

WEBHELP - GRI TABLE							
N°	Name of content GRI	CORPORATE VALUES	Global Compact	SDG	EFR	Units	Response
2-1.	Organizational details					Descriptive	Webhelp
2-2.	Entities included in the organization's sustainability reporting					Descriptive	OneLink S.A.S., Getcom Servicios S.A.S., Getcom Colombia S.A.S and Experts Colombia S.A.S.
2-3.	Reporting period, frequency and contact point					Descriptive	Colombia
2-4.	Restatements of information					Descriptive	Colombia / El Salvador/ Nicaragua / México/ Guatemala
2-5.	External Assurance					Descriptive	Due to confidentiality issues, it is not mentioned.
2-6.	Activities, value chain and other business relationships					Descriptive	Contact Center Colombia / El Salvador/ Nicaragua /
2-7.	Employees					Descriptive	Section Organization profile
2-8.	Workers who are not employee					Descriptive	Section Organization profile
2-9.	Governance structure and composition					Descriptive	Section Organization profile
2-10.	Nomination and selection of the highest governance body					Descriptive	Section Organization profile
2-11.	Chair of the highest governance body					Descriptive	Section Organization profile
2-12.	Role of the highest governance body in overseeing the management of impacts					Descriptive	Global pact / EFR
2-13.	Delegation of responsibility for managing impacts					Descriptive	ANDI / BPRO
2-14.	Role of the highest governance body in sustainability reporting					Descriptive	Section Organization profile
2-16.	Communication of critical concerns					Descriptive	Section Organization profile
2-18.	Evaluation of the performance of the highest governance body					Descriptive	Due to confidentiality issues, it is not mentioned.
2-21.	Annual total compensation ratio					Descriptive	Section Organization profile
2-23	Policy commitments					Descriptive	Due to confidentiality issues, it is not mentioned.
2-26	Mechanisms for seeking advice and raising concerns					Descriptive	Section Organization profile
2-28	Membership associations					Descriptive	Section Organization profile
2-29	Approach to stakeholder engagement					Descriptive	Section Organization profile
2-32	Role of the highest governance body in sustainability reporting.					Descriptive	Section Organization profile
2-40	List of stakeholder groups					Descriptive	Section Organization profile
2-41	Collective bargaining agreements					Descriptive	Section Organization profile
2-42	Stakeholder identification and selection					Descriptive	Section Organization profile
2-43	Approach to stakeholder engagement					Descriptive	Section Organization profile
2-44	Key topics and concerns raised					Descriptive	Section Organization profile
2-45	Entities included in the consolidated financial statements					Descriptive	Section Organization profile
2-46	Definition of reporting content and Subject Matter Coverage					Descriptive	Section Organization profile
2-47	List of material topics					Descriptive	Section Organization profile
2-48	Restatement of information					Descriptive	No previous reports have been submitted
2-49	Changes in reporting					Descriptive	No previous reports have been submitted
2-50	Reporting period					Descriptive	1st of January y 31st of December of 2021
2-51	Date of last report					Descriptive	2021
2-52	Reporting cycle					Descriptive	Anual
2-53	Contact point for questions about the report					Descriptive	David Cardona Serrano Regional ESG Manager / <a href="mailto:David.cardona@webhelp.com">David.cardona@webhelp.com</a> .
2-54	GRI Standards Disclosure Statement for Reporting in accordance with GRI Standards					Descriptive	Section Organization profile
2-55	GRI Content Index					Descriptive	Section Organization profile
2-56	External assurance					Descriptive	Section Organization profile
3-1	Explanation of the material topic and its coverage					Descriptive	Section Organization profile
3-2	Management approach and its components					Descriptive	Section Organization profile
3-3	Evaluation of the management approach					Descriptive	Section Organization profile
ESG							
203-1	Investments in infrastructure and services provided	WOW	5	9 / 9.1	34	Numerical	ESG-People section
302-1	Energy consumption within the organization	Commitment	8	11/11.6	48	Descriptive	For Colombia in 2021 was 3'970,683 kwh.
