

SEIDOR

# Sustainability Report 2024

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## Message from the CEO

The 2024 financial year marked a turning point in SEIDOR's journey, both in terms of the progress achieved during that year and the foundations we have laid for the future. One of the most significant milestones was the addition of Carlyle, one of the largest global investment firms, as a majority shareholder. This strategic alliance strengthens our capabilities to drive international growth, consolidate our business model, and reinforce our role as a significant player in the environments where we operate.

All of this takes place in an international context defined by technological acceleration, the strengthening of legal requirements regarding sustainability, cybersecurity, and data protection, and an economic environment marked by a degree of volatility and uncertainty.

Faced with this scenario, sustainability is reaffirmed as an essential principle and an essential driver for business transformation with a positive impact.

Our evolution continues to be guided by a firm purpose: to humanize the world through technology. This approach, rooted in technological humanism, shapes our sustainability strategy across four key areas: social impact, talent development, environmental action, and corporate ethics.

At the social level, we have strengthened our actions to reduce the digital divide, especially among young people at risk of exclusion, by promoting technological training programs in collaboration with third-sector entities. In the area of talent, initiatives such as SEIDOR Academy or our employee value proposition has allowed us attract new specialized profiles, promote diversity and boost the professional and personal development of our teams. In environmental matters, we remain committed to being a Net Zero company, advancing energy efficiency and circular economy and responsible use of technological infrastructures. The growing adoption of solutions based on artificial intelligence has posed new challenges which we are also addressing from a responsibility perspective technological.

Regarding ethics, we have strengthened our good practices. government, compliance and cybersecurity, areas especially relevant in an exercise marked by the consolidation of Our global presence in 45 countries, the integration of new companies and team growth to reach 10,000 people. At SEIDOR, we understand that acting with integrity is also an obligation legal, an expression of our commitment to the trust and transparency.

This Sustainability Report reflects our approach to growth: with a medium and long-term vision, with responsibility and with the conviction that technology must always be at the service of people, organizations and society.

**Josep Benito**

Executive Chairman  
SEIDOR



# Introduction to the Non-Financial Information Statement

This Non-Financial Information Statement, which forms part of the Management Report of the group of companies belonging to SEIDOR, SA (hereinafter SEIDOR), refers to the financial year 2024. With this Report, SEIDOR responds to the requirements of Law 11/2018 regarding non-financial and diversity information. SEIDOR, SA is a company domiciled in Spain, with its main operational headquarters in Barcelona (C. Provençals, 44) and its tax domicile in Vic (Barcelona).

The entities included in the scope of non-financial reporting are the same as those followed in the company's financial reporting consolidation principles. This represents a total of more than 100 companies and 9,559 individuals.

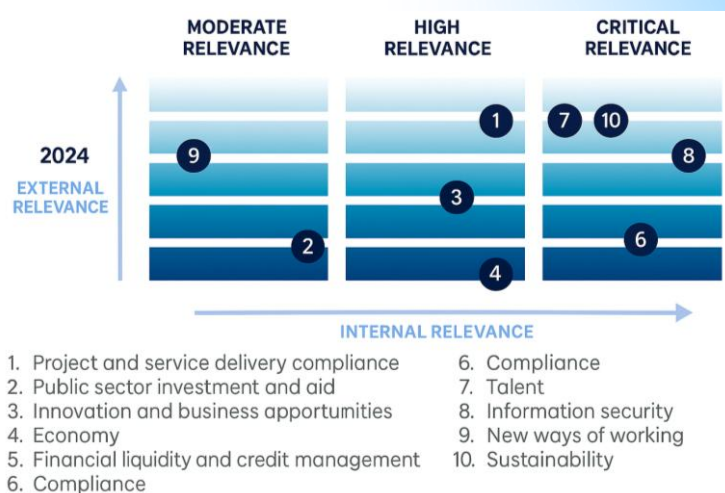
To prepare the Non-Financial Information Statement, the requirements established by law and the Global Reporting Initiative (GRI) Standards have been followed. For a better understanding, please refer to ANNEX I of this document, which contains a table detailing the relationship between legal requirements and the GRI Standards.

In accordance with GRI Standards, the information included in this Statement of Non-Financial Information complies with the principles of comparability, materiality, relevance, and reliability, and the information included is accurate, comparable, and verifiable. The Statement of Non-Financial Information is issued annually, coinciding with the end of the fiscal year. The Statement of Non-Financial Information for the previous fiscal year was approved by the shareholders' meeting on July 30, 2024.

In accordance with current commercial regulations, this Non-Financial Information Statement has been verified by Busquet Estudi Jurídic, SL. The Independent Verification Report is attached on page 69. On July 30, 2024, Busquet Estudi Jurídic, SL issued the independent verification report corresponding to the Non-Financial Information Statement for 2023.

## Materiality analysis

The analysis of topics relevant to the business and stakeholders, or materiality analysis, is key to the Corporate Responsibility management process, both for reporting and for defining the strategy, initiatives, and stakeholder relationships. This process was carried out in different phases, following the GRI recommendations for identification, prioritization, and validation. To identify material areas, the opinions of SEIDOR professionals and clients were considered, as well as the GRI report by sector, which highlights the most representative aspects of each sector. These reports were reviewed to incorporate the evolving scenario throughout the year. The results of the analysis are presented in the Materiality Matrix according to the two axes of relevance to SEIDOR's activity and its stakeholders. Following the trend seen in previous years, 10 points can be identified as a high impact on the company's activities and influence on the decisions of priority stakeholders: shareholders, suppliers, customers, and professionals.



To obtain the aspects reflected in the Materiality Matrix, we started from the context analysis where we identified and analyzed:

- 19 stakeholders and contextual elements.
- 191 expectations and strategic objectives.

Below is a brief description of the materiality of the areas considered in the matrix:

1. *Compliance in the provision of projects and services:* During 2024, the importance of contract compliance through optimal project and service delivery has continued to increase due to increasing competition in the sector and its global nature, as well as the shortage of talent (especially in key emerging technology areas) and diversity within the sector.
2. *Public sector investment and aid:* The increased aid at both national and European levels has continued the trend of 2023, with a slight reduction.
3. *Innovation and business opportunities:* In 2023, the internal and external relevance of innovation and its business opportunities have increased, especially with regard to the consolidation and diversification of the application areas of artificial intelligence and its related technological ecosystem. The quantity and quality of business opportunities in this context have required us to especially boost our innovation model in 2024.
4. *Financial liquidity and credit management:* Continuing with high volatility in the macroeconomic environment and the impact of persistent global uncertainty, the financial health of the organization has continued to be a key area for negotiation and profitability throughout the year.
5. *Economy:* Related to this, the state of the global economy during 2024 has continued to be affected by the geopolitical conflicts that already took center stage in 2023.
6. *Compliance:* We are at a stage in which business growth, the incorporation of new companies, and the increase in the number of professionals within the organization have played a significant role in the Group's growth. Therefore, compliance and regulatory compliance have become central issues and have a significant impact both internally and externally. SEIDOR must ensure the proper implementation of prevention, detection, and action measures to guarantee good corporate governance.



7. *Talent: continues to be present:* The competition for talent and its scarcity in certain fields (such as AI) and, also in 2024, in the role of women. Talent (its acquisition and, especially, its retention) is key to our organization's proper internal functioning and to providing the best service to customers.
8. *Information security:* The privacy of individuals and organizational information remains a key aspect in an environment where cyberthreats are increasingly frequent, diversified, and sophisticated. At this point, the use of AI—both by attackers and defense mechanisms—has become increasingly important.
9. *Workplace ubiquity:* Adapting to ubiquitous work has continued to be a necessary aspect to consider when retaining talent and ensuring the quality of our employees' and collaborators' professional activity; this has forced us to continue developing the productivity platform and its management and cybersecurity model.
10. *Sustainability:* In 2024, sustainability has continued to be a critical factor, both in terms of compliance and competitiveness. Sustainability—from an environmental, social, and economic perspective—must continue to be one of the pillars of responsibility across all business activity and, in general, across society. Respect for the environment, in particular, has become a challenge for the technology sector, which is increasingly hungry for computing resources, as a result of the massive adoption of AI.

## Our business model

### Business environment and group organization

SEIDOR is a technology consulting firm that supports organizations in their digital transformation through a comprehensive portfolio of solutions and services in areas such as Artificial Intelligence, Cloud, Cybersecurity, Customer Experience, ERP, Data, and Application Modernization, among others. With a turnover of 1,121 million, nearly 10,000 professionals, and a direct presence in more than 45 countries across Europe, Latin America, the United States, the Middle East, Africa, and Asia, serving more than 8,000 clients, SEIDOR collaborates with leading technology leaders such as SAP, Microsoft, IBM, Adobe, Salesforce, Google, AWS, Cisco, Huawei, and Oracle. With the goal of humanizing technology, SEIDOR focuses on the positive impact it can have on people, society, and organizations.

### Markets served

SEIDOR provides services in the following countries distributed by continent:

#### Europe

Andorra · Belgium · Spain · France · Ireland · Italy · Portugal · United Kingdom · Sweden

#### North America

United States · Mexico

#### Central America

Costa Rica · El Salvador · Guatemala · Honduras · Nicaragua · Panama · Dominican Republic

#### South America

Argentina · Bolivia · Brazil · Chile · Colombia · Ecuador · Paraguay · Peru · Uruguay

## Middle East

Saudi Arabia · United Arab Emirates · Israel · Kuwait · Lebanon · Qatar

## Africa

Algeria · Egypt · Ethiopia · Kenya · Morocco · Mauritius · South Africa · Tanzania · Tunisia · Zambia

## Asia

China · India · Taiwan

Additionally, we have a presence in more than 100 countries through our partner network, United VARs.

SEIDOR provides services in many countries, offering virtually comprehensive coverage of all markets. Its main sectors are: Public Administration, Agri-Food, Food and Beverages, Banking and Insurance, Ceramics, Construction, Pharmaceutical Distribution, Education, Pharmaceuticals, Chemicals, Automotive and Aeronautics, Engineering and Machinery, Processing Products, Retail, Healthcare, Professional Services, and Transportation.

Given the nature of SEIDOR's business, its service offering is aimed at companies and offers a differentiated offering for large companies, SMEs, and public administrations.

## Main brands

SEIDOR's brand strategy has continued to be driven in 2024 based on a series of key pillars, with the aim of further strengthening and expanding the positioning of its corporate identity among its various stakeholders and paving the way for the next period.

We highlight the following points:

- In 2024, we continued with our brand strategy, focusing on its connection with technological humanism.
- Collaboration with organizations to position the brand in social and sustainable environments.
- Consolidation of the talent area and the employer brand to attract and retain talent.
- Expanding the company's value propositions across both business units and vertical sectors, with an international focus, consolidating the offering and campaigns internationally to further standardize the positioning used in the different markets in which SEIDOR operates.

The key elements of the new brand strategy revolve around the following axes:

- Unique and global brand: SEIDOR.
- Values linked to: Courage, Openness, Trust.
- Exploring the brand's territory to bring SEIDOR closer to people and technology, from the perspective of technological humanism.

With this strategy as its foundation, SEIDOR presents itself to the market through a single global brand, offering its broad portfolio of services alongside the market's leading manufacturers. Its main partners are SAP, Microsoft, IBM, Adobe, Salesforce, Google, AWS, Cisco, Huawei, and Oracle.

## Global context and evolution of the sector

By the end of 2024, the Spanish economy grew by a significant 0.8%, supported by domestic demand, as well as investment and public spending. The Bank of Spain's latest projections, which place GDP at around

2.7% for 2025, will be driven primarily by continued private consumption. During the year, Spain has continued its transition toward digitalized production models and increased investment in technological infrastructure, which has strengthened competitiveness in a complex and more unstable global context.

Throughout the year, the digital services sector in Spain demonstrated solid growth, although it remains in a context of relative slowdown, which nevertheless resists the effects of the global situation marked by geopolitical tensions. Thus, according to the TIC Monitor Barometer of the VASS Foundation and CEPREDE (published in November 2024), the revenue of companies operating in our market moderated its growth to 4.6% year-on-year (November figures), driven by the positive push from new technological opportunities, such as those arising from the explosion of AI. Billable activity has been sustained on a firm foundation of investments in digital infrastructure, cloud services, and business software, in which the gradual integration of artificial intelligence-based solutions—notably the explosion of generative AI, which will increasingly contribute to the overall revenues of the main players—is increasingly acting as a catalyst for increased added value from the sector's solutions. According to VASS-CEPREDE, job creation also suffered during the year (with year-on-year growth of 2.7%, higher, however, than the 1.6% average for service activities).

Looking ahead to 2025, the outlook for the IT systems and services industry will also continue to be shaped by the impact of AI, which will drive investment in data center-related infrastructure (Gartner forecasts global growth of more than 15% in this area) and provide a significant boost to software investment itself. Sources already quantify the specific impact of AI in the coming years within the entire sector, placing it at orders of magnitude exceeding \$780 billion by 2027. The explosive increase in demand for certain key components for AI development (particularly GPUs) could lead to a semiconductor crisis similar to the one experienced during the pandemic.

Regarding employment in the Spanish technology sector, 2025 offers reasons for optimism. The latest Manpower Group Employment Projection Study indicates that the IT sector will continue to be one of the most dynamic in terms of job creation, with a net forecast of 20% for the second quarter of 2025, even though expectations have moderated over the months. Thus, 37% of technology companies plan to increase their workforce by mid-2025, 46% will maintain their workforce, and the remaining 17% will have to make cuts during the same period.

Sources: Bank of Spain, VASS-CEPREDE Foundation, Channel Partner, ManpowerGroup

## Technological trends

ICT investment and spending by Spanish companies reached €53.1 billion in 2024, according to data from Whitelane Research for Eraneos, representing a 4% increase compared to the previous year. According to this data, organizations in our country have focused their investment priorities on process automation and cybersecurity, with AI as a clearly emerging area (high investment growth compared to a still limited impact on business processes). Furthermore, reducing IT costs has emerged as a strategic issue for organizations with larger budgets in this area, demonstrating the need to adjust senior management expectations and the efficiency of large technology departments.

Within this context, AI has established itself in 2024 as one of the fundamental pillars of organizations' technological priorities for 2025. Generative AI supported by LLMs (with LCM models looming on the horizon) and agentive AI platforms are transforming the way we automate processes and generate operational value. The foreseeable impact of generative AI on the technological landscape of Spanish organizations is illustrated by the forecast made by Implement Consulting Group at the request of Google, indicating that



widespread adoption of this technology would contribute between €100 billion and €120 billion to Spain's gross domestic product (GDP) over the next decade.

At the same time, cloud computing remains an essential foundation of IT strategy, continuing the fundamental focus on the scalability, flexibility, and security of technological infrastructure. According to the Whitelane Research, more than 70% of Spanish organizations will dedicate more than 15% of their global technology budget to the cloud by 2024, estimating a combined investment budget of 6,000 euros by the end of the year. Furthermore, the increase in the cross-functional digitalization of business processes and the growing involvement of AI in this have led to an increasingly complex cybersecurity environment in 2024, with increasingly sophisticated and persistent attacks. Thus, INCIBE's CERT managed nearly 100,000 cybersecurity incidents in 2024, representing an increase of more than 16% compared to 2023. Just over 32% of these incidents affected companies, including SMEs, micro-SMEs, and the self-employed. This will lead to an acceleration in companies' investment in cybersecurity during 2025 (more than 11% for 20% of organizations, according to PwC).

Finally, and as 2023 already predicted, sustainability and energy efficiency have been consolidated as decisive strategic criteria within technological investment for 2024, as the energy needs of data centers have only multiplied with the exponential growth in resource consumption associated with AI. It should be noted that data centers already account for 3% of the entire EU's electricity consumption in 2024, and this percentage will only increase in the coming years.

In this regard, the Community institutions have taken a step forward in supervising the key sustainability indicators of technology operators. Thus, in March of this year, the European Commission adopted a new regulation aimed at facilitating the assessment of the sustainability of data centers. This legislation has required data center operators to report the key performance indicators by September 15, 2024, and subsequently by May 15, 2025, and in subsequent years. Thus, the efficiency of computing infrastructures and the operation of computing-intensive systems will continue to be a focus of concern, but also an opportunity, for the year 2025.

