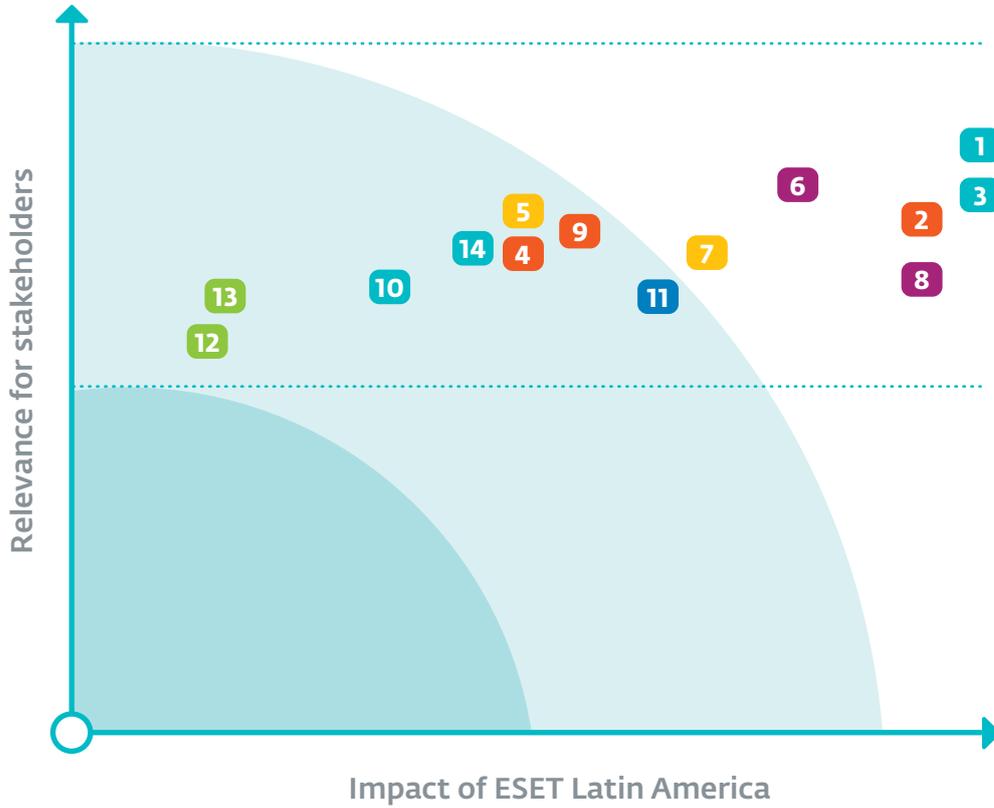
We focus on making our products, services, communications, advertisements, etc., accessible to all people, regardless of their particularities or singularities.

The accessibility condition of the products and services must be in line with the diversity and inclusion actions of the Company.

We understand that, to enhance the positive impacts of our products and services, they must all be accessible, in availability and knowledge of their use, to all people. Otherwise, many users would not be able to access the Company's security solutions.

## 2020 Materiality Matrix

GRI 102-47



### Material topics

- |  |  |
|--|--|
| <b>1</b> IT security                                       | <b>8</b> Economic performance and Market development |
| <b>2</b> Talent management and Well-being of collaborators | <b>9</b> Occupational Health and Safety              |
| <b>3</b> Client satisfaction                               | <b>10</b> Responsible marketing                      |
| <b>4</b> Diversity and equal opportunity                   | <b>11</b> Development of the value chain             |
| <b>5</b> Commitment to Human Rights                        | <b>12</b> Energy                                     |
| <b>6</b> Regulatory compliance and Anti-corruption         | <b>13</b> Waste and Recycling                        |
| <b>7</b> Community education                               | <b>14</b> Product accessibility                      |





THIS  
IS WHAT  
WE ARE

*#WeAreESET*

# ESET in the WORLD

GRI 102-3 • 102-4

Founded in 1992, ESET is a Global Security Solutions Company that provides cutting edge protection against cyber-threats.

The Company is headquartered in Bratislava (Slovakia) and has regional distribution centers in San Diego (United States), Buenos Aires (Argentina), and Singapore, and an extensive network of Partners covering more than 200 countries.

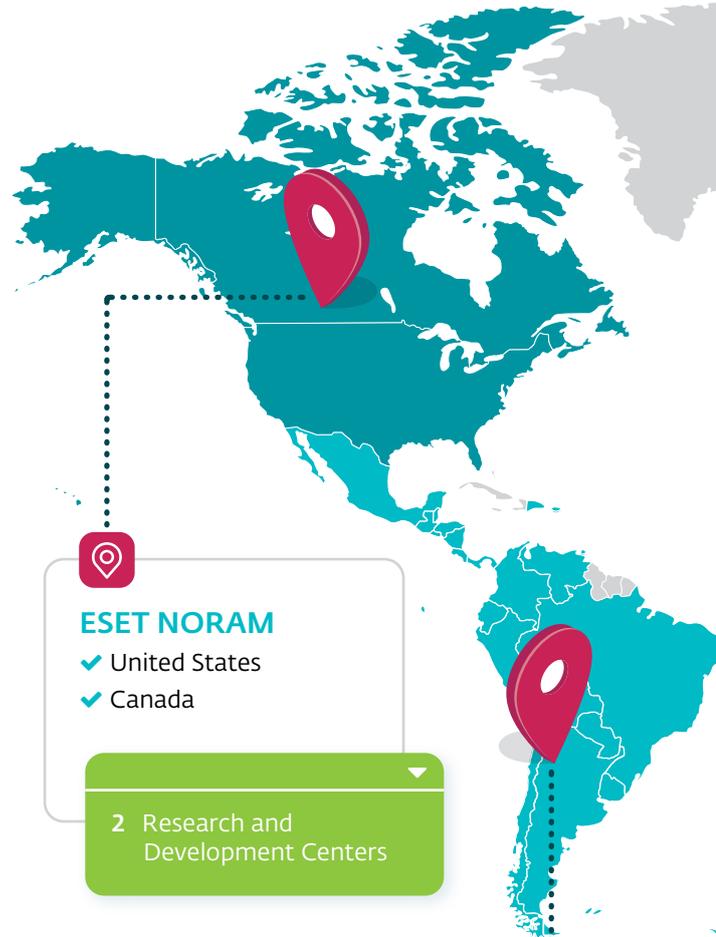
▶ **Malware Research Centers and Research and Development Centers:**

Bratislava, Košice, and Zilina (Slovakia), San Diego (United States), Buenos Aires (Argentina), Singapore (Singapore), Prague, Brno, and Jablonec nad Nisou (Czech Republic), Krakow (Poland), Montreal (Canada), Iași (Romania), Taunton (United Kingdom), Tokyo (Japan).

▶ **ESET Headquarters:**  
Bratislava (Slovakia).

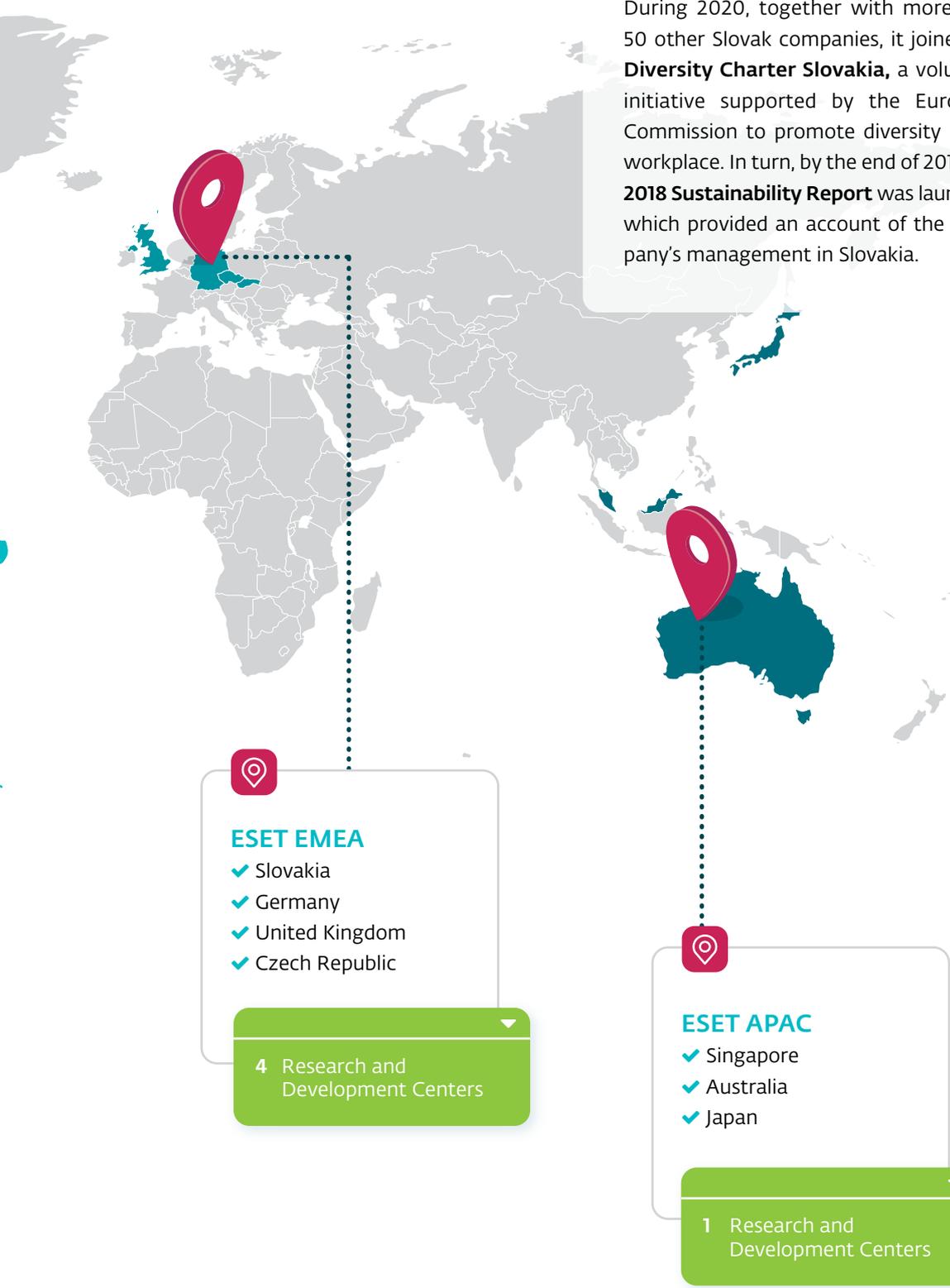
▶ **Regional Distribution Centers:**  
San Diego (United States) for North America, Buenos Aires (Argentina) for Latin America, and Singapore for Asia-Pacific.

▶ **Additional sales, marketing, and technical support offices:**  
São Paulo (Brazil), Mexico City (Mexico), Jena and Munich (Germany), Prague (Czech Republic), Melbourne and Sydney (Australia), Toronto (Canada), Bournemouth (United Kingdom), Milan (Italy), and Tokyo (Japan).



Since 2018, our head office in Slovakia has a Corporate Social Responsibility area, which began working on the sustainability strategy at a global level.

During 2020, together with more than 50 other Slovak companies, it joined the **Diversity Charter Slovakia**, a voluntary initiative supported by the European Commission to promote diversity in the workplace. In turn, by the end of 2019, the **2018 Sustainability Report** was launched, which provided an account of the Company's management in Slovakia.



# ESET in Latin America

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

Since 2004, ESET Latinoamérica S.R.L.<sup>2</sup> operates for the Latin American region in Buenos Aires, Argentina, where it has a team of professionals trained to respond to the market demands, in a concise and immediate manner, and a Research Laboratory, focused on the proactive discovery of various cyber-threats. The Buenos Aires regional office is the one in charge of developing the Latin American market, together with its sales channels.

Today, ESET  
has regional  
coordination offices:  
Buenos Aires (Argentina)

In addition to having  
operational offices:  
São Paulo (Brazil)  
Mexico City (Mexico)

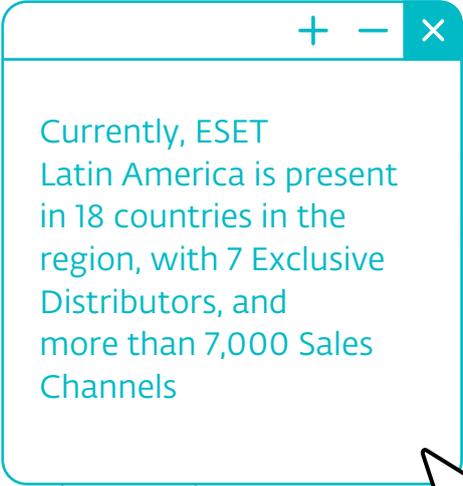


<sup>2</sup> ESET Latinoamérica is a Limited Liability Company. It was registered in the General Inspection of Justice of the Argentine Republic under number 10,418, of book 132 of the LLC volume.

# WE ARE PRESENT

Commercial presence  
through Distributors,  
Partners, and wholesalers in:

- ▶ Guatemala
- ▶ Honduras
- ▶ El Salvador
- ▶ Dominican Republic
- ▶ Nicaragua
- ▶ Costa Rica
- ▶ Venezuela
- ▶ Panama
- ▶ Colombia
- ▶ Ecuador
- ▶ Peru
- ▶ Bolivia
- ▶ Paraguay
- ▶ Chile
- ▶ Uruguay



Currently, ESET  
Latin America is present  
in 18 countries in the  
region, with 7 Exclusive  
Distributors, and  
more than 7,000 Sales  
Channels



## ESET Latin America in figures

GRI 102-7 • 103-2 • 103-3 • 201-1 • 201-2 • 201-4

In 2014, the Company reached 100 million users worldwide and, in just 4 years, by 2018, it reached more than 10 million new users, surpassing the number of 110 million globally.



Presence in

**18**

Countries in the region

**3**

Offices

More than

**7.000**

Sales channels

**6**

Recognitions and awards

in products and services



**16** years

of experience

**2**

Awards

**3**

Distinctions

For our triple impact management



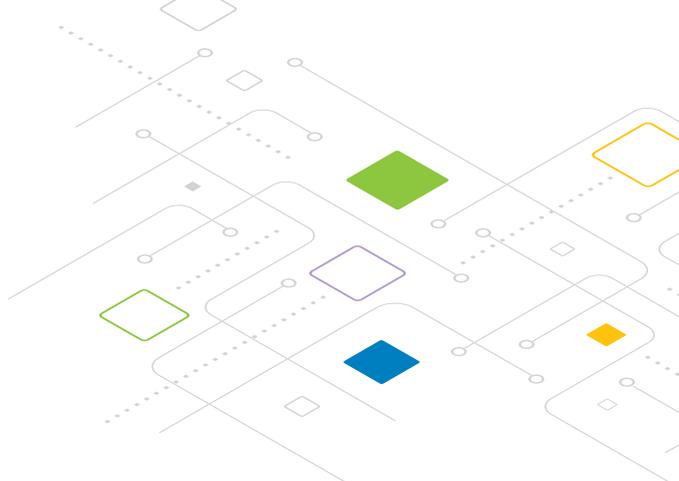
**€ 38**

million

in sales

**ISO 9001**  
Recertification





### ► Scale of the Organization



#### Total staffing



#### Number of operations



#### Net sales



ESET IN  
FIGURES

## Economic performance of the Company

Our Company could not have a sustainable management if it did not obtain profit from the activity. For this reason, it is indispensable to ensure that we obtain good levels of economic growth that guarantee us the correct retribution to the economic and social actors with whom we interact.

The economic indicators corresponding to the results of our activities in Latin America are presented below. In this way, the creation of value for the Company and for society is shown, as well as the capital flow between our main stakeholders. The information is presented in euros, as this is how it is presented to our head office in Slovakia.

No consequences of climate change were recorded in the activities of the Organization in the reporting period. It should also be clarified that no financial aid has been received from government entities in the reporting period.

As shown in the figures below, during 2020 and despite the complex pandemic situation, the sales in the region grew by 5%. The sales through the online channel have registered very significant growth levels, which made this increase possible.

Regarding the Company's expenses, the decrease compared to the previous year has different causes. In the first place, we want to highlight that, in such a difficult year, the Company's main decision was to continue betting on the future and increasing its payroll in the key markets. In addition to this, investment in the business to generate future income also continued to increase, as we see many opportunities to continue growing. However, since expenses are expressed in euros and given that a devaluation of approximately 50%

was recorded compared to 2019, a reduction is observed in some concepts such as wages, payments to the government, and donations.

Additionally, and because of the pandemic situation, we had savings in significant expenses that the Company had been making, such as trips and on-site events. The investment was partially redirected to online advertising with very good results in terms of return on investment.

Finally, it is important to mention that the figures from previous years (2018 and 2019) have been restated considering the 2020 US dollar-euro exchange rate, to ensure comparability between the different periods, and the homogenization with our financial report to the head office.



► Direct economic value generated and distributed

	Stakeholder	2020	2019	2018
<b>Economic Value Generated</b>				
ESET sales in Latin America	<b>Clients</b>	€38.104.774	€36.286.805	€32.934.112
Income from financial investments		€10.034	€20.966	€40.087
Income from asset sales		€264	€152	€0
<b>Total Economic Value Generated – A</b>		<b>€38.115.071</b>	<b>€36.307.923</b>	<b>€32.974.199</b>
<b>Economic Value Distributed</b>				
Channel margin	<b>Distributors and Partners</b>	€18.975.349	€18.331.691	€16.580.060
Operating costs	<b>Suppliers</b>	€2.604.024	€3.049.540	€2.617.917
Salaries and social benefits for collaborators	<b>Employees</b>	€2.789.734	€2.970.596	€3.262.793
Payments to capital providers	<b>Shareholders and Banks</b>	€0	€0	€0
Payments to the Government	<b>Government</b>	€371.307	€591.010	€197.068
Voluntary donations	<b>Community</b>	€58.516	€119.928	€86.550
<b>Total Economic Value Distributed – B</b>		<b>€24.798.930</b>	<b>€25.062.765</b>	<b>€22.744.388</b>
<b>Total Economic Value Retained (A-B)</b>		<b>€13.316.142</b>	<b>€11.245.158</b>	<b>€10.229.811</b>

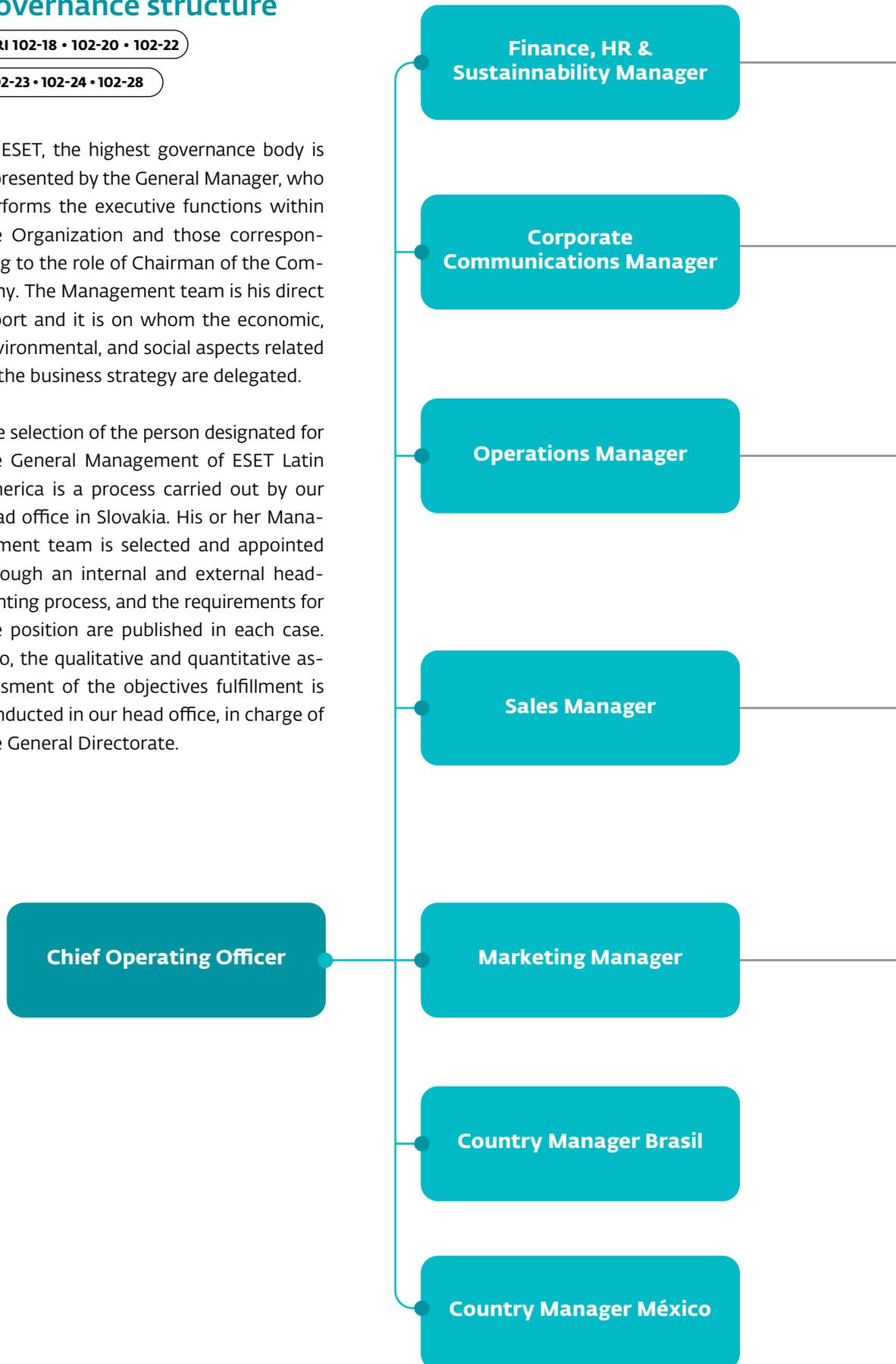
## Governance structure

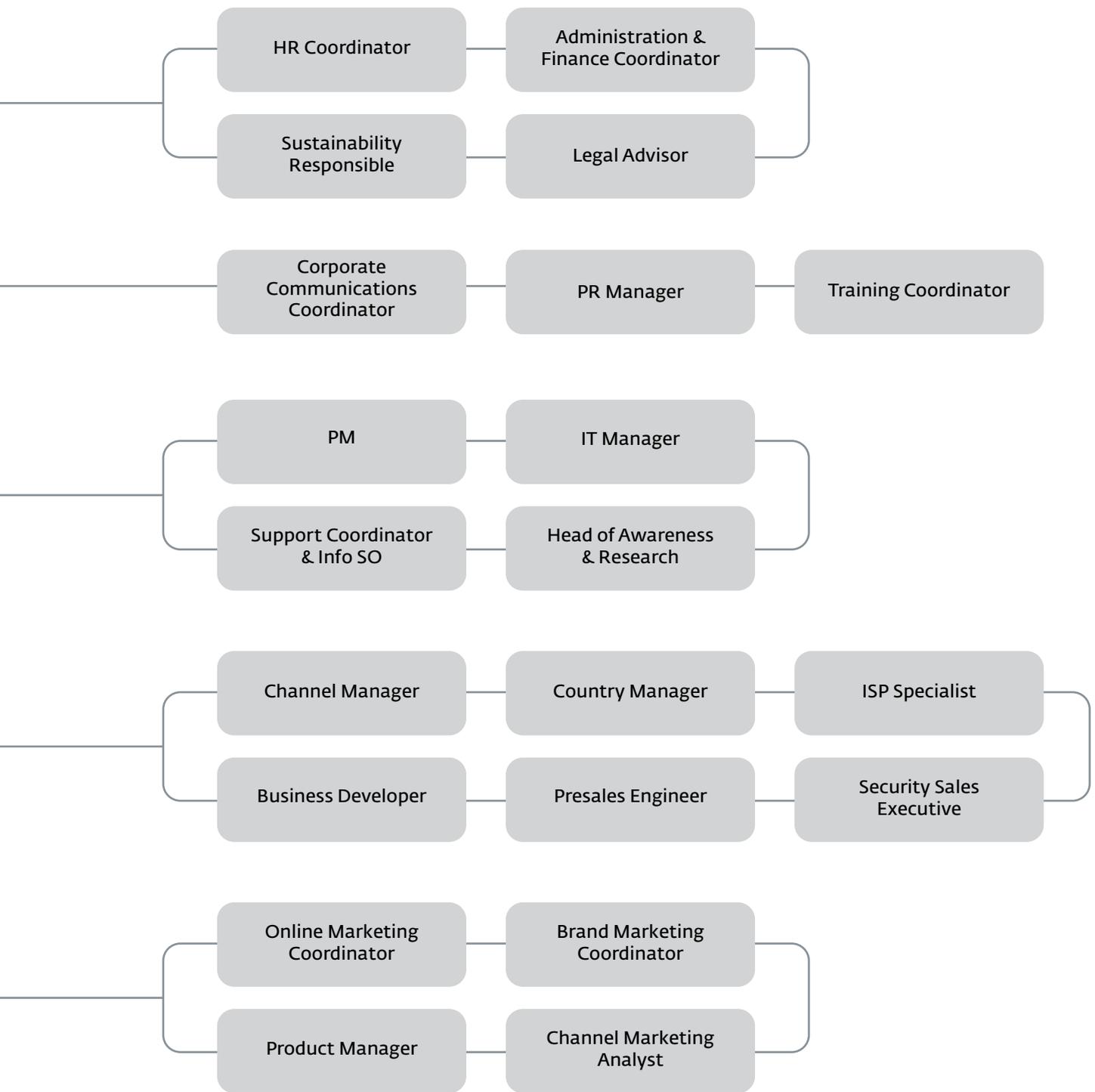
GRI 102-18 • 102-20 • 102-22

102-23 • 102-24 • 102-28

At ESET, the highest governance body is represented by the General Manager, who performs the executive functions within the Organization and those corresponding to the role of Chairman of the Company. The Management team is his direct report and it is on whom the economic, environmental, and social aspects related to the business strategy are delegated.

The selection of the person designated for the General Management of ESET Latin America is a process carried out by our head office in Slovakia. His or her Management team is selected and appointed through an internal and external head-hunting process, and the requirements for the position are published in each case. Also, the qualitative and quantitative assessment of the objectives fulfillment is conducted in our head office, in charge of the General Directorate.







**COO**

**Federico Pérez Acquisto**

[in /federico-perez-acquisto](#)

Degree in Administration from the University of Buenos Aires  
Executive MBA from the IAE Business School de la Universidad Austral  
Master in Finance from the Universidad Argentina de la Empresa (UADE, lit. "Argentine University of Enterprise")  
President of the NGO Argentina Cibersegura  
**4 years on the job**



**Finance, HR & Sustainability Manager**

**Marcelo Daniel Carnero**

[in /marcelo-carnero](#)

Public Accountant from the University of Buenos Aires  
Executive MBA from the IAE Business School, Austral University  
Sponsor of the Inclusion and Diversity Committee  
Treasurer of the NGO Argentina Cibersegura  
**3 years on the job**



**Corporate Communications Manager**

**Andrés Tamburi**

[in /andrestamburi](#)

Journalist from DeporTEA  
Sponsor of the Community Relations Committee  
Secretary of the NGO Argentina Cibersegura  
**15 years on the job**



**Operations Manager**

**Leonardo De Vita**

[in /leonardodevita](#)

Systems Analyst from the National Technological University (UTN)  
Degree in Administration from the National University of Quilmes  
Technical certifications in CISM, PM, ITIL  
Sponsor of the Environmental Affairs Committee  
**4 years on the job**



**Sales Manager**

**Jerónimo Varela**  
[in /jeronimovarela](#)

Systems Analyst from the University of Moron  
Postgraduate in Management from the University of Palermo (UP)  
Project Management (PMP)  
**2 years on the job**



**Marketing Manager**

**María Belén Roel**  
[in /belen-roel](#)

Degree in Marketing from the University of Business and Social Sciences (UCES)  
Sponsor of the Inclusion and Diversity Committee  
**4 years on the job**



**Country Manager Brazil**

**Carlos Baleeiro**  
[in /carlos-baleeiro](#)

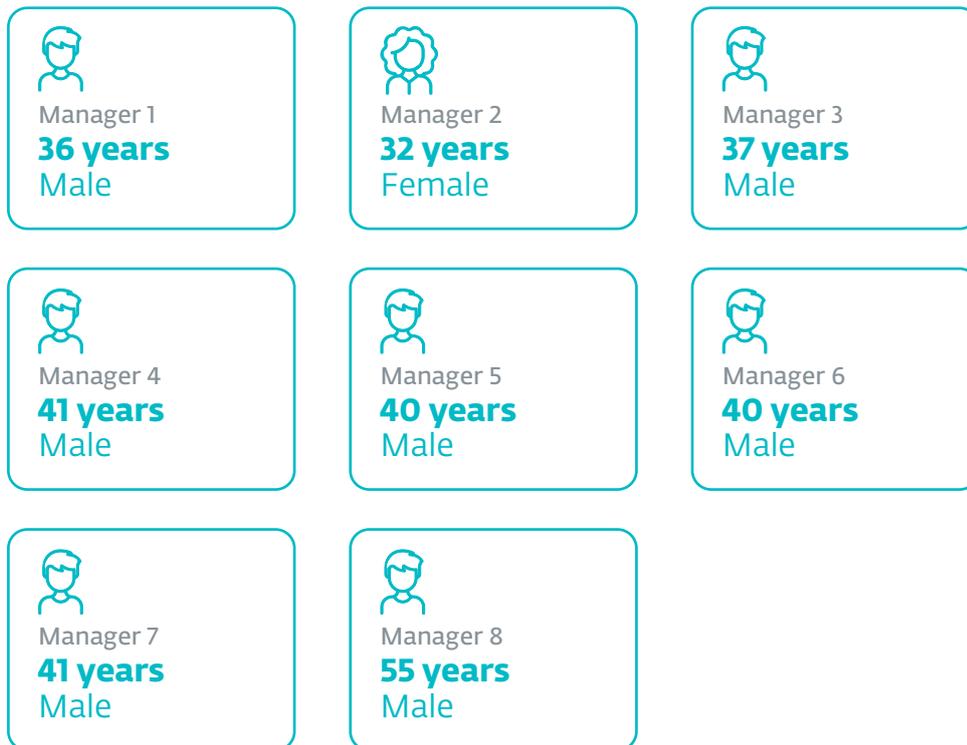
Degree in Social Communication from the United Metropolitan Colleges (FMU)  
MBA in Management, Getulio Vargas Foundation (in progress)  
**2 years on the job**



**Country Manager Mexico**

**Luis Arturo Vázquez**  
[in /luis-arturo-vazquez](#)

Degree in Engineering from the National Autonomous University of Mexico  
Specialization in Communications  
**5 years on the job**



## Functions and characteristics of the highest governance body

GRI 102-19 • 102-26 • 102-27 • 102-29 • 102-30 • 102-31 • 102-32 • 102-33 • 102-35 • 102-36

102-37 • 102-38 • 102-39

- ✓ To lead the ESET Latin America Management team, setting management goals and leadership style.