302-4	Reduction of energy consumption	Commitment	8	11/11.6	48	Descriptive	Eco-efficiency section
303-3	Water withdrawal	Commitment	8	6/6.5	48	Descriptive	Eco-efficiency section
305-2	Indirect GHG emissions from energy generation (Scope 2)	Commitment	8	11/11.6	48	Descriptive	Eco-efficiency section
WH1	Number of beneficiaries of social investment	WOW	5	10	34	Descriptive	Eco-efficiency section
WH2	Description of social investment lines and projects and investment in each one.	WOW	5	N/A	34	Descriptive	Eco-efficiency section
WH3	Volunteers	WOW	5	17	34	Descriptive	ESG-Philanthropy section
WH6	Number of trees planted	Commitment	7	15/15.2	48	Descriptive	ESG-Planet Section
WH7	Carbon Footprint Offsetting	Commitment	8	11/11.6	48	Descriptive	By the year 2021 we planted 10,000 trees, offsetting 3,303 TON of CO2
WH8	Content Strategies	Recognition	N/A	N/A	22 /31	Descriptive	ESG-Community section
WH9	Inclusion and Diversity	WOW	1	5.1/8.5	7/19/28/29	Descriptive	ESG-People section
WH12	Number of game-changers® completing internships	WOW	6	8.5/8.6	26	Descriptive	ESG-People section
Our people							
202-2	Proportion of senior management hired from the local community.	Unity	1	8.5	21	Descriptive	Our People-Working Practices Section
401-1	New employee hires and employee turnover	Integrity	6	5.1/8.5/8.6/10.3	2	Descriptive	Section Our People - Labor Practices
403-1	Occupational Health and Safety Management System	Integrity	1/4	8.8	27/40	Descriptive	Section Our People-Health and safety in the workplace
403-10	Occupational illnesses and diseases	Integrity	1/2	8.8	27/40	Descriptive	Section Our People-Health and safety in the workplace
403-2	Hazard Identification, Risk Assessment and Incident Investigation	Integrity	2	3.9/8.8	27/40	Descriptive	Section Our People-Health and safety in the workplace
403-3	Occupational Health and Safety Service	Integrity	2	3.9/8.8	27/40	Descriptive	Section Our People-Health and safety in the workplace
403-4	Worker participation, consultation, and communication on health and safety at work	Unity	2	8.8	12/27/40	Descriptive	Section Our People-Health and safety in the workplace
403-6	Worker health promotion	Integrity	1/2	8.8	12/27/40	Descriptive	Section Our People-Health and safety in the workplace
403-9	Occupational Accident Injuries	Integrity	1/2	8.8	27/40	Descriptive	Section Our People-Health and safety in the workplace
404-1	Average hours of training per year per employee	Integrity	1/6	4.3/4.4/8.	11/12/15	Descriptive	Our People-Working Practices Section
404-2	Programs to improve employees' skills and transition assistance programs	Integrity	1	8.2/8.5		Descriptive	Our People-Working Practices Section
404-3	Percentage of employees receiving regular performance and career development reviews.	Integrity	1/6	8.5/10.3	12/18/41	Descriptive	Our People-Working Practices Section
405-1	Diversity of governance bodies and employees	Commitment	6	5.1/8.5	7/28/29	Descriptive	Our People-Working Practices Section
405-2	Ratio of basic salary and remuneration of women to men.	Commitment	1/2	5.1/8.5/ 10.3	36	Descriptive	Our People-Working Practices Section
406-1	Cases of discrimination and corrective actions taken	Commitment	1/6	5.1/8.8	11/20/36	Descriptive	Our People-Working Practices Section
WH10	Game-changer satisfaction (Organizational Climate- Maybe EFR)	Integrity	1	8.5/8.7	39/41/45/4	Descriptive	Our People-Working Practices Section
WH11	Amount of game-changers' investment	Integrity	6	4.3	12	Descriptive	Our People-Working Practices Section
WH13	Quality of work life index	Integrity	1	8.5	2/11/18/23	Descriptive	Our People-Working Practices Section
WH14	Severity, incidence and fatality rate of work-related accidents	Integrity	2	3.9/8.8	27/40	Descriptive	Section Our People-Health and safety in the workplace
WH36	Game-changer labor practices	Integrity	1	8.5	2/11/18/23	Descriptive	Our People-Working Practices Section
Safety Standards							
205-2	Communication and training on anti-corruption policies and procedures.	Commitment	1/2/10	16.3/16.5	12/45	Descriptive	Safety standards section
205-3	Confirmed cases of corruption and actions taken.	Commitment	1/2/10	16.3/16.5	45	Descriptive	Safety standards section
206-1	Legal actions related to unfair competition and monopolistic and anti-competitive practices.	Commitment	1/2/10	16.3/16.5	45	Descriptive	Safety standards section
307-1	Non-compliance with environmental laws and regulations	Commitment	1/2/7/8/9	16.3	48	Descriptive	Safety standards section
WH21	Vulnerability management	Commitment	1/2	8.2/8.3/16.3	24/50	Descriptive	Safety standards section
WH27	Security controls	Commitment	10	N/A	N/A	Descriptive	Safety standards section
WH30	Risk management	Commitment	10	N/A	N/A	Descriptive	Safety standards section
WH32	Business continuity	Commitment	1/2/10	16.3/16.5	45	Descriptive	Safety standards section
Digital Transformation and Finance							
201-1	Direct economic value generated and distributed	Commitment	1/2	8.1/8.2	41	Descriptive	Transformation - Finance Section
WH17	Availability of internet links	Commitment	1/2	8.2/8.3	24/50	Numerical	Transformation - Digital Section
WH18	Personalization of services	WOW	1/2	8.2/8.3	24/50	Descriptive	Transformation - Digital Section
WH19	New technological services	WOW	1/2	8.2/8.3	24/50	Descriptive	Transformation - Digital Section
WH25	Effective tax rate	Commitment	1/2	8.2/8.3	41	Descriptive	Transformation - Finance Section
WH28	Amount of investment for innovation	WOW	1/2	8.2/8.3	24/50	Numerical	Due to the acquisition by webhelp, this information is under revision for the 2022 report.
WH29	Number of new clients		N/A	N/A	N/A	Numerical	Due to the acquisition by webhelp, this information is under revision for the 2022 report.
WH35	Percentage of Incredibles at Working at Home with technological support		N/A	N/A	N/A	Percentage	Due to the acquisition by webhelp, this information is under revision for the 2022 report.