Sources: Whitelane Research-Eraneos, Orizon, Implement Consulting Group, INCIBE, PwC, Esaficiencia.es

## Strategy and objectives

SEIDOR has a position in the world, which we describe through our mission, vision, purpose, values, value proposition and strategic objectives:

### 1. Mission:

To drive the competitiveness and transformation of organizations through the opportunities presented by technology and business knowledge, always focusing on the value of humanity and committed to talent and social development.

### 2. Vision:

To be the best technology consulting firm to collaborate with and work with, both nationally and internationally.

### 3. Purpose:

Humanizing the world through technology.

### 4. Corporate values:

SEIDOR's corporate values are essential to achieving our vision of being our clients' trusted technology partner and fulfilling our mission. Our corporate values are grouped into three defining aspects:

## CLOSE, DYNAMIC, FLEXIBLE

### 5. Value proposition:

Our value proposition is summed up in our brand promise: "Humanizing Technology." This purpose summarizes our culture, our purpose, and our aspirations based on three pillars:

- We are activists and experts in technology, through which we contribute to the development of clients, partners, collaborators, and society in general.
- We focus on the human side of every activity. We humanize the way we do business, and we strive to ensure that every service or solution we offer is conducive to making this a better world.
- We have profound respect for people. We always remember that relationships of any kind are based on a common denominator: the human side.

### 6. Strategic objectives:

During the 2024 financial year, SEIDOR has continued to bring its position closer to the objectives set in previous years:

1. Turnover: Maintaining double-digit annual growth based on the development of the national and international market, both organically and inorganically, achieving a turnover of €1.121 billion, which represents an increase of 27.4% compared to 2023. This figure has allowed SEIDOR to achieve and exceed, one year in advance, the strategic objective it set of achieving a turnover of €1 billion by 2025.
2. Integration of service lines and creation of new ones: Work has continued on integrating service lines into the company's unique portfolio, expanding value in each area and providing greater transparency to customers and the market in general.
3. Access to new markets: expanding SEIDOR's business around the world, allowing for greater synergies both internally and with clients, as well as maintaining contact with global innovation hubs.
4. Large Accounts and Public Sector: We continue to work to increase our position in the technology market for large accounts and the public sector, with a focus on central Spain.
5. Operational excellence: strengthening and formalizing internal processes to ensure efficiency, regulatory compliance, and risk management.
6. Employer Branding: In 2024, the new corporate area dedicated to managing initiatives to attract and retain talent, which was created in 2023, was consolidated. In today's market, talent continues to be one of the scarcest resources, especially in the field of high-impact technologies that are no longer emerging, such as AI—which is why SEIDOR's Marketing and People teams strengthened their bond through the formalization of the "Employer Branding" area. This department has helped SEIDOR strengthen its position as a top-tier employer brand in 2024, guaranteeing talent the full guidance and support it needs to develop.

The discourse as an employer brand is developed based on the following axes:

- A great company with a start-up soul: Our origins are family-oriented, but with a strong global and intrapreneurial vision that allows us to grow and address new opportunities with agility every day. Leadership and decision-making are closely linked to people.

- Talent as our greatest asset: We promote initiatives to empower female talent and foster STEAM careers. We are taking action to advance workforce inclusion. We work to raise awareness about diversity and eliminate bias. We contribute to bridging the digital divide for people with limited resources.
  - Driving talent growth: participating in projects with a positive impact, working with market-leading technologies, with the support of leading experts, in a dynamic and entrepreneurial culture, listening to initiatives, focusing on continuous learning, and participating in international projects.
  - Training support: through the SEIDOR Academy, language program, on-going training, certifications, power skills, and internship programs.
  - Building your future to suit your needs: For both junior and experienced talent, we offer the opportunity to build your career in a completely personalized way, without unattainable or unmotivating standard career paths.
  - We're committed to flexibility: Remote work and flexibility are fully integrated into our DNA. With tailored flexible compensation plans and special conditions for the people who make up SEIDOR.
7. Differentiated talent: Incorporation of expertise and specific capabilities that have allowed us to expand our value proposition. This growth has been organic, on the one hand, through the continuous incorporation and development of talent thanks to the excellent work of our HR teams, the continuity of the SEIDOR academies that train young people in the main technological practices linked to our partners, and the attraction of leading talent that is increasingly attracted to the opportunities our organization presents. In addition, we have increased our collaboration with organizations that aim to incorporate young and female talent into the technological world. This growth is complemented by the acquisition and integration of companies.
8. Commitment to sustainability: SEIDOR continues to focus on people and the value of humanity. We conduct our business ethically, with responsibility and a commitment to social development and the environment.

SEIDOR is a company that has earned its prestige and credibility thanks to the closeness and professionalism with which we approach other people and organizations. It is through the value of its team, its organizational spirit, its courage, and the SEIDOR culture, highly valued by customers, that we articulate the company's growth and future prospects.

## Innovation

In both the value proposition and the diversification objective, innovation continues to play a fundamental role at SEIDOR, always with the focus on providing cutting-edge technological solutions to our clients and also helping them develop innovation in their own businesses. Innovation is emerging as a key differentiating factor in a context like 2024, one of clear disruptions driven by technological paradigms that are helping to level the playing field among market players.

Thus, SEIDOR has continued to promote and intensify the innovation initiatives undertaken in previous years in 2024 and introduced new ones, which will help lay the foundations for the years to come:

- We lead the analysis of the impact of AI on global business, identifying opportunities and challenges to help our clients make informed decisions regarding innovation and improvement of their business processes.



- We continue to be promoters of the Next Generation funds and digitalization agents within the Digital Kit program for SMEs, offering a unique and comprehensive proposal to our smaller clients.
- We maintain and enhance our partnerships with prestigious academic institutions, aiming to further our commitment to developing talent and economic activity. Our partnerships with the country's three leading business schools—IESE, ESADE, and San Telmo—are prime examples.
- Finally, we are redoubling our innovative efforts in areas we consider strategic for the sustainable transformation of the economy and society as a whole, such as the agri-food, healthcare, and industrial sectors.

## Risks and opportunities

SEIDOR determines the risks and opportunities that need to be addressed to ensure that the Integrated Management System (IMS) can achieve its intended results, increase desirable effects, prevent or reduce undesired effects, and achieve improvement.

The methodology applied in SEIDOR to carry out the risk and opportunity analysis consists of identifying the stakeholders and the context of the GIS, describing the Strengths, Weaknesses, Opportunities and Threats (SWOT) for each of the GIS's relevant areas, determining the priority of said actions based on their impact and the strategic plan, proposing actions to reduce undesirable effects and enhance desirable ones, conducting timely monitoring of the proposed actions and verifying their effectiveness.

## Main Risks

The main risks that may have affected the development of SEIDOR's strategy are:

- **Financial risks:** Financial solvency and access risk, credit risk, liquidity risk, and market risk.

During 2024, we continued to closely monitor our debt ratio and financial liquidity levels and implemented actions to help our customers settle their outstanding payments and ensure SEIDOR's financial health, maintaining our established financial ratios at optimal levels:

- Debt renegotiation processes and payment terms, both with clients and our suppliers.
- Creation of a financing team, in which we reach agreements with various financial companies with the aim of offering the most advantageous terms to our clients.
- **Economic risks:** risk of economic paralysis, declining sales, tax increases, new costs, loss of customer base, and diminished business opportunities.

During 2024, we have maintained and improved our marketing and sales plan, adapting to the current circumstances. This has allowed us to increase our sales levels and expand our client portfolio, with a significant increase in sales in the public sector:

- Strengthen your presence on social media.
- Free webinar campaign for clients and potential clients on technological solutions for new business conditions and business process improvements.
- Providing our customers with free support services.
- Creation of a specialized team in the Public Sector.
- Creation of a financing team, through which we reach agreements with various financial companies with the aim of offering our clients the most advantageous terms to address their digital transformation project needs.

- **Compliance risks:** arising from regulatory changes and interpretation of legislation and regulations. These include, among others, tax, corporate, personal data protection, environmental, and human resource management risks.

At SEIDOR, we have established processes for monitoring legislative changes, led by different departments: legal, human resources, occupational risk prevention, quality, and personal data protection. In addition, SEIDOR has a Compliance Committee and a Personal Data Protection Committee, as well as collaborations with leading law firms. Thanks to the work carried out, we have not received any warnings for legislative and regulatory non-compliance, nor have we received any non-compliance reports in the audits received.

- **HR Risks:** Talent retention and difficulty in recruiting new, highly qualified personnel.

Throughout 2024, the scarcity and high demand for qualified technical personnel in the IT sector continued to be evident, as well as the need to quickly adapt to new circumstances and ongoing legislative changes in this area. At SEIDOR, with a high percentage of the team working remotely, we have managed to increase our workforce thanks to the implementation and/or continuation of initiatives such as:

- Small training actions aimed at improving the quality of our employees' work environment.
  - Promoting our equality plan, created in 2023, among employees through awareness training.
  - Activities and social benefits to improve the work environment and make SEIDOR an attractive place to work.
  - Implementation of a flexible and agile 100% online system for our selection processes.
  - We continue to work with a corporate app with support tools for our employees and to keep them informed about company news. This app provides our employees with special offers at various retailers.
  - A new welcome manual called "My Day to Day at SEIDOR" has been created on the INTRANET.
  - Welcome process for new employees working remotely.
  - Collaborations with Universities.
  - SEIDOR Academy initiative, where we train future technicians and consultants on a paid basis in various technologies such as cybersecurity, cloud computing, IoT, AI and mobility, and customer experience and ERP.
- **Cybersecurity risks:** caused by attacks or failures in infrastructure, communication networks, workstation equipment and applications that may affect security (physical and logical), as well as the integrity, availability or confidentiality of operational and financial information or the information of our clients managed by SEIDOR systems and/or services.

During 2024, we have not experienced any cybersecurity incidents that have seriously impacted our systems and services, despite the increased risk level due to the expansion of remote working, thanks to:

- Continuous monitoring by the Corporate Cybersecurity Committee.
- The monitoring and early intervention process is carried out by our Corporate Cybersecurity Office.
- The information security management system is implemented in our company.
- The implementation of preventive measures in response to the need for our employees to

work remotely.

- Conducting awareness and training campaigns on cybersecurity best practices.
- **Environmental risks:** derived from the possible effects that our activity may have on the environment and disaster situations that may occur in our offices.

During 2024, environmental risks related to our energy consumption and waste management, among others, were considered, ensuring compliance with applicable environmental legislation at all times.

Adequate control is maintained through:

- Efficient waste management through duly authorized managers.
- Proper maintenance of the offices.
- Changing the lighting in our offices to LEDs. We are gradually making changes to our main offices.
- Contracting supplies from renewable energy.

## Main Opportunities

The current situation has forced businesses and public administrations to contract IT services, implementing technologies to improve their management, new technologies to improve their business processes, and ensuring the continuity of remote work in all activities that allow it.

The main opportunities that have supported SEIDOR's strategy and the achievement of its objectives are:

- Increased demand for cybersecurity services: Due to digital transformation processes and the incorporation of new technologies in businesses, companies' dependence on technology and exposure to cyberthreats have increased, leading to an increase in demand for professional cybersecurity services.
- Continuity of teleworking: This new need has led to an increase in demand for hardware and software equipment that facilitates this type of work.
- Increased public offerings for digital transformation projects and services, as well as ICT services.
- Increased supply and demand for cloud services and Software as a Service (SaaS).
- There is an increasing need for companies to implement e-commerce solutions and improve the management of their administrative, production, and sales processes.

## Risk management

SEIDOR is a global company that may face various risk factors, which vary depending on the country in which it operates and the nature of the sectors in which it operates. In this regard, the company seeks to identify and assess these risks, allowing it to implement appropriate control and management measures well in advance to mitigate the likelihood of these risks occurring and/or reduce their potential impact on business objectives.

Risk management comprises the following phases:

- Identification of internal and external risks that affect SEIDOR's objectives and strategy.
- Risk assessment by identifying potential causes, consequences and impacts.
- Prioritization of detected risks.
- Risk management by those responsible for developing actions to mitigate risk and risk tolerance.
- Continuous monitoring of identified risks to assess their evolution.

At SEIDOR, we manage risks based on their nature and perform various analyses, including:



- Context Analysis: We identify and address circumstances that may represent weaknesses, threats, strengths, or opportunities (SWOT) that may affect the various contextual elements, stakeholders, and strategic objectives related to the performance of our business.
- Business Impact Analysis (BIA): Identification of the company's services and activities, the information it processes, the systems and resources that support them, and the subsequent assessment of the dependence on these services for the normal development of its business and the services it provides to its customers.
- Personal data protection impact assessment: We identify and assess the impact of personal data processing on individuals' rights and freedoms.
- System risk and vulnerability analysis: We identify, and address risks related to information security and how they affect the availability, confidentiality, integrity, authenticity, and traceability of the information processed.

## Context analysis

One of the most effective tools for managing the risks and opportunities of business activity is the Context Analysis of our organization, in which we identify, assess and manage the weaknesses, threats, strengths and opportunities (SWOT) of our environment, which affect the different interested parties with whom we interact in the exercise of our activity, their expectations and the achievement of SEIDOR's strategic objectives, according to the process established in our Integrated Management System (IMS):

1. Identification of context elements and stakeholders and their level of influence on SEIDOR's business.
2. Identification of stakeholder expectations and SEIDOR's interest in said stakeholder.
3. Identification of negative (weaknesses and threats) and positive (strengths and opportunities) cases and the possible consequences that may impact the fulfillment or satisfaction of these expectations.
4. Assessment of the impact that each of the risks could have on our business, which has informed our Business Impact Report and the estimate of the likelihood of their materialization.
5. Risk assessment (impact (0-4) + probability (0-4)) according to our corporate risk management and assessment procedure (risk 0-8).
6. Analysis of the cause of said case.
7. Proposal for risk mitigation, containment, and recovery actions and their prioritization based on the assessed risk.
8. Monitoring and verification of the implementation of actions.
9. Assessment of the effectiveness of actions and calculation of their residual risk.

## Context Analysis 2024

In the 2024 context analysis, we have identified and analyzed:

- 19 stakeholders and contextual elements.
- 191 expectations and strategic objectives.