- ✓ To define annual business objectives, together with the management, for each work area.

- ✓ To supervise the area objectives in accordance with the business objectives.

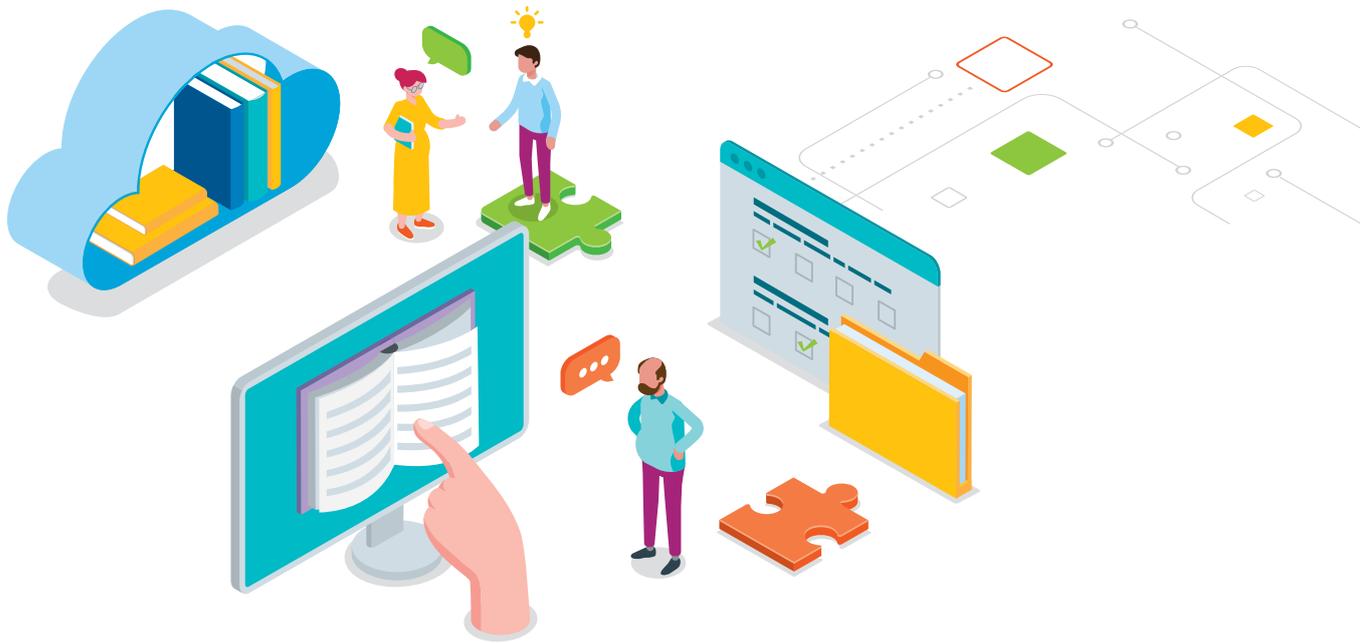
- ✓ To supervise the performance assessment process of the Company, in order to unify the assessment criteria.

- ✓ To accompany the salary increase actions in accordance with the results obtained in the performance assessment.

- ✓ To define the expenditure budget (operating costs and projects) of ESET Latin America.

- ✓ To accompany the defined Sustainability actions, to ensure a sustainable business management.

- ✓ To supervise and ensure the annual Sustainability Report in accordance with the GRI Standards



- ✓ To train on issues related to the economic, social, and environmental impact of management, constantly updating and aligning with the Sustainable Development Goals identified as part of the Company's management.

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- ✓ To plan, develop and implement strategies aimed at ensuring that the financial resources are sufficient and available to achieve the business objectives.

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- ✓ To identify business and partnership opportunities with distributors throughout the region

- ✓ To manage the creation, preservation, and approval of the corporate procedures, policies and practices of the region in charge.

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- ✓ To act as the accountable authority in the Company Statute and as its legal representative.

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- ✓ To promote press actions and encourage the generation of contents in mass media, conferences, publications, and the presentation of Company specialists in these.

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

The Company's management and the General Manager are responsible for developing, approving and updating the values, mission statements, strategies, policies and objectives related to the economic, environmental and social impacts of the Organization. In addition, on a weekly basis, they meet to identify and manage the impacts, risks, and opportunities, and analyze the effectiveness of the risk management processes concerning economic, environmental and social aspects.

Every year, Sustainability inductions are held for all the new entrants of ESET Latin America, including the positions of the governance body.

Compensation is determined in accordance with a remuneration policy stipulated as a percentage of market wages, and it depends on the position in the hierarchy and the complexity. To determine the market wages for each position, an external salary survey, independent from the Company, is used. The multinational consulting firm, from which the comparative salary market survey is purchased, only provides this service. These mechanisms are independent from the Board.

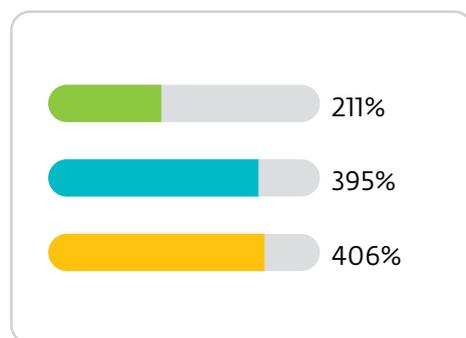
For each position, the compensation is determined based on the profile description, the assessment of how the position is valued in the market, and the comparison with the work team, seeking to maintain internal equity.

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

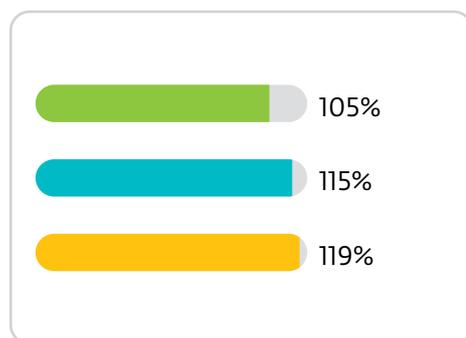
Next, we present the relation between the total annual compensation and the annual percentage increase of the highest-paid person in the Organization, with the mean total annual compensation of the entire workforce



### Compensation ratio



### Increase ratio



## Sustainability Committees

GRI 102-19 • 102-22 • 102-43 • 102-44 • 103-2

In 2019, we went from having a single Sustainability Committee in Argentina to having three Committees divided by thematic areas of work at the regional level. The people who make them up apply voluntarily and have one or two managers who integrate and sponsor it. The Committees are coordinated by the Sustainability area, in charge of sustainable development and its strategy. The call opens at the beginning of January (depending on the positions available).

### Inclusion and Diversity Committee

#### Members

#### Sponsors:

Marcelo Carnero - *Finance, HR & Sustainability Manager*  
y María Belén Roel - *Marketing Manager*

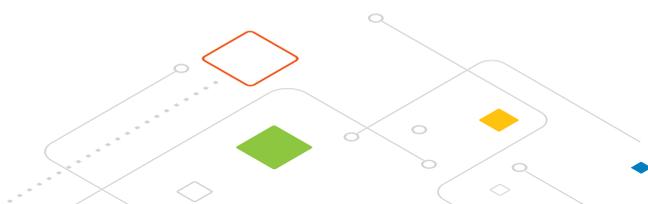
María José Plantey, Martin Vindel, Josefina Auruccio, Juan Carlos Fernández, Juan Cruz Aramburu and Valéria Paulino

#### Objective

To work with internal and external focus on issues of disability, gender, and vulnerable populations.

#### Main results 2020

- We carried out an internal diagnosis on disability, together with the organization *Inclúyeme*.
- We implemented a survey as a measuring element of unconscious biases on diversity issues.
- We entered a strategic alliance with the NGO *Media Chicas*.
- We reviewed the language of job search publications and sent personnel requirements to *Contrata Trans*, *Inclúyeme*, *Transapegos* and *Chicas en Tecnología*.
- We worked on the awareness, visibility and reflection of 5 chosen subjects through 11 internal communications and 3 activities. The first year of the Win-Win Program in Argentina was completed and the adhesion to this program in Brazil was signed.
- We carried out 2 Trainings in charge of UN Women: Unconscious Biases and Inclusive Communication.



## Community Relations Committee

### Members

#### Sponsor:

Andrés Tamburi - *Corporate Communications Manager*

Belén Parragues, Jesica Córdoba, Luis Lubeck, Melina Filippelis, Vanesa Musto and Victoria Sestelo

### Objective

To work on the relationship with the community, generating new bonds and initiatives with civil society organizations, and maintaining existing ones.

### Main results 2020

- We continued to support the San Fernando Social Diner.
- The entire region participated in the *Comprometidos* project with 17 consultants.
- We participated in the *Empujar* project with 6 activities.
- We held 2 talks for collaborators.
- We launched an awareness campaign to encourage blood donation.

## Environmental Affairs Committee

### Members

#### Sponsor:

Leonardo De Vita - *Operations Manager*

Christian Ali Bravo, Daiana Chocrón, Franco Fabricantore, Giuliana Donofrio, Gustavo Sánchez, Melina Gvozdenovich and Paola Ayala.

### Objective

To generate and maintain best practices in everything related to the care of environmental resources.

### Main results 2020

- We distributed hand towels to expand the range of options available to replace the paper ones.
- We continued with the #MartesDeEscalera (#StairsOnTuesdays) Campaign.
- We carried out a remote Cleaning Day Campaign for the 3 offices.
- We joined the #Challengefortheplanet Initiative, promoted by the IARSE.
- We carried out the Campaign 'Change of Habits and Best Practices in a pandemic'.
- We held a talk with the organization Re Accionar on waste separation and composting.



Inclusion and Diversity Committee



Community Relations Committee



Environmental Affairs Commi-



## Code of Ethics

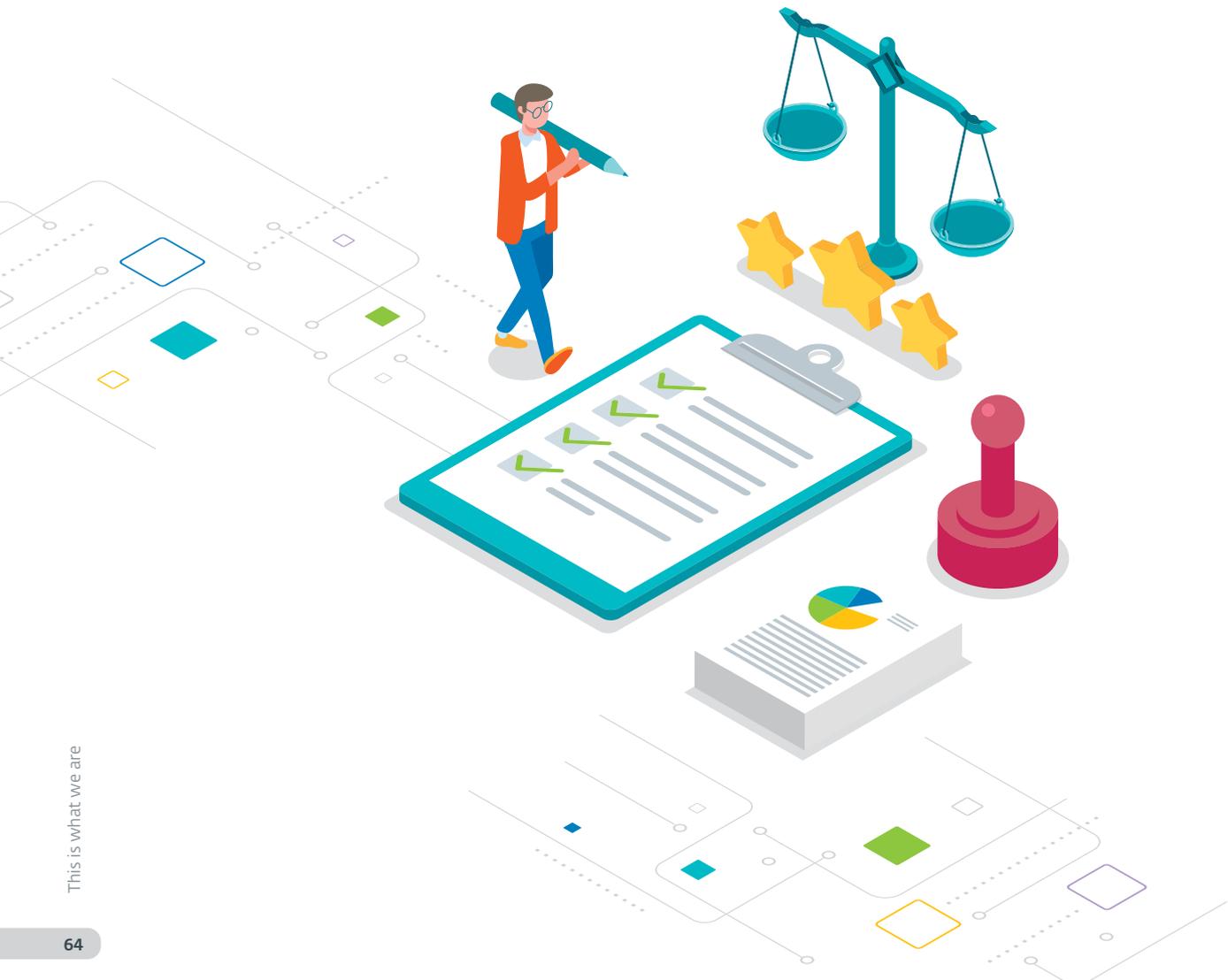
GRI 102-16 • 102-17 • 102-25 • 103-2 • 103-3 • 412-1 • 412-2 • 205-1 • 205-2 • 205-3 • 206-1

MATERIAL TOPIC **5** **6** **10**

At ESET Latin America we characterized by the integrity and ethics in the conduction of the businesses, alliances, and agreements we make. This has earned us a good reputation in the region throughout these years.

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

 [www.eset-la.com/compania/codigo-de-etica](http://www.eset-la.com/compania/codigo-de-etica)



## Main contents

### General bases

1

What we do  
How we work  
Where we are headed

### Internal projection

2

This section describes the conduct expected of the collaborators of ESET Latin America in their performance, their relationship with their colleagues, and the use of the Company's information and assets.

- Compliance with the Law
- Respect for Human Rights
- Information protection
- Conflicts of interest
- Protection of tangible and intangible Company assets
- Raising concerns
- What is expected from an ESET Collaborator
- What is expected from an ESET Manager

### External projection

3

Starting from the identification of the main interest groups (or stakeholders) with which ESET Latin America is related – as in the previous section – a series of objectives and attitudes regarding the Company's relations with each of its stakeholders are discussed.

- ESET Latin America's stakeholder map
- ESET Latin America's commitment towards its stakeholders

### Compliance and complaint mechanisms

4

We encourage our stakeholders to report any conduct that they believe, in good faith, to be a violation of the law or the Corporate Code of Ethics.

- How to file a complaint
- Who will receive the complaint
- Responsibilities of the ethical managers
- What is the response and complaint-handling mechanism?

### Appendix

5

- Universal Declaration of Human Rights
- UN Global Compact Principles

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

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

In relation to Human Rights, all our distributors in Latin America adhere to our Code of Ethics and, therefore, to its guidelines on the matter. And as for training in Human Rights issues, all collaborators, upon joining the Company, are instructed in the Code of Ethics and sign their adherence after reading it.

Since 2016, issues related to Human Rights and business have been worked on with all our personnel. Likewise, mandatory trainings, workshops, and internal campaigns were carried out, addressing topics related to these issues.

Regarding anti-corruption issues, the Code of Ethics includes the form to report any corruption situation. Moreover, monthly closes are carried out, in which figures, documents, account balances, etc. are reviewed.

Annual audits are conducted to generate the financial statements and to report to the head office. In this audit, executed by an external auditor, many review processes are carried out, including cash counts, account balances, review of payments to our supplier companies, salaries, assets, invoices, receipts, and many other actions. Finally, there are information security policies to promote its responsible management.

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

## Complaint mechanism in the event of breaches of the Code

All the stakeholders of the Company have our complaint form available for breaches of the Code of Ethics. By this means, additionally, any type of inquiry or complaint on social, Humans Rights, environmental, and economic issues can be channeled.



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

[www.eset-la.com/compania/codigo-de-etica-formulario](http://www.eset-la.com/compania/codigo-de-etica-formulario).

The complaint is received by the Legal Department of the Company. This area evaluates the complaint and assigns it to the corresponding ethical agent within the Company, who advises and collaborates in the resolution of the reported matter.

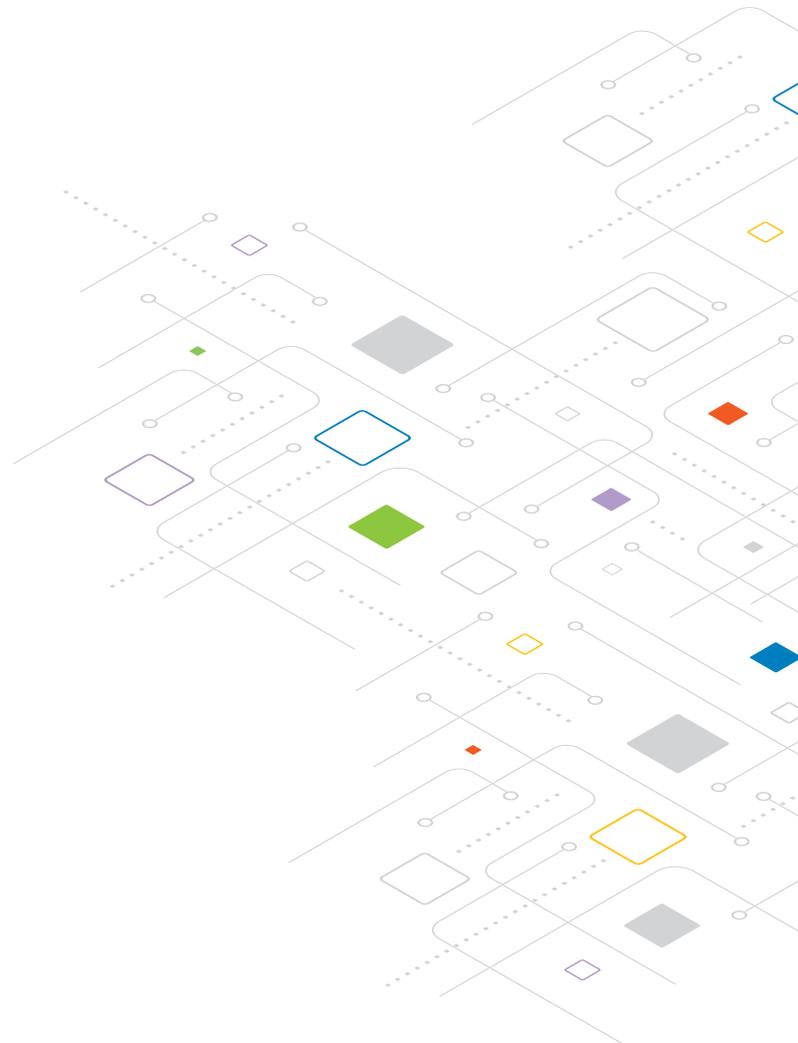
- ▶ Complaints on issues of non-compliance with the law: the matter is referred to the Legal Representative of the Company.
- ▶ Complaints on non-compliance or faults in the distribution chain: the matter is referred to the Sales Management and the General Manager of the Company.
- ▶ Complaints on financial and accountability issues: they are sent to the Administration and Finance Management.
- ▶ Complaints of breaches of Human Rights and internal violations: they are referred to the Human Resources and Sustainability Management.
- ▶ Other topics: they are processed by the Sustainability Area together with the General Manager.

It is important to clarify that the Legal department carries out an exhaustive monitoring of all the complaints received, so that they are answered and resolved in the shortest possible time.

The responsibilities of each of the areas and of the ethical agents (previously mentioned) are the following:

- ▶ To resolve the inquiries and advise all stakeholders in the event of possible doubts regarding the Code of Ethics.

To act on the complaints presented through the verification and investigation of the behavior of the collaborators or organizational units reported.



- ▶ To draw up the action plans for the resolution of the complaints filed and present them for approval before the Legal Department of ESET Latin America.
- ▶ To keep an updated record of the process (queries, complaints, procedures, resolutions, and communications to concerned parties).
- ▶ To keep the claimants informed on the status and solution of the queries or complaints filed, when they so require.
- ▶ To prepare a final review report of the complaint and propose actions to improve the process.
- ▶ To keep the confidentiality of the claimant at all times.
- ▶ To perform their duties according to the principles of independence, rigor, and equanimity.

During 2021, we will be working on the update of a new Code of Ethics and Anti-Corruption, and reviewing the corresponding procedure.

The procedures to avoid and manage conflicts of interest of ESET Latin America, that is, how they are identified, how they are communicated and to whom, and how they are controlled, are detailed in a specific section of the Company's Code of Ethics.

## Response mechanism, complaint resolution, and regulatory compliance

GRI 103-2 • 103-3 • 307-1 • 419-1 • 416-2 • 417-3 • 418-1

According to the type of complaint, the area that handles the issue analyzes the case and conducts the pertinent investigations and assessments. These may involve contacting the claimant via email or telephone, either to obtain further information or to communicate resolutions on the matter. In this regard, it is expected that any person or entity, be it the accused or the claimant, collaborates with the investigation, providing the requested information and contributing with evidence that allows ESET Latin America its analysis and solution.

In all cases, the analysis of the veracity of the information and the resolution of the situation will be prioritized, to avoid negative situations that go against the compliance with the present Code of Ethics and the values of ESET Latin America.

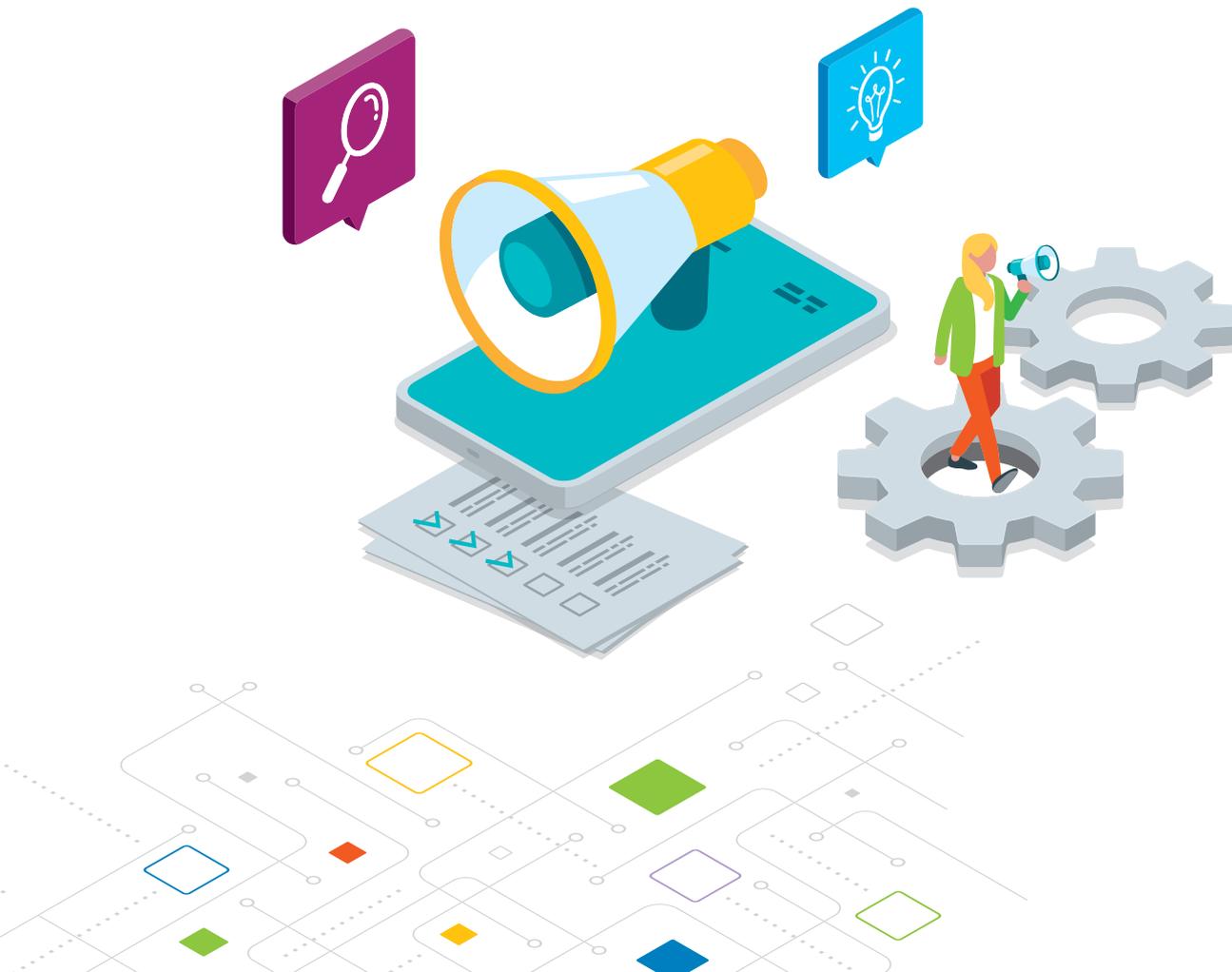


Those who fail to comply with the principles expressed in the Code of Ethics shall be subject to the sanctions regime in force for each particular case.

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

These internal regulations are specific to the Company and may provide greater or broader requirements than those prescribed by the Law. It is the responsibility of each collaborator to seek appropriate advice on the pertinent legal requirements.

During the reporting period, there were no significant fines, or non-monetary sanctions for non-compliance with the legislation and regulations in general, or environmental, or in relation to the supply and use of services. Neither have there been any cases of non-compliance with the regulations and voluntary codes concerning marketing, advertising, and promotional communications, or related to the safety impacts of our products. There have been no complaints on labor practices, Human Rights, environmental impacts, social impacts on the community, nor any claims of violation of privacy and client data leakage.







THIS  
IS WHAT  
WE DO

# BUSSINES model of ESET Latin America

GRI 102-9

MATERIAL TOPIC 1 3 7 10 14

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

In addition, we feature a regional online store, which we manage from our offices in Buenos Aires. It works for countries where we do not have an Exclusive Distributor. In turn, in some countries it was decided to use the regional store to enjoy the benefits of outsourcing its management, usability, dissemination, and promotions, among others. Other countries decided to manage their e-commerce channel independently.

The online store features local payment methods for the entire region, which allows managing prices and promotions with greater independence and speed, among other advantages. In this way, at ESET Latin America we have and develop a policy of transparency and respect towards our business partners, with whom we establish a healthy and mutually beneficial relationship in the short, medium and long term.

During 2021, we will work on optimizing the renewal process, the fidelity plans, and improving the quality of care/support, with the aim of generating a better experience for the customers of our store, in order to increase the retention rate. Moreover, we will be expanding our presence in the main marketplaces in the region, to diversify online sales channels and increase brand awareness.

During 2020, in the online regional store, a total of 3,813,095 sessions were registered and a total of 5,557,626 USD in licenses was sold, growing by 51% compared to 2019.

## Description of our value chain



### **Supplier companies**

They are responsible for providing professional consulting, press, office rental, telephone, electricity, and water services. In addition, they provide inputs that support our activities.

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### **Head Office**

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

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### **ESET Latin America**

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

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### **Exclusive Distributors**

They are the ones who represent us and are in charge of developing the market in each of the countries in the region.

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### **Sales Channels/ Partners and wholesalers**

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

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### **Clients**

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

# Who choose us?

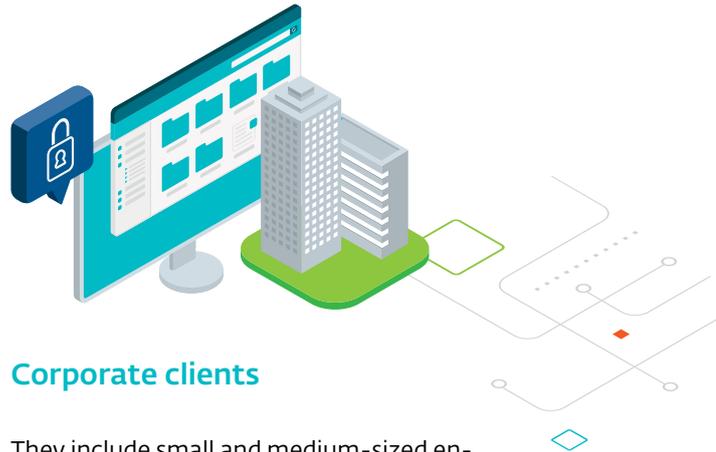
GRI 102-6

Our solutions adapt to all types of environment (whether corporate or residential), which is why we work with all kinds of sectors. We have two types of clients:



## Residential clients

They are the end users who seek to protect their home equipment and mobile devices.



## Corporate clients

They include small and medium-sized enterprises, large corporations, government entities, and organizations interested in protecting their corporate network; they seek to train or contract comprehensive information security services.



## This is how we PROTECT your information:



Millions of companies and people trust our solutions and services.



Our solutions are easy to use.



We offer local support in your language.



We own a multi-award-winning technology.



More than 30 years in research and development

# This is how we protect our users and clients

GRI 102-2 • 103-2 • 103-3 • 416-1

## Protection for desktop PCs and laptops



ESET NOD32 ANTIVIRUS



ESET INTERNET SECURITY



ESET SMART SECURITY  
PREMIUM



ESET CYBER SECURITY



## Protection for desktop PCs and laptops



ESET CYBER SECURITY PRO



## Protection for smartphones and tablets



ESET MOBILE SECURITY  
FOR ANDROID



## Protection for children



ESET PARENTAL CONTROL  
FOR ANDROID



## Family Protection



ESET SMART TV SECURITY



# This is how we protect companies

## Endpoint Protection



**ESET ENDPOINT ANTIVIRUS**



**ESET ENDPOINT SECURITY**



**ESET ENDPOINT SECURITY  
FOR ANDROID**



**ESET DYNAMIC  
THREAT DEFENSE**



## Two -Factor Authentication



ESET SECURE  
AUTHENTICATION



## Encryption



ESET ENDPPOINT ENCRYPTION



ESET FULL DISK ENCRYPTION



## Detection and response



ESET ENTERPRISE INSPECTOR



## Security training



ESET ACADEMY



## Backup and recovery



XOPERO BACKUP AND RESTORE



# Protection of infrastructure and information services

## Gateway server protection



ESET GATEWAY SECURITY



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## Virtualized environments protection



ESET VIRTUALIZATION SECURITY



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## Protection for mail servers



ESET MAIL SECURITY



## File server protection



**ESET FILE SECURITY**



**ESET CLOUD OFFICE SECURITY**



## Sharepoint server protection



**ESET SECURITY  
FOR MICROSOFT  
SHAREPOINT SERVER**



## Network traffic analysis



GREYCORTEX



## Accompaniment in the vision of security

### Data loss prevention (DLP)



SAFETICA



## Specialized security services



ESET CYBERSOC



ESET THREAT INTELLIGENCE



## Centralized management



ESET CLOUD ADMINISTRATOR



ESET SECURITY  
MANAGEMENT CENTER



# Acknowledgements

GRI 102-11 • 102-15 • 103-3 • 416-1 • 412-1

We were recognized worldwide for the increasing quality and performance of our security solutions, for the satisfaction of customers, collaborators, and business partners, and for the Company's leadership in the field of endpoint solutions.



## AV-Comparatives

ESET was recognized as a Strategic Leader in one of the most comprehensive endpoint assessments conducted by AV-Comparatives, a leading independent testing organization recognized for delivering assessments in innovative real-world-like environments.



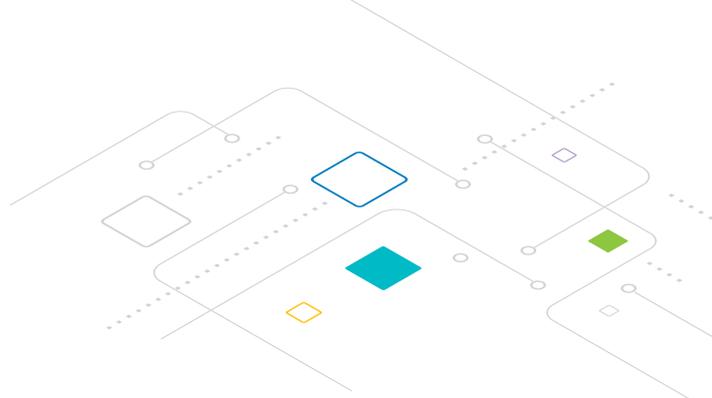
## Canalys

For the second consecutive year, ESET confirms its position with a remarkable growth and the drive of the suppliers receiving the Champion title in the 2020 Cybersecurity Leadership Matrix, thanks to the feedback from our business partners.



## Radicati

For the third year in a row, ESET was named Top Player in Radicati's Endpoint Security market quadrant. The report examines 17 market leaders in endpoint security, assessing their functionality and strategic vision, for which ESET was placed at the top of the quadrant.



### IDC

It is the second consecutive year in which ESET receives the Major Player recognition for its handling of threats in mobile devices, by the IDC MarketScape, in its evaluation of mobile threat management software providers around the world in 2020.



### SE Labs Enterprise Endpoint Protection

ESET won the AAA award, the best possible score in the SE Labs Enterprise Protection awards. The Company was recognized with this score twice in 2020 in different tests, where endpoint security solutions were evaluated.



### Apertura Magazine

It is the third year in which ESET participates and is acknowledged by this magazine. This year we were ranked number 32 of the Best Employers in Argentina, in the category "under 200 employees", with a total score of 555.14 points more than in 2019.



### Tech Cares

ESET was recognized with the TrustRadius 2020 Tech Cares award, which celebrates companies that have made a great effort to support communities, clients, and front-line workers throughout 2020, during the COVID-19 crisis.



### PAMOIC

We were double recipients, at the Gold level, in the categories of Best Contribution in Social Responsibility and Best Operation Strategy in the Citizen Sector, of the **Argentine Award to the Best Customer Interaction Organizations 2020 (PAMOIC)**, with our Cybersecurity Program.



### CCAB Sustainable Leadership

We received a special mention in the **8th edition of the CCAB Award for Sustainable Leadership** for our 2019 Sustainability Report.

# ACKNOWLEDGEMENTS



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

We were featured in the framework of the value proposition of the Bureau of Human Rights and Business of the Argentina Global Compact Network, for the commitment to cybersecurity, by preventing and mitigating the negative consequences of the use of the Internet and technologies, helping to avoid the violation of the "right to data protection, to education and to enjoy the benefits derived from cultural freedom and scientific progress."



## Fundación Liderazgos y Organizaciones Responsables (FLOR) – Foundation for Responsible Leadership and Organizations

We participated in the final round in the Flor Award for Diversity, in the SME category, with our diversity and inclusion management.



## Customer and channel service

GRI 103-2 • 103-3

COVID 19

### Initiatives in response to the Pandemic

Our specialists developed the ***Safety Recommendations Guide for teleworking in times of COVID 19***, so that companies that are implementing telework can further improve their safety. Thus, as we discover new deception attempts, we publish them (as is our custom) on our WeLiveSecurity news portal, as well as on our social media profiles (Facebook, Twitter, Instagram, and LinkedIn).

To our client portfolio, we shared a ***Guide with the best settings for our corporate products oriented to remote work***. For those employing companies that are just now implementing telework and are not aware of the risks and challenges that this practice poses to the information security of their companies, we prepared a campaign that brings them free technological tools for 60 days and that provides them with telework guides for employers and access to the ESET ACADEMY, our regional security e-learning platform.

Furthermore, we held a free webinar with our specialists on how to keep an organization productive and, at the same time, safe, as long as the special situations that COVID-19 require us to adopt remain.



## Customer service modality at ESET

We offer two clearly differentiated types of support; on the one hand, technical assistance and, on the other, attention to inquiries of commercial nature.

For technical assistance, we have a modality segmented by client type, in order to meet the particular needs of each segment. We feature a channel dedicated to all users of the residential product line, and another specialized in serving the corporate solutions users. This allows us to have differentiated teams to adapt to the needs, concerns, volume, complexity, and expectations of each type of client.

For the residential sector, we continue to provide assistance through our Regional Residential Support Center, exclusive for Latin America, with telephone assistance in Spanish for users in Argentina, Chile, and Mexico, and also with email and online chat support for the rest of the countries in the region. It covers the entire time slot corresponding to Latin America, so we have an extended schedule which ranges from 09:00 a.m. to 07:30 p.m. (GMT -3:00, Buenos Aires).

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

effective and timely response. Furthermore, they offer the possibility of establishing remote support sessions, where qualified technical personnel from ESET Latin America, together with the Channel, can provide solutions directly within the clients' infrastructure.

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

As for commercial assistance, the Distribution Channel has an exclusive contact with the commercial support team of ESET Latin America, responsible for providing answers to any questions or problems posed by any channel of our distribution line. We have a commercial support team for channels made up of two analysts, a 2nd level technical support team made up of 6 people (3 in Argentina, 2 in Brazil and 1 in Mexico), and our Regional Support Center staff which has two shifts, each with a supervisor and two operators. All these work teams are framed within the Operations Area and are managed by the ESET LATAM Support Coordinator.

Likewise, each Area has its internal processes documented, complying with the requirements of the ISO 9001 standard. The commitment in this matter is reflected in our Quality Policy as follows: "Ensuring the efficiency and improvement of the processes and the achievement of the expected results, directing our efforts to the fulfilment of the requirements and expectations of all stakeholders (clients, channels, collaborators, community, etc.)."

## Focal points developed in 2020

2020 was challenging in every sense; in the first place, it was marked by the COVID-19 pandemic. At ESET we worked on adapting our processes to guarantee the continuity and quality of the service, but, above all, thinking about the safety of each collaborator.

Both ESET Latin America collaborators and the people of our Regional Support Center were provided with the corresponding facilities to carry out their activities from their homes and comply with the different isolation measures during the Pandemic. Despite the exceptional situation, the results indicated that the usual levels of care and quality were maintained.

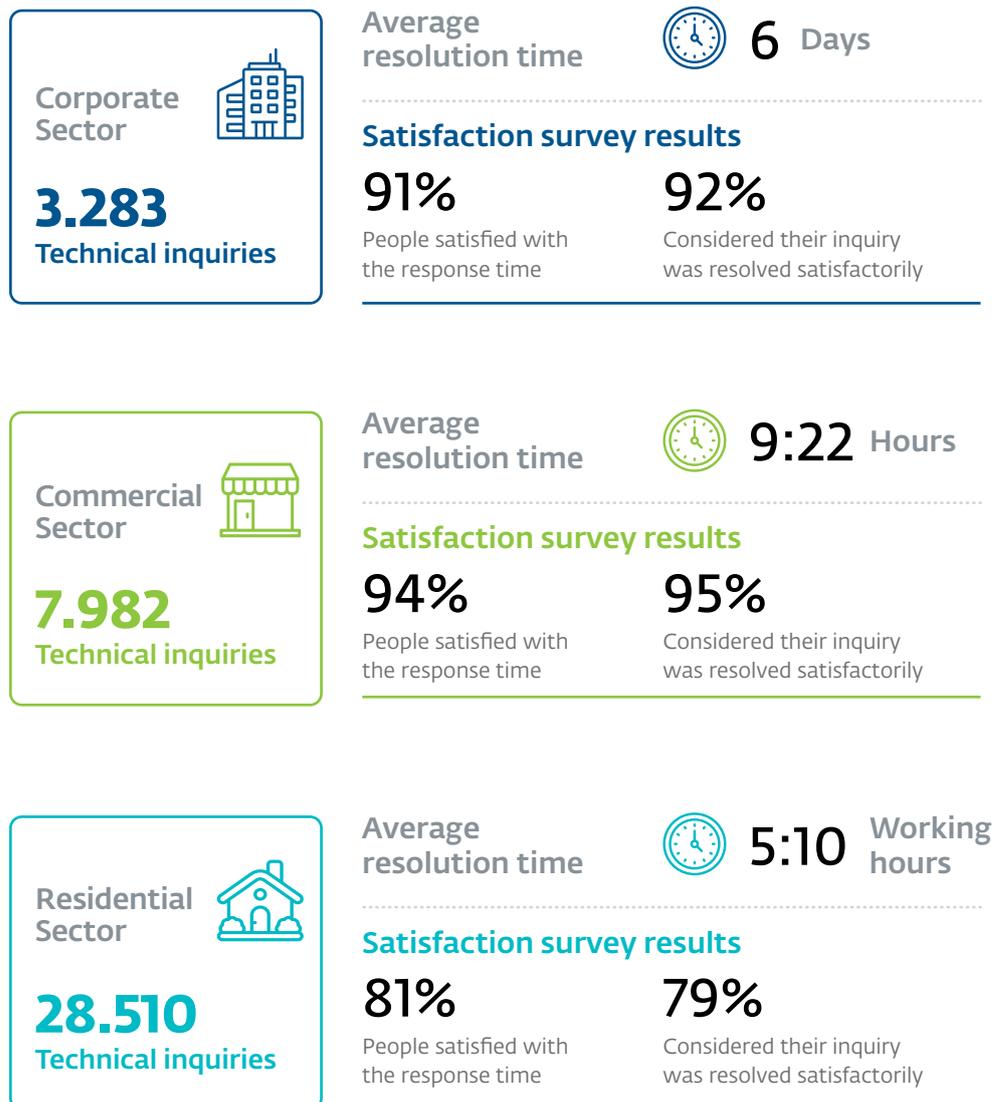
Additionally, as this is the fourth year since the implementation and certification of the Quality Management and Continuous Improvement System, the ISO 9001 standard requires a recertification of the entire system in order to guarantee that all processes in the technical and commercial support areas continue to be aligned with the requirements and best practices dictated by the standard.

The recertification audit was carried out, where ESET Latin America obtained excellent results, confirming the good health of our Quality Management System and our efforts aimed at meeting the expectations and needs of the stakeholders.

Also, during the year, technical training materials for new products and new versions were generated, as well as personalized attention to strategic clients, actions to promote the migration of clients to updated versions of our security solutions and virtual classes, among other actions, seeking (as always) to generate added value that allows the channel and every ESET user to take full advantage of our security solutions and have the best levels of protection that they can provide.

Likewise, and within the process of continuous improvement, periodic reassessments of internal processes are carried out, in search of optimizations and automations that allow us to be more efficient in the use of our resources.

## 2020 general customer service results



# Quality Management and Continuous Improvement

## Product End Of Life Policy

This policy defines the support in the different stages of the life cycle of our products; it indicates, for example, if a certain stage is supported, if it is updated, how long it would be supported and for which product or version it would be replaced, among others.

We carried out various actions: webinars, training, communication and dissemination materials, among others; in addition, we ran multiple campaigns to raise awareness among our clients on the importance of keeping their security solutions updated, always with the aim of providing them with the highest levels of protection against new threats and emerging malicious codes



**End Of Life  
Residential**



**End Of Life  
Companies**

## Responsibilities and Performance Assessment

Both the Technical Support and the Commercial Support services work with a ticketing system, where every inquiry is registered with an identification number (useful for any type of claim). Additionally, the system automatically calculates the maximum expected response times, depending on the type of client and the problem.

Monthly, SLA (Service Level Agreement)<sup>3</sup> statistics and satisfaction surveys are kept to guarantee results. In case deviations or non-conforming results are detected, a thorough evaluation of the root cause is made and corrective actions are proposed, monitoring their effectiveness, as required by the ISO 9001 standard.

## Objectives and goals 2020

### Technical support

During 2020 we met our objectives. We achieved 95% SLA compliance for high priority ticket response times, 97% compliance for standard priority tickets, and 99% compliance with SLA response times for tickets from our Regional Support Center. Also, with the averages of our satisfaction survey, we reached 4.5 in time, 4.7 in cordiality and 4.4 in effectiveness (out of a maximum of 5).

<sup>3</sup> SLA refers to the service level agreement, which is the maximum amount of time in which we commit to have the inquiry resolved. The acronym SLA is commonly used in these systems.

## Commercial support

During 2020 we met our objectives. We achieved 98% SLA compliance for urgent priority ticket response times, 98% compliance for important priority tickets, and 92% compliance for regular priority tickets, with averages of 4.6 in time, 4.7 in effectiveness, and 4.8 in cordiality.

The objective of recertifying the ISO 9001 standard for commercial and technical support was also met.

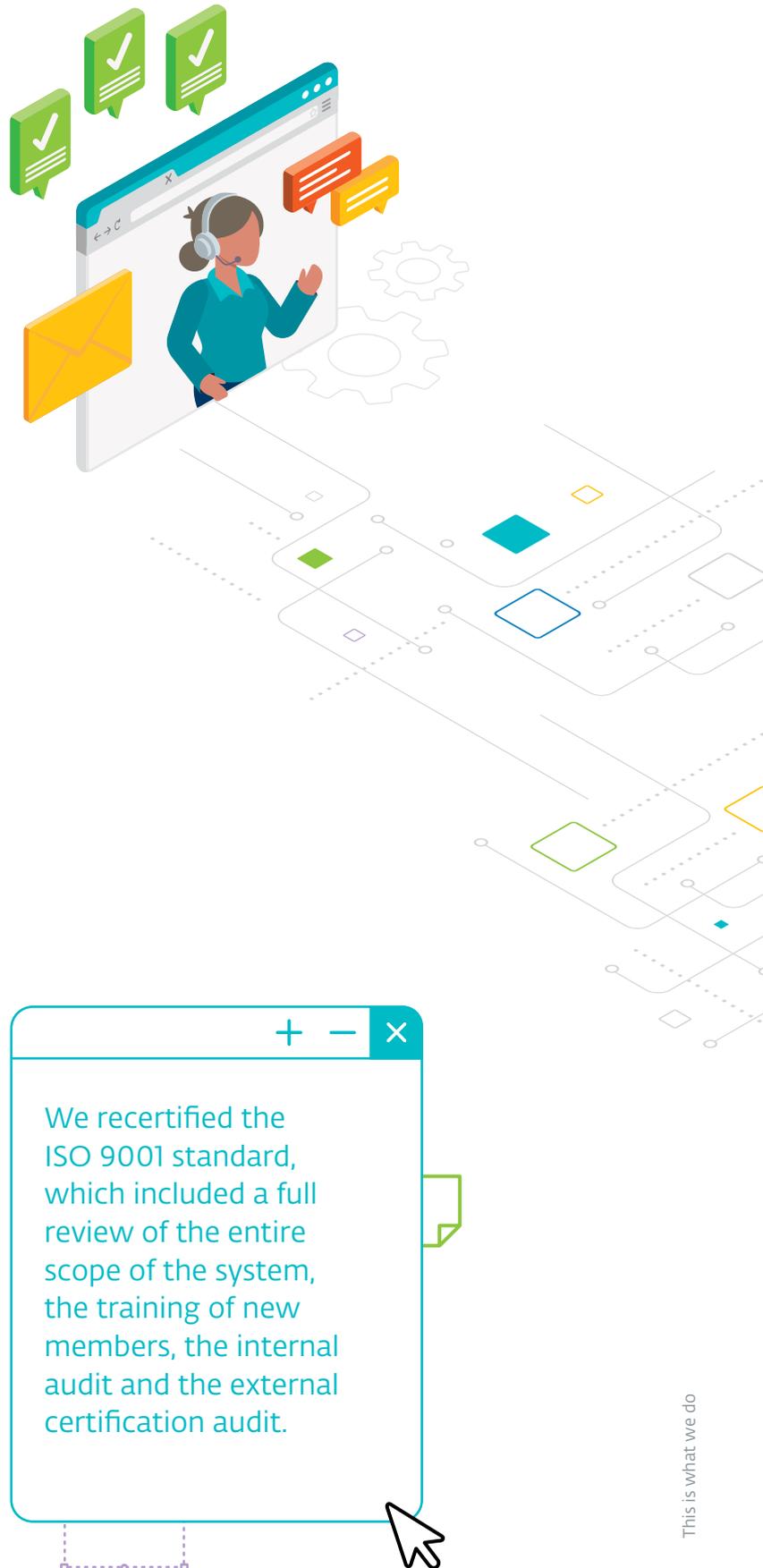
## Actions implemented

We recertified the ISO 9001 standard, which included a full review of the entire scope of the system, the training of new members, the internal audit and the external certification audit.

In this sense, the external audit highlighted the capacity to adapt and the implementation of the necessary changes to continue working in the context of a pandemic.

We carried out an update of our **Product End Of Life Policy**, in order to promote the migration of our customers and users to the latest versions of our products, which are those that provide the most advanced technology and additional layers of protection.

Moreover, we carried out a constant monitoring of the performance of the RSC (Regional Support Center), detecting training needs or required adjustments. During this year, the performance of the RSC was also monitored with analysts who worked remotely.



We recertified the ISO 9001 standard, which included a full review of the entire scope of the system, the training of new members, the internal audit and the external certification audit.





# COLLABORATORS

*#WeAreATeam*

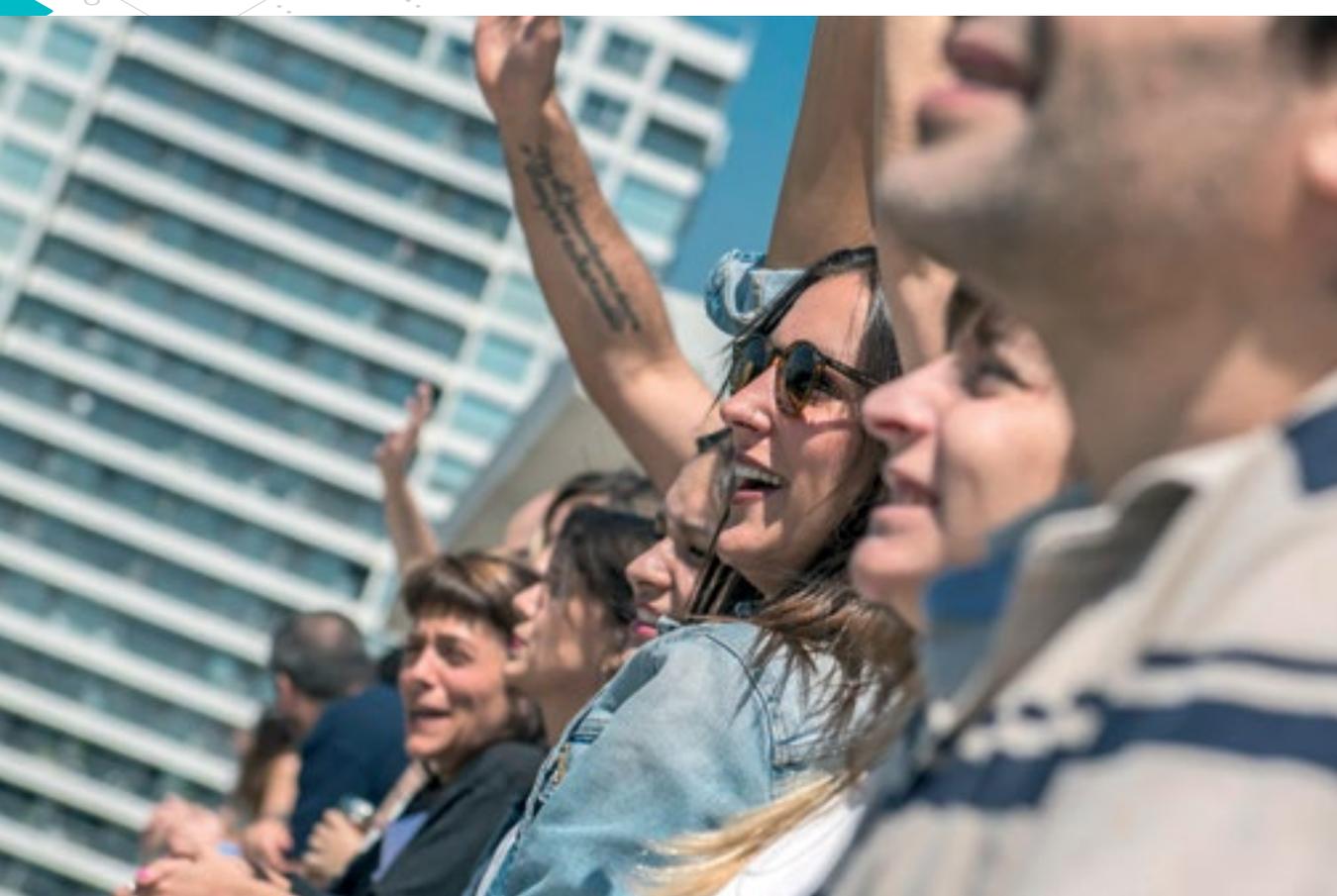
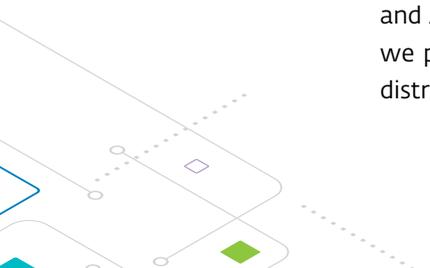
# OVERVIEW

GRI 102-38 • 102-39 • 103-2 • 103-3 • 202-2 • 405-2 • 406-1 • 408-1 • 409-1

MATERIAL TOPIC **2** **4** **5** **8** **9**

At ESET we seek to find the best professionals for each position, without discrimination and with equal opportunities. Our search and selection processes are transparent in the publication of knowledge and experience requirements, and are respectful throughout the entire interview and evaluation process.

At ESET Latin America we respect and commit to remedy the Human Rights of the Universal Declaration of Human Rights, the Guiding Principles on Business and Human Rights, and we adhere to the United Nations Global Compact, for the protection and promotion of the 10 principles regarding Human Rights, Labor Rights, the Environment and Anti-Corruption. We ratify this commitment in our Code of Ethics, through which we promote compliance throughout the entire value chain (suppliers, collaborators, distributors, and partners).



On this basis, we condemn any act that violates or is complicit in the violation of these rights. Every person who works in our Company will enjoy basic Human Rights. They will not suffer, under any circumstances, conditions of subjection, restrictions, or infringements of their liberties and rights as workers. No collaborator shall be discriminated against, among other reasons, for their race, gender, sexual orientation, marital status, pregnancy, parental status, religion, political opinion, nationality, social condition, physical condition, disability, age, or union affiliation. Furthermore, we are committed to maintaining a workplace free from harassment (verbal, physical, or psychological) and free from child labor.

In the reporting period, no discrimination cases have been recorded. Furthermore, we have provided training on the subject for all the people who work in the Company, covering our three offices (Buenos Aires, São Paulo and Mexico).

## Employment management

We continuously seek to excel by offering added value to those who choose to develop their professional careers in our Company. Our collaborators come from the local labor market and their remuneration levels exceed, in all operations, the initial minimum wages of the countries in which we operate. 100% of the Managerial positions of the offices where we have operations are local, and there are no differences between the base salaries of men compared to that of women.

During 2020 we continued to send our job searches to different organizations that work with people in situation of vulnerability, with the aim of contributing to the generation of opportunities for social and labor insertion. In the pursuit of this goal, with regard to disabled people, we continued to publish our searches on the portal of the organization *Inclúyeme*. From this articulation, we were able to concretize 87 applications and 2 interviews.

In turn, we began to work with organizations that focus on gender inclusion: the *Impacto Digital Contrata Trans* project, *Transempregos* in Brazil, and *Chicas en Tecnología*. With the latter organization we achieved 3 applications, from which one candidate was presented to the corresponding area, but was finally not chosen, since the other person who was nominated met a greater number of requirements sought for the position.

Also, during 2020, together with the Inclusion and Diversity Committee, we conducted a review of the language and information used in job search publications, with the aim of reflecting an inclusive language and our culture of inclusion and respect for diversity, guaranteeing equal opportunities.

## Internal diagnosis on labor inclusion and disability

GRI 102-43 • 102-44 • 413-1 • 412-1

In order to understand the vision on disability issues of the people who work in the Company, from the Inclusion and Diversity Committee and together with *Inclúyeme*, we carried out a diagnosis in our three offices. The goal was to understand what collaborators know regarding disability issues, specifically, on working with people with disabilities and to identify current members with some type of disability, in order to adapt to their particular needs.

As a result of this work, in which **66% of the Company participated voluntarily and anonymously**, we obtained the following information:



**1** Person has declared to have a disability.



**78,6%**

Is close to people with disabilities.



**84%**

Affirms it is positive that ESET hires people with disabilities.



**27,6%**

Has relatives with disabilities.

**14,7%**

States that ESET is a “fully inclusive” company

**41,18%**

Considers ESET to be “very inclusive”.