Average initial and residual risk of threats and weaknesses by risk type 2024:

Threats and Weaknesses < 5				
Row Labels	Average Risk	Average Residual Risk	% Change	
Objective Compliance	4.50	2.25	50%	
Weaknesses	4.50	2.25	50%	
Financial/Economic	7.00	4.67	33%	
Threats	7.00	4.67	33%	
Resource Management and HR	5.67	0.00	100%	
Threats	7.00	0.00	100%	
Weaknesses	5.00	0.00	100%	
Governance	7.00	7.00	0%	
Weaknesses	7.00	7.00	0%	
Image and Market Position	4.33	0.98	77%	
Threats	3.75	2.00	47%	
Weaknesses	4.80	0.16	97%	
Legal/Regulatory Non-Compliance	5.00	0.00	100%	
Weaknesses	5.00	0.00	100%	
Service Provision/Non-Compliance	4.83	1.25	75%	
Weaknesses	4.83	1.25	75%	
Information Security	5.75	0.00	100%	
Threats	5.67	0.00	100%	
Weaknesses	6.00	0.00	100%	
Sustainability	4.20	0.00	100%	
Threats	5.00	0.00	100%	
Weaknesses	3.00	0.00	100%	
Climate Change	4.33	1.33	69%	
Threats	5.00	0.00	100%	
Weaknesses	4.00	2.00	50%	
Grand Total	4.95	1.14	77%	

Average initial and residual risk of threats and weaknesses by risk type 2023:

Threats and Weaknesses < 5				
Row labels	Average Risk	Average Residual Risk	% variation	
Objective achievement	4.75	0.00	100%	
Weaknesses	4.75	0.00	100%	
Financial/Economic	7.00	2.33	67%	
Threats	7.00	2.33	67%	
Resource management and HR	5.67	0.00	100%	
Threats	7.00	0.00	100%	
Weaknesses	5.00	0.00	100%	
Image and market position	4.67	0.34	88%	
Threats	4.25	1.00	76%	
Weaknesses	5.00	0.35	96%	
Legal/Regulatory Breaches	4.67	0.00	100%	
Weaknesses	4.67	0.00	100%	
Service Provision/Breach of Contract	4.67	1.00	77%	
Weaknesses	4.67	1.00	77%	
Information Security	6.00	0.00	100%	
Threats	6.00	0.00	100%	
Weaknesses	6.00	0.00	100%	
Sustainability	4.14	0.00	100%	
Threats	5.00	0.00	100%	
Weaknesses	3.50	0.00	100%	
Grand Total	4.93	0.45	91%	

Average initial and residual risk of strengths and opportunities by risk type 2024:

Strengths and Opportunities >= 5				
Row Labels	Average Risk	Average Residual Risk	% Change	
Sales and Marketing	6.56	3.83	42%	
Strengths	6.00	3.00	50%	
Opportunities	6.71	4.07	39%	
Resource Management and HR	6.00	6.00	0%	
Strengths	6.00	6.00	0%	
Governance	6.75	4.19	38%	
Strengths	6.75	4.19	38%	
Image and Market Position	7.00	7.00	0%	
Strengths	7.00	7.00	0%	
Sustainability	6.00	6.00	0%	
Strengths	6.00	6.00	0%	
Climate Change	3.00	3.00	0%	
Opportunities	3.00	3.00	0%	
Grand Total	6.45	4.71	27%	

Average initial and residual risk of strengths and opportunities by risk type 2023:

Threats and Weaknesses < 5			
Risk Type	Average Risk	Average Residual Risk	% variation
	4.75	0.31	93.42%
Compliance with objectives			
Weaknesses	4.75	0.31	93.42%
Financial/economic	7.00	1.42	79.67%
Threats	7.00	1.42	79.67%
Resource and HR management	5.67	-	100.00%
Threats	7.00	-	100.00%
Weaknesses	5.00	-	100.00%
Image and market position	4.67	0.56	88.10%
Threats	4.25	1.00	76.47%
Weaknesses	5.00	0.20	96.00%
Legal/Regulatory Breaches	4.67	-	100.00%
Weaknesses	4.67	-	100.00%
Service Provision/Breach of Contracts	4.67	1.06	77.32%
Weaknesses	4.67	1.06	77.32%
Information Security	6.50	0.35	94.62%
Threats	7.00	0.70	90.00%
Weaknesses	6.00	-	100.00%
Sustainability	3.00	0.25	91.67%
Weaknesses	3.00	0.25	91.67%
Grand Total	4.92	0.51	89.65%

Maximum residual risk obtained during 2024, by SIG process:

#### Threats and weaknesses

Max Residual Risk	
Row Labels	Grand Total
Audit and Monitoring	5
Communication	0
Environmental Operational Control	0
Direction and Management	7
Demand Management	7
Risk and Opportunity Management	4
HR Management	0
Service and Project Delivery	0
Corporate Social Responsibility	4
Information Security	0
Grand Total	7

#### Strengths and opportunities

Max Residual Risk	
Row Labels	General
Communication	7
Operational Environmental Control	6
Leadership and Management	7
Demand Management	7
Supplier Management	7
Risk and Opportunity Management	8
HR Management	6
Corporate Social Responsibility	3
Customer Satisfaction	0
Grand Total	8

Maximum residual risk obtained during 2023, by SIG process:

#### Threats and weaknesses

Max Residual Risk	
IMS Processes	Grand Total
Audit and Monitoring	2.5
Communication	0
Environmental Operational Control	0
Demand Management	7
Risk and Opportunity Management	1
HR Management	0
Service and Project Provision	2.5
Corporate Social Responsibility	0
Information Security	0
Grand Total	7



## Strengths and opportunities

Max Residual Risk	
IMS Processes	Total
	General
Communication	7
Operational Environmental Control	6
Direction and Management	7
Demand Management	7
Supplier Management	7
Risk and Opportunity Management	8
HR Management	6
Customer Satisfaction	6
Grand Total	8

## Regulatory structure and procedures

Good governance, accompanied by ethical management, is vital for an organization's success. To achieve this, it is essential to define and implement policies that outline the strategic guidelines to be followed, as well as processes that regulate and describe the tasks to be performed to achieve the proposed objectives.

In SEIDOR, a regulatory structure based on four levels is established:

1. Higher or strategic level, where Corporate Policies are collected:
  - Sustainability Report
  - Code of Ethics
  - Security Policy
  - Internal policy for the use of information systems
2. The mid-level or tactical level, where the Corporate Standards are collected. These standards regulate the organization's operations based on the framework established at the strategic level.
3. Technical level, where technical guides, internal manuals and manufacturers' manuals are found.

Information, training, and awareness-raising activities are carried out for SEIDOR professionals, with the aim of ensuring the true integration of the requirements established by legal and corporate regulations into all processes. Good governance is vital for an organization's success. To achieve this, it is essential to have defined and implemented policies that outline the strategic guidelines to be followed, and processes that regulate and describe the tasks to be performed to achieve the proposed objectives.

## Principles, standards and procedures

SEIDOR's risk management is covered by the following regulatory structure:

- SEIDOR Code of Ethics
- Criminal Compliance Management System
- Zero Tolerance Plan for Corruption
- Sustainability Report
- Information Security Best Practices
- Corporate Policy on the Use of Information Systems
- Corporate Information Security Policy

- Integrated Management System Manual
- Information security incident management
- Staff additions and deletions
- Lower or operational level, where corporate procedures (general and operational) are collected and the execution of a process or task is described and detailed.
- Information Security and Service Management System (ISMS) and Security Management System for Cloud Services certified in ISO 20000-1, ISO 27001, ISO 27017, ISO 27018, ISO 27701, ISO 22301 and National High Level Security Scheme (ENS ALTO).
- Quality and environmental management system certified in ISO 9001 and ISO 14001
- Occupational Risk Prevention Program
- Password Policy
- Travel Policy
- Workplace harassment protocol
- Equality plans

All these procedures and corporate policies are available on the SEIDOR intranet.

## Environment

Environmental protection is one of the guiding principles of SEIDOR's business operations. Under normal circumstances, our activities do not have a significant direct impact given our sector and business model.

We indirectly help our clients manage the environmental impacts of their respective sectors and business models by defining processes and implementing management systems such as ERPs and new ICT technologies that help them, for example, improve control over the consumption of natural resources, raw materials, energy, etc. We also monitor the potential environmental impacts our suppliers and partners may have on the provision of their services.

Our Integrated Management System (IMS) is a set of environmental management standards and procedures, compliant with current legislation and certified by ISO 14001:2015. These standards allow us to identify and evaluate the potential environmental impact of our activities and thus assess the risks and opportunities related to environmental aspects, legal requirements, and other requirements. This allows us to design action plans to prevent and mitigate any undesirable effects our activities may have, both internally and externally.

SEIDOR provides all its employees and collaborators with knowledge of all the company's internal rules and procedures regarding environmental protection, as well as any good environmental and energy efficiency practices that affect its activity and level of responsibility.

We are committed to the proper use of raw materials from the moment they are obtained until their end of life. Thus, SEIDOR has launched initiatives to reduce environmental impacts by managing the waste produced in the operation of its activities and services (mainly electronic equipment), implementing a policy of reusing IT equipment and donating it to NGOs, contracting authorized waste management companies, using selective collection points or clean points, installing smart network printers that avoid printing copies that are not subsequently collected, using only recycled paper, and promoting paperless offices and recycling through the use of waste bins in offices for battery waste, organic matter scraps, paper and cardboard, plastic waste, and bottle caps, which are donated to the fight against rare diseases in children.

## Environmental management system

As a demonstration of SEIDOR's commitment to the environment, in 2014 SEIDOR designed and implemented an environmental management system certified according to the ISO 14001 reference standard, integrated with the quality management system. This system aims to control and minimize the environmental impact produced by our activities, as well as other significant environmental aspects, including energy efficiency and proper waste management, and, of course, compliance with current environmental legislation at the regional and national levels. This system also ensures the necessary awareness and training in these areas for our entire team of professionals.

Taking our commitment to the environment a step further, since 2017 we have been calculating our company's carbon footprint to quantify the environmental impact of our activities and develop an emissions reduction plan. We began this calculation for SEIDOR, SA and SEIDOR SOLUTIONS, SLU, and since 2019 we have extended it to the rest of the SEIDOR GROUP companies and offices in Spain, verifying our calculation under the GHG Protocol and subsequently registering it with the MINISTRY FOR ECOLOGICAL TRANSITION AND THE DEMOGRAPHIC CHALLENGE.

The first energy efficiency audit was carried out in 2018, in compliance with Royal Decree 56/2016, which transposed Directive 2012/27/EU on energy audits, and in accordance with UNE-EN 16247 on the information generated in 2017.

The last energy efficiency audit took place in 2022 and was based on data from the previous four years. These audits cover a four-year period, with the next one due in 2026.

The latest energy efficiency audit yielded positive results. Consumption analyses were compiled for each of the offices included in the audit, revealing higher electricity consumption at the Barcelona facilities compared to the Madrid and Santander facilities. The latter have a higher percentage of air conditioning units due to the presence of generating equipment that consumes more electricity, and a greater amount of office equipment in Barcelona, where the percentage of such equipment is lower.

Various measures to improve energy efficiency were proposed and began to be implemented in 2023:

- Renovations have begun at some of the main offices in Spain, such as those in Barcelona and Madrid. Plans are underway to replace fluorescent lighting with LEDs, which will result in power savings of more than 50%.
- Stand-by control strips have been installed to cut off the power supply when the equipment is in this state.
- The installation of low-power displays is planned for both meeting rooms and office video walls.
- Reactive power values have continued to be periodically reviewed, and if they are not optimal, capacitor banks have been installed.
- An ISO 50001 Energy Management System has been implemented.
- Energy savers have been implemented in operating systems.

## Environmental Management System Processes

The Environmental Management System is mainly composed of:

### Environmental Policies:

SEIDOR reflects its commitment to the environment in its policy and Code of Ethics, in its public Corporate Social Responsibility manifesto, in which the environment appears as one of the main points, and in its

Progress Report, as an adherence to the principles of the United Nations Global Compact and the Sustainable Development Goals (SDGs).

We expressly commit to identifying environmental aspects or interactions arising from the performance of our activities, products and services, and to understanding and evaluating all associated environmental aspects and impacts, both positive and negative, to prevent and minimize the effects that these may have on the environment.

### **Identification and Management of Environmental Aspects:**

SEIDOR evaluates and prioritizes the most significant environmental aspects, allowing for the appropriate setting of objectives and goals, and the development of an environmental management program capable of specifically addressing these aspects throughout the life cycle of the environmental management system.

According to the process defined in SEIDOR's Environmental Aspects Identification environmental management system, we have identified and evaluated those activities that may influence the environmental impact of our business. We have classified these activities according to the conditions under which they are carried out or produced, as follows:

- Normal operating conditions are those that are common within the activities necessary for the provision of our services to clients and the normal management of our company.
- Abnormal operating conditions are those that, although necessary for the performance of our activity, are not routinely carried out, such as the closure of an office or the opening of a new work center, the change of a historical or strategic supplier, the extraordinary and unscheduled shutdown of systems, etc.
- Emergency situations and accidents, such as traffic accidents, spills or leaks, fires, flooding of facilities, etc.

Additionally, we classify environmental aspects into:

- Direct environmental aspects are caused because of the execution of an activity of our company, which may interact with the environment.
- Indirect environmental aspects are produced by the environmental behavior of third parties that interact with our company, such as contractors and subcontractors, suppliers, customers, etc.

### **Environmental Operational Control:**

SEIDOR establishes controls over its processes to meet its environmental management commitments and requirements and contribute to sustainable development throughout the life cycle, from the design stage to the delivery of products and services to its customers, including the supply chain, in each process. Therefore, SEIDOR has identified the following environmental aspects as control points and measures to reduce their environmental impact:

- Maintenance and electricity consumption of offices:
  - Marketing companies that distribute 100% renewable energy to power their offices.
  - Planning energy audits.
  - A course on good environmental practices, which includes a section dedicated to energy efficiency during the workday and points specifically dedicated to the SDGs of the United Nations Global Compact.



- Carbon Footprint Calculation: Scope 2 (Electricity and consumption).
- Monitoring of the established environmental indicator of energy consumption.
- Fleet of vehicles and movements:
  - Renting vehicles with high energy efficiency and ensuring proper maintenance at the brand's official facilities.
  - Ease of teleworking, to reduce the number of trips to offices.
  - Environmental best practices course, which includes a section dedicated to efficient driving.
  - Carbon Footprint Calculation: Scope 1 (Fossil Fuel Consumption).
  - Monitoring established environmental indicators of CO2 emissions into the atmosphere.
- Waste produced:
  - Management of waste produced during activities by contracting waste management companies.
  - Computer equipment reuse policy.
  - A course on the best environmental practices, which includes a section dedicated to efficient waste management, both in the office and while working remotely.

In 2024, 3,447 kg were managed in Spain.

- Paper and cardboard: 1942 kg
- Batteries: 11 Kg
- WEEE: 1494 Kg
- Cartridges/Toner: 0 Kg

These figures do not apply to the entire group; they have been calculated for the main national work centers, which are Barcelona, Vic, Madrid, Vitoria, and Santander.

- Consumption of raw materials (mainly paper):
  - Consumption of recycled paper.
  - Using smart network printers that print upon collection, avoiding printing that is not collected later.
  - Monitoring the established environmental indicator of paper consumption.

## Audits of environmental management systems

The following environmental management audits have been carried out for the 2024 period:

- Internal Audit: included in the internal audit of the integrated management system, in which environmental records were reviewed, the results of the established indicators were analyzed, no non-conformities were found, and improvement actions were proposed for the organization's processes.
- External Audit: carried out by OCA Global auditors on the integrated environmental and quality management system certified in ISO 9001 and ISO 14001, in October 2024, obtaining a positive result, with the following details regarding the Environmental Management System:
  - Non-Conformities: no deviations were detected.
  - Observations: none detected.
  - Opportunities for improvement: none have been detected.
  - Strong aspects to highlight:

- Management leadership.
- Staff willingness, availability and participation during the audit.
- Strengthening the management system department.
- United Nations Global Compact. COP Progress Report.
- Carbon footprint and reduction and offset plan.
- Traceability and control of all services reviewed during the audit.
- Internal audits.

## Calculating the carbon footprint

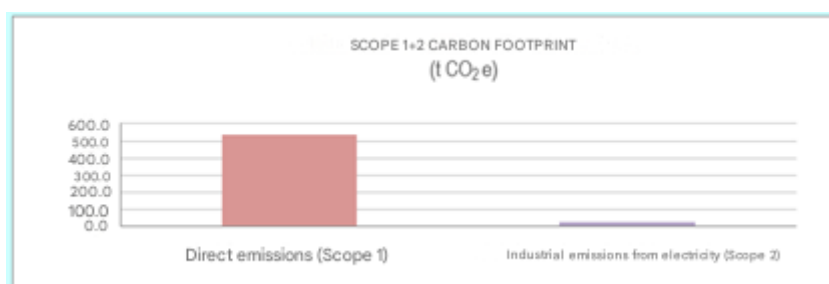
The calculation of greenhouse gas (GHG) emissions is methodologically based on the GFG PROTOCOL, which we have subsequently certified and registered in the Registry of Carbon Footprint, Offsetting, and CO<sub>2</sub> Absorption Projects of the Ministry for Ecological Transition and the Demographic Challenge.

The exercise of estimating emissions derived from the company's activities continues, while continuing with the continuous improvement process, the objective of which is to progressively reduce CO<sub>2</sub> emissions and, consequently, minimize the environmental impact derived from the SEIDOR Group.

## Measurements taken

### SEIDOR GROUP SPAIN

- 2022: Sixth carbon footprint calculation with an estimated total of 562.87 tCO<sub>2</sub>eq and a ratio per worker (staff 3,177 people) of 177.17 KgCO<sub>2</sub>eq:



Calculation Year	2022			
	t CO <sub>2</sub>	kg CH <sub>4</sub>	kg N <sub>2</sub> O	t CO <sub>2</sub> e
DIRECT EMISSIONS	534.06	54.78	5.48	537.05
INDIRECT EMISSIONS FROM PURCHASED ENERGY	-	-	-	25.82
TOTAL	534.06	54.78	5.48	562.87

Due to a data extraction issue, the carbon footprint has been recalculated, giving us the previous results. Before the recalculation, the 2022 carbon footprint data was 215.76 tCO<sub>2</sub>eq.