# Breakdown of collaborators

GRI 405-1 • 102-8

2020

Total  
**117**

Female  
**56**  
47,86%

Male  
**61**  
52,14%

Argentina

 **86**

 **42**  
48,84%

 **44**  
51,16%

Mexico

 **16**

 **5**  
31,25%

 **11**  
68,75%

Brazil

 **15**

 **9**  
60%

 **6**  
40%

2019

Total  
**112**

Female  
**53**  
47,32%

Male  
**59**  
52,68%

Argentina

 **86**

 **42**  
48,84%

 **44**  
51,16%

Mexico

 **13**

 **5**  
38,46%

 **8**  
61,54%

Brazil

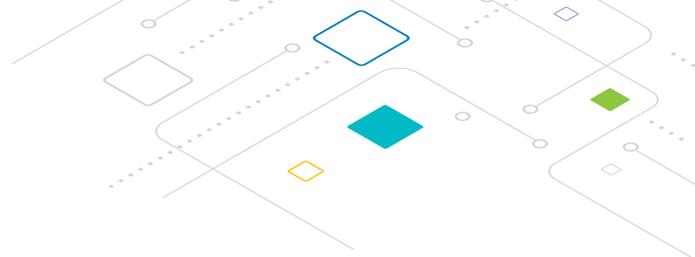
 **13**

 **6**  
46,15%

 **7**  
53,85%

Our work teams are diverse, not only in terms of gender, but also in terms of their nationality. All this enriches the daily work of the Company, adding to the cultural and social exchange that is reflected in the results achieved and in the work environment.

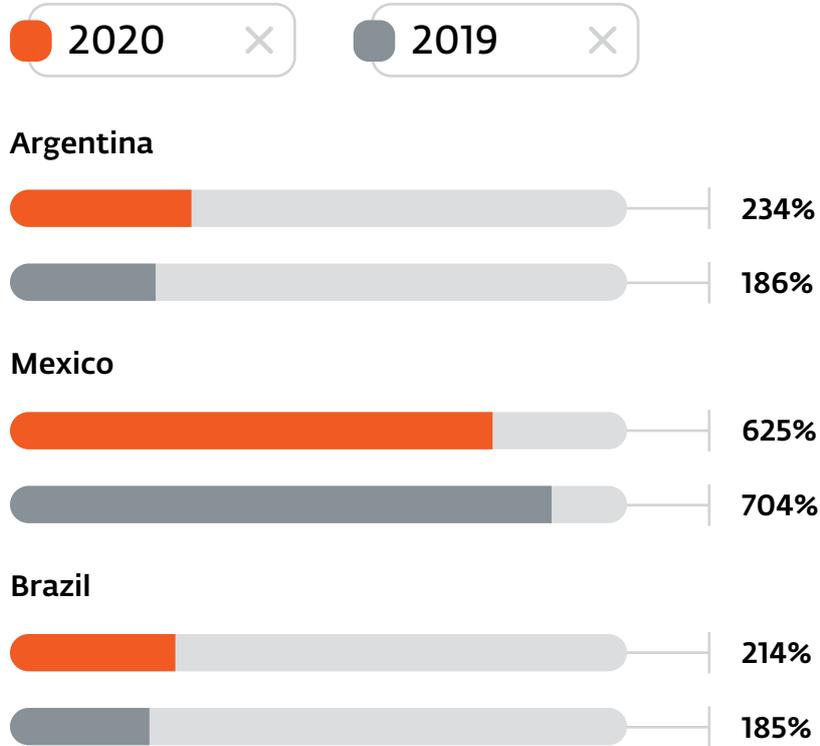
2020	Total		Argentina		Mexico		Brazil	
	F	M	F	M	F	M	F	M
<b>Gender</b>								
<b>Age</b>								
Up to 25 years old	6	6	5	3	0	1	1	2
Between 26 and 30 years old	13	8	9	8	2	0	2	0
Over 31 years old	37	47	28	33	3	10	6	4
<b>By type of contract</b>								
Open-ended	55	60	41	43	5	11	9	6
Fixed term	0	0	0	0	0	0	0	0
Outsourced	0	0	0	0	0	0	0	0
Interns	1	1	1	1	0	0	0	0
<b>By category</b>								
Analyst	37	42	26	27	4	10	7	5
Middle-management	18	12	15	12	1	0	2	0
Manager	1	7	1	5	0	1	0	1
<b>By nationality</b>								
Argentine	40	37	40	37	0	0	0	0
Venezuelan	2	4	2	4	0	0	0	0
Brazilian	9	6	0	0	0	0	9	6
Mexican	5	11	0	0	5	11	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0
Paraguayan	0	0	0	0	0	0	0	0
Swedish	0	1	0	1	0	0	0	0



2019	Total		Argentina		Mexico		Brazil	
	F	M	F	M	F	M	F	M
<b>Gender</b>								
<b>Age</b>								
Up to 25 years old	8	5	5	3	2	1	1	1
Between 26 and 30 years old	11	11	8	9	1	0	2	2
Over 31 years old	34	43	29	32	2	7	3	4
<b>By type of contract</b>								
Open-ended	51	58	40	43	5	8	6	7
Fixed term	1	0	1	0	0	0	0	0
Outsourced	0	0	0	0	0	0	0	0
Interns	1	1	1	1	0	0	0	0
<b>By category</b>								
Analyst	37	40	26	27	5	7	6	6
Middle-management	15	12	15	12	0	0	0	0
Manager	1	7	1	5	0	1	0	1
<b>By nationality</b>								
Argentine	39	37	39	37	0	0	0	0
Venezuelan	1	3	1	3	0	0	0	0
Brazilian	7	8	1	1	0	0	6	7
Mexican	6	8	1	0	5	8	0	0
Colombian	0	1	0	1	0	0	0	0
Uruguayan	0	1	0	1	0	0	0	0
Paraguayan	0	0	0	0	0	0	0	0
Swedish	0	1	0	1	0	0	0	0

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

GRI 202-1



To maintain the external competitiveness of wages, in addition to considering local inflation, we use information from private wage surveys. On this basis, it is defined how to maintain the purchasing power of the wages.

The percentages indicate the difference between ESET's starting salary and the MVMS of each country. For example, ESET's starting salary in Argentina is 234% higher than the MVMS\* in that country. To contemplate starting salaries, the Employment Contract Law is taken into account and it is considered by position, regardless of whether it is performed by men or women.

### Uprooting payment

Collaborators are granted financial compensation for the days they spend away from home for work reasons. This applies to all people who must travel for work and includes

\* In the case of Argentina, Minimum Vital and Mobile Salary: Defined in article 116 of Law 20,744 as the lowest remuneration that a worker without family dependents must receive in cash, in his or her legal working day, to ensure adequate food, decent housing, education, clothing, healthcare, transportation and recreation, vacations and social security. It is periodically updated by the National Council for Employment, Productivity and the Minimum Wage.

the possibility of having an additional home office day when the trip exceeds 5 days (in the case of Argentina). In the case of Mexico and Brazil, those people who are compelled to work outside their working schedule due to travel are compensated with days off.

During 2020, this benefit was not used due to the pandemic context. Trips abroad were totally suspended.

### Transportation and meal vouchers

According to labor law in Brazil, a daily allowance must be granted for the staff to use for lunch and a 6% discount must be deducted from the per diem card they receive through the union. We increased the sum granted for food by 4% and subsidized 3% of the discount that must be made for travel expenses.

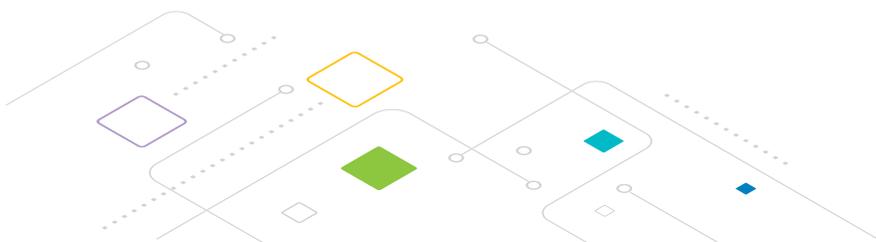
100% of the collaborators in Brazil made use of the meal vouchers. In the case of the transportation vouchers, due to the pandemic context, they were suspended because their use is solely for transportation to and from the office.

## Percentage of the workforce covered by collective agreements

GRI 102-41

	2020	2019
 <b>Argentina</b>	6,90%	6,90%
 <b>Mexico</b>	0%	0%
 <b>Brazil</b>	0%	0%*

\* Although there are no collective agreements in this country, they are governed by the agreement of the activity and have the benefits stipulated therein.



## Employee hiring and turnover

GRI 401-1

Hiring		2020	2019
Region 	Argentina	10	16
	Brazil	5	3
	Mexico	3	4
Age 	Under 25 years	6	9
	25 to 30 years	2	4
	Over 30 years	8	10
Gender 	Women	9	9
	Men	9	14

Turnover		2020	2019
Region 	Argentina	16%	17%
	Brazil	29%	8%
	Mexico	0%	28%
Age 	Under 25 years	48%	56%
	25 to 30 years	15%	27%
	Over 30 years	11%	11%
Gender 	Women	15%	13%
	Men	17%	23%

We highlight that the turnover rate (average registrations and terminations during the period / average number of workers at the beginning and end of the period) of the staff of CESSI (Software & IT Services Chamber of Commerce) companies in Argentina, according to the Chamber's report, was 30.2% in 2019.

# Open dialogue

GRI 102-11 • 102-33 • 102-34 • 413-1

At ESET we have an “open door” communication policy, offering the possibility for all the people who work in the Company to communicate, without intermediaries, with any member of the Management team. In this way, we enhance capabilities and joint work, conveying opinions to any member of the Organization.

**Our main communication channels are:**

## Global Intranet

The aim of this tool is to centralize all the local and global information that the collaborators should know about the Company (from useful information for new entrants, to policies, manuals and procedures of the different areas). Also, it will allow us to bond, inform ourselves, and interact with our colleagues around the world.

## Mailing lists

We have mailing lists to differentiate informal from formal communications and to establish, thereby, a centralization mechanism and an agenda for internal communications.

## Yammer

Due to the context created by the pandemic, we found ourselves with the need to generate greater proximity and interaction between people. For this reason, we decided to relaunch and encourage the use of Yammer, an internal social network where all the people who are part of the Company can interact through membership groups. Through this channel we share: informal communications, contests, challenges, internal videos, among others. In all cases, they promote keeping our culture alive and generating greater contact between all of us.

## All Leaders Meeting - Quarterly meetings

On a quarterly basis, we meet to review all the results achieved during that period and to generate actions that may include the participation of more than one area, as well as to share the experiences and developments of each one. All middle managers, executives, and managers participate, which represent 35% of the Company's personnel.

In this way, we encourage internal communication, we generate synergy between the different areas, and we provide transparency in information.

During 2020, four meetings were held, in which managers, middle managers, and executives of the Company participated, and each leader committed to transmit to their work teams everything that happened in these meetings.

## Review Meeting

Twice a year, our Head Office organizes a conference for all the collaborators in the world, through which the leaders of the Company show the results achieved and the planning for the coming months.

In Latin America, the **Chief Operating Officer** (COO) presents the local results and future planning to all the people who make up the regional offices. In both instances, a space for questions and answers is opened to address their concerns.

Due to the social, preventive and mandatory isolation (SPMI), instituted within the framework of the COVID-19 pandemic in Argentina, a situation that forced us to work remotely since March in that country, and a measure that we extended to all offices; these meetings were held in the three offices virtually and, monthly, for all of LATAM.

We encourage internal communication, we generate synergy between the different areas, and we provide transparency in information.



## Lunches with the COO

Upon admission of new collaborators, we organize group lunches with the General Manager of our Company. The goal is to create a space for dialogue, where they can learn more about the culture of ESET Latin America and its way of working. Likewise, it is a good opportunity for the General Manager to get to know more about the new entrants and to strengthen ties with each one of them. Managers from different areas and Human Resources representatives also participate in this meeting.

In 2020, it was held virtually between Argentina, Mexico and Brazil, and 23 Company collaborators participated.

## Suggestion box

In order to provide yet another tool for internal communication, that allows all personnel to present their concerns, suggestions, comments and/or proposals, we feature a suggestion box. The person who wishes to send his or her comment can write to the following email address:

✉ [sugerencias@eset-la.com](mailto:sugerencias@eset-la.com)

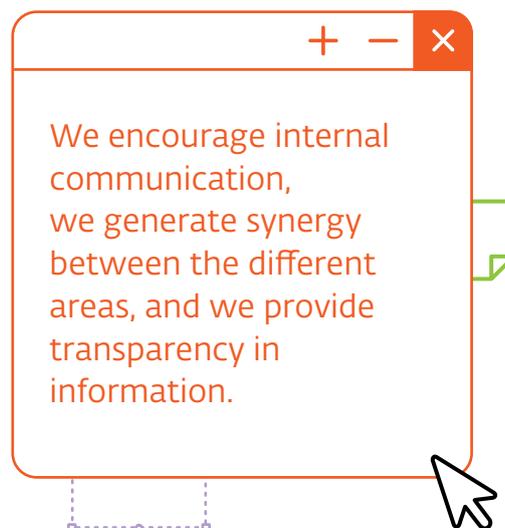
This is reviewed by the Human Resources Management of the Company. Once the suggestion, proposal, or comment is received, we have a maximum period of 30 days to prepare a response.

It is important to clarify that the mailbox does not disable the possibility of making suggestions through other more direct and daily means, such as, for example: a direct talk with a coordinator or manager, the direct proposal to the area to which

the improvement will affect, the direct suggestion to the Human Resources and/or Sustainability area, among others. During this year, we have not received any suggestions.

## Sustainability Committees

From the Sustainability area, as developed in the previous chapters, 3 Committees are coordinated. As part of their strategic role, they are in charge of identifying relevant issues to communicate to the Management.



# Think & Talk, sustaining ideas

GRI 412-2

This cycle of talks and activities, proposed by the Sustainability Committees, aims to provide our personnel with a space for talks, workshops and activities on relevant awareness-raising topics regarding sustainable development. During this year, due to the pandemic, all the activities were carried out virtually and reached all three offices.

1

From the Inclusion and Diversity Committee, we launched the *Debate en Medias* (Debate in Socks) activity, a space whose main idea was to raise debates to address diversity and inclusion issues in a thoughtful, innovative and relaxed way:

- ▶ The first Debate in Socks was about the labor inclusion of women; after watching together Pixar's short 'Purl' and an advertisement on masculinities, we discussed and shared impressions and reflections.
- ▶ The second Debate in Socks was about discrimination, following the events that occurred in the United States following the George Floyd case. On this occasion, we had the participation of Louis Yupanqui, a trans woman activist for the rights of Afro-descendants in Argentina. We were able to interview Louis and reflect together on the situation of Afro-descendant communities and the general discrimination that exists in the region.
- ▶ The third debate focused on the slogan 'Why does the pride parade still exist? Political and social challenges that concern us all.' In this last debate, we convened a panel with very special guests: Melina Kurin and Leona Wolf from the *Prisma-Dandara dos Santos* Collective, who told us about the current situation of trans people and the laws that protect them, and with Lucas Fauno and Manuel Aversa, from the *Asociación Ciclo Positivo* (Positive Cycle Association), who spoke about what happens with HIV in relation to the LGBTBIQ + community; also, we debated on why the pride parade is still necessary every year.

2

'Don't throw everything away!' was the first activity in charge of the Environmental Affairs Committee, together with the organization *Re Accionar*, which was carried out in October 2020. On this occasion, continuing with the implementation of best practices that help care for our environment, our personnel was able to clear out all the doubts that usually arise when sorting waste.

Environmental problems are already a reality and their consequences are increasingly serious and evident. But, just as we are part of the problem, we can also be part of the solution.

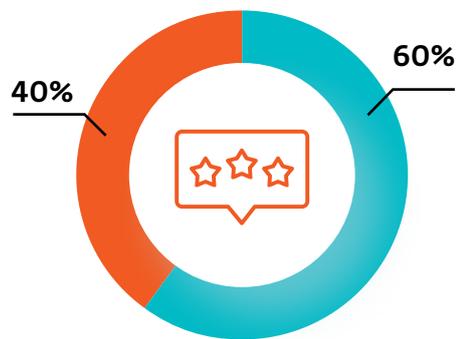
3

The Community Relations Committee carried out two activities:

- ▶ The first one was together with *Argentina Cibersegura*, in which we worked on what digital well-being implies and how to achieve it with small and simple changes in our daily routine.
- ▶ The second was focused on first aid at home and was in charge of the *Argentine Red Cross*.

We measured the satisfaction of the participants in these activities and the results were the following:

- Very good ✕
- Good ✕



# Talent management

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

The development of our collaborators is an issue that concerns us. For this reason, we have an annual training plan, through which they can access training according to their needs and interests. Moreover, we have performance assessments and a competency-based management, which promote the development of the people in the Company.

## Annual training plan

We have a specific policy that gives us the framework to plan the year of training and courses for each collaborator, according to the needs of the area to which they belong. On the other hand, the members of the Company themselves provide training to their colleagues, transmitting their knowledge on a particular topic and collaborating with the proper development of their work.

During 2020, we decided to deliver some of the training virtually, focused on certain Company profiles, to enhance their development and professional growth. In turn, and as part of our action plan within the Win-Win Program of UN Women, we worked on issues related to gender inclusion:

- ✓ Gender equality in companies: management tools
- ✓ Public speaking program
- ✓ Media training program
- ✓ Time management training
- ✓ Gender inclusion and unconscious biases
- ✓ Inclusive communication
- ✓ Technological tools
- ✓ Tools for measuring the wage gap

The main training topics were: Public Speaking, Time Management, ISO 9001 Standard Internal Audit Training, IT Security Certifications, and Uses of Office 365.

In order to assess the impact of this program, during the year we implemented satisfaction surveys on the contents, the performance of the supplier companies, the level of satisfaction perceived by the collaborators, the usefulness, the knowledge acquired and, also, on whether there is a need for further training.



hours of training were provided.

2020

2019

2018



Hours invested

2.968

2.382

2.325



Total collaborators

116

109

107



Average training

25,58

21,85

21,74



Trained women

55 52 51

Hours of training

1.666 1.113 1.061

Average training

30,29 21,40 20,80

Trained Managers

8 8 8

Hours

102

97

123

Average h

12,75

12,12

15,38

Trained Middle Managers

19 17 23

Hours

521

610

479

Average h

27,42

35,88

20,83



Trained men

61 57 56

Hours of training

1.302 1.269 1.264

Average training

21,34 22,27 22,57

Trained Analysts

89 84 76

Hours

2.345

1.675

1.724

Average h

26,34

19,94

22,68



## Induction plan for new entrants

With the aim of continuing to improve the internal processes, we implemented an induction process for new entrants for the entire region.

The first thing we did was to identify the needs area by area, and then, the needs of each position according to their function. Finally, each person in charge was tasked with designing these new inductions from scratch.

From now on, each LATAM entrant will have a defined induction plan according to the position they occupy in the Company. This will allow us to cover the initial knowledge that is needed to go through the first months.

- ✓ **We managed to add 8 new inductions to the 8 existing ones.**  
**18 new entrants were able to access the latest induction plan.**



## Language lessons

Despite the pandemic context, all lessons, of all languages, were maintained and taught virtually.

### English lessons

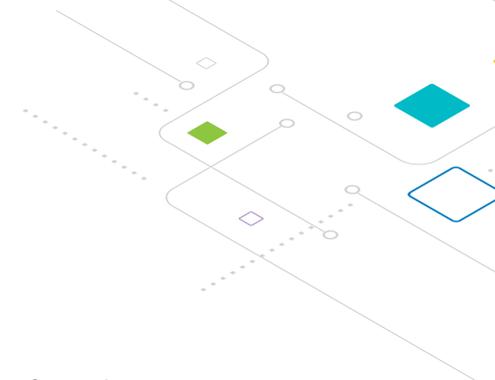
All the staff has the possibility of attending English lessons during working hours to improve their level in the language. ESET Latin America bears 100% of the training cost, including the materials they use. In this way, we seek to develop the person's knowledge, as well as to reduce the existing performance gap between the actual profile and the one required for the position.

- ✓ **72 people accessed this benefit and 1,370 hours of training were given.**

### Portuguese lessons

In Argentina, depending on the requirements of the position and the tasks to be performed, there is the possibility of taking Portuguese lessons. These are usually taught in person and during working hours; this year they were held virtually. The Company bears 100% of the training cost, including the materials they use.

- ✓ **16 people participated in this training and 250 hours of training were given.**



## Spanish lessons

In Brazil, depending on the requirements of the position and the tasks to be performed, there is the possibility of taking Spanish lessons. These are usually taught in person and during working hours; this year they were held virtually. The Company bears 100% of the training cost, including the materials they use.

✓ **6 people participated in this training and 96 hours of training were given.**

## Performance assessment by competencies and objectives

Managing our collaborators by competencies implies understanding their way of working, their capacities, and the fulfillment of the jointly proposed objectives for their annual work. It also implies understanding that our differences are what make us competent to perform each job successfully.

The purpose of implementing a competency management system is based on two interrelated axes. The first one is to procure that each collaborator is aligned with the Company's business strategy; the second is to develop people's capacities, so that this alignment is more effective and beneficial for both parties.

During 2020, this process underwent modifications. An assessment model implemented by our Head Office was adopted for all its subsidiaries. The main changes were:

- ▶ It went from being annual to semi-annual.
- ▶ The term "competencies" was changed to "aptitudes and abilities."
- ▶ A management tool began to be used to carry out the assessments (Workday).
- ▶ The self-assessment and the feedback from internal colleagues of the Company is carried out anonymously and includes the possibility of giving, or not, consent to the assessment received and the objectives set.

✓ **100% of the personnel of the 3 countries (Argentina, Mexico and Brazil) received their performance assessment.**

PROMOTE  
DEVELOPMENT

# Occupational health and safety

GRI 103-2 • 103-3 • 401-2 • 403-1 • 403-3 • 403-4 • 403-5 • 403-6 • 403-8

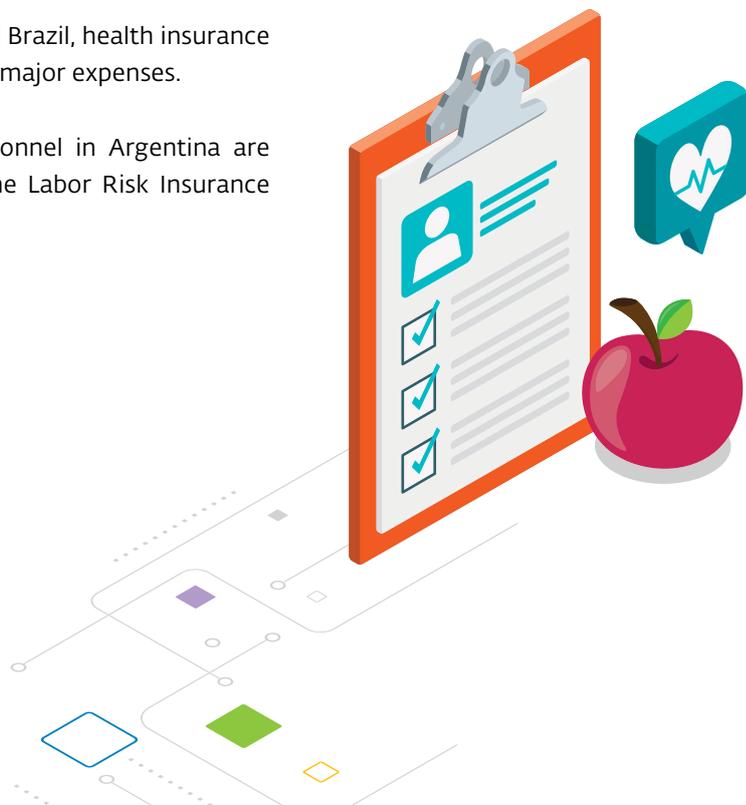
We care for the people who work in the Company, complying with the legal requirements in matters of Occupational Health and Safety, and ensuring hygiene and order conditions that propitiate a comfortable environment. Although we do not have a Health and Safety Committee, these issues are routinely addressed at management meetings.

It is important to point out that we do not have any positions whose performance has an incidence or poses a high risk to health.

- ✓ All health and safety issues are contained in the Commercial Collective Agreement, under which 6.90% of the staff of Argentina is grouped.
- ✓ In Argentina, we continue to provide private coverage *OSDE 410* for Managers and *Galeno Plata 330* or *Oro 400* for the rest of the collaborators and their primary family group, without having to pay any difference.
- ✓ In Mexico and Brazil, health insurance is granted for major expenses.
- ✓ All ESET personnel in Argentina are covered by the Labor Risk Insurance (ART) *Experta*.

On an annual basis, we offer the following training for all collaborators on occupational health and safety issues:

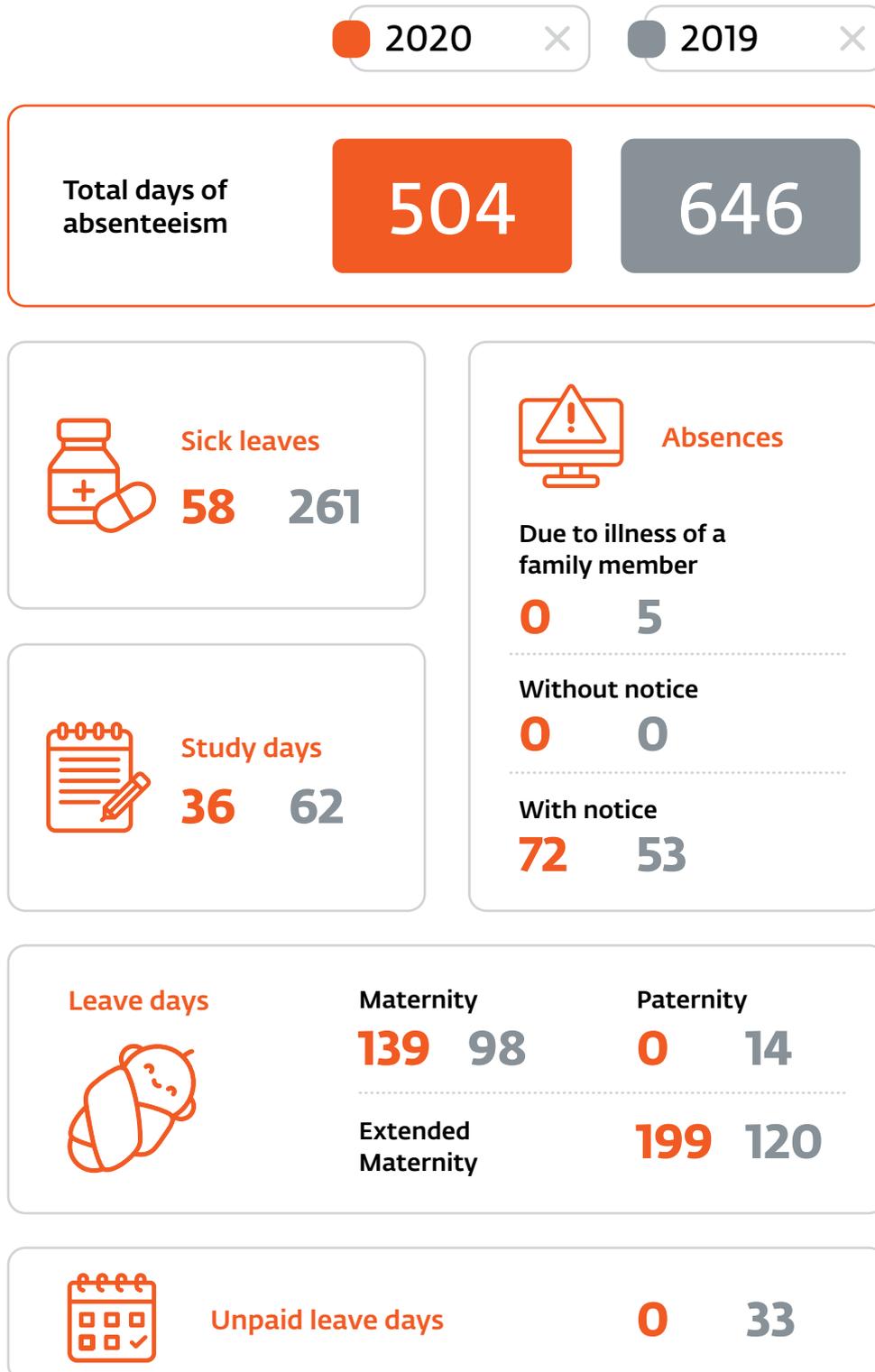
- ✓ Safety and Hygiene Induction: Safety at work, occupational accidents, and employee rights with regard to the ART.
- ✓ Fire evacuation training.
- ✓ Annual fire drill.
- ✓ First aid and ART trainings.



## Absenteeism and leave rates

GRI 401-3 • 403-9 • 403-10

During 2020, no work-related accidents or occupational diseases were reported.



Absenteeism 2020		Gender		Age			Country*		
Type of absenteeism	Total	Women	Men	Under 25	Between 25 and 30	Over 30	Argentina	Mexico	Brazil
Lost working days (ART)	0	0	0	0	0	0	0	0	0
Occupational diseases	0	0	0	0	0	0	0	0	0
No. of work-related fatalities	0	0	0	0	0	0	0	0	0
Sick leaves	58	22	36	7	8	43	45	0	13
Study days	36	33	3	11	14	11	36	0	0
Absences due to illness of a family member	0	0	0	0	0	0	0	0	0
Absences without notice	0	0	0	0	0	0	0	0	0
Absences with notice	72	43	29	5	11	56	69	0	3
Unpaid leave days	0	0	0	0	0	0	0	0	0
Paternity leave days	0	0	0	0	0	0	0	0	0
Maternity leave days	139	139	0	0	0	139	139	0	0
Extended maternity leave days	199	199	0	0	0	199	199	0	0
<b>Total days of absenteeism</b>	<b>504</b>	<b>436</b>	<b>68</b>	<b>23</b>	<b>33</b>	<b>448</b>	<b>488</b>	<b>0</b>	<b>16</b>

\* During the reporting period, this information could not be collected from the Mexico office due to various administrative difficulties. In turn, as most of the year the people from the 3 offices were working from their homes due to the Pandemic, many of the leave days were not registered, since they were carried out in a more "informal" manner as an agreement with the corresponding Supervisor/s, that is, without giving notice to the HR Area. This type of action reflects the flexibility with which we had to work during this period. For this reason, the comparison with the previous period will not be very relevant to draw conclusions in this regard..

Absentismo 2019		Gender		Age			Country*		
Type of absenteeism	Total	Women	Men	Under 25	Between 25 and 30	Over 30	Argentina	Mexico	Brazil
Sick leaves	261	164	97	12	88	161	180	51	30
Study days	62	40	22	32	15	15	62	0	0
Absences due to illness of a family member	5	4	1	0	0	5	4	0	1
Absences without notice	0	0	0	0	0	0	0	0	0
Absences with notice	53	24	29	4	6	43	40	5	8
Unpaid leave days	33	31	2	2	17	14	31	2	0
Paternity leave days	14	0	14	0	0	14	14	0	0
Maternity leave days	98	98	0	0	0	98	98	0	0
Extended maternity leave days	120	120	0	0	0	120	120	0	0
<b>Total days of absenteeism</b>	<b>646</b>	<b>481</b>	<b>165</b>	<b>50</b>	<b>126</b>	<b>470</b>	<b>549</b>	<b>58</b>	<b>39</b>

During 2019 and 2020, no absenteeism due to lost working days (ART), occupational diseases, or work-related fatalities were recorded.



## Ergonomics and Telework

In the context of the COVID-19 pandemic, we take care of the health of all the people who make up ESET, both the collaborators and their corresponding family members, allowing remote work, flexible hours and offering the possibility of taking the necessary ergonomic elements from the office (chairs, monitors, keyboards and mice), to ensure comfort and a good posture when teleworking from home.

## Blood Donation Campaign

The Community Relations Committee had planned, together with the Argentine Red Cross, an altruistic blood donation day in the Buenos Aires offices. Due to the pandemic, this day was readjusted into an awareness campaign in the three offices. It aimed to encourage donation, explaining the impact of this action, and also, information was also provided on the necessary requirements to be able to donate blood in a safe and healthy way.

## Personal well-being

GRI 103-2 • 103-3 • 401-2 • 403-1 • 403-2 • 403-4 • 403-5 • 403-6 • 403-7 • 403-8

At ESET Latin America we design our benefits policy under the premises of achieving a balance between work and private life, generating healthy habits that take care of the health, and supporting the professional development of each person.

### Work environment survey

As of 2020, we joined the global initiative and carried out our work environment survey. It took place in February and LATAM had a participation of 90%. The variables evaluated in the survey were: Work environment; Work satisfaction; Personal fulfillment; Tasks, processes and tools; Compensation and benefits; Direct superior; Corporate Management; Work team; Information exchange and communication; Employer (the company in general) and some open questions.

Among the most outstanding results, we can mention:

**72%**

is satisfied with ESET

**82%**

would recommend ESET to their friends

**82%**

would choose to work at ESET again

**86%**

is satisfied with the flexibility received from ESET

**87%**

considers having realistic goals and tasks

**72%**

is satisfied with their personal and professional development

**80%**

considers the work environment at ESET to be excellent or very good

The survey also evaluated the aspects most valued by the collaborators. The work environment, benefits, culture, and team work were the most mentioned.

After sharing the results with each of the areas, we worked in different virtual Workshops with the people who applied voluntarily, regardless of their role or hierarchy.

The objective of these spaces was to generate proposals for action plans, adapted to the needs and expectations identified.

Among the improvement opportunities that emerged from the results of the survey, 4 axes were chosen to work on in the workshops:

- ✓ Leadership
- ✓ Career plan
- ✓ Internal processes and planning
- ✓ Work and communication between areas

In these workshops, the main problems of each aspect were discussed in order to search for possible action plans. From each subject, 2 winning ideas were selected, giving a total of 8 action plans. These were presented and validated by the COO of LATAM and by the COO of the Head Office.

The goal for 2021 is to work on the defined action plans and to carry out the next global work environment survey in February 2022.

#### COVID 19

## Measures against COVID

Faced with this new pandemic context, different measures and considerations were taken. Mainly, we adapted benefits and incorporated new ones, and we also reinforced internal communication through different actions that are detailed below:

- ✓ Breakfasts connected with our COO: at the beginning of the pandemic, virtual breakfasts were organized on a daily basis by the COO, where any collaborator in the region could participate voluntarily, with the aim of sharing information about the area or making inquiries regarding the situation of the business and the Company.
- ✓ We shared weekly videos from the different area Managers on Yammer, with the aim of sharing, with the rest of the region, the work they had been doing in their area and how they were adapting to the new context.
- ✓ Informal videos of different collaborators were shared with a Ping Pong question-and-answer format. This initiative was also carried out on the internal social network Yammer.
- ✓ We carried out different internal surveys in order to measure the work environment and identify areas for improvement at different times of the year

We adapted benefits and created healthy habits:

- ✓ We shared best practices for remote work.
- ✓ We offered a talk on stress and anxiety management.
- ✓ We implemented Fridays without meetings

# Reforzamos la comunicación interna con:

- Desayunos con nuestro COO
- Desafíos y videos en nuestra red social interna
- Presentación de resultados mensuales
- Encuestas internas

Video describing the actions carried out against COVID-19.

## PING PONG ESET Vol I



Gabriela Rodríguez



Ana Pellegrino



Francisco De Assis Camurça Viana

Videos of question-and-answer Ping Pong made with collaborators



Videos of Managers describing developments from different areas and countries

# Benefits

## Balance between personal and professional life

### Flex time

In Argentina we have a flexible hours policy, for those occasions in which people need to adjust their work schedule to their needs, in the cases where their job position allows it.

### Home office

Each person has the possibility of working from home one day a week. In addition, we seek to promote the care of the environment to avoid – in this way – the commuting from home to the workplace every day. The benefit can be accessed by those people who have been in the Company for more than three months and have good results in their performance assessments. In addition, they must meet various technical requirements that ensure a good connection from home. The three offices in Latin America enjoy this benefit on a weekly basis.

Due to the pandemic context, on March 16, 2020, the mandatory home office was generalized in the 3 offices for 100% of the payroll, a measure that was extended throughout the year.





### Additional home office due to distance

At the Argentina offices, those people who reside more than 100 km away from the office can have 2 home office days a week.



### Summer schedule

In the summer months, those who work full time have, every other Friday, the possibility of leaving 3 hours early, both in Argentina and in Mexico.

✓ **91% of the workforce used this benefit.**



### Maternity and return to work

The mothers from the 3 offices in Latin America have the possibility of doing home office twice a week, from one month before starting their leave and until the baby turns one and a half years old.

2 collaborators took maternity leaves, 1 of them has rejoined the Company after her leave and the other resigned before her leave ended.



### Lactation room

In the Buenos Aires office we have a lactation room available to be used during the breastfeeding period.





### Paternity leaves

All fathers have 2 weeks of leave and the possibility of doing 2 home office twice a week, until the baby is 3 months old.



### Extended adoptive leave

We incorporated the possibility of adding 6 months of unpaid leave to the existing adoptive leave established by the law.



### ESET hours

We offer the possibility of taking half a day off per quarter to carry out personal procedures. This benefit can be used without having to compensate for it and is aimed at those people who work full time in the three offices in the region.

✓ **22 people enjoyed this benefit.**



### Children's birthday

All the people who have children under the age of 12 have the possibility of taking the day off on their birthdays.

✓ **12 mothers and fathers have enjoyed this benefit.**



### ESET in the world

All collaborators in the region have the possibility of spending one week working in an ESET office when traveling on vacation or on personal business.



### Birthday day off

We grant the collaborators of our three offices the possibility of taking the day off on their birthdays.

✓ **95% of the personnel enjoyed this benefit.**

## Health and Healthy Life



### Massages

Once every fortnight, everyone in the Buenos Aires office can enjoy a 20-minute massage session during working hours and completely free of charge.

COVID 19

Due to the pandemic context, this benefit was granted only in January and February 2020.



### Give More

We encourage our collaborators to get involved with different social causes, offering all of those who have participated in, at least, two volunteering activities organized by the Company, a working day off to address social causes of their choice.



### Vaccination campaign

Collaborators in Argentina have the possibility of getting the influenza vaccine annually. Its application is free of charge and takes place during working hours at the ESET offices.

#### COVID 19

Due to the pandemic context, this benefit could not be carried out.



### Active breaks

This activity consists of low-difficulty mobility and stretching exercises, and it takes place every 15 days at the workplace, guided by a professional, in the Argentina offices.

#### COVID 19

Due to the pandemic context, this benefit was offered in virtual mode and was extended to the offices in Brazil and Mexico.



### Healthy nutrition

We make fresh fruit and healthy snacks available to all collaborators in the common areas of the three offices. In turn, healthy snacks are also offered at team meetings and internal events.

#### COVID 19

Due to the pandemic context, this benefit was granted only during January and February 2020



### Gym

In our Buenos Aires offices, we contribute with the payment of 50% of the monthly fee of the *Vilo* gym, which is located in the vicinity of the offices.

#### COVID 19

Due to the pandemic context, this benefit was only used during January and February 2020.



### EAP Assistance Program

In the context of the pandemic, we found ourselves in the need to provide a more comprehensive support to people. For this reason, we implemented this new benefit, which offers the possibility of having psychological, nutritional, financial, and legal assistance. This can be accessed by collaborators from Argentina, Brazil, and Mexico, and their partners, for free.

✓ 32 people made use of this benefit.



### Movie/theater tickets

In Argentina, we give out free tickets for the cinema twice a year.

🚫 COVID 19

Due to the pandemic context, we replaced the movie tickets with a quarterly subscription on an online theater platform.

✓ 64 people enjoyed this benefit.

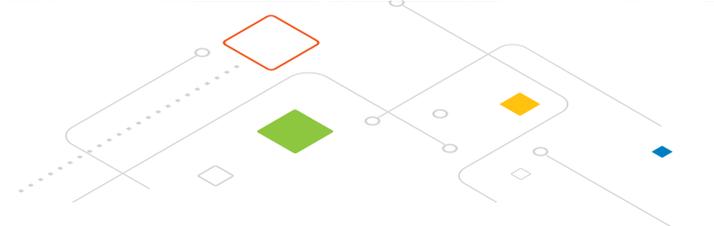


### Sports, cultural, educational and health activities

In Brazil, we signed an agreement with the SESC, which allows to access different cultural, sports, and educational activities at a significant discount or free of charge.

🚫 COVID 19

Due to the pandemic context, this benefit could not be carried out.



### Recreation room

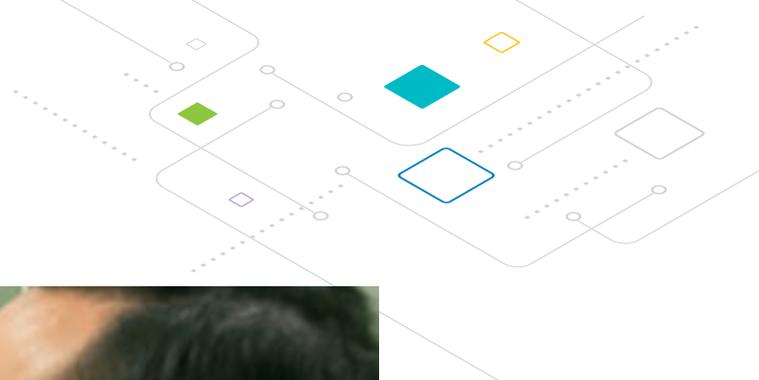
In our Buenos Aires offices we have a recreation room with various facilities: 32-inch TV, Play Station, ping-pong table, magazines, refrigerator, microwave, and tables and supplies for the preparation of breakfast and lunch.



### Enjoy Your Choice

It is a benefits program, especially aimed at coordinators, chiefs and managers in Argentina, which allows them to select from a menu the benefits they prefer, and they can change them according to their needs.

✓ 32 people accessed this benefits program.



## Personal Development

### Graduation award

All the people from the Buenos Aires, São Paulo, and Mexico offices who graduate, receive a financial recognition. The payment of an extraordinary sum is granted – paid as a one-time bonus – and is intended for any effective member of ESET Latin America who obtains a Tertiary and/or University degree. The diploma must be issued by officially recognized educational establishments, be they national or international, public or private.

✓ During 2020, 3 people received this award.

### Discount in Universities

We signed agreements with higher education institutions in Brazil, in order to provide a significant discount in the tuitions for Graduation, Technology, Postgraduate, MBA, and Specialization courses.

### ESET licenses

We delivered, free of charge, an ESET Internet Security Pack to the entire Company payroll at the regional level, which includes various antivirus solutions for different devices and operating systems.

✓ 72 ESET Internet Security Packs were delivered.

## Other Benefits



### Integration events

During 2020, we carried out the following integration events:

#### Argentina

- ✓ ESET Latin America Anniversary Party: we held a virtual event, where we had raffles, special mentions, and a Stand-up show.
- ✓ Team Building: all the areas carried out an activity during working hours, with the objective of strengthening teamwork.
- ✓ Quarterly Lunches: during the third quarter, team meetings were organized to share a relaxed moment among colleagues.
- ✓ Planning Sessions: the Company Managers met in August to carry out the Planning Session.
- ✓ End-of-the-Year Party: in December, the virtual End of the Year Party was held between the offices of Argentina, Mexico, and Brazil. The dynamic of entertainment was a virtual bingo, with prizes, raffles, and special mentions

#### MEXICO

- ✓ Halloween: a virtual costume contest was held among the entire office, and then the winners were voted on.
- ✓ Live Class with a Chef: everybody received a pizza kit at home to cook in a live class shared by the entire office.

#### Brazil

- ✓ End of year: a virtual meeting was held to share a relaxed moment with games and prizes. Everyone received a snack at their homes to share at that time.



## Parking

The Baiona building in Buenos Aires has 10 parking spaces, which are assigned free of charge according to category (Managers, Channel Managers, Middle Managers, Specialists) and then by seniority.

Brazil and Mexico each have 8 available parking spaces, which are distributed free of charge under the same criteria.

### COVID 19

Due to the pandemic context, this benefit could only be used during January and February.

## Gifts on special dates

In the month of their birthdays, we treated collaborators from all over the region by sending them individual cakes to their homes, as well as gifts on dates such as Mother's Day and Father's Day. In addition, we sent to each person's home a Christmas box with a gift for the end of the year.

## Anniversary gift

All collaborators who celebrate 5, 10, 15 and 20 at ESET are rewarded with a gift voucher, in all 3 countries, and working days off in the case of Argentina and Mexico.

✓ **14 people from the team accessed this benefit.**







# COMMUNITY

*#WeAreCommunity*

# COMMUNITY

MATERIAL TOPIC 1 3 2 4 5 7 14

At ESET Latin America we identify two methodologies for the assessment of the needs to address the work towards the community.

Regarding projects and programs aimed at providing education, information, and raising awareness on the safe use of technology, being a central part of our business model, the way of identifying needs is bidirectional; that is, on the one hand, the innovations, updates, technological threats, etc. that keep emerging, set the agenda on the topics, the methodology, and the channels to be developed and, on the other hand, the diverse needs arising from the community are incorporated. In the latter case, many of the needs and expectations of the community arise from the hand of the NGO Argentina Cibersegura and, based on them, the different projects and actions that we implement from the #WeAreCommunity Pillar are developed.

Outside of the issues related to information security, there are various other needs identified by the Sustainability Committees. As mentioned in the *This is what we are* and *This is what we do* Chapters, in these spaces work is done to listen to and attend to the diverse needs and expectations of vulnerable groups. In this case, we worked through alliances and collaboration agreements with expert civil society organizations that represent these populations, such as, for example, *Inclúyeme*, *Encontrarse en la Diversidad*, the *Empujar* program of the Pléroma Foundation, among others. Likewise, in some cases, the work implies the adherence and/or alignment of our practices to management models that consider the expectations of these populations; for example, we celebrate the UN Women WEPs.

## Education on IT Security

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

One of the main bets of ESET Latin America – since its beginnings – is the education and awareness in the field of information security in the community. To this end, we continuously develop diverse actions that seek to provide guidance and advice on information security, so that users know how to protect themselves while using IT tools.



The pandemic allowed us to deepen the impacts on education, promoting the democratization of quality knowledge.

The democratization of quality knowledge is a pending task for society. The pandemic, rather than preventing us from reaching our goals in this regard, allowed us to expand its impacts, broadening the range of issues addressed and the populations reached.



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

Given the particular situation that 2020 brought, all the talks were held virtually, allowing a greater number of students to be reached.

During the year, within the usual activities of the Antivirus Tour, we highlight the participation in three events in particular: Ekoparty, H4ck3d and DEFCON, which were very important due to their characteristics and the scope achieved. All three are conferences on information security; the first two are held in Argentina and the third has a global scope. All these activities were open to the general public and we participated in all of them thanks to the research activities carried out by the ESET Research Laboratory, managing to convey the significance that information security has attained in recent years to different audiences.

- ✓ **+10.000 attendees**
- ✓ **77 universities**
- ✓ **15 Latin American countries**
- ✓ **Since 2004, we have reached more than 80.000 students**



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

The site seeks to satisfy the general public, regardless of their level of knowledge. Thus, the contents are written in a way that they are interesting, both for the more technical

profiles as for the novice user who enters the portal in search of basic tips to protect their information.

WeLiveSecurity is an international proposal with research teams in Slovakia, the United States, Spain, Canada, Germany, Argentina, and Mexico, who work around the world to spread the latest security news and cutting-edge research. Currently, the news portal is available in English, Spanish, Portuguese, and German.



**WLS in Spanish**  
**5.093.046 visits**



**WLS in Portuguese**  
**910.855 visits**



It is a cycle of free on-site events that we carry out in the region since 2011. For each year/cycle, exclusive educational contents are developed and the main trends related to IT security are presented. The cycle aims to train and strengthen the ties between ESET Latin America, its Exclusive Distributors, its Partners, its main users and clients, and the wider community throughout Latin America. In this way, ESET Security Days turn out to be an attractive educational initiative made available to all those interested in learning more about IT security.

As a consequence of the pandemic, we have carried out the cycle 100% online, with live transmissions every day. This has allowed us to reach all the countries in the region, and even places we could not reach in person, sharing high-value content in each meeting and profiling the attendees at the same time, through strategically thought-out calls. This year, the focus was set on the main cyber threats, digital transformation, trends and complementary topics, such as information protection in ISPs and information technology solutions.

✓ Throughout **5 eventos realizados**, we obtained the participation of more than **3.000 attendees**.



## ACADEMIA ESET

CAPACÍTATE ONLINE CON LOS EXPERTOS EN SEGURIDAD INFORMÁTICA

We make the largest security e-learning platform in Latin America available to all Internet users. In this way, all those interested in learning more about the Internet, its risks, and modes of protection, have the possibility of taking free or paid courses on our portal. Once the content has been completed, registrants can take an online exam and, in case of passing, they can obtain a certification that endorses the knowledge obtained.

- ✓ **9.933 new people** registered in our e-learning platform, amounting to a total of **130.873 active users**.



PREMIO  
UNIVERSITARIO  
ESET

During this year, we carried out this competition, which seeks to promote research on IT security, incorporating a new way of doing it through a CTF (Capture The Flag), which is used to refer to the computing activity of solving challenges in order to obtain a text.

Through this award, we seek to distinguish the work of university and/or tertiary students from across the region, by means of a competition in which different knowledge is evaluated through different challenges. This initiative emerged with the aim of recognizing and rewarding the work and dedication of those who share with ESET the belief in the importance of research on information security to prevent the complex attacks that compromise the user. The winners are awarded with materials and devices, so that they can continue to advance with their research activities.

- ✓ **We had the participation of 31 teams** from different universities throughout Latin America.

GENERATE  
IMPACT



**PREMIO ESET  
PERIODISMO  
EN SEGURIDAD  
INFORMÁTICA**

This initiative is unique in the region and aims to distinguish the work of the professionals dedicated to technology journalism. This project was born in 2008, with the interest of recognizing the work and dedication of those who – like each member of ESET – believe in the importance of disseminating information for the knowledge and training of society in the prevention of attacks that compromise their security on the Internet.

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



**Graphic Press:**

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



**Digital Press:**

works published in digital media, portals, and blogs.



**Multimedia Press:**

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

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

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

The author of the best journalistic work is awarded with a trip to the Mobile World Congress, the world's most important congress on mobile communication, which is currently held at the *Fira de Barcelona*, Spain. Likewise, he or she is also invited to visit the ESET Headquarters in Bratislava, Slovakia. The people with the best works in each category (graphic press, digital press and multimedia press) are given a tablet, and special distinctions are also awarded to one work for per region (Brazil, Mexico, Andes, Rio de la Plata, Central America, and the South American Caribbean) with an E-Reader.

✓ We received a total of **193 works**.

## 2020 winners:



### Winner of the 2020 ESET Award for IT Security Journalism:

Felipe Savioli Payão Cruz and Renan Pagliarusi, from *TecMundo*, Brazil, for their publication "*Realidade Violada - Débito ou Crédito*" (Violated Reality - Debit or Credit).



### Winner of the Graphic Press category:

Juan Pablo Carranza, from *La Voz del Interior*, Argentina, for his report "*Detectan fallas de seguridad en el DNI digital*" (Security flaws detected in the digital ID)



### Winner of the Digital Press category:

Ramon de Souza, from *Canal Tech*, Brazil, for his article "*Deus do Cibercrime: a ascensão e a queda do maior defacer do Brasil*" (God of Cybercrime: the rise and fall of Brazil's greatest defacer).



### Winner of the Multimedia Press category:

Camila Inés Zuluaga, from *Blu Radio*, Colombia, for her work "*Tecnología para monitorear la pandemia: Salud vs. Privacidad*" (Technology to monitor the pandemic: Health vs. Privacy).

## Special distinctions by region:



### Brazil region:

Bruna Bezerra Damasceno Santos, from *Jornal O POVO*, for "*Riscos e golpes cibernéticos aumentaram durante a pandemia*" (Cyber risks and scams increased during the pandemic).



### Mexico region:

Christopher Holloway, from *IT Masters Mag*, for "*El estado de la seguridad IT en 2020: Las superficies de ataque se amplían y las personas nunca fueron tan importantes para la defensa*" (The status of IT security in 2020: Attack surfaces are expanding and people have never been more important to the defense)



### Andes region:

Sofía Pichihua, Peru, from *Agencia Andina*, for "*Estafas y fraudes online: ¡Cuidado con las falsas ofertas de trabajo en redes sociales!*" (Online scams and frauds: Beware of fake job offers on social networks).



### Rio de la Plata region:

Irina Sternik, Argentina, from *La Nación*, for "*Le robaron su Gmail, reclamó por el acceso a sus archivos y sentó un precedente local*" (They stole her Gmail, she claimed access to her files and set a local precedent).



### Central American region:

Tania Urías, El Salvador, from *El Diario de Hoy*, for "*El cibercrimen le cuesta a américa latina unos \$90.000 millones al año*" (Cybercrime costs Latin America about \$ 90 billion a year)



### South American Caribbean region:

Mayreth Casanova, Venezuela, from *El Pitazo*, for "*Enamorar por Internet: la nueva estafa que busca víctimas extranjeras desde Cabimas*" (Falling in love on the Internet: the new scam that seeks foreign victims from Cabimas).

We believe in the recognition of the work and dedication of those people who bet on the research on information security.



During this year, the organization held more than 250 online talks for educational, sports, and government institutions, and companies. Through these, more than 12,000 people from different localities in the country were reached. All of this was possible thanks to more than 150 spokespersons that collaborated voluntarily. Since its inception in 2011, the NGO has given more than 3,000 awareness talks.

On the other hand, the organization continues to bet on federal growth. This year it carried out a new nationwide online training for volunteers, where more than 30 people from different localities joined. Also, it continues to strengthen its regional coordination centers and referents located in Bahía Blanca, Mendoza, La Rioja, Chaco and Santa Fe.

It is important to highlight the commitment with the social campaigns that continue to be strengthened, such as “#NoAIGrooming” (NoToGrooming), which promotes the struggle against this problem that affects minors in the digital world, and in which ESET collaborators also participated. In 2020, the Organization participated in the creation stage of the National Grooming Prevention and Awareness Program, as well as in the enactment of Law 27,590 “Mica Ortega”, whose objective is to prevent, sensitize, and raise awareness in the population about the grooming or cyberbullying problem.

Some of the Managers of ESET Latin America are members of the Board of Directors of the organization. Furthermore, during 2020, the NGO continued with the volunteering modality that was proposed by the Company: the Cyberactivists Campaign. Being #Cyberactivist is BEING a responsible actor on the Internet and MAKING others be so too. This proposal aims to incorporate new and diverse ways in which collaborators can cooperate with the NGO:

- ✓ Being part of the creative team of *Argentina Cibersegura*.
- ✓ Being a tutor in the “*Mi Red Segura*” (My Safe Network) Contest, aimed at children and adolescents.
- ✓ Being a spokesperson for *Argentina Cibersegura*.
- ✓ Collaborating in the events and actions of the organization.
- ✓ Being part of the Educational Mentoring Team, whose responsibility is to train the new spokespersons, to continue transmitting the organization's message in all areas, to represent it in different actions of public exposure, and to educate the multiplying agents.

From ESET Latin America we collaborate with this NGO providing support from the different areas of the Company:

- ▶ From the Finance area, the invoicing and payment to suppliers was carried out, and all accounting and legal documentation was followed up.



- ▶ From the Marketing area, support and collaboration were provided in actions and events (2020 educational event, joint webinars, award ceremony for the “My Safe Network” Campaign, delivery of recognitions for volunteers, among others), as well as the design and assembly of graphic pieces, and the development and maintenance of the website.
- ▶ From the Communications area, the organization’s press actions were handled and developed.
- ▶ From the Operations area, operational support for systems, email, and drive was provided.
- ▶ From all areas of the Company, the necessary 30 working hours were provided for mentors and spokespersons to carry out the talks and trainings.

Finally, as every year, we carried out the annual educational event, with the objective of providing formal and non-formal educators with tools for the digital world. The event was held online and consisted of an entire week of training, with 2 talks per day. More than 1,700 people participated and, with the aid of leaders in education and technology, tools and information were approached

to those who have the challenge of educating, regardless of the field in which they perform.

- ✓ **Monetary donation: 15.526 Euros**
- ✓ **Valuation of the resources provided by ESET as a donation: 18.255 Euros**

**Being a #Cyberactivist is BEING a responsible actor on the Internet and MAKING others be so too. This proposal aims to incorporate new and diverse ways in which collaborators can cooperate**



Since 2015, and taking the Argentine and North American experiences as a reference, work began with the *Mexico Ciberseguro* initiative. This is a proposal promoted by ESET Latin America, together with other Mexican organizations, such as the Valle de Mexico University, Santillana, the National Autonomous University of Mexico, and the National College of Technical Professional Education, among others.

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

✓ **7 talks were given for 140 participants.**



From ESET, we want to facilitate and accompany all the people who are going through this complex task of being parents in the digital age, and help them protect their children without needing to be a technology expert. For this reason, we encourage fathers, mothers, and educators to improve their knowledge and experience on the Internet, accompanying them along this path. To that end, we created this platform that puts valuable educational content at their disposal, so that they learn to care for the minors while using the web, and so that they can build, together, a healthy and safe space for the boys and girls.

We participated in the online event: **DigCit Summit 2020**, in which our specialists gave the talk: "How to accompany boys and girls on the Internet and create good digital citizens". There, they talked about technology as an ally: resources and tools for distance education, advice and reflections on the healthy use of the Internet under confinement, and security practices to implement as a family, and a review of the concepts: privacy, identity, sexting, and grooming. In addition, we managed to incorporate 3 sponsors who support the initiative.

The new content produced during this year addressed the following topics:

- ▶ Digital inclusion: differences unite us
- ▶ YouTube Kids: fun and protection for young children
- ▶ Changes in the YouTube Kids privacy policy

- ▶ New music app for boys and girls: Spotify Kids
- ▶ Webinar: accompanying families in times of quarantine
- ▶ Boys and girls in quarantine: at home and with the family
- ▶ Have you ever dreamed of teaching from your couch?
- ▶ Control Z: a teenage drama in the digital era
- ▶ Knowing Tik Tok
- ▶ Multiplatform digital tools for entertaining at home
- ▶ Webinar: What are teens exposed to in the digital era?
- ▶ Twitch: risks and particularities of live streaming
- ▶ Digitized childhood: how to take advantage of technology at each stage of growth
- ▶ Boys, girls, and networks: main risks and challenges



We launched the digipais.com portal in Brazil. We had 42,785 logins and the following contents were generated in Portuguese:

- ▶ Digitized childhood: how to take advantage of technology at each stage of growth
- ▶ Twitch: risks and particularities of live streaming
- ▶ Multiplatform digital tools for entertaining at home
- ▶ Knowing Tik Tok
- ▶ Control Z: a teenage drama in the digital era
- ▶ Have you ever dreamed of teaching from your couch?
- ▶ New music app for children: Spotify Kids
- ▶ What you need to know about the changes in the YouTube privacy policy
- ▶ YouTube Kids: fun and protection for children





Three new  
**Allies**  
Herbalife, Municipality  
of Lima, Empathy



**201.204**  
logins in Latin  
America



**779**  
Registered users  
on the platform



## Webinars

**1**

**633**  
Enrollees

**276**  
Attendees

**2**

**516**  
Enrollees

**140**  
Attendees

**3**

**390**  
Enrollees

**170**  
Attendees

## Awareness talks

Several years ago we set out to create ties with sustainability areas of other companies, in order to work on and articulate joint initiatives. Through these alliances, we were able to provide awareness talks on privacy and safe technology for the personal use of networks, devices, etc. Depending on the needs of the collaborators of each organization, content made from our Digiparents initiative was proposed for mothers and fathers, or general content for the public at large.