- 2023: Seventh calculation. This calculation was carried out under the same conditions as the previous year, yielding a total of 498.55 tCO<sub>2</sub>eq and a ratio per employee (4,121 employees) of 120.98 kgCO<sub>2</sub>eq.

Calculation Year	2023			
	t CO <sub>2</sub>	kg CH <sub>4</sub>	kg N <sub>2</sub> O	t CO <sub>2</sub> e
DIRECT EMISSIONS	458.55	37.96	6.82	461.47
INDIRECT EMISSIONS FROM PURCHASED ENERGY	-	-	-	37.08
TOTAL	458.55	37.96	6.82	498.55

## CO2 emissions reduction plan

As a demonstration of the SEIDOR Group's General Management's commitment to the environment, we have designed a new plan covering the period 2020–2025. This latest plan was completed with the calculation of the footprint for 2022 because, after its recalculation, we decided to choose 2022 as the new base year. Therefore, we have once again developed a new carbon footprint plan, which in this case covers the period 2022–2026.

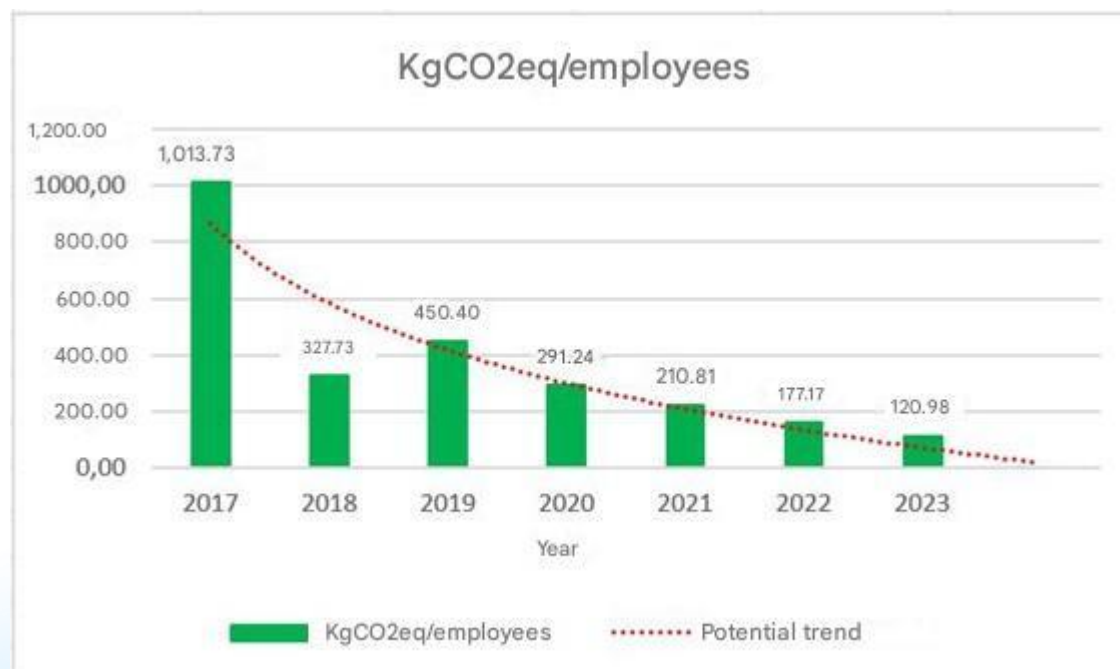
For this new reduction plan, data from 2022 was used as the base year, yielding a total of 562.87 tons of CO<sub>2</sub>eq as the result of the calculation.

## Analysis of results

This analysis is carried out continuously and aims not only to estimate the CO<sub>2</sub> emissions derived from our activities but also to implement progressive improvements that allow us to reduce these emissions and thus minimize our organization's environmental impact. The data and conclusions obtained from the measurements carried out in 2022 and 2023 are presented below, as well as the emissions reduction plan designed to meet the objectives set for the 2022–2026 period.

1. 2022 (Sixth measurement): This year, we changed energy suppliers as we began collaborating with a company that has a much lower environmental impact.
2. 2023 (Seventh measurement): For this calculation, we have experienced a reduction compared to the 2022 calculation, mainly since we have managed to specifically identify the percentage of hybrid vehicles in the SEIDOR workforce.

The evolution of CO<sub>2</sub> consumption for the period between 2019 and 2023 at the global group level in Spain based on the kg of CO<sub>2</sub>e per employee is as follows:



## Conclusions

As we can see from the graph above, the amount of CO<sub>2</sub> emitted by the SEIDOR group is progressively decreasing, meeting the target conditions established in the previous 2020–2025 plan thanks to the results obtained in 2021. The new 2022–2026 plan aims to maintain the current carbon footprint or achieve a 10%

reduction in the total emissions of the SEIDOR GROUP, taking 2022 as the base year and 2026 as the compliance year.

The actions that have been carried out to achieve the objectives were the following:

- Analyze carbon footprint offset actions as part of SEIDOR's Corporate Social Responsibility policy.
- Design an action plan based on the following areas of action:
  - Reduction of electricity consumption.
  - Awareness and training of our employees and collaborators.
  - Contracting electricity supplies to companies with low-emission or green generation certifications.
  - Reduction in travel in private vehicles.
  - Fleet of low-emission rental vehicles.

## Sustainable use of resources

### Water consumption

Due to the group's activity, water consumption is an environmental variable on which SEIDOR has little impact, so it is not considered relevant to include data on this section.

### Energy consumption

During 2024, the measures established regarding energy consumption have continued.

The energy consumption of all SEIDOR companies nationwide was recorded monthly to calculate annual consumption. The results obtained were as follows:

kWh consumption	2018	2019	2020	2021	2022	2023	2024
Totals	1,742,226.00	2,187,725.94	1,597,458.20	1,305,358.00	1,277,222.01	1,174,250.15	955,125.84
Per worker	794.45	765.21	492.91	486.9	402.2	284.9	196.57
% Variation previous year per worker	-	-3.68%	-35.59%	-1%	-17.4%	-29.2%	-31%

As can be seen, annual consumption across all SEIDOR offices has decreased each year, demonstrating that the measures adopted by the organization are effective. A significant decrease was also observed between 2021 and 2022, due to greater awareness among SEIDOR staff of the importance of environmental protection and the lessons learned and actions taken that have continued since the pandemic, such as teleworking. Between 2022 and 2023, this was due to modifications at the Santander offices where the CPDs were located, the outsourcing of which has resulted in lower energy consumption.

## United Nations Report

In 2014 SEIDOR joined the [United Nations Global Compact](#) and commitment to its principles. This has helped us develop activities and initiatives aimed at improving our way of interacting and contributing value to society by developing our business sustainably.

To maintain our commitment, SEIDOR has prepared a new Progress Report on our activities, detailing our sustainability policies and actions developed throughout the year, aligned with the principles of the United



Nations Global Compact and the Sustainable Development Goals (SDGs). Our Progress Report is available for viewing at the following link: [COP Global Compact Report](#).

The commitment to the principles of the United Nations Global Compact is led by SEIDOR's Senior Management, which transmits these values to employees, management, and collaborators in their daily work, maintaining business ethics and sustainability as the core of the business.

This progress report details our Social Responsibility policies and actions developed throughout the year, aligned with the Global Compact Principles and the Sustainable Development Goals.

The main points related to environmental protection included in the Progress Report are the following:

- Protection of biodiversity.
- Calculation and compensation of CO2 emissions.
- Climate change.
- Sustainable mobility.
- Consumption of the entity.
- Sustainable use of resources and environmentally friendly technologies.

## People

Talent is one of the fundamental assets that underpins SEIDOR's business as a technology company based on knowledge, innovation, and the provision of technological services.

At the end of 2023, the workforce consisted of 8,502 professionals. At the end of 2024, the workforce consisted of 9,559 professionals, representing a 12% increase compared to the previous year.

SEIDOR's talent management strategy is based on the following basic pillars:

### Cultural transformation and talent management

2024 has been a year of continuity compared to previous years, in which we continue to focus on people's well-being.

In 2024, we have been strengthening our programs around the development of SOFT SKILLS and cultural transformation:

- ✓ **"Leadership & Team Management"** which was attended by 77 people both in person and online.
- ✓ **"Time management and productivity"** 54 people attended the program in person.
- ✓ **"Change management"** was given to 75 people.
- ✓ **"Consulting Skills"** which was attended by 49 people both in person and online.
- ✓ **"Impro (development of various skills: communication, improvisation, flexibility, etc.)"** was taught to 105 people.

### Attracting talent

To attract the best talent, SEIDOR focuses on differentiating factors such as innovation, international presence, project diversity, and flexibility. SEIDOR has had to combat the talent shortage in the sector in 2024, and we are working with a 100% online model for our selection processes.

In this way, SEIDOR incorporated more than 1,000 professionals across all its subsidiaries during 2024.

Number of Global Training Hours 2024		
Professional Category	Administration	2,463.25
	Sales and Marketing	5,098.66
	Directors	4,887.35
	Technicians	364,041.27
Gender	Men	261,170.15
	Women	115,320.38
Number of Global Training Hours 2023		
Professional Category	Administration	660.75
	Sales and Marketing	867.85
	Directors	295.50
	Technicians	152,094.17
Gender	Men	108,289.75
	Women	45,628.52

Number of training hours in Spain 2024		
Gender	Men	223,186.65
	Women	69,620.88
Professional Category	Administration	1,834.25
	Sales and Marketing	1,293.66
	Directors	581.35
	Technicians	289,098.27
Number of training hours in Spain 2023		
Gender	Men	99,600.54
	Women	39,246.63
Professional Category	Administration	69.25
	Sales and Marketing	131.50
	Directors	226.50
	Technicians	138,419.92

## Diversity management

We are committed to the integration of people with disabilities into the professional environment and ensure compliance with legal standards regarding accessibility and disability quotas within the workforce. Our Policy and Code of Ethics require treating people with dignity, respect, and fairness. Discriminatory treatment has no place or justification in our organization, and at SEIDOR we promote the development and professional training of our employees, as well as their promotion, recognizing their merits regardless of other factors.

## Gender diversity strategy

SEIDOR's commitment is to maintain, strengthen, and enhance our commitment to gender equality.

To this end, the company has an Equality Committee whose role is to ensure the effective implementation of the measures established in the Equality Plan, as well as to monitor the effectiveness of these measures after their implementation.

This Equality Plan was developed after conducting a quantitative and qualitative assessment of the organization's status to determine the company's current situation regarding gender equality. Its objectives are:

- Consolidate an inclusive company culture.
- Understanding diversity as a value.
- Ensure the presence of talented women at all levels, as well as equal opportunities in selection processes.

To this end, the Equality Commission holds regular meetings to plan and agree on initiatives such as:

- Conduct equality training for the organization's staff.
- Provide training in the use of inclusive language and ensure its correct application in the company's various internal and external communication channels.
- Conduct awareness-raising campaigns and attract initiatives aimed at achieving full gender equality throughout the organization.
- Develop and ensure the correct implementation of the set of actions aimed at achieving the Gender Equality Seal (GES).
- Ensure complete transparency in internal selection and promotion processes by defining objective criteria for knowledge, experience, and skills that are applied both in job postings and in defining the selection process and career plans for the entire SEIDOR workforce.
- Ensure the application of the same objective criteria described in the previous section to guarantee the implementation of an equal pay policy.

At SEIDOR, we have a Protocol for the Prevention of Sexual Harassment based on sex, sexual orientation, and gender identity, which establishes, among other things:

- A procedure aimed at prevention, through training and information for the entire SEIDOR team.
- Handle complaints and claims with due guarantees through specific channels.

At SEIDOR, three stages have been proposed for Equality and Diversity, and an implementation schedule has been developed.

The first stage, which began in 2019 and continued in 2020, consisted of developing Equality Plans for the different companies in the SEIDOR group and implementing the measures proposed therein. To this end, different procedures were developed, such as the Procedure for the Prevention of Sexual Harassment, Based on Sex or Gender Identity, and the Procedure on Inclusive Language in SEIDOR.

From there, training sessions were held for managers from different areas of the company, where these points were made known to them to be considered.

Published texts, such as job postings, LinkedIn posts, company newsletters, corporate manuals (Welcome), etc., were also reviewed to adapt the company to inclusive language.

The second phase began in 2021 and consists of consolidating the knowledge acquired in the previous phases and continuing with training and raising awareness on the topic of equality among the rest of the staff. We also wanted to go a step further by participating in various external initiatives such as ApadrinaTIC, 100tífiques, and an interview on FibraCat about inclusive language.

In the third stage, we want to internationalize our procedures and knowledge to all SEIDOR Group companies around the world.

Of the commitments made in 2022 regarding gender equality, the following milestones have been achieved:

1. **COMMUNICATION** – The use of language and images in communications has been reviewed, and an inclusive language guide has been developed so that everyone in the company can have a reference.
2. **SELECTION** – Training sessions have been developed and planned with specialist organizations for those involved in equal opportunity selection and promotion processes. Job postings have also continued to be advertised on an equal footing, and affirmative action measures have been applied in cases where there is an underrepresentation of women in vacant positions.
3. **TRAINING** – A training and awareness module on equal opportunities between women and men is being created for the entire workforce.
4. **PROMOTION** – A project is being developed to update qualification and experience records, which will allow us to identify staff potential and offer promotions based on equal opportunities. Affirmative action measures have also been adopted to encourage the promotion of women in positions where there is limited female representation and in compliance with job requirements.
5. **PROFESSIONAL CLASSIFICATION** – We are working on job evaluations and ensuring internal classification is free of gender bias. We are also in the process of reviewing the existing job evaluation system to consider only objective factors and ensure each position is associated with competencies that are not related to stereotypes or gender-related issues.
6. **COMPENSATION** – The compensation register has been maintained and is being updated, and its access is being made available in accordance with legal requirements.
7. **CONCILIATION** – A Conciliation Plan has been developed, available to all SEIDOR employees, which reflects the rights to work-life balance, as set out in the law and the collective bargaining agreement, in addition to other rights offered by the company, such as teleworking and flexible hours.
8. **WORKING CONDITIONS AND OCCUPATIONAL HEALTH** – We are convinced that flexible hours and teleworking are essential for people to continue feeling happy at work, which is why at SEIDOR we have strengthened the policies that already existed.
9. A gender-sensitive risk assessment is being conducted, and pregnant women are also being informed, when they report their pregnancy to the company, about the measures considered in their job evaluation, related to their pregnancy.
10. **HARASSMENT PREVENTION** – The protocol for dealing with sexual and gender-based harassment has been disseminated so that everyone knows how to respond in the event of a case. This protocol also includes the measures, permits, and improvements proposed by the company regarding gender-based violence.
11. **GENDER-BASED VIOLENCE** – A document has been prepared that includes measures, permits, and improvements regarding gender-based violence.



## Conciliation and social benefits

SEIDOR has work-life balance measures to address different life stages for professionals, including parenthood. In addition to facilitating a work-life balance, the goal is to promote shared responsibility, offering the same measures to men and women, such as extensive flexible hours.

At SEIDOR, we have been a pioneering company in understanding and appreciating that for an ever-growing group of people, the aspects derived from the generation of a set of measures that improve, among others, the conditions of the workplace, the compatibility of the performance of the duties derived from the position with personal obligations, flexible hours or teleworking, are fundamental when it comes to enhancing the capacity to attract talent, the loyalty of said talent, as well as the improvement of the general well-being of people.

Following this same line of action, at SEIDOR we are committed to continuing to strengthen and enhance work-life balance measures with the aim of maintaining a balance between the different aspects of the lives of the people who make up our entire workforce, thereby improving their well-being and health.

The actions currently implemented are the following:

- Possibility of remote work.
- Flexible start and end times for the workday.
- Flexibility in weekly or monthly dedication hours.
- Enabling channels to address personal inquiries regarding the affected person's social, work, and personal environment.
- Enabling a corporate app to provide an information channel, as well as tools for booking meeting spaces or performing work at SEIDOR's physical facilities.
- Personal facilities:
  - Two or four days due to illness or death of family members.
  - One day for moving habitual residence.
  - For the time required to perform prenatal examinations and childbirth preparation techniques that must be performed during working hours.
  - Accumulation of the breastfeeding period in 15 calendar days to be enjoyed in a single session following the maternity leave period.

## Social benefits

Bankinter's Partnet branch has been revitalized, a banking branch created exclusively for the company's employees. It offers management flexibility, ease of access, personal attention, and immediate assistance with banking, financial, and capital matters. Products are offered with special conditions and exclusive benefits for SEIDOR employees.

In addition, Bankinter Partners distributes 50% of the profits generated from the operations and products contracted by each employee.

The Bankinter office will help you get a mortgage and other financial products.

More than 287 people have accessed this benefit in 2024. They will have a personal advisor at the office with whom they will have direct contact and who will advise them on the best conditions and benefits. They will also enjoy an estimated benefit of €37,685.

## Compensation model

SEIDOR's success depends significantly on the achievement of the individual objectives of the company's professionals. To promote the fulfillment of these objectives, and therefore those of each business unit and the company, a variable compensation system is in place for most professionals.

In Spain, the company offers a flexible compensation plan that allows all professionals to allocate part of their compensation through a range of goods and services such as health insurance, transportation tickets, childcare tickets, and restaurant tickets.

## Wage gap

The compensation policy applied by SEIDOR is free from gender bias. Fixed and variable compensation, the two fundamental components of the company's compensation structure, are established objectively. Fixed compensation primarily reflects a professional's experience and responsibility within the organization; variable compensation, on the other hand, rewards the achievement of objectives, primarily quantitative, and which are shared by professionals working in the same functional areas, regardless of gender.

The ratio of base salary and remuneration of women to men for each job category has been calculated by location with significant operations.

The definition used for "Location with significant operations" refers to information obtained from SEIDOR Spain.

## Labor relations

SEIDOR manages labor relations locally, considering the specificities of each market and, above all, the legislation in force in each country. In accordance with the Universal Declaration of Human Rights and the applicable laws in the countries where it operates, the company respects its employees' right to freedom of association, freedom of association, and collective bargaining. In Spain, 100% of employees are protected by the applicable collective bargaining agreement, primarily the national collective bargaining agreement for consulting and market and public opinion research firms, and the collective labor agreements for the metal trade sector in the various provinces where the group is headquartered.

## Occupational well-being: health and safety at work

The SEIDOR Group's greatest asset is its employees. This is why their well-being, both in terms of health and safety, is a priority for the group.

SEIDOR has a specialized Occupational Risk Prevention (ORP) department, established as a Joint Prevention Service (SPM) for technical specialties. During 2024, the new companies that joined the SEIDOR Group joined the SPM, adding approximately 800 new professionals.

The Occupational Risk Prevention Department defines and implements the group's Preventive Policy and the various Prevention Plans for the companies that make up SEIDOR.

Specific prevention procedures are in place, based on the different activities and tasks performed by the various jobs in the group's companies, and they adopt safe behaviors. The planning applied seeks the effective implementation of action guidelines and preventive measures for these operating procedures. This promotes and adopts safe behaviors from a unified perspective in relation to the performance of productive activities.

A strategy of integrating prevention into the activities of the group's various companies is maintained to meet these objectives. This is achieved by incorporating these aspects into the group's continuous improvement methodology, so that job tasks and responsibilities include these elements.

The operating model of the Occupational Risk Prevention Department is based on two basic pillars:

Technical scope: Including specialties in Occupational Safety, Industrial Hygiene, Ergonomics, and Applied Psychosocial, and is directly assumed by the Occupational Risk Prevention Service, developing, among others, the following activities:

- Prevention plans (new and revisions of existing ones).
  - General risk assessments, including newly incorporated workplaces and/or positions, and periodic reviews of previously completed assessments.
  - Specific assessments: lighting conditions, thermohygrometric conditions, psychosocial risk assessment, workplace harassment, specific client workstations, etc.
  - Health and Safety Plans for construction work.
  - Preventive Management Documents for construction work.
  - Opening of work centers and enabling of subcontracting books.
  - Preparation and review of specific procedures, as well as information sheets.
  - Preventive activity planning.
  - Periodic inspections in different work centers.
  - Validation of PPE compliance and control of its delivery record and correct use.
  - Registration and review of technical sheets and safety data sheets for chemical products.
  - Investigation of work accidents.
  - Application of preventive measures derived from the previous points.
  - Coordination of business activities with client companies and suppliers.
  - Emergency Plans and their implementation.
  - Training and information for new employees, as well as specific and refresher training.
- Various methodologies are used:
- Online courses, a widely used method with maximum flexibility to adapt to each worker's schedule.
  - Traditional in-person courses at our workplaces, especially where the training to be provided is more specific, either due to the nature of the tasks or the environment in which they are carried out, and at external centers where specific certification is required to provide certain training.
  - Theoretical and practical courses in which the training to be carried out requires specific work teams or means due to the nature of the tasks or the equipment used.

In either case, the goal is to train and inform employees about the risks associated with their jobs and the corresponding mitigation measures, with the goal of raising awareness and fostering a culture of prevention.

Medical-occupational health: Including the specialty of Occupational Medicine. For this specialty, we collaborate with various nationally accredited External Prevention Services, from which we manage and carry out the following activities, among others:

- Carrying out initial and periodic medical examinations of employees
- Recognitions after long-term absences.
- The protection of sensitive employees
- Epidemiological studies.
- Planning of health activities.

These two pillars are primarily covered by internal resources and are complemented by external services in those areas that require greater specialization to cover all needs, primarily in occupational medicine, specific studies/reports, or specific training provided to staff based on their duties and risks in their workplace.

Furthermore, with the participation of employees in the form of their union representatives in various group companies and in certain work centers, and with the presence of various Health and Safety Committees.

The results obtained reflect that, although progress is being made, this strategy must continue to be developed and strengthened.

## Key indicators for SEIDOR employees

SEIDOR cares for its employees, enhances their talent, and seeks their commitment and involvement in the Company's Corporate Responsibility.

Absenteeism 2024 (in hours) in Spain		
Gender	Men	183,114.48
	Women	82,011.99
Absenteeism 2023 (in hours) in Spain		
Gender	Men	75,044
	Women	34,374

Workplace Accidents in Spain 2024		
Gender	Men	34
	Women	9
Workplace Accidents in Spain 2023		
Gender	Men	24
	Women	13

Occupational diseases in Spain in 2024		
Gender	Men	0
	Women	0
Occupational diseases in Spain in 2023		
Gender	Men	0
	Women	0

SEIDOR employees 2024 detail by country					
Spain	Total	4.859	Italy	Total	219
	Men	3.604		Men	147
	Women	1.255		Women	72
Africa	Total	161	ORE	Total	140
	Men	93		Men	105



	Women	68		Women	35
Argentina	Total	489	Mexico	Total	172
	Men	293		Men	125
	Women	196		Women	47
Belgium	Total	2	Morocco	Total	26
	Men	0		Men	16
	Women	2		Women	10
Brazil	Total	1.312	Peru	Total	554
	Men	939		Men	359
	Women	373		Women	195
Colombia	Total	569	Portugal	Total	20
	Men	367		Men	12
	Women	202		Women	8
Chili	Total	687	Sweden	Total	17
	Men	428		Men	13
	Women	259		Women	4
Costa Rica	Total	4	Tunisia	Total	33
	Men	2		Men	18
	Women	2		Women	15
Ecuador	Total	53	Taiwan	Total	14
	Men	25		Men	9
	Women	28		Women	5
France	Total	29	UK	Total	30
	Men	22		Men	21
	Women	7		Women	9
India	Total	87	USA	Total	40
	Men	56		Men	25
	Women	31		Women	15
Uruguay	Total	16	Ireland	Total	11
	Men	7		Men	7

	Women	9		Women	4
China	Total	15			
	Men	12			
	Women	3			
Total employees			9.559		

SEIDOR employees 2023 breakdown by country					
Spain	Total	4.121	Italy	Total	133
	Men	3.086		Men	92
	Women	1.035		Women	41
Africa	Total	170	ORE	Total	198
	Men	99		Men	139
	Women	71		Women	59
Argentina	Total	453	Mexico	Total	202
	Men	278		Men	136
	Women	175		Women	66
Belgium	Total	3	Türkiye	Total	14
	Men	0		Men	8
	Women	3		Women	6
Brazil	Total	1,522	Peru	Total	493
	Men	1131		Men	329
	Women	391		Women	164
Colombia	Total	188	Portugal	Total	37
	Men	105		Men	26
	Women	83		Women	11
Chili	Total	694	Sweden	Total	15
	Men	445		Men	11
	Women	249		Women	4
Costa Rica	Total	4	Uruguay	Total	21
	Men	3		Men	9

	Women	1		Women	12
Ecuador	Total	44	Taiwan	Total	24
	Men	19		Men	15
	Women	25		Women	9
France	Total	26	UK	Total	27
	Men	20		Men	17
	Women	6		Women	10
India	Total	83	USA	Total	30
	Men	55		Men	17
	Women	28		Women	13
Total employees			8.502		

#### SEIDOR employees 2023 breakdown by country

People at SEIDOR in 2024		
Gender breakdown	Men	6.705
	Women	2.854
Breakdown by age	Under 30 years old	2.109
	Between 30 and 50 years old	6.108
	Over 50 years old	1.342
Distribution of staff by category	Administration	453
	Sales and Marketing	659
	Directors	399
	Technicians	8.048
Distribution of staff by type of contract	Indefinite	9.047
	Temporary	512
Employees with disabilities	Men	77
	Women	43

People at SEIDOR in 2023		
Gender breakdown	Women	2.462
	Men	6.040
Breakdown by age	Under 30 years old	2.036
	Between 30 and 50 years old	5.498
	Over 50 years old	968
Employees with disabilities		71
Distribution of staff by category	Administration	444
	Sales and Marketing	560
	Directors	289
	Technicians	7.209

Employees with disabilities 2024		
Gender breakdown	Men	77
	Women	43
Distribution of staff by category	Administration	33
	Sales and Marketing	11
	Directors	2
	Technicians	74

Employees with disabilities 2023		
Gender breakdown	Women	24
	Men	47
Distribution of staff by category	Administration	22
	Sales and Marketing	2
	Directors	2
	Technicians	45

Employees by contract type 2024					
Gender breakdown	Men	Permanent contract	6.357		67%
		Temporary contract	348		4%
	Women	Permanent contract	2.690		27%
		Temporary contract	164		2%
By age	Under 30 years	Permanent contract	Men	1.415	15%
			Women	526	6%
		Temporary contract	Men	108	1%
			Women	60	1%
	Between 30 and 50 years old	Permanent contract	Men	3.959	41%
			Women	1,835	19%
		Temporary contract	Men	221	2%
			Women	93	1%
	Over 50 years old	Permanent contract	Men	983	10%
			Women	329	3%
		Temporary contract	Men	19	0.20%
			Women	11	0.12%
Distribution of staff by category	Administration	Permanent contract	Men	121	1%
			Women	314	3%
		Temporary contract	Men	9	0.09%
			Women	9	0.09%
	Sales and	Permanent contract	Men	303	3%



	Marketing	Temporary contract	Women	299	3%
			Men	24	0.25%
	Directors	Permanent contract	Women	33	0.35%
			Men	277	3%
		Temporary contract	Women	93	1%
			Men	19	0.20%
	Technicians	Permanent contract	Women	10	0.10%
			Men	5.656	59%
		Temporary contract	Women	1984	21%
			Men	296	3%
			Women	112	1%

Employees by contract type 2023					
Gender breakdown	Men	Permanent contract		5.718	67%
		Temporary contract		311	4%
	Women	Permanent contract		2.316	27%
		Temporary contract		157	2%
By age	Under 30 years	Permanent contract	Men	1.338	16%
			Women	515	6%
		Temporary contract	Men	121	1%
			Women	62	1%
	Between 30 and 50 years old	Permanent contract	Men	3.658	43%
			Women	1,577	19%
		Temporary contract	Men	186	2%
			Women	77	1%
	Over 50 years old	Permanent contract	Men	724	9%
			Women	225	3%
		Temporary contract	Men	12	0.14%
			Women	7	0.08%
Distribution of staff by category	Administration	Permanent contract	Men	112	1%
			Women	310	4%
		Temporary contract	Men	7	0.08%
			Women	15	0.18%
	Sales and Marketing	Permanent contract	Men	301	4%
			Women	231	3%

	Directors	Temporary contract	Men Women	9 19	0.11% 0.22%
		Permanent contract	Men Women	201 44	2% 1%
	Technicians	Temporary contract	Men Women	28 16	0.33% 0.19%
		Permanent contract	Men Women	5,119 1,734	60% 20%
		Temporary contract	Men Women	260 96	3% 1%

Employees by type of workday 2024					
Gender breakdown	Men	Full-time	6.560		69%
		Reduced working hours	145		2%
	Women	Full-time	2.776		29%
		Reduced working hours	78		1%
By age	Under 30 years	Full-time	Men Women	1.471 576	15% 6%
		Reduced working hours	Men Women	52 10	1% 0%
	Between 30 and 50 years old	Full-time	Men Women	4.113 1,880	43% 20%
		Reduced working hours	Men Women	67 48	1% 1%
	Over 50 years old	Full-time	Men Women	976 320	10% 3%
		Reduced working hours	Men Women	26 20	0.27% 0.21%
Distribution of staff by category	Administration	Full-time	Men Women	116 316	1% 3%
		Reduced working hours	Men Women	6 15	0.06% 0.16%

	Sales and Marketing	Full-time	Men	325	3%
			Women	319	3%
	Directors	Reduced working hours	Men	2	0.02%
			Women	13	0.14%
		Full-time	Men	296	3%
			Women	102	1%
	Technicians	Reduced working hours	Men	0	0%
			Women	1	0.01%
		Reduced working hours	Men	5.823	61%
			Women	2.039	21%
		Full-time	Men	137	1%
			Women	49	0.5%
		Reduced working hours			

Employees by type of workday 2023					
Gender breakdown	Men	Full-time		5.879	69%
		Reduced working hours		161	2%
	Women	Full-time		2.337	27%
		Reduced working hours		125	1%
By age	Under 30 years	Full-time	Men	1.402	16%
			Women	564	7%
	Between 30 and 50 years old	Reduced working hours	Men	57	1%
			Women	13	0%
		Full-time	Men	3.761	44%
			Women	1,557	18%
	Over 50 years old	Reduced working hours	Men	83	1%
			Women	97	1%
		Full-time	Men	715	8%
			Women	217	3%
		Full-time	Men	21	0.25%
			Women		

		Reduced working hours		15	0.18%
Distribution of staff by category	Administration	Full-time	Men	114	1%
			Women	309	4%
		Reduced working hours	Men	5	0.06%
			Women	16	0.19%
	Sales and Marketing	Full-time	Men	310	4%
			Women	247	3%
		Reduced working hours	Men	0	0.00%
			Women	3	0.04%
	Directors	Full-time	Men	228	3%
			Women	60	1%
	Technicians	Reduced working hours	Men	5,225	61%
			Women	1,723	20%
		Full-time	Men	155	2%
			Women	106	1%
		Reduced working hours			

Number of layoffs 2024			
Gender	Men		885
	Women		329
Age	Under 30 years old	Men	218
		Women	79
	Between 30 and 50 years old	Men	560
		Women	216
	More than 50 years	Men	107
		Women	34
Professional Category	Administration	Men	33
		Women	39
	Sales and Marketing	Men	48
		Women	41
	Directors	Men	21
		Women	11

	Technicians	Men	783
		Women	238

Number of layoffs 2023			
Gender	Men		601
	Women		222
Age	Under 30 years old	Men	135
		Women	55
	Between 30 and 50 years old	Men	389
		Women	147
	More than 50 years	Men	77
		Women	20
Professional Category	Administration	Men	11
		Women	27
	Sales and Marketing	Men	33
		Women	23
	Directors	Men	3
		Women	0
	Technicians	Men	555
		Women	171

Rotation 2024			
Gender	Men		649
	Women		348
Age	Under 30 years old	Men	187
		Women	72
	Between 30 and 50 years old	Men	363
		Women	249
	Ages 51 and older	Men	99
		Women	26
Category Professional	Administration	Men	47
		Women	45
	Sales and Marketing	Men	100
		Women	95
	Directors	Men	22
		Women	6
	Technicians	Men	480
		Women	



		Women	202
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Rotation 2023			
Gender	Men		5.03%
	Women		2.87%
Age	Under 30 years old	Men	1.49%
		Women	0.96%
	Between 30 and 50 years old	Men	3.18%
		Women	1.83%
	Ages 51 and older	Men	0.32%
		Women	0.12%
Professional Category	Administration	Men	0.04%
		Women	0.31%
	Sales and Marketing	Men	0.71%
		Women	0.88%
	Directors	Men	0.13%
		Women	0.00%
	Technicians	Men	4.07%
		Women	1.76%

## Human rights

### Commitment to the protection of human rights

SEIDOR is committed to actively ensuring compliance with Human Rights to preserve and promote the protection of internationally recognized fundamental human rights and to work to prevent and manage the risks arising from their violation. The Code of Ethics, together with the Sustainability Manifesto, defines the company's commitment to respect Human Rights. These aims to determine the values, principles, and standards that should govern the behavior and actions of each SEIDOR professional, and of the members of the governing bodies of the companies that comprise it. The Code also applies to the company's main interest groups: customers, suppliers, and various stakeholders.