During 2020 we held 3 talks, two of them at the Herbalife company, in which we had a total of 30 attendees. These talks were held in person, since they took place in February. The third was carried out virtually for the collaborators of the INTIVE Company, in which 35 people participated.



# Corporate Volunteering

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

It is important for us to try to generate continuity, a bond beyond the specific activity that is carried out. For this reason, we develop different proposals that transcend the activity itself: our contribution with the NGO *Argentina Cibersegura*, the relationship with the San Fernando Social Diner, and our participation in the *Comprometidos* (Committed) project and the *Empujar* (Push) project. These are all examples of the approach that we initiated a few years ago and that we intend to strengthen over time.

Due to the pandemic, we focused on those projects that continued virtually. 14% of the people who work in the Company participated as volunteers in these initiatives. Although voluntary participation in these projects decreased notably, we succeeded in increasing the participation of our exclusive distributors in this type of activities by 800%.

We seek to provide a framework in which the people at ESET can develop their community-oriented personal interests and, also, to encourage community contribution from our place.

**Conectados, entra en acción (Connected - Take Action):**

**Argentina Food Bank**

 Internal and external dissemination of campaigns

---

**San Fernando Social Diner**

 **229 kg** of food

 **30** Christmas boxes donated

### Comprometidos

**100**  
youth

**18**  
countries

### Empujar

**376**  
youth

**36 h**  
of volunteering

### Media Chicas



**6.500**  
women impacted  
by the programs



**2.794**  
women trained

### Chicas en Tecnología



**2** Webinars

We increased the participation of our Exclusive Distributors by 800%.  
14% of the people who work in the Company participated in the volunteering initiatives.

## Conectados - Entra en Acción (Connected - Take Action)

It is our direct action volunteering program. Within the framework of this program, we offer our collaborators and business partners several actions each year, in which, in articulation with a civil society organization, we participate in specific half-day activities.

We believe in articulation and teamwork; for this reason, we work with different organizations, generating joint projects and supporting some already existing ones. During this year, unfortunately, this initiative only had one on-site activity, which took place in Mexico before the confinement began in Latin America.

In addition, from our head office, donations were made to various health organizations aimed at meeting the needs of the Pandemic.



## Piedra Grande Huixquilucan

Together with our business partners Imagen TI and Werfern, we participated in the collection and delivery of toys, sweets and warm clothes to more than 500 boys and girls in the Piedra Grande Huixquilucan community.

In turn, due to the pandemic, from the Community Relations Committee, we approached some of the organizations with which we had been working, to find out what needs they had and understand how we could collaborate. Thus, we collaborated with:

### Food Bank Argentina

We helped with the dissemination of solidarity Campaigns, spreading them among the external and internal stakeholders of the Company

### San Fernando Social Diner

We donated



**229 kg** of food



**30** Christmas boxes



## Social and labor inclusion at ESET

As part of our commitment to the Sustainable Development Goals (SDGs), from ESET Latin America we began to work strongly on issues of social and labor inclusion. For this purpose, we work with different organizations, generating joint projects and supporting some already existing ones. During 2020, we worked with Ashoka, Socialab, Unesco, Pléroma Foundation, Media Chicas, among others.



As part of our support for the development of projects that promote social inclusion and innovation, and for the fourth consecutive year, we joined *Comprometidos*, carried out by the NGO Ashoka, with the support of Socialab and Unesco. This year the program changed its format, with the aim of consolidating the community of young people that was formed thanks to the path traveled through its 6 years of experience. For this, all the young participants from previous editions were invited, especially those who had participated in the co-creation and acceleration stages; 100 were selected, who showed evidence of having their own project underway, with special focus on those that sought to adapt to the context of the pandemic.

Each selected person was offered a 3-month virtual accompaniment, which included webinars by specialists, debate and exchange forums, activities, and external challenges and opportunities, among other benefits. After this accompaniment period, 10 projects were chosen, which advanced to an intensification stage, culminating in a virtual event during which presentations were made to various allied companies and organizations, to promote their visibility and expand their contact networks.

From ESET Latin America we maintained our alliance, and our collaborators, together with the exclusive distributors, participated as advisers who provided consultancy on specific topics, based on their skills and knowledge, and taking into account the needs of each team.

✓ **100 youth from 18 different countries in the region participated.**

GENERATE  
IMPACT



For the second consecutive year, we joined the *Empujar* Project of the Pléroma Foundation. This organization aims to provide employment opportunities to young people between 18 and 24 years old in vulnerable economic and/or social conditions and with the desire to progress, promoting their personal and social development through an educational program or that trains them in employability skills and abilities.

From ESET, we participated in the various virtual activities that were carried out, among them, “*Entrevistas que Empujan*” (Pushing Interviews). Within the framework of this activity, we gave 3 talks on IT security issues, the use of Excel, the preparation of the CV, and the use of social networks to find a job. In turn, from the Human Resources area, we participated in mock job interviews.

- ✓ Throughout 2020, **376 youth** were accompanied. From ESET, **11 people** participated, and **36 horas** were destined to this project.



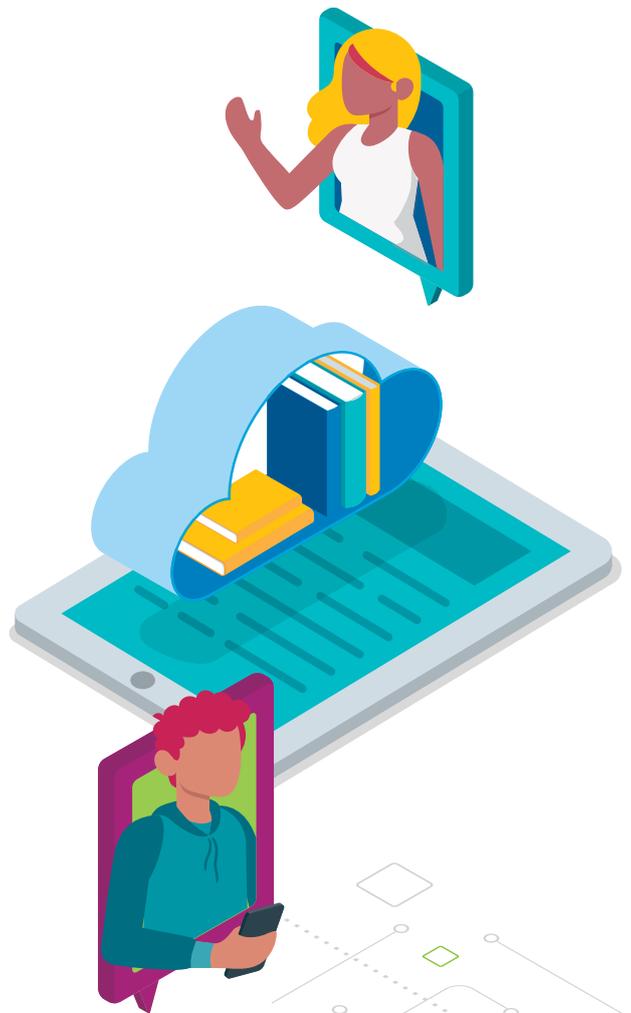
As part of our strategic alliance with *Media Chicas* (a non-profit organization that aims to reduce the digital gender gap through the inclusion of women in science and technology), we carried out various activities during the year.

At the beginning of the official confinement in Argentina, we participated in a webinar held by the organization on online security in its Cycle *#mequedoencasa* (#Istayathome). In this talk, our security specialist, Denise Giusto Bilic, talked about different concepts that encompass online security, together with journalist Irina Sternik and Ailín Castellucci, Ambassador of the Ekoparty

In July we also joined JUMP! in the first edition of this virtual Conference on technology with gender inclusion in Latin America. During the event, various workshops, talks and conferences were given, which pursued the objective of achieving knowledge, connecting people, empowering talent, making the culture of diversity visible and contributing, in this way, to a change in paradigm that enables women's access to technological spaces. Denise Giusto Bilic and Cecilia Pastorino, IT security specialists from ESET Latin America, participated with the talk “Security in IOT (Internet of Things): The central question: Smart home, smart decision?”

2,690 people participated in this free event. 70% of the audience was made up of women and trans people, there were 21 speakers and it consisted of 10 hours of live streaming. In turn, thanks to the work of the organization, 6,500 women were impacted by the programs and 2,794 received training.

In July we also joined JUMP! in the first edition of this virtual Conference on technology with gender inclusion in Latin America.



## chicas en tecnología

In 2019 we started working with *Chicas en Tecnología* (Girls in technology), an organization that, since 2015, promotes various programs and initiatives to motivate, train, and accompany the next generation of women leaders in technology.

Within the framework of this alliance, we held 2 introductory webinars on IT security, led by Cecilia Pastorino and Denise Giusto, cybersecurity specialists at ESET. In 2020, the ESET Latin America webinars were included in the fixed training offer of the organization's virtual campus. All the beneficiaries of *Chicas en Tecnología* can access them to train in various topics related to new technologies.

In 2020, the ESET Latin America webinars were included in the fixed training offer of the organization's virtual campus







# ENVIRONMENTAL DIMENSION

*#WeAreAware*

# ENVIRONMENTAL dimension

GRI 103-2 • 103-3

MATERIAL TOPIC 12 13

At ESET Latin America, we have an active commitment with the care of the environment and we are concerned that our collaborators act accordingly, not only within our facilities, but also in their private sphere as agents of change.

Although our activity does not generate a great environmental impact, we take into account and are aware of the effect that our operations may have on the environment.

Since the SPMI (Social, Preventive and Mandatory Isolation) instituted in March of this year, the collaborators of our three offices have been working from their homes. For this reason, it was not possible to closely monitor the environmental impact measurements. Still, it can be clearly appreciated that, thanks to the almost complete cessation of activities in the office, the environmental impact decreased notably, since they were virtually uninhabited all year round.

During the year, we continued to focus on raising awareness and implementing best practices that transform consumption habits and the efficient use of natural resources. Due to the previously described context, this work was addressed, especially, in the adaptation from the personal and family sphere.



## Awareness actions



### Municipality of Vicente Lopez

For more than 7 years, ESET Latin America has had a very fluid contact with different areas of the Municipality of Vicente Lopez, the locality in which our Buenos Aires offices are located. Within the framework of this relationship, during 2020 we continued to accompany the Municipality with the “Green Days” of differentiated waste collection.



[www.vicentelopez.gov.ar](http://www.vicentelopez.gov.ar)



### Urban Gardens

At ESET, we believe in the importance of generating green spaces within our offices, and raising awareness about their care. For this reason, at the Buenos Aires office we continued with the maintenance of our plants and vertical gardens.



### Guardianes Verdes (Green Guardians)

To take care of green spaces and think strategically about generating new ones, we continued with the *Guardianes Verdes* project. This volunteering initiative consists of a group of collaborators who take care of the gardens and plants, and think together of new proposals to carry out. For this purpose, we organized a Virtual ESET Cleaning Day. This virtual campaign invited all the work teams of the three offices to participate in a contest through our internal social network, where they had to make a presentation on how they were recycling, reusing and separating waste in their homes.



### Environmental care training

Within the framework of our new cycle of talks and activities, Think & Talk Sustaining Ideas, this year we articulated with two civil society organizations, to fulfill the objective of raising awareness among our collaborators. The first activity consisted in joining the Challenge for The Planet initiative, promoted by the IARSE (Argentine Institute of Corporate Social Responsibility). This proposal featured various talks, challenges, and activities around environmental issues. In addition to supporting this initiative, we participated by disseminating, internally and externally, the content provided.

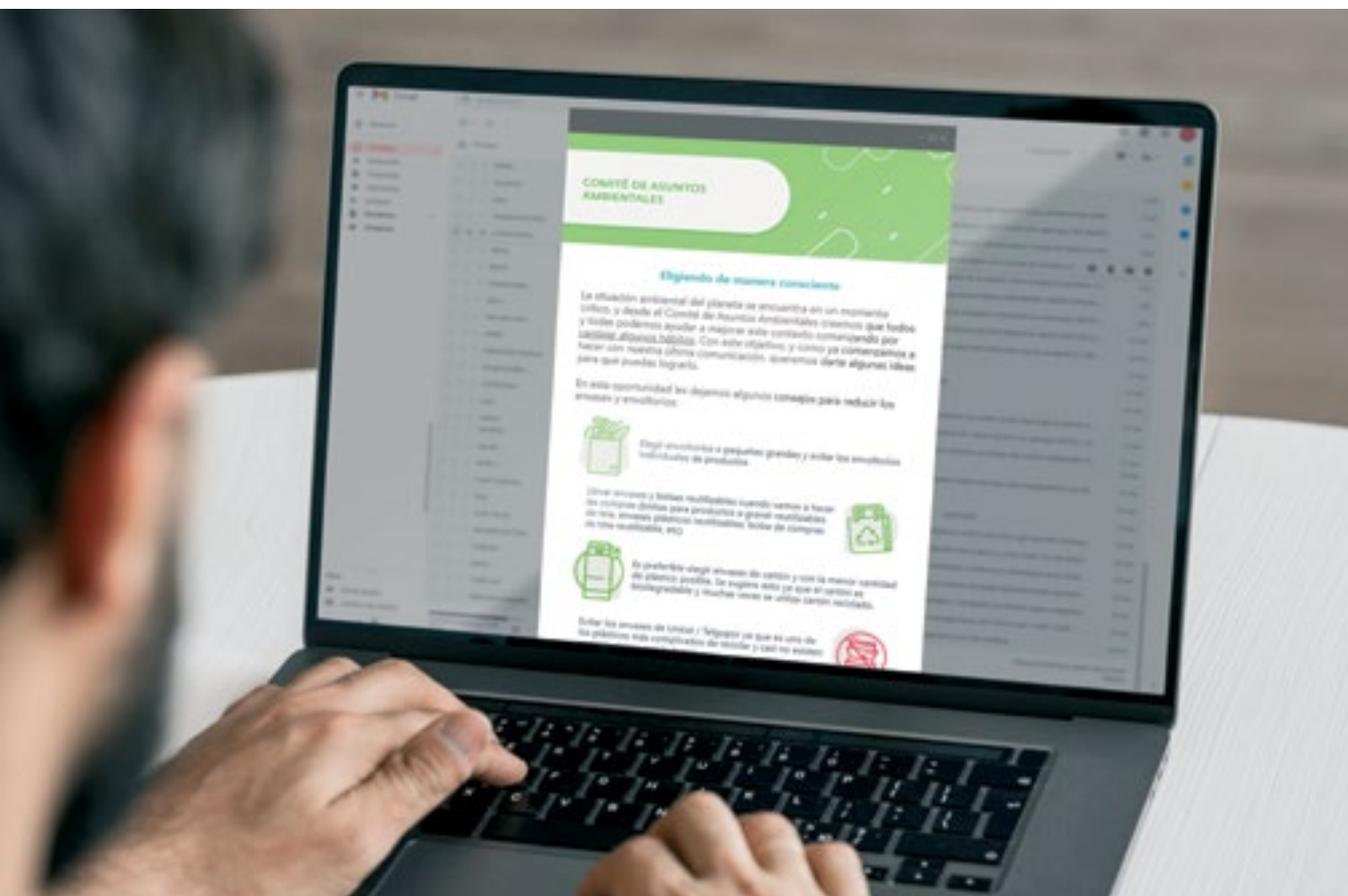
The second activity involved convoking the people from *Re Accionar* (Re Act), to tell us about how to manage our waste, adapting it to the new reality, which involves spending a lot of time in our homes.



## “Change of Habits” Campaign

From the Environmental Affairs Committee, we developed an internal campaign with different communications, with one main objective: to become conscious consumers.

Through this campaign, we provided information on how to care for natural resources, how to sort waste, and how to mitigate the environmental impact in the face of the new habits (use of facemasks and alcohol gel, among others). We also provided information on entrepreneurship and businesses in which you can obtain everyday products that have no negative environmental effects.



# Energy consumption

GRI 302-1 • 302-4

During 2020, we reduced energy consumption by 32% in the offices in Argentina and 38% in the offices in Brazil. This decrease is due, almost completely, to the fact that since mid-March all offices began with remote work in their entirety.

The measurement of this consumption in the offices in Mexico is difficult, since they are rented in a shared building in which we do not have access to this information.

Consumption in kW/h Brazil	2020	2019	2018
January	482	832	835
February	757	1.196	901
March	589	812	688
April	410	851	975
May	295	757	669
June	270	665	666
July	286	456	559
August	299	507	590
September	275	566	586
October	287	646	539
November	1.031	597	631
December	399	618	649



Consumption in kW/h Argentina

	2020	2019	2018
<b>January</b>	8.919	9.264	9.266
<b>February</b>	10.509	10.420	11.406
<b>March</b>	8.780	7.984	11.999
<b>April</b>	7.629	5.997	10.370
<b>May</b>	3.091	6.484	8.013
<b>June</b>	3.458	7.898	7.920
<b>July</b>	3.626	7.089	9.483
<b>August</b>	3.338	8.317	9.656
<b>September</b>	3.034	7.810	10.112
<b>October</b>	3.333	6.832	10.123
<b>November</b>	3.774	7.094	6.123
<b>December</b>	3.898	8.415	7.366



Total  
**63.389**  
kW/h

Total  
**93.604**  
kW/h

Total  
**111.837**  
kW/h

REDUCE  
CONSUMPTION

# Process improvements to reduce our environmental impact

To take care of resources, reduce our carbon footprint, and generate practices in which we can be agents of change, we have implemented the following actions in the offices of ESET Latin America:



## Monthly maintenance of air conditioners

We continued with the maintenance of the air conditioners. It is proven that an unmaintained air conditioner, every 1 or 2 years, consumes twice the energy. In addition, we have built-in temperature control, through which the general temperature of the offices is established and, thus, that of each unit, avoiding extreme temperatures and unnecessary energy consumption.



## #MartesDeEscalera (#StairsOnTuesdays)

This proposal began in the spring of 2019, to encourage the use of the stairs, not only to promote healthy habits, but also to save the energy required by the use of the elevator.

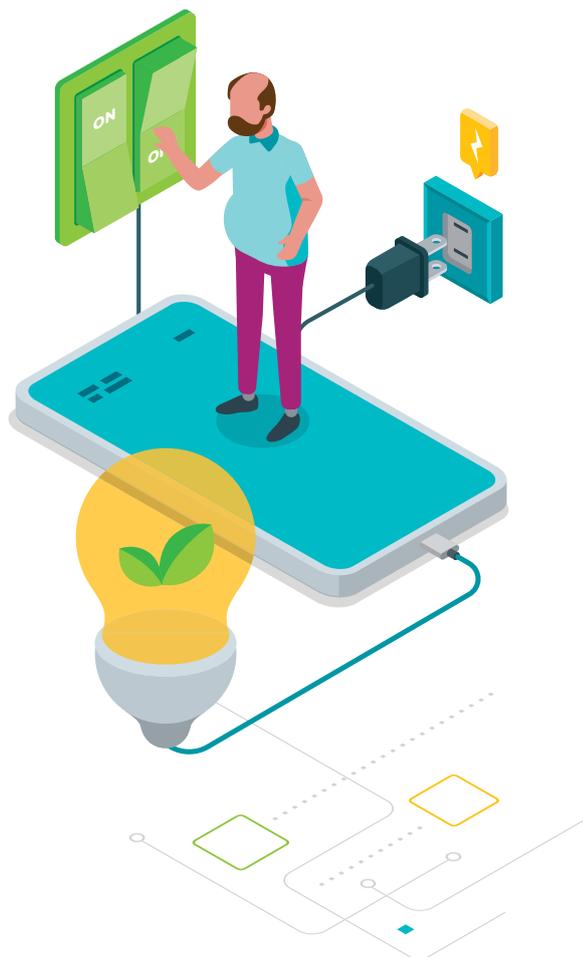
Despite the SPMI, this year we continued to make our collaborators aware of this good and healthy practice, which offers both environmental and physical benefits.



## Virtualization of servers

We continued the virtualization guidelines on our servers. Among the different advantages offered by this technology, the optimization of the use of energy resources stands out, since several virtual machines are housed within one physical host server.

This is how we continue to bet on this solid technology, which, in addition to being a very good solution, turns out to be effective in terms of energy saving.



# Waste management and reduction

GRI 306-1 • 306-2 • 306-3

The main materials we consume comprise, among others, office, stationery, and computer supplies, and merchandising for internal and external events.



## Waste Sorting Program

Most of the waste is that generated in the offices and in the staff canteen (paper, cans, glass, and plastic), and it is managed through the Waste Sorting Program.

During 2020, the first 3 months of the year in which we attended the office in person, we continued to sort the waste in the three countries. Despite not physically attending the workplace, we continued to raise awareness with emphasis on the importance of source separation, but, also for this reason, we do not have metrics on this indicator.

lunchtime and we manage to reduce the consumption and utilization of single-use plastics. To encourage this practice in Buenos Aires, in coordination with the shops in the area, we procured different agreements and discounts only for those people who take the plastic container to put the purchased food in.

In turn, for several years now, in the offices in Buenos Aires, our coffee machines do not provide disposable plastic cups as a default option, thus reducing consumption by 10,162 disposable cups annually.



## Reduction of single-use plastics

With the aim of reducing the amount of plastic containers and plastic bags that are generated when we buy food, for over a year now, we have incorporated into our welcome kit, which we hand to each person who enters the Company, a reusable bag, a reusable plastic container, and a reusable aluminum straw. In this way, we promote the use of these utensils at





### Reuse of plastic bags

For several years now we have incorporated, in our three offices, plastic bag containers in order to store them there and reuse them.



### Reduction of sweetener sachets

Sweetener sachets are made of a material that, for the time being, is not possible to recycle in Argentina. In order to reduce this type of waste, we decided to start buying light sugar<sup>4</sup> in bulk and liquid sweetener in our Buenos Aires offices, to complement the sweetener sachets.



### Double-sided printing

All collaborators have a printer configuration manual to preset double-sided printing in the three offices. This manual is sent periodically once every quarter, to remind everyone how to establish the indicated settings.



### Installation of hand dryers

More than a year ago, to reduce the consumption of paper towels in the bathrooms, we installed 4 electric hand dryers in Buenos Aires. In this way, we reduced the consumption of paper towels used to dry our hands by 55% per quarter (during the months of the year in which we attended the Buenos Aires office).



<sup>4</sup> Light sugar tastes like regular sugar but has half the calories; it contains more than 99% refined sugar combined with aspartame and acesulfame K. In this way, it doubles the sweetening power of sugar.





# VALUE CHAIN

*#WeAreReliable*

# Our Exclusive DISTRIBUTORS

GRI 102-9 • 413-1

MATERIAL TOPIC **1** **4** **5** **6** **7** **8** **11**

During 2020, the new reality, which forced everyone to rethink the workspaces and the way of working, also allowed us to rethink the participation of our Exclusive Distributors in different initiatives and activities.

As a first activity, a meeting was held in which all the Distributors shared how they were coping with the pandemic, the practices that were adopted from HR, and the actions planned in relation to the business and towards the community.

90% of the Exclusive Distributors participated in the *Comprometidos* program, not only supporting the initiative financially, but also actively participating as volunteers.

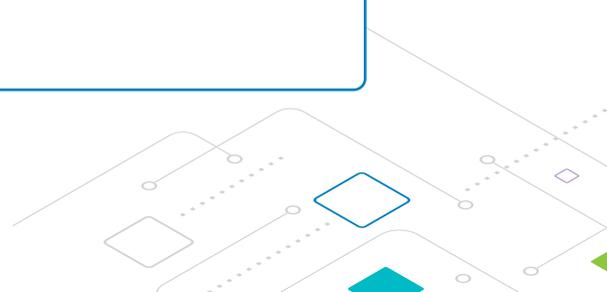
In turn, Sistec, our exclusive distributor in Peru, gave a talk about digital inclusion for the collaborators of the rest of the Distributors: *Las diferencias unen* (Differences unite us), in charge of the Occupational Therapist María Jáuregui Puertas.

Finally, 90% of the Distributors participated in the Diversity Management course, carried out by the organization *Encontrarse en la Diversidad* (Meeting in Diversity), in which aspects of diversity related to the management of organizations were discussed in depth.



“It was a very nice experience to be able to help, from our different types of background and knowledge, other young people to achieve their professional development projects and see how they also collaborate with society. It is very gratifying to know that we were able to contribute our bit in its execution.”

**Marielos Rosa,**  
Operations Manager ESET CA





“This initiative, well, it was a nice experience; in my case, there were few interventions, maybe because the subjects, they were not related to the cybersecurity area, most were in favor of the environment or marketing, but the truth is, it was a very nice experience to interact with people from other countries and learn. Also, we had the opportunity of participating in several conferences with foreign speakers and on various topics.”

**Juan José Pérez,**  
Brand Support Specialist ESET El Salvador



“I am very proud to be a volunteer, it inspires me to be an agent of change, to open our horizons, to help others; this project definitely motivates us to be better professionals and human beings; I am very grateful for the opportunity and for being part of this movement, I am very proud to work at ESET.”

**Luis Serrano,**  
BDM ESET El Salvador

Since mid-March, all the collaborators of our Exclusive Distributors began to work remotely. Faced with this, new actions were implemented to guarantee their well-being, fluid communication, and the continuity of work during the pandemic, and, in other cases, existing ones were adapted in order to respond to the new demands.

## Our Distributors



Percentage  
Men



Percentage  
Women

Logintel	72%	28%
Sistec	56%	44%
SIAT	46%	54%
Frontech	62%	38%
VideoSoft	60%	40%
Bsmart	56%	44%

### Logintel

Age	Men	Women
20 to 30 years	28,6%	21,4%
31 to 40 years	14,3%	-
41 to 50 years	7,2%	-
51 to 60 years	21,4%	7,1%

### Frontech

Age	Men	Women
Up to 25 years	10%	6%
26 to 30 years	10%	-
Over 31 years	42%	32%

### Sistec

Age	Men	Women
Up to 25 years	2%	2%
26 to 30 years	10%	10%
Over 31 years	44%	32%

### VideoSoft

Age	Men	Women
Up to 25 years	-	-
26 to 30 years	-	-
Over 31 years	62%	38%

### SIAT

Age	Men	Women
20 to 30 years	7%	24%
31 to 40 years	15%	14%
41 to 50 years	12%	3%
51 to 60 years	1%	1%
61 to 70 years	2%	1%

### Bsmart

Age	Men	Women
Up to 25 years	2%	2%
26 to 30 years	10%	10%
Over 31 years	44%	32%

### Microtechnology

During the reporting period, this information could not be fully and accurately collected, nor could it be compared with 2019, due to various administrative difficulties and the very different context faced by the pandemic and remote work in this country.



**ESET Venezuela**  
**Represented by Logintel**

**Community**

USD 1.512



- ▶ A technological alliance agreement on cybersecurity was signed with the Lazarus IT Research Center.
- ▶ Various virtual talks were held on computer security issues; one, within the framework of the Young Entrepreneur Support Program (PROAJE Online, for its initials in Spanish), of the Association of Young Entrepreneurs of the Simón Bolívar University.
- ▶ Together with their business partner Alterinfo C.A., they donated nine smart phones to the Colegio Fe y Alegría Monterrey Educational Unit, Baruta Municipality, to be delivered to the teachers of said institution, with the aim of improving distance education. Thanks to this action, 370 students were able to receive counseling, phone calls, and the sending of materials.
- ▶ The accompaniment work for students from the San Agustín El Paraíso School (CSAP), who developed a special research project on the subject of cybersecurity, was completed.

**Collaborators**

USD 4.204



- ▶ The staff was provided with ergonomic headphones and licenses to protect their personal equipment and devices. Also, they began to hold daily virtual meetings with the entire work team.
- ▶ Regarding professional development, the Support Management attended the "Information Security" workshop, organized by STIT Consultants and the HR Manager. In addition, participation was taken in the second edition of the training course on Diversity Management, in charge of the organization Encontrarse en la Diversidad, with the objective of raising internal awareness on Diversity and Inclusion issues.
- ▶ The Health and Life Insurance plan with broad coverage was given continuity for all the people of the Company, and integration activities (birthday celebrations and festivities) continued as every year

**Environmental dimension**

USD 400



- ▶ Paper consumption in the office decreased by more than 95% and the document digitization process increased significantly.
- ▶ The paper recycling activities were continued through the recycling company REPAVECA. Using 2 ecological boxes arranged in strategic points of the office, more than 60 kg of paper were collected during the year, delivered by the rest of the companies in the Sartenejas Technology Park of the Simón Bolívar University, where the offices of the Company are located.



- ▶ The collection of cell phone batteries, exhausted toner cartridges, energy-saving and fluorescent light bulbs, and plastic containers continued, which were disposed at the Ecological Kiosk of the Simón Bolívar University.
- ▶ Posters to raise awareness on saving electricity were placed and the benefits of drinking water were promoted in the dispensers of the Sartenejas Technology Park facilities, spaces in which the Company's offices are located.