Furthermore, we recognize that the principle of equal treatment and opportunities for CE recipients is an inspiring principle of Human Resources policies and applies to employee recruitment, training, career opportunities, and salary levels, as well as all other aspects of employees' employment relationships. Externally, we promote the protection of human rights through our suppliers and charitable initiatives.

#### Suppliers

We seek out and select, through certification processes, suppliers whose business practices respect, among other values, dignity and human rights, and comply with applicable laws.

### Solidarity initiatives

We promote actions aimed at improving the living conditions of people and communities, especially those in vulnerable situations.

## SEIDOR Code of Ethics

SEIDOR's CE is the framework document that sets forth the values, principles, and standards that govern the conduct and actions of SEIDOR employees and managers, as well as the members of the governing bodies of the companies that comprise it. The Code also applies to the company's main stakeholders: customers, suppliers, competitors, shareholders, and other groups. The CE determines decision-making, helps reduce risks and improve professional relationships.

SEIDOR, in the EC, recognizes that Human Rights are fundamental and universal rights, and must be interpreted and recognized in accordance with international law and practice, in particular the United Nations Universal Declaration of Human Rights and the principles proclaimed by the International Labor Organization. Relations between all stakeholders covered by the EC must always be based on respect for the dignity, diversity, and non-discrimination of individuals.

The company rejects any conduct, behavior, or action that tends to foster, promote, or incite, directly or indirectly, hatred, hostility, discrimination, or violence against a group, based on racism or other reasons related to ideology, religion, or beliefs, family status, ethnicity, race, or nation, national origin, gender, sexual orientation, or identity, or for reasons of illness or disability.

SEIDOR strictly prohibits any type of hostile or humiliating act against people, abuse of authority, and any type of harassment, whether physical or psychological, as well as any other conduct that could create an intimidating, offensive, or hostile work environment. Neither is child labor or forced labor tolerated.

The company also recognizes that the principle of equal treatment and opportunities for CE recipients is an inspiring principle of its Human Resources policies and applies to employee recruitment, training, career opportunities, and salary levels, as well as all other aspects of employees' employment relationships.

The EC also prohibits the imposition of working and safety conditions on employees that harm, suppress, or restrict the rights recognized by legal provisions, collective agreements, or individual contracts. No form of illegal labor trafficking or fraudulent emigration is permitted, and immigration laws and those regarding the entry and transit of foreigners will always be respected.

### Anti-harassment protocol

Through this protocol, SEIDOR has regulated the issue of sexual harassment in the workplace, establishing a method that is applied both to prevent it through training, accountability, and information, and to resolve complaints and claims with due guarantees.

## Identity and good governance

### Ethics and compliance

1. SEIDOR is a securities company, highly sensitive to a culture of compliance. Through its Code of Ethics, SEIDOR provides a framework and establishes the foundations and principles of action and conduct for all its professionals and collaborators. The Governing Body, Management, and each one of SEIDOR's professionals and collaborators assume the responsibility and commitment to establishing a solid

culture of compliance. Consequently, all professionals and collaborators are required to carry out their activities applying the principles of integrity, professionalism, and respect, complying with current legislation and regulations, SEIDOR's Code of Ethics, the Zero Tolerance Plan for Corruption, and the policies and procedures established by the company.

2. SEIDOR's management system is comprised of a set of standards and principles designed to reduce risks and comply with applicable regulations, as well as incorporate best practices in corporate governance.
3. For years, we have implemented a Criminal Compliance model. This model is updated annually, so in 2024 it was reviewed and updated again. This model identified the potential risks that our business model may entail, to mitigate criminal (and similar administrative) risks. The Criminal Compliance Management System is a model that is constantly being updated and evolved.
4. Likewise, SEIDOR, as an influential player in the business community, has a Corporate Social Responsibility manifesto that emphasizes the company's commitment to its stakeholders, the purpose of which is to ensure responsible behavior.
5. SEIDOR carries out its activities with the utmost respect for human rights, people's well-being, equal opportunities, diversity, the environment, and scrupulous adherence to transparency measures and good business practices.

## Compliance and prevention of criminal risks

SEIDOR's compliance and criminal risk prevention model encompasses the company's system for organizing, preventing, managing, and controlling criminal risks (and similar administrative risks).

SEIDOR wishes to ensure that internal control mechanisms and effective measures for crime prevention, as well as the detection and monitoring of these, have been established, to preventatively avoid the risk of the company being involved in any type of criminal or administrative procedure as a result of not having adequate and effective control mechanisms.

In conclusion, and in line with the continuous improvement of the principles of good governance and, specifically, of internal control and risk management systems, the objective of the Criminal Compliance Management System (hereinafter SGCP) is to establish the principles and general framework of action for the control and management of criminal (and similar administrative) risks.

Likewise, one of the objectives of the SGCP is to establish and implement improvements in internal control mechanisms for preventing potential crimes, as well as for detecting and responding to them. SEIDOR is firmly committed to preventing and combating crimes that may occur within the organization, in accordance with the principle of "zero tolerance." Thus, if any evidence of a criminal act is discovered, a corresponding investigation will be initiated, and if any illegal activity is duly proven, the appropriate corrective and disciplinary measures will be applied.

The fundamental principles that govern the SGCP are the following:

- **Integrate and coordinate** the set of actions necessary to prevent and combat the possible commission of illegal acts by any SEIDOR professional.
- **Trigger** A transparent environment, integrating the different systems developed for crime prevention,

maintaining appropriate internal channels to facilitate the reporting of potential irregularities.

- **Act**, always, under the protection of current legislation and within the framework established by the Code of Ethics, in compliance with SEIDOR's internal regulations.
- **Boost** A preventive culture based on the principle of "zero tolerance" and responsible behavior by all SEIDOR professionals, regardless of their hierarchical level.
- **Develop and implement procedures** suitable for the control and comprehensive management of crime prevention.
- **Keep** the emphasis on proactive activities such as prevention and detection.
- **Investigate** any report of a suspected criminal or irregular act as soon as possible, ensuring both the confidentiality of the complainant and all investigations carried out.
- **Communicate** All SEIDOR professionals are required to report any event constituting a possible criminal offense or any other irregularity that is contrary to the principles proposed by the SGCP.
- **Implement programs** appropriate training for SEIDOR professionals in the duties imposed by applicable legislation at any given time.

The company has a defined control structure consisting of the Board of Directors and Management as the highest decision-making bodies, and a Criminal Compliance Body responsible for ensuring the proper functioning and compliance of the program. Likewise, in international subsidiaries, the directors and management act as the highest supervisors of the criminal risk prevention model at the local level.

This criminal risk prevention system is framed within SEIDOR's good governance principles and must be connected and complemented by preventive systems – risk management, internal control and regulatory compliance – and policies and procedures such as, among others, the Code of Ethics (hereinafter, CE), the Zero Tolerance Plan for Corruption (hereinafter, PTCC), the Corporate Social Responsibility manifesto, occupational risk prevention, the equality plan, COVID-19 protection policies, the anti-workplace harassment protocol, financial control, compliance with tax obligations, procedures for access to public administration contracting, internal personal data protection policies, corporate information security policies (cybersecurity policy) and the National Security Scheme (ENS), as well as the corporate policy for the use of information systems.

## Whistleblower Channel / Ethics Channel

As part of its Criminal Compliance Program, SEIDOR has established a reporting channel, called the Ethics Channel, for reporting non-compliance and irregularities. Depending on the severity of the situation, this channel may be accompanied by a disciplinary process. During 2024, 11 complaints were received through this channel and 1 through the dedicated email address. This channel is located on the SEIDOR website and is accessible to all company professionals, collaborators, clients, suppliers, and potential users.

In accordance with the above, SEIDOR has implemented appropriate procedures to:

- Provide communication channels so that both members of the organization and third parties can report, in good faith and based on reasonable evidence, any circumstances that may constitute a criminal risk to the organization, as well as any breaches or weaknesses in the SGCP.
- Guarantee the confidentiality and/or anonymity of the identity of the people who use these communication channels.
- Prohibit any type of retaliation, taking the necessary measures to protect those members of the organization or third parties who make communications in good faith and based on reasonable indications, through such communication channels.
- Provide advice to those who raise questions or concerns through the organization's established

communication channels.

- Ensure awareness and use of existing communication channels, as well as the procedures that regulate their operation, among members of the organization.

Reporting obligations should be clearly established in the procedures derived from the organization's SGCP and reinforced by other means, such as training.

The ethics channel established by SEIDOR is located on its website ([www.seidor.com](http://www.seidor.com)) and includes a form that allows users to confidentially and/or anonymously report any incident that may pose a risk or potentially involve illicit activity.

## Data protection

SEIDOR renewed its Data Protection Management System in 2018 to adapt it to the requirements set out by Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights (hereinafter LOPDGDD), which follows the provisions of Regulation (EU) 2016/679, of April 27, 2016, regarding the protection of natural persons with regard to the processing of personal data and the free circulation of these data (hereinafter GDPR).

This adaptation has meant:

- At the organizational level:
  - The establishment of a Data Protection Committee, composed of representatives from Management and various areas of SEIDOR.
  - The establishment of the Data Protection Office, responsible for operations and management.
  - The appointment of a Data Protection Officer certified by the AEPD.
- At the operational level:
  - Analysis of the personal data processing carried out by SEIDOR, and preparation of the corresponding Data Protection Impact Assessment (DPIA) on the rights and freedoms of individuals. Twenty-four different personal data processing operations were identified at the corporate level. Furthermore, data processing operations were analyzed by type of service that SEIDOR provides to its clients, identifying a total of nine different services.
  - We continue to optimize the process for managing data processor contracts with clients, suppliers, and subcontractors, as well as the control and management of data processing activity records.
  - Definition and implementation of the process for managing requests and exercising data protection rights that data subjects can exercise. As of December 31, 2024, the total number of requests for exercising rights managed by the DPO was 61.
  - We continue to update our privacy risk analysis and assessment methodology, which allows us to determine the level of risk associated with the processing of personal data.
  - By 2024, we will have designed, implemented, and certified a Privacy Management System for Cloud services, ISO 27018.
  - Updating all legal, contractual, and video surveillance documentation necessary for proper compliance with data protection regulations.
  - Advice on data protection for SEIDOR's General Management, business units, sales departments, and structural areas (HR, occupational risk prevention, administration, etc.).
  - We have a site on the "Argos" corporate portal dedicated exclusively to data protection, where all documents, contracts, procedures, courses, etc. related to this matter are



collected.

- Training and awareness-raising activities: 1/ Development of infographics for executives, area managers, and sales representatives. 2/ Development and configuration of e-learning courses on data protection and best practices, and training for all SEIDOR staff. 3/ An English version of the training was developed this year for international distribution.

There are three course options, depending on the individual's position:

1. Administration and HR.
2. Service and project technicians.
3. Sales and marketing staff.

As of December 31, 2024, 32 training sessions have been held, with a total of 5,804 people enrolled.

## Money laundering

Through its Code of Ethics and applicable regulations, SEIDOR expresses its commitment to complying with all current national and international rules and regulations in the fight against money laundering (and terrorist financing). To this end, it undertakes not to engage in any practices that could be considered irregular in its relationships with customers and suppliers. In compliance with this commitment, the company has developed internal procedures to establish controls that mitigate the risk of money laundering, especially in relation to cash payments and international transfers.

## Commitment to society

SEIDOR is aware of the expectations of all the stakeholders with whom it interacts, as well as of society in general. For this reason, it is committed to meeting these expectations, working to offer quality and sustainable products and services within the context of our business.

SEIDOR reflects its commitment to the United Nations Global Compact and its ten underlying principles to promote:

- Sustainable development.
- Values based on universally accepted principles.
- Joining a network of companies and other interested organizations.
- Belonging to a platform for learning and sharing experiences of these values.

To this end, the SEIDOR Management implements policies and actions aimed at:

- Respect human rights and democratic institutions and promote them wherever possible.
- Maintain the principle of political neutrality, avoiding political interference in the communities where we operate and demonstrating respect for the diverse opinions and sensibilities of those associated with the company.
- We must interact with public authorities and institutions in a lawful and respectful manner, not accepting or offering gifts or commissions, whether cash or in kind.
- Collaborate with public administrations and non-governmental entities and organizations dedicated to improving the levels of social care for the most disadvantaged.

## Donations

In 2023, the company contributed a total of €273,141.20\* to foundations and non-profit organizations. In 2024, the company contributed a total of €453,030.77\* to foundations and non-profit organizations.

\*Representative data for Spain.

## Report on society

### SEIDOR Tax Information 2023 – 2024

Below are a breakdown of corporate tax information and the results obtained in the various tax jurisdictions in which SEIDOR operates. Data for 2024 and 2023 are consolidated.

	2024		2023	
Geographic Area/Country	Profit/(Loss) before Corporate Tax	Corporate Tax	Profit/(Loss) before Corporate Tax	Corporate Tax
Andorra	-366	1	-283	28
Saudi Arabia	29	-12	-104	0
Argentina	-621	-1.171	1,809	-1.804
Belgium	0	-1	7	-2
Bolivia	87	-10	217	-43
Brazil	9.607	-2.812	5.314	-2.808
Chili	4.640	-230	5.263	-2.168
Colombia	452	-452	258	-159
Costa Rica	91	0	155	-141
United Arab Emirates	-1.297	1	-992	0
Ecuador	961	-282	984	-258
USA	-1.893	39	1.215	-333
Egypt	-	-	246	0
El Salvador	-	-	0	0
Spain	49,900	-12.313	32,596	-7.684
Ethiopia	-43	0	-	-
France	99	-90	95	-70
Guatemala	-	-	0	0
Honduras	-66	0	53	0
India	236	-78	232	-13
Ireland	361	-29	-55	0

Israel	16	0	-8	0
Italy	-51	-192	-424	65
Kenya	115	-36	243	-78
Kuwait	317	0	282	0
Lebanon	-75	0	144	-24
Morocco	-265	-5	-408	-4
Mauricio	147	-17	-3	0
Mexico	809	-2.079	-7.021	1.098
Panama	-	-	0	0
Paraguay	271	-27	-	-
Peru	6.318	-1.857	6.980	-2.278
Poland	74	-8	30	-4
Portugal	-932	-20	-662	-5
Qatar	3	-14	205	-34
United Kingdom	1.881	-490	1.347	-301
Dominican Republic	75	-54	221	-61
People's Republic of China	43	0	-541	0
South Africa	1.065	-302	1.063	-310
Sweden	170	-37	18	-7
Taiwan	3	0	7	-2
Tanzania	289	-82	144	-31
Tunisia	253	-16	-66	0
Türkiye	-99	0	-119	0
Uruguay	1.149	-257	1.231	-233
Zambia	-126	38	102	-35
<b>Grand Total</b>	<b>73,627</b>	<b>-22.895</b>	<b>49.775</b>	<b>-17,699</b>

## Grants

In 2024, the company received €769,540.70, and €956,018.91\* in 2023, in subsidies that correspond mainly to aid received for employee training:

	2024	2023
Employee training bonus	520,883.77	412,535.92
Subsidies for R&D activities	248,656.93	485,859.41
Job creation	0.00	57,623.58
	769,540.70	956,018.91

\*Representative data for Spain

## Quality

During 2024, the SEIDOR Quality Department focused its efforts on the following functions and activities:

- Consolidation and maintenance of corporate management systems and certifications:
  - ISO 9001, Quality
  - ISO 14001, Environment
  - ISO 20000-1, IT Services
  - ISO 27001, Information Security
  - ISO 15504 and ISO 33001 (Maturity 3) Software Development
  - ISO 22301, Business Continuity
  - GHG PROTOCOL, Carbon Footprint
  - Global Compact
  - National Security Scheme (ENS) HIGH category
- Obtaining new certifications and expanding their scope:
  - ISO 27017, Cloud Security Management
  - ISO 27018, Privacy Management in Cloud Services.
  - ISO 27701, Privacy Information Management
  - New scope in the National Security Scheme (ENS) HIGH category related to CLOUD systems
- Design of procedures, manuals and methodologies.
- Creation of e-learning content and training:
  - Service management system
  - Information security management
  - Environmental management and good practices
  - Training manual for project managers
  - GDPR for workers
- Management of tools from the SEIDOR Service and Support Center.
- Customer Satisfaction Survey and Improvement Plan.

These certifications are available for consultation on the SEIDOR website, at [Certifications](#).

## Integrated management system

The main objective pursued in the design of the various management systems implemented at SEIDOR is to guarantee the quality of the services we provide to our clients, as a basis for demonstrating our commitment to fulfilling the agreements reached with them.

Our certified management systems cover the core businesses and activities of the SEIDOR group.

At SEIDOR, we understand service quality based on the following main aspects:

- Customer focus: Changes may occur during the provision of services, and we understand that speed and flexibility are key to maintaining customer satisfaction.
- Service availability and capacity: Provide services with the necessary plans, procedures, and resources to ensure that services are operational according to customer needs and the characteristics and level of services committed.
- Incident resolution and prevention: Having specialized procedures and equipment in place to ensure rapid resolution of potential errors and failures that inevitably occur in the provision of services, accompanied by root cause analysis and trend studies to ensure that incidents do not recur or even occur for the first time.
- Continuous improvement: Measuring and monitoring the effectiveness of processes through the development of objectives and indicators, as well as the ongoing monitoring of service delivery, combined with the management and forecasting of potential risks and periodic maintenance of the systems that support the services, contribute to ensuring the proper provision of services.

Thanks to our GIS, SEIDOR has a methodology that establishes a series of standard processes, activities, tools, and records. This methodology is, in turn, based on context analysis and on meeting the expectations and requirements of stakeholders in each of the projects and services we provide. This includes the management methodology for these projects, which we previously agree upon with stakeholders, while respecting the stipulated service quality levels at all times.

## Quality management system

In 2008, we designed and implemented a Quality Management System certified according to the ISO 9001 standard in two companies of the SEIDOR group. It currently covers twelve companies in the group in the following services:

- Marketing of hardware and software products.
- Design, development, and implementation of customized business solutions.
- Technical support and maintenance service for computer equipment.
- Information systems project management.

## IT service management system

In 2016, coinciding with the restructuring of our support center and the implementation of new service desk management tools, we designed and implemented an IT Service Management System (ITMS) certified according to the ISO 20000-1 reference standard.

Currently, the scope of SEIDOR's SGSTI covers eleven group companies and nine areas of operations, in the following services:

Corporate Services, Managed Assistance Services, Support, Information Systems Administration and Professional IT Consulting, IT Assistance and Support Services Center and Microsoft AZURE Managed Services (SEIDOR Customer Service), Networking and Security Services Center (NSOC), Monitoring Center, Cybersecurity Operation, Security Incident Analysis and Response Services (SEIDOR CSIRT) and public and private CLOUD Services.

Each year, external audits of the management system are conducted and passed, certifying compliance with the requirements established by the relevant regulations. This guarantees continuous monitoring and



proper management of the services provided by SEIDOR based on the commitments, requirements, and service level agreements (SLAs) established with our clients.

## Information Security Management System

SEIDOR's Information Security Management System (ISMS) is a mature and well-established management system, having been in operation for almost 10 years.

In 2011, the SEIDOR ISMS implementation project was launched, demonstrating the organization's concern, commitment, and effort to improve information security. Its design followed the guidelines established by the international reference standard ISO 27001 for information security management.

In 2016, the Service Management System (SMS) implementation project was launched at SEIDOR's Customer Service and Support Center (CASS), which led to a restructuring and expansion of the initial scope of the ISMS to this critical area within the organization.

In 2017, to ensure results, the SEIDOR Cybersecurity Office (OCS) was established, reporting directly to the Cybersecurity Committee. Its objective would be to lead and be the operational reference and support unit for information security in the company.

In 2018, following the entry into force of the GDPR on May 25, SEIDOR adapted to data protection regulations, incorporating its management into the ISMS and appointing a Data Protection Officer (DPO) for the group of companies.

In 2019, a strong commitment was made to improving and growing the ISMS within the organization. First, a CISO/CSO was appointed, the Cybersecurity Committee was restructured, led by general management and the CISO with representation from areas such as IT infrastructure, Cloud, and Data Protection, and the new Corporate Cybersecurity Office (OCC) was created, thus inheriting the responsibilities and functions previously held by the SEIDOR Cybersecurity Office (OCS). Second, a significant expansion of its scope was carried out, encompassing the group's main companies. The project was launched to incorporate the National Security Scheme (ENS) into the SEIDOR ISMS in the systems and services that various divisions and companies of the SEIDOR group offer to public administration entities. In January 2020, the company achieved ENS certification in the MEDIUM category.

In 2021, work was carried out to strengthen the management system, achieving a design in the HIGH ENS category.

In 2022, a risk analysis was conducted and a corporate policy was implemented to guarantee information security and the continued provision of the services it provides. In early 2022, the company achieved ENS HIGH category certification, and an expansion of this certification is planned for early 2023.

In 2023, new companies were included in the scope, and a Cloud Services Security Management System was designed and implemented based on information security controls in ISO 27001 and ISO 27017 for Cloud Security Management. In addition, the standards on which the ISMS was based were expanded to ISO 27701 for Privacy Information Management.

In 2024, new companies were included in the scope and ISO 2018 and the new NIS2 Directive (PCE-NIS2) were certified. The scope of SEIDOR's ISMS encompasses 11 companies and nine different service centers within the group.

As can be seen, SEIDOR's ISMS is undergoing a process of continuous growth and improvement each year. SEIDOR is committed and intends to continue maintaining this growth in the coming years.

## Software Lifecycle Management System

In 2017, we designed and implemented a Software Lifecycle Process Management System based on the ISO 12207 reference standard. We assessed its maturity and achieved and certified Level 3 in accordance with ISO 15504 and ISO 33001. This guarantees quality and compliance with the requirements of our clients and stakeholders in our software development and maintenance services. It currently covers four companies in the group and covers four different scopes.

## Commitment to customers

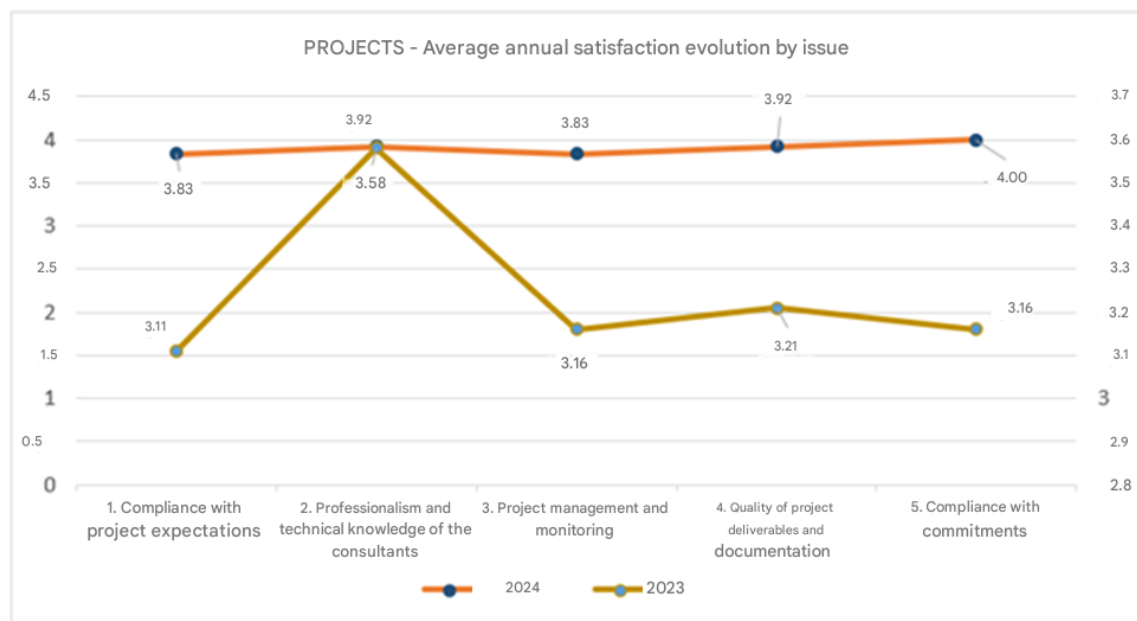
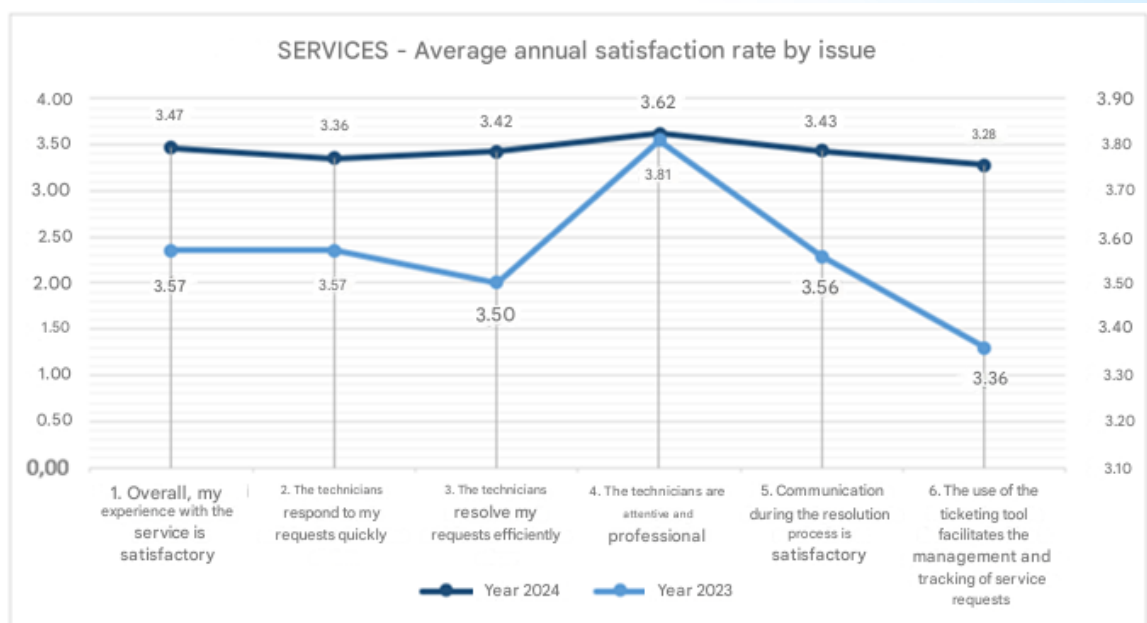
As reflected in our Policy and Code of Ethics, SEIDOR, with its management at the helm, is committed to pursuing excellence in the products and services it provides to our customers, conducting our business responsibly and sustainably, making a positive contribution to the society in which we live and which, along with other stakeholders, forms the context of our company.

SEIDOR implements its entire business strategy based on a thorough analysis of the organization's context, identifying and managing the expectations of each of its stakeholders, and working to offer quality, sustainable products and services, grounded in our principles of professionalism, integrity, honesty, and respect for the law.

For all these reasons we commit to:

- Ensure the satisfaction of our customers and stakeholders by fulfilling the agreed commitments, striving to meet their requirements and expectations throughout our business, and returning benefits to society as a fundamental part of SEIDOR's business strategy.
- Ensure the monitoring, maintenance, and continuous improvement of the policies, standards, and processes that make up the corporate management systems.
- **Provide** a system for monitoring and controlling customer satisfaction and an agile and effective procedure for managing, responding to, and resolving any potential dissatisfaction, complaints, or claims that may arise.
- **Carry out** Our services and activities are respectful of the environment, efficient in the consumption of resources, and managing the waste produced in such a way that they effectively contribute to sustained development, without environmental degradation, and pollution prevention throughout the life cycle of the products and services we provide.
- **Achieve** with the legislation applicable to our activity, the requirements subscribed to that apply to us, the voluntarily established requirements, the contractual commitments and all internal regulations or guidelines for action to which SEIDOR is subject.
- **Guarantee** Ethical behavior in all our actions by all SEIDOR personnel, requiring its employees and collaborators to be honest, transparent, and impartial in the performance of their duties, rejecting and pursuing all forms of corruption, both direct and indirect.
- **Ensure** That the products and services that SEIDOR offers its customers and the activities it carries out to provide them have an increasing level of information security and have passed the necessary tests.
- **Identify, manage and treat** All risks that may jeopardize the achievement and fulfillment of its objectives and the expectations of stakeholders, so that they are at acceptable levels.
- **Endow** our employees with all the resources, both physical and technical, as well as the knowledge necessary to carry out their responsibilities and enable them to comply with the established quality and safety parameters.

From the Quality Department, in order to guarantee services and projects with clients, SEIDOR conducts monitoring and satisfaction surveys. Service monitoring is conducted periodically to verify compliance with the requirements established in the standards and the provisions of the contracts formalized with clients. Satisfaction surveys measure the level of satisfaction of service users or clients, which will help us identify weaknesses and opportunities for improvement. These are conducted through Microsoft Forms or the SOLMAN tool. In the Customer Satisfaction Study section, below are two graphs representing the satisfaction results by question from the satisfaction surveys for Services and for projects.



Complaints and claims are detected via email, through the CASS system, or through satisfaction surveys. Once a complaint is received, it is managed by opening a ticket and recorded in the CASS. The ticket is escalated to the Quality Department, which contacts the person associated with the service affected by the complaint and then the customer. If corrective action is required, an action plan is generated, compliance with which is subsequently verified.

## Customer and stakeholder complaints management

SEIDOR has established an out-of-court claims management procedure for its clients and other stakeholders. This procedure is integrated into the management system and its main objectives are to record, mediate, and resolve potential conflicts, promote continuous improvement, and monitor any proposed corrective actions.

The complaints and claims management process basically consists of performing the following tasks:

- Detection of the complaint or claim.
- Creating the record.
- Transfer of the complaint or claim.
- Reply to the affected person.
- Record of corrective actions.

The start of this procedure can occur through different channels:

- **Email** (calidad@seidor.com), to which clients and/or any other interested party can contact.
- **Request for intermediation** to the Quality department expressed by any person at SEIDOR in favor of any other interested party.
- **Satisfaction survey** through which the dissatisfaction of any of our clients is communicated.

All complaints are recorded in the corresponding management system and escalated to the Quality team, which conducts an initial internal investigation to analyze the causes of the complaints and proposes corrective measures and actions. An action plan is then agreed upon with the affected SEIDOR department (sales, operations, administration, etc.) and subsequently with the client or other affected party. The Quality department monitors the execution of this plan, as well as a final evaluation of the effectiveness of the actions taken. The complaints are closed once it has been verified that the cause of the original complaint has been mitigated or resolved and verified with the affected party.

In 2024, complaints were recorded related to customer satisfaction surveys conducted with various SEIDOR companies.

## Monitoring and auditing process

As part of the Quality Department's monitoring tasks for the control and continuous improvement of our integrated management system and its associated processes, we carry out the following actions:

- **Annual audit and monitoring plan**, where the calendar of the different types of activities is detailed:
- **Internal audits**: They are carried out by specialists belonging to or collaborating with the SEIDOR Quality Department in accordance with the requirements established to work as an internal auditor.

These audits review the procedures, records, indicator monitoring, compliance with objectives, and systems included in the scope of the audit to be performed, seeking to demonstrate compliance with the management system requirements.