**Value chain** USD --- ▼

- ▶ The #MejorQuedateEnTucasayCertificate (#BetterStayAtHomeAndGetCertified) campaign was launched to continue encouraging business partners to complete their certification processes.
- ▶ Virtual socializing meetings were held to maintain a fluid bond and follow up on concerns and requirements.



**Community** USD 1.200 ▼

- ▶ Virtual talks were held promoting the Digiparents initiative and seeking to incorporate more allies.
- ▶ Two new strategic alliances were generated, one with the Municipality of Lima through the "Lima Educación" (Lima Education) project and the other with the Empathy Psychological Center, which provided support for the talks with its staff of psychologists.

- ▶ 16 virtual talks were held, whose main subject was “IT risks in schoolchildren”, which had a reach of 1,254 people trained.
- ▶ 7 virtual talks were held for clients, reaching 440 participants, where the following main topics were discussed: Best practices in cybersecurity and How to protect devices from cybercriminals.
- ▶ A virtual talk on information security was held at the Private University of Tacna, reaching more than 140 students.
- ▶ Participation was taken in the GAME JAM: La Gran Batalla (The Great Battle), organized by Toulouse Lautrec for the benefit of the Casa Magia Shelter, for children with cancer.
- ▶ In alliance with the Peruvian APP *Alerta PC*, 40 IT security technicians were trained and certified.

## Collaborators

USD 10.900

- ▶ A training session was carried out to fully exploit the use of technological tools for the management of virtual meetings and training.
- ▶ Weekly virtual breakfasts were held to help the teams communicate in the new reality.
- ▶ From the HR area, a constant monitoring of the situation of each collaborator was carried out, so that they could perform their functions properly.
- ▶ A personalized follow-up was carried out of those people who were affected by COVID-19, providing the necessary support.
- ▶ The benefits and training plan policies continued: educational preventive health talk, virtual stretching and cardiovascular exercise sessions, and various social celebrations.
- ▶ An anti-COVID kit (facemasks, antibacterial gel, and face shield) was sent to the entire team. A mental health talk called “Managing psychosocial stress in the context of COVID” was developed.



## Environmental dimension

USD ---

- ▶ To deepen the best practices in the care of natural resources, a talk on environmental care was provided, in charge of a specialist in the field; two infographics were sent to collaborators and partners; the first, "Recycling in times of quarantine," and the second, "Saving energy in confinement;" a contest of Halloween masks made with recycled materials was held; an informative video on recycling from home was disseminated internally, supporting the campaign launched on November 8 by the Ministry of the Environment (MINAM), "At home I recycle", which promotes the sustainable use of waste from each household.

## Value chain

USD 97.000

- ▶ 400 anti-COVID kits (facemask, antibacterial gel, and face shield) were sent to channels and wholesalers, with all the biosafety protocols.
- ▶ A virtual booklet of stretching exercises and cardiology issues was developed, under the guidance of a specialist, to encourage business partners to engage in physical activity and work on reducing stress in times of quarantine



**ESET Guatemala | ESET El Salvador**  
**ESET Nicaragua | ESET Honduras**  
**ESET Costa Rica**  
**Represented by SIAT**

## Community

USD 1.300

- ▶ Within the framework of the Digiparents initiative, talks were given in which a total of 900 fathers and mothers participated.
- ▶ Together with clients and channels, webinars related to teleworking and the importance of protecting information in companies and businesses were offered; featuring a total of 2,700 participants.
- ▶ Food and supplies were distributed to more than 400 people affected by hurricanes ETA and IOTA in Honduras.
- ▶ Products and services were provided, free of charge, to the Teletón Honduras Foundation, contributing to the digital transformation, so that they can continue to care for patients remotely. In Guatemala, support was given to the campaign "Commemoración a víctimas de hechos de tránsito 2020" (2020 Commemoration of victims of traffic accidents), and in Nicaragua a team of boys and girls was sponsored for the Comtech Fortnite Videogame Tournament.



**Collaborators** USD 25.633 ▼

- ▶ Infographics related to productivity and well-being in teleworking were shared.
- ▶ Training was carried out on team management and remote work.
- ▶ Part of the Internet service was subsidized.
- ▶ The necessary technological tools and flexible hours were provided.
- ▶ After the mandatory quarantine, for those people who had to attend the office due to their role or for some eventuality, transportation was provided and the spaces were equipped with the necessary sanitary measures.
- ▶ The benefits policy was adapted to the pandemic times: study grants, training, and celebrations, were awarded, among others

**Environmental dimension** USD 200 ▼

- ▶ Due to the social distancing measures and teleworking, electricity consumption decreased by 39%.

- ▶ Best practices were adopted to continue and strengthen the care of the environment:
- ▶ use of energy-saving lamps and light bulbs; maximization of natural light in offices that have a window; installation of aerating faucets that help reduce water consumption in offices in El Salvador;
- ▶ switching elevators on after 8:00 am and off after 05:00 pm;
- ▶ decrease in the use of paper, since the almost complete implementation of telework, and as internal management authorizations are made by email; an awareness campaign was carried out to turn off electrical appliances once the working day is over, and awareness campaigns were conducted on caring for the environment in general, among them, on the production and replacement of plastic, the care of water, local consumption, and maximizing the energy used.
- ▶ Many collaborators use an awareness caption at the bottom of the email signature, which suggests avoiding the printing of the email.

### Value chain

USD 6.760



- ▶ Training and tools on products and services continued to be provided to all business partners, as well as the dissemination of awareness on the safe use of technology.



**ESET Colombia**

**Represented by Frontech Ltda.**

### Community

USD 2.100



- ▶ A total of 275 licenses were donated to the following civil society organizations: Matamoros Corporation, Proaves Colombia Foundation, Soacha Social Corporation, Niños de los Andes Foundation, organizations with which the Company has maintained a bond for several years.
- ▶ Throughout the year, we worked with the youth of the Niños de los Andes Foundation, contributing to their mental and physical well-being, especially in the context of the pandemic:
  - ▶ They were provided with counseling, support, and emotional accompaniment.
  - ▶ Different activities, workshops, and personalized mentoring were conducted.
  - ▶ For 5 months, 3 times a week, they were offered aerobic activities, crossfit and dance.
  - ▶ Board games, biosafety masks for the Foundation staff, a computer, and snacks were donated for Christmas.
- ▶ An awareness talk was held for 15 youth between 13 and 21 years old on Sexting, Grooming, Privacy, and Cyberbullying.
- ▶ Supplies were donated to 26 peasant families, and toys were given to the boys and girls of the same community.

## Collaborators

USD 1.998

- ▶ Faced with the pandemic situation, in order to continue operating without being forced to make a more drastic decision, during the first months of confinement some people were suspended, others had their working hours reduced, and the managerial staff reduced their salaries.
- ▶ As of March 16, the entire Company worked remotely throughout the year, providing each person with the necessary tools to do so.
- ▶ Work continued with the benefits policy adapted to the new virtual normality.
- ▶ Nutritional counseling, active breaks, recreational activities, hygiene and health workshops, biosafety protocol, and mental health sessions were held.
- ▶ The Coexistence Committee remained active, with the aim of knowing and assessing the complaints or concerns of the collaborators.

## Environmental dimension

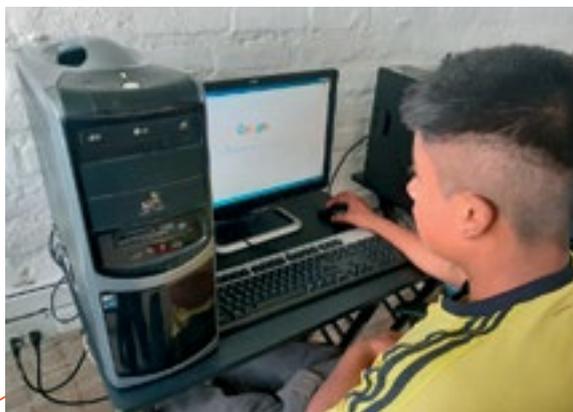
USD 380

- ▶ 300 native trees were planted in the Piedra Gorda village, in the Municipality of Sora, Boyacá. It was a task that allowed the participation of adults, boys, girls, and youth from the region.
- ▶ The Company has had a business forest since 2013, in the La Poma Ecological Park (natural reserve); given the age of these trees and the number of specimens planted, the average CO<sub>2</sub> capture is 2,100 t/ha/year.

## Value chain

USD 1.465

- ▶ Throughout the year, training was provided to business partners on products and selling methods in the face of the new reality.





**ESET Ecuador**  
**Represented by BSmart**

**Community**

USD 3.000



- ▶ Various awareness campaigns were carried out on the safe use of technology aimed at different audiences.
- ▶ Awareness talks were held at the CNT (National Telecommunications Corporation).

**Collaborators**

USD 7.250



- ▶ For the return to the workplace, during November, a new work modality was established for the following months, which consisted of 90% teleworking and 10% on-site work or coworking.
- ▶ A vacation policy and a leave policy were developed in line with the new work modality.
- ▶ A plan of monthly meetings was established to check the status of the teams and review strategic plans.
- ▶ A drug discount and credit benefit was launched with pharmacies with home delivery service.
- ▶ A public speaking course was provided.
- ▶ Talks were given, in which psychological tools were offered for the management of emotions and family life in times of COVID-19.
- ▶ A survey was carried out to know the emotional state of the collaborators.
- ▶ Recognitions were awarded for the work in times of COVID-19.
- ▶ The celebration of important days continued virtually, and the presents pertinent to each commemoration were delivered to the homes of the collaborators.
- ▶ Talks on biosafety and disinfection protocols were held, and protective equipment was delivered.
- ▶ A campaign of interactive recreational activities was carried out, prepared by each area, for the entire Company.

**Environmental Dimension**

USD 379



- ▶ Work was carried out on the generation of campaigns that promote environmental care, seeking that the practices have an effective continuity and do not become fortuitous actions.
- ▶ A Certification was obtained from the Ministry of Environment and Water, which evidences the low environmental impact of the Company.

▶ **3R Program – RECYCLE, REDUCE, REUSE:**

This internal awareness and action program began in 2015 and its implementation continued throughout all these years.

**RECYCLE:** Information campaign on the importance of recycling.

**REDUCE:** Handwashing campaign to take care of COVID-19 and awareness of the good use of water.

The handling of digital files and electronic signatures was promoted, significantly reducing the use of printing paper since the pandemic began.

**REUSA:** The reuse of paper and the use of sheets on both sides were promoted. Regarding the reuse of plastic containers, it was relegated due to the little information available on the sources of contagion of COVID-19.

- ▶ A review was made of the Company's digital park, where the conditions of the cellular equipment were verified. The equipment that fell into disuse was collected and sent to the recycling depots of the telephone companies.
- ▶ An internal campaign was carried out on the importance of parks and forests, and each collaborator was given a plant to place in their homes.
- ▶ A group activity was carried out in the ecological reserve, in order to have contact with nature and visit a place where care is taken for the forests and non-renewable resources.

**Value Chain**

USD 33.495



- ▶ Various talks on products, services, sector news, and sustainability were given to business partners.
- ▶ Virtual networking events were held, which were reinforced by sending presents to each participant's home.
- ▶ An end-of-the-year event was held for clients at Pacari, a B corporation that elaborates chocolate with an emphasis on environmental care and the development of the local community. During the event, the sustainability management of Bsmart and Pacari was presented.



**ESET Panamá**

**Represented by Microtechnology**

**Community**

USD 300



- ▶ Although the situation was very complicated, support was achieved through a donation to Casa Esperanza, an organization with which Microtechnology has maintained a bond for years.

## Collaborators

USD ---



- ▶ Panama was greatly affected by the pandemic, being the country with the lowest growth rate in the entire region. This situation hit the Microtechnology offices hard.
- ▶ Following the measures announced by the government to avoid massive layoffs, the company was forced to give vacations to almost the entire workforce, continuing with its suspension after April, leaving only 3 people active. During those months, salary advances were provided to the suspended employees to help them until the situation was normalized.
- ▶ In August, some people began to be reinstated.
- ▶ As all the collaborators continued their work remotely, the David City office was closed, leaving only the Panama City office active.
- ▶ The work modality changed completely with virtuality and generated the opportunity to work remotely, hiring people from other countries.
- ▶ In October, on-site work could be resumed.
- ▶ Due to the pandemic, the year ended with only 6 of the 11 people the company had, of which 50% maintain a part-time contract.

## Environmental dimension

USD ---



- ▶ With the closure of the David office, all the equipment that fell into disuse was recycled accordingly.

## Value chain

USD ---



- ▶ For several years now the Company has made a food donation together with its business partner Network Consulting, but due to the announcement in December of new closure measures and sanitary cordons throughout the country, this activity was suspended.



**ESET Uruguay**

**Represented by Videosoft**

## Community

USD 238



- ▶ A virtual awareness talk was given at ANIMA, a technological and administrative high school that trains boys and girls from vulnerable populations. 20 students from the ICT and Administration orientations participated. Also, they were sent a gift of alcohol gel and face masks.

- ▶ The content produced by the Digiparents initiative continued to be disseminated on the Company's social networks.

### Collaborators

USD 1.221



- ▶ Due to the particular situation in Uruguay, it was not necessary to work remotely, so Videosoft collaborators continued working from the office.
- ▶ The benefits policy continued to be implemented with some adaptations, so as not to generate so much traffic of people and suppliers in the offices: virtual English lessons, virtual stretching classes, etc.
- ▶ Christmas gifts were given to everyone in the company.

### Environmental dimension

USD 202



- ▶ The battery collection campaign *#YoRecicloPilas* (*#IRecycleBatteries*) continued, in which, year after year, the community and its business partners are invited to join by placing containers in different parts of the city. During 2020, 9 full drums were delivered to WERBA (comprehensive waste and recycling solutions).
- ▶ Waste sorting began to be implemented in the offices.
- ▶ Awareness posters on the care of natural resources (water, electricity, etc.) were put up.
- ▶ To raise awareness in the community about these issues, all actions were published on the Company's social networks..

### Value chain

USD 143



- ▶ To extend the sustainability actions to business partners, they were sent, together with the 2019 Sustainability Report, a bag with seeds to plant, emphasizing the importance of environmental care.



# Aligning our work

GRI 103-2 • 103-3 • 416-1

## Digiparents Certification

In order to align our awareness actions and guarantee their quality, we feature the certification on the Digiparents initiative. Through this, we provide tools, align concepts, and guarantee that the awareness talks of each Distributor are delivered correctly. Only certified personnel from each Exclusive Distributor can give these talks to the community.

- ✓ 20 people started the certification and 8 were certified.
- ✓ In total, we have 64 people in the process of certification through the platform and 20 fully certified people.



It is ESET Latin America's channel program for Partners in the region. It is a business development tool that seeks to help grow and empower the firms that market the Company's products through 4 pillars:



### Categorization

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



### Training

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



### Benefits and incentives

We motivate and reward Partners for their commitment and effort, providing them with tools that facilitate the management of their business and their relationship with the clientele. Within this pillar is the ESET Sell & Win Program for sellers, which awards prizes to vendors for the sales achieved. Throughout 2020, more than 10,000 points were redeemed between the Partners in Argentina, Mexico, and Chile.



### Acknowledgments

We value and reward the quarterly sales performance of Partners through the ESET Rewards Latam initiative. Likewise, we highlight the performance, growth, and implementation of sustainability actions and success stories through the different categories of the ESET Partner Awards ceremony.

In 2020, the program was relaunched, due to the new identity that seeks to reflect collaboration, transparency and progress. In addition, we have updated the benefits adding more value and ease of work to our chain.



Partners are the main ambassadors of our brand and one of the most important axes of our business. For this reason, we developed this training and certification program for ESET business partners. Through it, Partners acquire the necessary knowledge and tools to be able to provide an excellent service to their clientele, offering complete and efficient advice on their solutions, in order for them to fully deploy their business opportunities.

- ✓ **3,277 students throughout the region.**
- ✓ **1,747 participants with memberships.**
- ✓ **140 obtained the ESET Partner Certified status.**
- ✓ **1,530 participants with free memberships.**
- ✓ **688 people achieved all their certifications.**



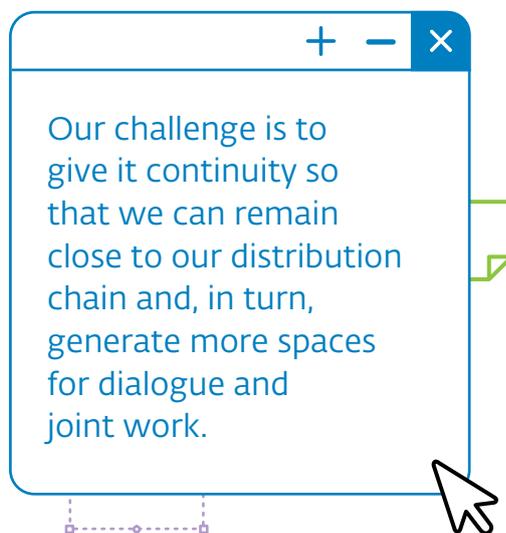
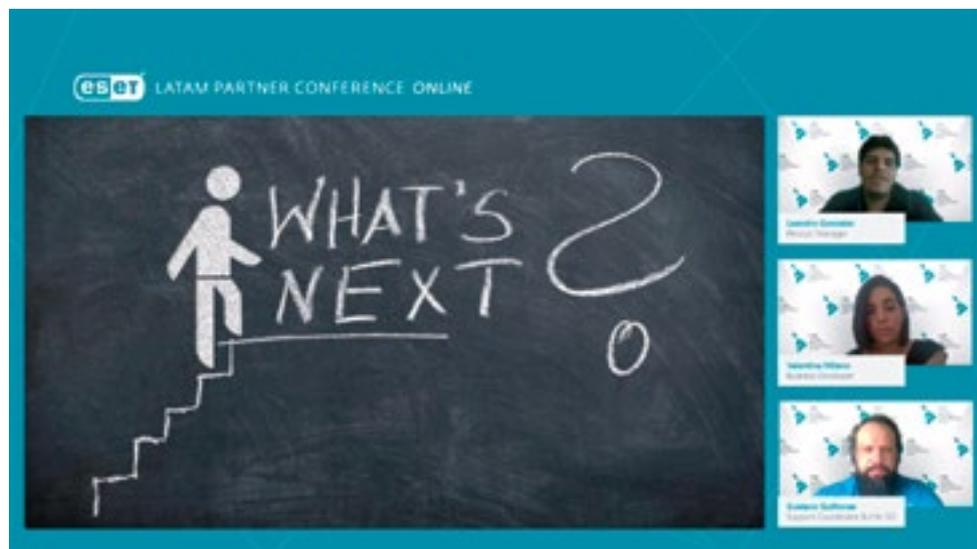
This is an annual event that we organize at ESET Latin America for the channel, searching for different venues each year. The 2020 edition, unlike previous editions, was held 100% online on Tuesday 1, Wednesday 2, and Thursday 3 December. Due to this new modality, we had the participation of more than 200 guests from all over the region, including Exclusive Distributors, Partners and Wholesalers.

During the 3 days of live streaming, different ESET speakers made various presentations where they shared not only the objectives achieved during the year, but also the challenges to be met, tools available for business development, launches, product news, etc.

In addition to the streaming sessions, recorded presentations were shared, which were available to the guests during the week of the event and are still available for consultation. These complement the live presentations, providing relevant information to the users.

In addition, in order to generate a relaxed space for contact, where guests could share comments, questions, and photographs, we created a private group on social networks, where those who interacted could participate in a game with awards.

The ESET LATAM Partner Conference is very important for the Company. Despite the pandemic, we challenged ourselves to give it continuity so that we could remain close to our distribution chain and, in turn, generate more spaces for dialogue and joint work.





Since 2011, we have developed the ESET Partner Day, a cycle of events oriented to the sales channels in different Latin American countries, whose main objective is to strengthen ties with our business partners and offer them updated contents on the industry and on information security trends. Likewise, they are a good occasion to discuss the needs and opportunities of each sales channel, and thus, be able to collaborate with the growth of their business.

These spaces achieved sufficient versatility to adapt to the local needs of each market, allowed the recruitment of business partners, strengthened the ties with smaller Partners, and reinforced institutional developments and product launches.

During 2020, we transformed the modality of this event from on-site to 100% online and the results exceeded our expectations. We managed to unify and offer a regionally structured and standardized agenda, common to all countries. Moreover, additions were made in those markets where the channel had particular needs, customizing the information focal points.

As an example of this, in the latest edition of the event in the Southern Cone, we were able to divide and provide training according to the Partner's trajectory working with ESET.

It has taken place in Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Mexico, Paraguay, Peru, and Uruguay. 6 face-to-face events were held in February and March; then, we conducted 4 virtual ones through our ESET Training Program platform and 1 through YouTube, with more than 500 participants throughout the region.





**eset** PARTNER CONNECTION

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

**eset** WORLD PARTNER CONFERENCE

Every year, at a global level, ESET organizes the ESET World Partner Conference. It is a meeting especially aimed at all ESET Exclusive Distributors worldwide, in which collaborators from the different offices of the Company also participate. It is a unique space to make presentations, hold work meetings, and share information among the different offices and the Exclusive Distributors of ESET. It takes place in a different country every year with the participation of many Exclusive Distributors of ESET Latin America, as well as some collaborators.

Due to the pandemic, the 2020 edition was held virtually on June 16, 17 and 18. On this occasion, the event had a very varied agenda, in which different representatives of ESET gave live presentations, and also complementary recorded presentations were offered, for guests to access at any time. Some of the contents exhibited were oriented to results, objectives, product launches, and many other topics related to channels and brand development.



Without a doubt, this event, regardless of its presentation format, continues to be a very important space for the Company, which allows us to be connected, offer spaces for dialogue, work together, and access news for the work and daily development of each country.

## The companies that supply us

GRI 102-9 • 103-2 • 103-3 • 204-1

### Operating costs and payments at ESET Latin America offices

2020		2019	
Investment	% of expenditure per country	Investment	% of expenditure per country
<b>Argentina<sup>(*)</sup></b>			
€1.350.971	62%	€1.772.505	60%
<b>Mexico</b>			
€471.450	21%	€841.061	28%
<b>Brazil</b>			
€361.606	17%	€362.525	12%
<b>Totales</b>			
<b>€2.184.027</b>	<b>100%</b>	<b>€2.976.091</b>	<b>100%</b>

<sup>(\*)</sup> This information considers only the VAT purchases, not the accounting imputation.

## Classification of companies by size

2020	Individual supplier company	Corporate supplier company	Total
<b>Investment</b>			
Argentina	€50.892	€1.300.079	€1.350.971
Brazil	€79.571	€460.874	€540.446
Mexico	€31.840	€439.610	€471.450
<b>Number of supplier companies</b>			
Argentina	81	177	258
Brazil	21	72	93
Mexico	38	102	140
<b>% of investment</b>			
Argentina	4%	96%	100%
Brazil	15%	85%	100%
Mexico	7%	93%	100%

2019	Individual supplier company	Corporate supplier company	Total
<b>Investment</b>			
Argentina	€82.824	€1.787.889	€1.870.713
Brazil	€5.953	€ 376.659	€382.611
Mexico	€8.217	€879.444	€887.661
<b>Number of supplier companies</b>			
Argentina	95	417	512
Brazil	7	81	88
Mexico	187	265	452
<b>% of investment</b>			
Argentina	4%	96%	100%
Brazil	2%	98%	100%
Mexico	1%	99%	100%

## Classification of companies by type of contract

2020	Services	Inputs	Total
<b>Investment</b> ▼			
Argentina	€1.288.827	€62.145	€1.350.971
Brazil	€524.232	€16.213	€540.446
Mexico	€462.021	€9.429	€471.450
<b>Number of supplier companies</b> ▼			
Argentina	223	35	258
Brazil	80	13	93
Mexico	121	19	140
<b>% of investment</b> ▼			
Argentina	95%	5%	100%
Brazil	97%	3%	100%
Mexico	98%	2%	100%

2019	Services	Inputs	Total
<b>Investment</b> ▼			
Argentina	€1.552.692	€318.021	€1.870.713
Brazil	€352.003	€30.609	€382.611
Mexico	€869.908	€17.753	€887.661
<b>Number of supplier companies</b> ▼			
Argentina	399	113	512
Brazil	69	19	88
Mexico	352	100	452
<b>% of investment</b> ▼			
Argentina	83%	17%	100%
Brazil	92%	8%	100%
Mexico	98%	2%	100%

## Classification of companies by place of residence

2020	Local	Foreign	Total
Argentina	228	30	258
Brazil	89	4	93
Mexico	136	4	140

## Sustainable gifts and suppliers

We continue to put special emphasis on changing the concept of the gifts that we give to our collaborators for different reasons, trying to make them environmentally-friendly, that they propose a new best practice, and/or that they be made by civil society organizations (who work with some type of vulnerable population). Also, we began to do a review of the internal suppliers, so that they respond to the same concepts mentioned above.



### Recognition plaques

We changed our acrylic recognition plaques (which we give to those people who excelled during the year for some reason) for others made from recycled plastic; an undertaking carried out by *Re Accionar* (Re Act).



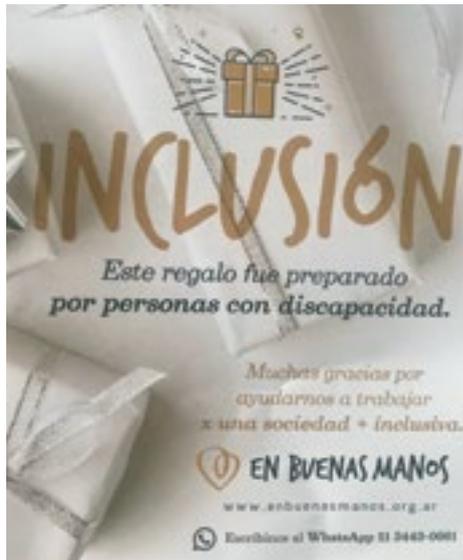
### Massage benefit

For several years now, our massage benefit in Argentina has been provided by the organization *En Buenas Manos* (In Good Hands), which works with blind and visually impaired people, and with people with different disabilities in general, with the aim of creating decent employment for them. This year, due to the pandemic, the service was suspended in mid-March, when all the personnel started working from home.



### Fruits in the office

For several years, our offices have made fruit available to everyone as a healthy snack. In Argentina, we changed our usual supplier and started working with the organization *En Buenas Manos*, which also offers this service. Unfortunately, due to the pandemic, the service was suspended in mid-March, when all the personnel started working from home.



### Christmas box

This year we ordered the Christmas box from the *En Buenas Manos* organization.



### Gift to volunteers

As a token of gratitude for their volunteer work on the Sustainability Committees, each member received a snack with a biodegradable tea infuser made from cane. This, in addition to being environmentally friendly, avoids consuming the microplastics that tea bags give off and are made by local artisans, preserving fair trade and local production.



### Welcome kit

Notebooks made by the *Dar Sentido* (Give Meaning) company were included in the welcome kits. These notebooks are designed and manufactured entirely with eco-friendly materials (recycled cardboard, ecological paper, and recyclable rings), to promote the care of the planet. All of them are made and distributed by people in vulnerable situations, thus promoting social integration and decent work. In all cases, for each sale accomplished, *Dar Sentido* donates other products, services and/or money to prestigious NGOs, which will in turn be used in their programs, promoting solidarity, education, good nutrition, and the regeneration of the planet. In our case, we chose option 1 = SCHOLARSHIP. This means that with the purchase of a notebook, scholarships are awarded.

# Labor policy

GRI 103-2 • 103-3 • 407-1 • 408-1 • 409-1 • 412-3

By adhering to the United Nations Global Compact, we are committed to respecting and promoting basic Human Rights, the fight against child labor and forced labor, freedom of association and collective bargaining. These aspects are internally guaranteed in our operations in each of the countries in which we operate. Although our main supplier companies are not considered to be of high risk, due to the type of activity they carry out, we conduct a monitoring that allows us to affirm this commitment in our supply chain.

We continued to work on the design and assembly of a new labor policy and management approach with the companies that supply us, which has three axes: analysis, incorporation, and management. For this purpose, the letter of adherence to the fundamental principles for a responsible management was essential. With each new contract, this letter of adherence was sent.

We still continue to focus our efforts on making this policy effective, deepening this way of working internally with each area of the Company for its full implementation. So far, we have managed to get 76 companies to sign the letter of adherence.





## Analysis

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



## Incorporation

Upon the incorporation of a new supplier company, this one must sign a letter of adherence to the management principles of ESET Latin America, as well as complete a form and answer what are the bases on which it manages its business. In addition, this process will be applied with the companies that currently supply ESET Latin America, so as to have a real and up-to-date database.



## Management

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

BEST  
PRACTICES

## Letter of adherence to the fundamental principles for a responsible management

Each supplier company, new or regular, must sign a letter of adherence to the fundamental principles for a responsible management. These refer to the international standards defined by the International Labor Organization (ILO), the 10 principles of the United Nations Global Compact (to which ESET Latin America adheres and invites each supplier to adhere), and the best business practices, which promote compliance with national legislation and their participation in the global movement that corporate social responsibility has at present, and sustainable management.

### ▶ **Human Rights**

Supporting and respecting the protection of Human Rights within their sphere of influence, making sure not to be complicit in cases of violations of these rights.

### ▶ **Working conditions**

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

### ▶ **Freedom of association**

Respecting freedom of association and recognizing the right to collective bargaining.

### ▶ **Forced labor**

Contributing to the elimination of all forms of forced or compulsory labor; that is, of all work or service that is not performed voluntarily and that is required of an individual under threat, by force, or as punishment.

### ▶ **Child labor**

Contributing to the elimination of all forms of child labor, understanding as such, all economic activity and/or survival strategy, remunerated or not, carried out by children below the age of admission to employment or work (as established by the local law), or who have not completed compulsory schooling. The employment of youth who are not included in the definition of child labor, must also comply with all applicable laws and regulations for these people.

### ▶ **Non-discrimination in employment and occupation**

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

► **Environmental care**

Working preventively against adverse environmental effects, using environmental resources efficiently and sustainably, attempting to maintain the least environmental impact, and promoting the development and diffusion of environmentally friendly technologies. Undertaking initiatives to promote greater environmental responsibility and spread environmentally responsible behavior.

► **Anti-Corruption**

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

► **Responsible and transparent behavior**

Guaranteeing a responsible and transparent corporate conduct in all the activities of the company, respecting the interests of the different publics with which it relates.







OUR  
COMMITMENT  
WITH THE 2030  
AGENDA

# Our COMMITMENT with the 2030 AGENDA

GRI 102-15

MATERIAL TOPIC 5

During 2020, Sustainable Development Goal 8, target “Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, particularly migrant women and people in precarious employment” (target 8.8) took special relevance in order to meet the multiple needs we had to deal with in the face of the Pandemic.

We started by forming a Global Crisis Committee. Faced with the new and changing situations that arose day after day, we formed this Committee, which carried out a continuous monitoring in all regions to anticipate and react in time to any contingency that our users, clients, collaborators, and business partners could present.

In this sense, various actions were carried out and some of the existing ones were adapted, giving response to the multiple needs generated by the health, social, and economic emergency. These measures are described throughout the entire Sustainability Report.

## Linking of relevant practices and prioritized SDGs

Target	Indicators and results
<div style="display: flex; align-items: center;"> <div style="background-color: #c00000; color: white; padding: 2px 5px; margin-right: 5px;">4</div> <div style="font-size: 1.2em; color: #c00000; margin-right: 5px;">  </div> <div> <p><b>SDG No. 4: Quality Education</b></p> </div> </div>	
<p><b>4.4</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p>	<p>More than <b>35.600</b> people reached by the following programs: Antivirus Tour: <b>10.000</b>; University Award: <b>31</b>; ESET Academy: <b>9.933</b>; ESET Security Day: <b>3.000</b>; Digiparents: <b>79</b> new users; <i>México Ciberseguro</i>: <b>140</b>; <i>Empujar Project</i>: <b>376</b>; <i>Argentina Cibersegura</i>: <b>12.000</b>.</p>
<p><b>4.7</b> By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.</p>	<p><b>12.000</b> niños, niñas y adolescentes tomaron talleres de concientización brindados por la ONG Argentina Cibersegura.</p>

Target	Indicators and results
 <b>SDG No. 5: Gender equality</b>	
<b>5.5</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<b>19</b> people who identify as female are part of the Organization's governance, occupying management or middle management positions.
<b>5.b</b> Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.	<b>6.526</b> people who identify as female were impacted by the initiatives developed by the NGO Media Chicas, with which ESET has a strategic alliance.
<b>5.c</b> Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.	The benefits with which this measurement was carried out consisted in increasing the number of home office days at different stages of parenting. Due to the Pandemic, these benefits were obsolete.
 <b>SDG No. 8: Decent work and economic growth</b>	
<b>8.2</b> Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.	<b>2.600</b> Partners participated in the ESET Partner Program and <b>3,277</b> people participated in the ESET Training Program.
<b>8.3</b> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.	<b>1.035</b> SMEs are suppliers. <b>100</b> ventures counseled in the <i>Comprometidos</i> program.
<b>8.4</b> Improve progressively, through 2030, global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programs on sustainable consumption and production, with developed countries taking the lead.	Community/Environmental Programs: <b>915</b> followers on the networks of the #ChangeForThePlanet initiative; support to <b>100</b> youth from the <i>Comprometidos</i> program; <b>15</b> participants in awareness talks on environmental care.
<b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	<b>31</b> benefits; <b>116</b> people trained (representing <b>99%</b> of collaborators); <b>87</b> applications, <b>2</b> interviews, and <b>8</b> job searches published on the <i>Inclúyeme</i> portal; <b>376</b> participants in the <i>Empujar</i> Project.

Target	Indicators and results
<p><b>8.8</b> Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>	<p><b>COVID 19</b></p> <p><b>Internal stakeholders:</b>  <b>75</b> people with prepaid medical care in Argentina, <b>15</b> people in Brazil and 16 people in Mexico make use of their medical insurance; <b>4</b> talks on Safety and Hygiene; <b>3</b> internal communication initiatives against <b>COVID-19</b>; Virtualization of all training and internal talks; Readaptation of <b>4</b> benefits (including total teleworking) and creation of a new benefit in the face of the new reality; <b>2</b> internal surveys to detect difficulties in light of the new work modality.</p> <p><b>External stakeholders:</b>  <b>2</b> guides to telework safely; Free access to technological tools and telework guides for 60 days; <b>1</b> webinar on how to keep an organization productive and safe against <b>COVID-19</b>; <b>6</b> initiatives towards the community were readapted virtually or remotely; <b>3</b> of the initiatives aimed at business partners were carried out virtually.</p>
<div style="display: flex; align-items: center; justify-content: space-between;"> <span style="background-color: white; color: #00a6c9; border-radius: 50%; padding: 2px 5px; font-weight: bold;">9</span> <span style="font-weight: bold; font-size: 1.2em;">SDG No. 9: Industry, innovation and infrastructure</span> <span style="color: white; font-size: 1.2em;">▼</span> </div>	
<p><b>9.c</b> Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020</p>	<p><b>80</b> licenses donated to the NGO <i>Aldeas Infantiles</i> (Children's Villages) in Mexico.</p>
<p><b>9.5</b> Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.</p>	<p><b>18</b> countries in Latin America covered with our commercial presence; <b>12</b> people working in the CyberSoc (Security Operations Center); <b>31</b> works presented in the University Award and <b>193</b> in the IT Security Journalism Award; <b>+5,000,000</b> visits to the WeLiveSecurity Portal in Spanish and <b>+910,000</b> (to the portal in Portuguese).</p>
<div style="display: flex; align-items: center; justify-content: space-between;"> <span style="background-color: white; color: #00a6c9; border-radius: 50%; padding: 2px 5px; font-weight: bold;">10</span> <span style="font-weight: bold; font-size: 1.2em;">SDG No. 10: Reduced inequalities</span> <span style="color: white; font-size: 1.2em;">▼</span> </div>	
<p><b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	<p><b>376</b> participants in the <i>Empujar</i> project; <b>87</b> applications, <b>2</b> interviews, and <b>8</b> job searches published on the <i>Inclúyeme</i> portal.</p>

Target	Indicators and results
<p><b>10.4</b> Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.</p>	<p><b>0</b> paternity leaves taken (<b>100%</b> of the fathers who had sons and daughters); <b>0</b> people who took the additional home office benefit (<b>100%</b> of the fathers who had sons and daughters).</p>
<p><b>12</b>  <b>SDG No. 12: Responsible consumption and production</b> </p>	
<p><b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.</p>	<p><b>32%</b> decrease in energy consumption in the office in Argentina, and <b>38%</b> in the office in Brazil.</p>
<p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p>	<p>The use of disposable cups was reduced by <b>10,162</b> units.</p>
<p><b>12.6</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p>	<p>Publication of <b>8</b> Sustainability Reports according to GRI Standards, which also responds to the Communication on Progress (COP) requested by the UNGC</p>
<p><b>12.8</b> By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p>	<p><b>84</b> people trained within the Think &amp; Talk initiative and <b>2</b> activities carried out on environmental care.</p>
<p><b>16</b>  <b>SDG No. 16: Peace, justice and strong institutions</b> </p>	
<p><b>16.5</b> Substantially reduce corruption and bribery in all their forms.</p>	<p><b>100%</b> of the collaborators signed the acceptance of the Code of Ethics.</p>
<p><b>16.6</b> Develop effective, accountable and transparent institutions at all levels.</p>	<p>A complaint to the Code of Ethics was received through the complaint mechanisms.  <b>4</b> All Leaders Meetings; <b>24</b> Manager meetings; <b>10</b> integration events and <b>6</b> team lunches.</p>
<p><b>16.7</b> Ensure responsive, inclusive, participatory and representative decision-making at all levels.</p>	<p><b>3</b> Sustainability Committees with <b>25</b> participants, of which <b>15</b> identify as female.</p>
<p><b>17</b>  <b>SDG No. 17: Partnerships for the goals</b> </p>	
<p><b>17.17</b> Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<p><b>9</b> memberships and participation alliances in business and civil society organizations. Cooperation with <b>9</b> community NGOs in different ways. Participation in <b>4</b> corporate volunteering initiatives with <b>16</b> participants (representing <b>64%</b> of the people who work at the company). Number of volunteered hours: <i>Cyberactivists</i>: <b>30</b> h. <i>Empujar</i>: <b>36</b> h. and <i>Comprometidos</i>: <b>204</b> h.</p>





# PREPARATION OF THE SUSTAINABILITY REPORT

# Preparation of the SUSTAINABILITY REPORT

GRI 102-10 • 102-45 • 102-48 • 102-49 • 102-50 • 102-51 • 102-52 • 102-54 • 102-56

The present ESET Latin America Sustainability Report was developed by the Sustainability area, with the collaboration of all the areas of the Company, and was reviewed by the area Manager, the Corporate Communication Coordination, the General Manager of the Company, and the consulting firm AG Sustentable, which advised us in the assembly of the present document.

This is the ninth report presented by the Company. The previous report corresponded to the 2019 financial year, published in May 2020, thus fulfilling our commitment to publish our Report annually. There are no significant changes in the expression of the information with respect to the previous report, nor are there significant changes that affect the scope and coverage of the topics addressed. There were no significant changes in the structure, ownership, or value chain of the Organization, beyond the corresponding modifications and adaptations that the COVID-19 Pandemic forced us to adopt.

This report has been elaborated in accordance with the Comprehensive option of the GRI Standards. It shows the results obtained by the Company in the period between January and December 2020. In it we report on our alignment and progress in relation to the Sustainable Development Goals of the United Nations 2030 Agenda. In addition, it includes information on the Organization's ethics and governance, as well as the developments achieved on the economic, environmental and social dimensions throughout the region by the ESET offices in Argentina, Mexico and Brazil, and the activities carried out by our Exclusive Distributors in the different countries of the region. Finally, this document is the Communication on Progress (COP) of our commitment to the 10 principles of the United Nations Global Compact, to which we have been signatories since mid-2013.

For the preparation of the report, the principles of the GRI Standards were taken into account regarding the definition of content and the quality of the information. This arose from the dialogue with the main stakeholders and was of special relevance for the assembly of the Report, the Materiality and the vision of the Company's Sustainability Plan.

The information included arises from internal records, which are supported by the Company's management systems and approved by its Board. The data provided covers the substantive aspects of management in a way that it is balanced, accurate, and comparable with the information contained in the annual reports of the last four periods. Notwithstanding the aforementioned, the present Report does not have external verification, but it will be evaluated for subsequent reports.

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



# OUR PROGRESS





# GRI CONTENT INDEX

# GRI content index

GRI 102-55

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

This Report was submitted to the “SDG Mapping Service” of the GRI, in order to confirm that the Sustainable Development Goals (SDGs) are correctly mapped to the GRI content. This makes sustainability information more traceable and usable, and the connection to the SDGs clearer.



GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
<b>GRI 101 - Foundation 2016</b>					
<b>GRI 102 - General Contents 2016</b>					
<b>1. Organizational Profile</b>					
102-1	Name of the organization	48			
102-2	Activities, brands, products, and services	75			
102-3	Location of headquarters	48			
102-4	Location of operations	48			
102-5	Ownership and legal form	48			
102-6	Markets served	48, 74			
102-7	Scale of the organization	50			
102-8	Information on employees and other workers	99		6	8.5 - 10.3
102-9	Supply chain	72, 162, 181			
102-10	Significant changes to the organization and its supply chain	198			
102-11	Precautionary Principle or approach	18, 84, 105, 132			
102-12	External initiatives	18, 26			
102-13	Membership of associations	18, 26			
<b>2. Strategy</b>					
102-14	Statement from senior decision-makers	4			
102-15	Key impacts, risks, and opportunities	18, 84, 192			
<b>3. Ethics and Integrity</b>					
102-16	Values, principles, standards, and norms of behavior	12, 64		10	16.3
102-17	Mechanisms for advice and concerns about ethics	64		10	16.3
<b>4. Governance</b>					
102-18	Governance structure	54			
102-19	Delegating authority	58, 61			
102-20	Executive-level responsibility for economic, environmental and social topics	54			

<b>GRI Standard</b>	<b>Content</b>	<b>Page or reference</b>	<b>Omission</b>	<b>UNGC</b>	<b>SDGs and Targets</b>
<b>102-21</b>	Consulting stakeholders on economic, environmental, and social topics	30			16.7
<b>102-22</b>	Composition of the highest governance body and its committees	54, 61			5.5 - 16.7
<b>102-23</b>	Chair of the highest governance body	54			16.6
<b>102-24</b>	Nominating and selecting the highest governance body	54			5.5 - 16.7
<b>102-25</b>	Conflicts of interest	64			16.6
<b>102-26</b>	Role of the highest governance body in setting purpose, values, and strategy	58			
<b>102-27</b>	Collective knowledge of highest governance body	58			
<b>102-28</b>	Evaluating the highest governance body's performance	54			
<b>102-29</b>	Identifying and managing economic, environmental, and social impacts	38, 58			16.7
<b>102-30</b>	Effectiveness of risk management processes	58			
<b>102-31</b>	Review of economic, environmental and social topics	58			
<b>102-32</b>	Highest governance body's role in sustainability reporting	36, 58, 216			
<b>102-33</b>	Communicating critical concerns	58, 105			
<b>102-34</b>	Nature and total number of critical concerns	105			
<b>102-35</b>	Remuneration policies	58			
<b>102-36</b>	Process for determining remuneration	58			
<b>102-37</b>	Stakeholders' involvement in remuneration	58			16.7
<b>102-38</b>	Annual total compensation ratio	58, 96			
<b>102-39</b>	Percentage increase in annual total compensation ratio	58, 96			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
<b>5. Stakeholder engagement</b>					
102-40	List of stakeholder groups	28			
102-41	Collective bargaining agreements	103		3	8.8
102-42	Identifying and selecting stakeholders	28			
102-43	Approach to stakeholder engagement	30, 61, 98			
102-44	Key topics and concerns raised	30, 61, 98			
<b>6. Reporting practice</b>					
102-45	Entities included in the consolidated financial statements	198			
102-46	Defining report content and topic Boundaries	36			
102-47	List of material topics	38, 43			
102-48	Restatements of information	198			
102-49	Changes in reporting	198			
102-50	Reporting period	198			
102-51	Date of most recent report	198			
102-52	Reporting cycle	198			
102-53	Contact point for questions regarding the report	Contratapa			
102-54	Claims of reporting in accordance with GRI Standards	198			
102-55	GRI content index	202			
102-56	External assurance	198			
<b>GRI 200- Economic Standards</b>					
<b>Economic Performance</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	38			
103-2	The management approach and its components	50			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
103-3	Evaluation of the management approach	50			
<b>GRI 201- Economic Performance (2016)</b>					
201-1	Direct economic value generated and distributed	50			8.1 - 8.2 - 9.1 - 9.4 - 9.5
201-2	Financial implications and other risks and opportunities due to climate change	50		7	13.1
201-3	Defined benefit plan obligations and other retirement plans	The social security benefits provided are those established by law: Health Insurance, Mandatory Life Insurance, Retirement, Labor Risk Insurance, Freedom of Association. We do not provide social benefits beyond the provisions of the Law and collective agreements.			
201-4	Financial assistance received from government	50			
<b>Market Presence</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	38			
103-2	The management approach and its components	96			
103-3	Evaluation of the management approach	96			
<b>GRI 202- Market Presence (2016)</b>					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	102		6	1.2 - 5.1 - 8.5
202-2	Proportion of senior management hired from the local community	96		6	8.5
<b>Procurement Practices</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 181			
103-3	Evaluation of the management approach	18, 181			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
<b>GRI 204- Procurement Practices (2016)</b>					
204-1	Proportion of spending on local suppliers	181			8.3
<b>Anti-Corruption</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 64			
103-3	Evaluation of the management approach	18, 64			
<b>GRI 205- Anti-Corruption (2016)</b>					
205-1	Operations assessed for risks related to corruption	64			16.5
205-2	Communication and training about anti-corruption policies and procedures	64			16.5
205-3	Confirmed incidents of corruption and actions taken	64			16.5
<b>Anti-Competitive Behavior</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	38			
103-2	The management approach and its components	64			
103-3	Evaluation of the management approach	64			
<b>GRI 206- Anti-Competitive Behavior (2016)</b>					
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	64			16.3
<b>GRI 300- Environmental Standards</b>					
<b>Energy</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
103-2	The management approach and its components	18, 152			
103-3	Evaluation of the management approach	18, 152			
<b>GRI 302- Energy (2016)</b>					
302-1	Energy consumption within the organization	155		7 - 8	7.2 - 7.3 - 8.4 - 12.2 - 13.1
302-2	Energy consumption outside of the organization		Information not available. Our challenge is to start measuring the energy consumption of our exclusive distributors in order to reduce it by 2022.	8	7.2 - 7.3 - 8.4 - 12.2 - 13.1
302-3	Energy intensity		Information not available. There are plans to change the luminaires for LEDs once the current context of our return to the office is resolved next year.	8	7.3 - 8.4 - 12.2 - 13.1
302-4	Reduction of energy consumption	155		8 - 9	7.3 - 8.4 - 12.2 - 13.1
302-5	Reductions in energy requirements of products and services		Not applicable due to the type of product that is marketed.	8 - 9	7.3 - 8.4 - 12.2 - 13.1
<b>Waste</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 152			
103-3	Evaluation of the management approach	18, 152			
<b>GRI 306- Waste – Management Approach (2020)</b>					
306-1	Waste generation and significant waste-related impacts	158		8	

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
306-2	Management of significant waste-related impacts	158		8	
<b>GRI 306- Waste (2020)</b>					
306-3	Waste generated	158		8	
306-4	Waste diverted from disposal		Information not available. Currently we do not have detailed information on the quantities managed.	8	
306-5	Waste directed to disposal		Information not available. Currently we do not have detailed information on the quantities managed.	8	
<b>Environmental Compliance</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 64			
103-3	Evaluation of the management approach	18, 64			
<b>GRI 307- Environmental Compliance (2016)</b>					
307-1	Non-compliance with environmental laws and regulations	68		8	16.3
<b>GRI 400- Social Standards</b>					
<b>Employment</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 110			
103-3	Evaluation of the management approach	18, 110, 114			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
<b>GRI 401- Employment (2016)</b>					
401-1	New employee hires and employee turnover	104		6	5.1 - 8.5 - 8.6 - 10.3
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	114			3.2 - 5.4 - 8.5
401-3	Parental leave	115		6	5.1 - 5.4 - 8.5
<b>Occupational Health and Safety</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 114			
103-3	Evaluation of the management approach	18, 114			
<b>GRI 403- Occupational Health and Safety - Management Approach (2018)</b>					
403-1	Occupational health and safety management system	114			8.8
403-2	Hazard identification, risk assessment, and incident investigation	119			8.8
403-3	Occupational health services	114			8.8
403-4	Worker participation, consultation, and communication on occupational health and safety	114, 119			8.8 - 16.7
403-5	Worker training on occupational health and safety	114, 119			8.8
403-6	Promotion of worker health	114, 119			3.3 - 3.5 - 3.7 - 3.8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	119			8.8
<b>GRI 403- Occupational Health and Safety (2018)</b>					
403-8	Workers covered by an occupational health and management system	114, 119			8.8
403-9	Work-related injuries	115			3.6 - 3.9 - 8.8 - 16.1

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
403-10	Work-related ill health	115			3.3 - 3.4 - 3.9 - 8.8 - 16.1
<b>Training and Education</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 110			
103-3	Evaluation of the management approach	18, 110			
<b>GRI 404- Training and Education (2016)</b>					
404-1	Average hours of training per year per employee	110		6	4.3 - 4.4 - 4.5 - 5.1 - 8.2 - 10.3
404-2	Programs for upgrading employee skills and transition assistance programs	110			8.2 - 8.5
404-3	Percentage of employees receiving regular performance and career development reviews	110		6	5.1 - 8.5 - 10.3
<b>Diversity and Equal Opportunity</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 61, 96			
103-3	Evaluation of the management approach	18, 96			
<b>GRI 405- Diversity and Equal Opportunity (2016)</b>					
405-1	Diversity of governance bodies and employees	99		6	5.1 - 5.5 - 8.5
405-2	Ratio of basic salary and remuneration of women to men	96		6	5.1 - 8.5 - 10.3
<b>Non-Discrimination</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 96, 186			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
103-3	Evaluation of the management approach	18, 96, 186			
<b>GRI 406- Non-Discrimination (2016)</b>					
406-1	Incidents of discrimination and corrective actions taken	96		6	5.1 - 8.8
<b>Freedom of Association and Collective Bargaining</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 96, 186			
103-3	Evaluation of the management approach	18, 96, 186			
<b>GRI 407- Freedom of Association and Collective Bargaining (2016)</b>					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	186		3	8.8
<b>Child Labor</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 96, 186			
103-3	Evaluation of the management approach	18, 96, 186			
<b>GRI 408- Child Labor (2016)</b>					
408-1	Operations and suppliers at significant risk for incidents of child labor	186		5	8.7 - 16.2
<b>Forced or Compulsory Labor</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 96, 186			
103-3	Evaluation of the management approach	18, 96, 186			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
<b>GRI 409- Forced or Compulsory Labor (2016)</b>					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	186		4	8.7
<b>Human Rights Assessment</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18			
103-3	Evaluation of the management approach	18			
<b>GRI 412- Human Rights Assessment (2016)</b>					
412-1	Operations that have been subject to human rights reviews or impact assessments	18, 64, 84, 98		1	
412-2	Employee training on human rights policies or procedures	16, 18, 64, 108		1	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	186		2	
<b>Local Communities</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 132			
103-3	Evaluation of the management approach	18, 132			
<b>GRI 413- Local Communities (2016)</b>					
413-1	Operations with local community engagement, impact assessments, and development programs	98, 105		1	
413-2	Operations with significant - actual or potential - negative impacts on local communities	132		1	1.4 - 2.3

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
<b>Customer Health and Safety</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 75, 88			
103-3	Evaluation of the management approach	18, 75, 84, 88			
<b>GRI 416- Customer Health and Safety (2016)</b>					
416-1	Assessment of the health and safety impacts of product and service categories	75, 84, 176			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	68			16.3
<b>Marketing and Labeling</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 75, 88			
103-3	Evaluation of the management approach	18, 75, 84, 88			
<b>GRI 417- Marketing and Labeling (2016)</b>					
417-1	Requirements for product and service information and labeling	31			12.8
417-2	Incidents of non-compliance concerning product and service information and labeling	31			16.3
417-3	Incidents of non-compliance concerning marketing communications	68			16.3
<b>Customer Privacy</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 68, 75, 88			

GRI Standard	Content	Page or reference	Omission	UNGC	SDGs and Targets
103-3	Evaluation of the management approach	18, 68, 75, 84, 88			
<b>GRI 418- Customer Privacy (2016)</b>					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	68			16.3 - 16.10
<b>Socioeconomic Compliance</b>					
<b>GRI 103- Management Approach (2016)</b>					
103-1	Explanation of the material topic and its Boundary	18, 38			
103-2	The management approach and its components	18, 64			
103-3	Evaluation of the management approach	18, 64			
<b>GRI 419- Socioeconomic Compliance (2016)</b>					
419-1	Non-compliance with laws and regulations in the social and economic area	68			16.3



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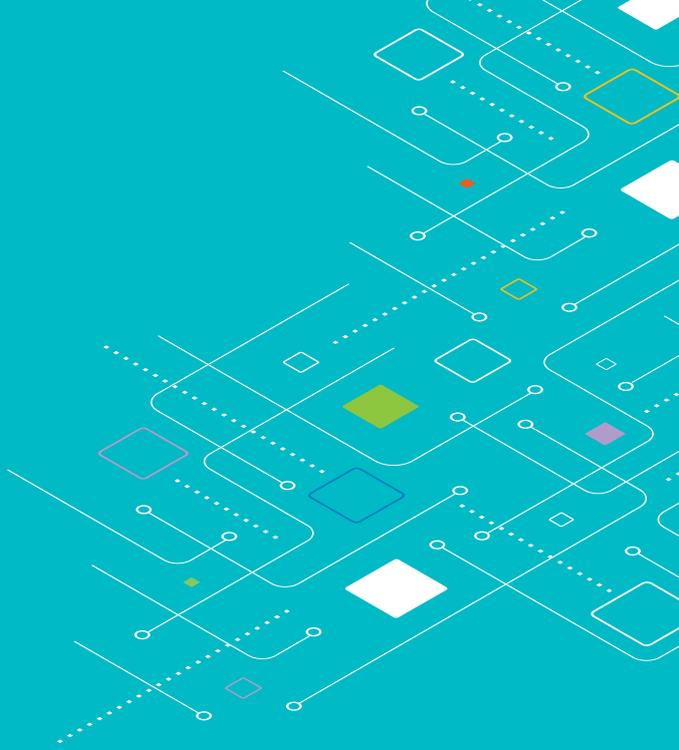
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## Design Implementation of the 2020 Sustainability Report

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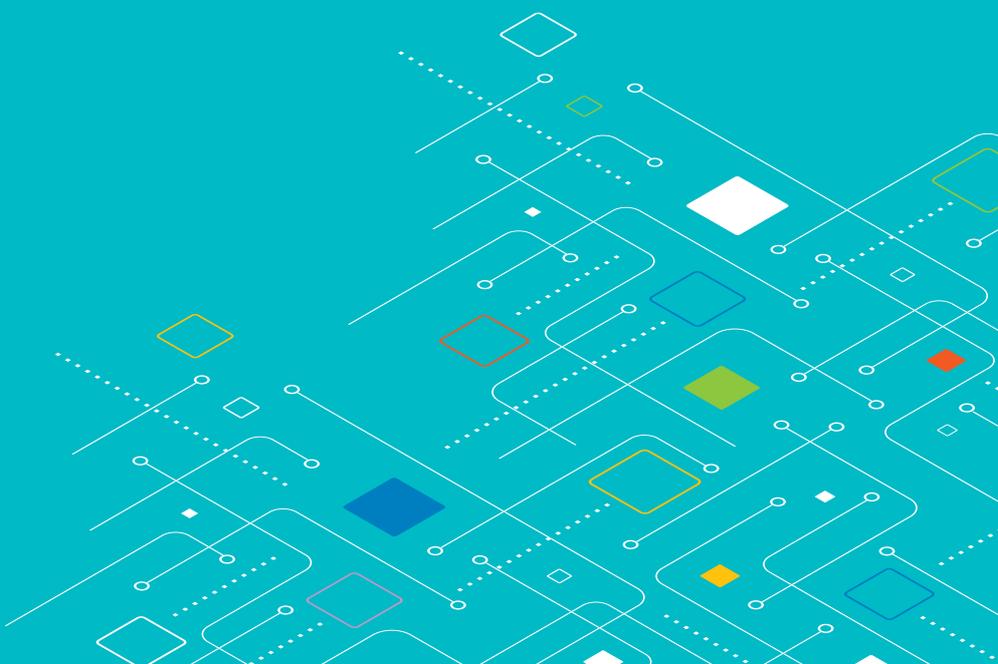
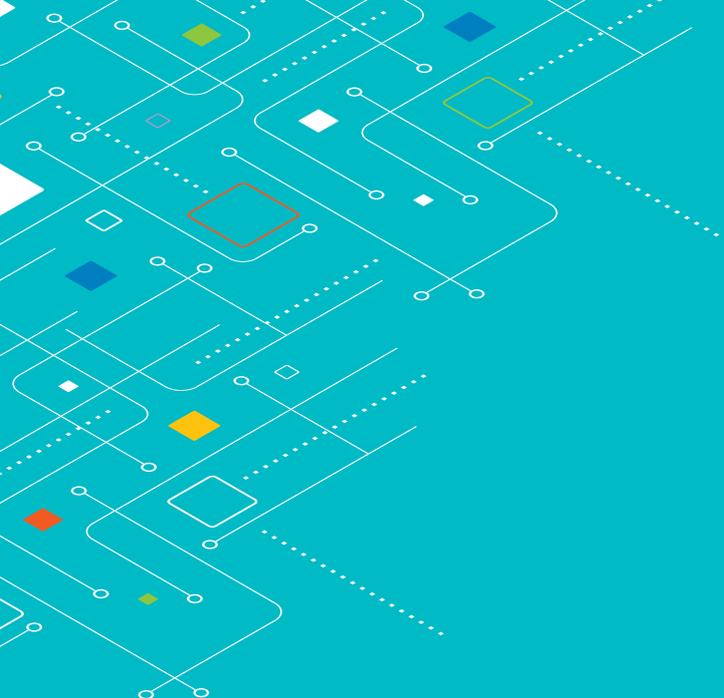
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