As part of the audit process, processes and systems are periodically monitored in the various projects and services provided by SEIDOR. These are carried out by technicians from the Quality Department, who review and supervise the execution of processes in the provision of services, according to established procedures, records, and monitoring of performance indicators.

- External audits: These are conducted annually by auditors from OCA certification companies, who review evidence of compliance of each management system with the various ISO reference standards.
- Process and system monitoring: This is carried out by technicians from the Quality Department, who review and supervise the execution of processes in the provision of services, according to established procedures, records, and monitoring of performance indicators.
- Follow-up activity reports and minutes: At the end of each follow-up action, the responsible person prepares a report/minutes detailing the various actions taken, the evidence gathered, the results, and the conclusions.

## Continuous improvement process

SEIDOR's strategy for measuring and improving service levels is based on the following strategic objectives:

- Immediate and continuous monitoring of the status of service levels and their risks of non-compliance (alarms).
- Guarantee service by measuring committed response and attention times through continuous monitoring and planning by the responsible teams.
- System for reviewing and continuously improving compliance, use, and effectiveness of established procedures.
- Plan for innovation proposals that improve the performance of the systems that support current services.
- Planned analysis and monitoring of system status. Through analysis of data obtained from implemented monitoring tools.
- Manage the competency of service technicians through service-specific training plans.
- Structure of multidisciplinary work teams.
- Promote knowledge management, access to service information, and knowledge transfer among different work teams.
- Promote resource flexibility by managing resources according to service needs (resource flexibility).
- Implementation of measures and processes that encourage user self-service, thus increasing the efficiency of work teams and incident resolution.
- Proposals for technological improvements aimed at increasing service availability, based on our experience with similar services we are providing to other clients.
- Conducting periodic audits, at least annually, of the Integrated Management System and the provision of services.

SEIDOR, in collaboration with its clients, designs a continuous improvement process within the service management system, as proposed in our IT service management model.

## Customer satisfaction study

During 2024, SEIDOR conducted a customer satisfaction study through satisfaction monitoring surveys on projects and services provided by SEIDOR's various business units.

In 2024 the following results were obtained:

- Different companies surveyed: 726
- Overall satisfaction average: 3.63 out of 4
- % of companies that recommend us out of the total: 91%





## Commitment to suppliers

SEIDOR's policy regarding its relationships with its suppliers and partners is based on the following commitments, as described in our policy and Code of Ethics:

- To interact with our suppliers of goods and services in an ethical and lawful manner.
- Seek out and select only suppliers whose business practices respect human dignity, do not violate the law, and do not jeopardize the company's reputation.
- Select suppliers based on the suitability of their products or services, as well as their price, delivery conditions, and quality. Neither accept nor offer gifts or commissions, whether cash or in kind, that could alter the rules of free competition in the production and distribution of goods and services.
- Promote activity with suppliers and local trade with the various national and international offices and branches.

To this end, SEIDOR has designed a series of procedures and activities to manage its supply chain, which seek to guarantee the quality and sustainability of our products and services.

## Purchasing policy

SEIDOR ensures that the purchasing process for products and services acquired or contracted with third parties meets established purchasing requirements by conducting compliance checks and monitoring the commitments made by suppliers through specific clauses in the signed contracts.

SEIDOR has a purchasing and supplier evaluation procedure that describes the established system and establishes the guidelines to follow for the selection, approval, and evaluation of suppliers.

SEIDOR's supply chain focuses on two types of suppliers. On the one hand, infrastructure, equipment, and software providers, with whom partnership agreements are established (mainly SAP, Microsoft, IBM, and Adobe), as well as their wholesalers; and, on the other, professional collaborators for service provision. In general, the latter are local companies in each of the countries in which the group operates.

In 2024, there were no significant changes in the organization, including the introduction of new countries or suppliers.

## Supplier approval

SEIDOR's objective is to establish guidelines for the selection, approval, and evaluation of product and service suppliers. It is necessary to distinguish between several types of suppliers: strategic suppliers, historical/regular suppliers, general suppliers, new suppliers, and small suppliers.

SEIDOR carries out, both at the beginning and periodically, an approval of its suppliers and providers based on their categorization consisting of:

- The dissemination and request for acceptance of the SEIDOR policy and Code of Ethics.
- The completion of a series of commitment issues, in order to guarantee:
  - The existence of codes of business conduct and legal compliance.
  - Managing the quality of your products and services.
  - The sustainability and environmental management of its processes.
  - Commitment to human rights and the principles of the United Nations Global Compact.
  - Information security and personal data protection.
  - Zero tolerance policies for corruption and money laundering.

## Periodic monitoring and evaluation of suppliers

The Supplier Evaluation and Monitoring process is carried out continuously by each SEIDOR Operations Department, the Purchasing Department, and the Integrated Management System Manager. This process verifies that suppliers are aligned with the management policies and procedures defined by SEIDOR. Supplier evaluation assesses the level of satisfaction with overall operations each year.

During the course of its activities and operations, with each of its suppliers, as well as during internal and external audits, SEIDOR performs the following actions:

- Management of incidents that occur during the supply or provision of services.
- Evaluation of the following items related to operations and related management processes:
  - Flexibility and ease of payment methods.

- Quality and fulfillment of commitments.
- Commercial communication.
- Meeting deadlines.
- Ease of access to administrative documentation.
- Ease of communication.
- Response time to incidents.
- Incident resolution time.

The supplier evaluation procedure consists of approving suppliers each year, which is recorded in a registry that allows for day-to-day monitoring of the process. In this procedure, once the service is contracted, its provision begins, and with it, the service is monitored to ensure it is provided in accordance with the agreement. The results are used to detect potential non-conformities and observations.

## Extraordinary events

Throughout 2024, the consequences of the entrenched conflict sparked by the invasion of Ukraine, as well as the ongoing conflict between Israel and Palestine, have continued to be felt. The effects of the former, while their influence on European activity and its economic magnitude seem to have been discounted, continue to act as a brake on it and have introduced concerns regarding Western defense and its impact on regional balances; while the latter has intensified tensions in the Middle East, with increasingly intense involvement of some regional powers and their armed proxies. These circumstances—coupled with the change in administration in the United States and its foreseeable change of priorities regarding the country's role in international markets and its dynamics of alliances and controversies—have added further uncertainty to the global panorama.

At SEIDOR, we have continued to implement the measures we adopted when these situations arose in our environment and the global market that affected us. To continue to promote the flexibility required in turbulent, uncertain, and changing times, we have continued to support and promote remote work and cover the costs associated with teleworking.

During this period, and in line with the role, influence, and value of AI in all aspects, SEIDOR has carried out an ambitious initiative to incorporate this technology into the daily work of its professionals, offering a comprehensive program of awareness, outreach, and training in the use of generative AI agents in all aspects of daily activity.

At the same time, as an influential player in the business community, SEIDOR has continued to conduct its business while taking into account essential aspects of life, such as human rights, people's well-being, equal opportunities, the environment, and scrupulous adherence to transparency measures and good business practices. To this end, and as an example, we have intensified our efforts in internal equality training programs.

## Summary

Below, we summarize the main highlights of SEIDOR's Non-Financial Information Statement for 2024:

- SEIDOR achieved a turnover of €1.121 billion in 2024 and a workforce of more than 9,500 professionals, allowing it to exceed the €1 billion turnover target it had set for 2025.
- Continuing to promote brand strategy as the cornerstone of corporate identity, strengthening SEIDOR's connection with technological humanism.

- Strengthening the commitment to talent engagement to increase attraction and loyalty in a context of scarcity, especially in a context of technological explosion such as AI. The employer branding strategy has been established, significantly reinforcing SEIDOR's positioning among talent, with special attention—as was already the case in 2023—to initiatives to increase the presence of women in the company and thus strengthen their role in the technology sector.
- Strengthening the commitment to good corporate governance and information security by both SEIDOR and our collaborators, adapting to new technological scenarios that bring with them new threats in the field of cybersecurity.
- Caring for the environment:
  - During 2024, local initiatives promoting environmental awareness and energy savings (such as the renovation of our main work centers) continued to be developed.
  - We have continued to prioritize the role of energy from renewable sources in our supply, thus significantly reducing the impact on the environment.
  - The amount of CO2 emitted by the SEIDOR group is progressively decreasing, so, with the 2022-2026 action plan, we aim to maintain the current carbon footprint or achieve a 10% reduction in the total emissions of the SEIDOR GROUP, taking 2022 as the base year and 2026 as the compliance year.
  - An external audit was conducted on the integrated environmental and quality management system certified in ISO 9001 and ISO 14001 in October 2024, with a positive result.

SEIDOR has prepared the report in accordance with the GRI Standards for the period from January 1, 2024, to December 31, 2024.

# Annex I: Table of contents of the Non-Financial Information Statement

SEIDOR has prepared this report following the standards set by the Global Reporting Initiative (GRI).

Scope and Contents of Law 11/2018 of December 28	GRI standards relationship	GRI Description	EINF Page	Section title	REASON FOR OMISSION	NECESSARY EXPLANATION
<b>1. Business model</b>						
<b>Brief description of the group's business model</b>						
Business environment	GRI 2-1, 2-2, 2-3, 2-4, 2-5	Organizational details Entities included in the sustainability reporting Reporting period, frequency and point of contact Updating information External verification	6	Introduction to the Non-Financial Information Statement See contact details in the contents section	-	-
Organization and structure	GRI 2-6	Activities, value chain and other business relationships	8, 14	Business environment and group organization Innovation	Confidentiality restrictions	Governance charts are not included for confidentiality reasons.
Markets in which it operates	GRI 2-6	Activities, value chain and other business relationships	8 - 9	Markets served Main brands	-	-
Objectives and strategies	GRI 2-23, 2-24	Commitments and policies Incorporation of commitments and policies	12	Strategy and objectives	-	-
Main factors and trends that may affect its future evolution	GRI 1	Fundamentals	10, 11, 66	Global context and sector evolution Technological trends Extraordinary events	-	-
<b>Policies</b>						
Due diligence procedures applied for the identification, evaluation, prevention	GRI 2-23,2-25	Commitments and policies Processes to	15.22	Risk management, regulatory structure and	-	-



and mitigation of significant risks and impacts.		remedy negative impacts		procedures, principles, rules and procedures		
Verification and control procedures, including what measures have been taken.						
Risks to CP, MP and LP						
Description of the main risks related to the different issues and linked to the activity of the entity or group	GRI 2-22.2-25.2-29.3-1.3-2.3-3	Sustainable Development Strategy Statement, Processes for Remediating Negative Impacts, Approach to Stakeholder Engagement, Process for Determining Material Issues, List of Material Issues, Management of Material Issues	5,14,17,6,18	Message from the Executive Chairman: Risks and Opportunities, Risk Management, Materiality Analysis, Context Analysis	-	-
Management of these risks, explaining the procedures used to detect and evaluate them in accordance with national, European, or international reference frameworks for each subject.						
Effects of the impacts that have been detected, providing a breakdown of these, particularly regarding the main short-, medium-, and long-term risks.						
KPIs						
Non-financial key performance indicators that are relevant to specific business activity and meet the criteria of comparability, materiality, relevance, and reliability. - To facilitate the comparison of information, both overtime and between entities, non-financial key performance indicator standards that can be generally applied and that comply with the European Commission's guidelines on this matter and the Global Reporting Initiative standards will be used. The report must mention the national, European, or international	N/A	General or specific GRI standards for the Economic, Environmental and Social dimensions reported in the following blocks.		Key indicators are identified throughout the chapters of the report.	-	-

framework used for each subject matter. – Non-financial key performance indicators must be applied to each of the sections of the non-financial information statement. These indicators must be useful, taking into account the specific circumstances, and consistent with the parameters used in internal risk management and assessment procedures. In any case, the information presented must be accurate, comparable, and verifiable.						
2. Environmental issues						
Global Environment						
Detailed information on the current and anticipated effects of the company's activities on the environment and, where applicable, health and safety, and environmental assessment or certification procedures.	GRI 1	Fundamentals	24, 25, 27	Environmental management system, Environmental management system processes, Environmental management system audits	–	–
Resources dedicated to the prevention of environmental risks.						
The application of the precautionary principle, the number of provisions and guarantees for environmental risks.						
Pollution						
Carbon emissions: measures to prevent, reduce or repair carbon emissions that seriously affect the environment	GRI 305-5	Reduction of GHG emissions	27	Carbon footprint calculation (CO2 emissions reduction plan)	–	–
Any form of activity-specific air pollution, including noise and light pollution.						
Circular economy and waste prevention and management						

Measures for prevention, recycling, reuse, other forms of recovery and waste disposal.	GRI 306-3	Waste generated	25	Environmental Management System Processes	-	-
Actions to combat food waste.						
Sustainable use of resources						
Water consumption and water supply in accordance with local limitations.	GRI 1	Fundamentals	29	Sustainable use of resources	Not applicable	It is not considered material issue for the company
Consumption of raw materials and measures taken to improve the efficiency of their use.	GRI 1	Fundamentals	25	Environmental Management System Processes	-	-
Energy: Direct and indirect consumption, measures taken to improve energy efficiency, use of renewable energy	GRI 302-1,302-4	Energy consumption within the organization Reduction of energy consumption	29	Sustainable use of resources	-	-
Climate change						
The important elements of greenhouse gas emissions generated because of the company's activities	GRI 305-1,305-2	Direct GHG emissions (Scope 1) Indirect GHG emissions associated with energy (Scope 2)	27	Calculating the carbon footprint	-	-
Measures taken to adapt to the consequences of climate change.						
Voluntary reduction targets established in the medium and long term to reduce GHG emissions and the means implemented to this end.						
Protection of biodiversity						
Measures taken to preserve or restore biodiversity.	GRI 1	Fundamentals		-	Not applicable	It is not considered a material issue for the company
Impacts caused by activities or operations in protected areas.						
3. Information on social and personnel issues						
Employment						
Total number and distribution of employees by sex, age, country and	GRI 2-7,401-1	Employees Hiring new employees and staff turnover	38	Key indicators for SEIDOR employees	-	-

professional classification.						
Total number and distribution of employment contract modalities.						
Annual average of permanent, temporary and part-time contracts by sex, age and professional classification.						
Number of layoffs by sex, age and professional classification.						
Pay Gap.						
The average remuneration of directors and executives, including variable remuneration, allowances, compensation, payments to long-term savings pension systems and any other payment broken down by sex	GRI 1	Fundamentals	36	Wage gap	-	-
implementation of work disconnection measures	GRI 1	Fundamentals	36	Occupational well-being: health and safety at work	-	-
<b>Work organization</b>						
Organization of working time.	GRI 2-7	Employees	40	Key indicators for SEIDOR employees	-	-
Number of hours of absenteeism.						
Measures aimed at facilitating the enjoyment of conciliation and encouraging the joint exercise of these rights by both parents.	GRI 2-19	Compensation policies	35	Conciliation and social benefitsSocial benefitsCompe nsation models	-	-
<b>Health and safety</b>						
Health and safety conditions at work	GRI 403-1,403-3,403-6,403-9,403-10	Occupational health and safety management system, occupational health services, worker health promotion, work-related injuries, occupational	36	Occupational well-being: health and safety at work	-	-
Work accidents (frequency and severity) broken down by sex.						
Occupational diseases (frequency and severity) disaggregated by sex.						

		illnesses and diseases				
Social relationships						
Organization of social dialogue, including procedures for informing and consulting staff and negotiating with them.	GRI 2–30	Collective bargaining agreements	36	Labor relations	-	-
Percentage of employees covered by collective bargaining agreement by country.						
Review of collective agreements, particularly in the field of health and safety at work.						
Training						
Policies implemented in the field of training.	GRI 404–1,404–2,404–5	Average training hours per year per employee Employee skills development programs and transition assistance programs. Worker training on occupational health and safety.	31	Cultural transformation and talent management Talent attraction	-	-
Total number of training hours by professional categories.						
Accessibility						
Universal accessibility for people with disabilities.	GRI 405–1	Diversity of governing bodies and employees	38	Key indicators for SEIDOR employees	-	-
Equality						
Measures adopted to promote equal treatment and opportunities between men and women.	GRI 1	Fundamentals	32	Gender diversity strategy	-	-
Equality plans.						
Measures adopted to promote employment.						
Protocols against sexual and gender-based harassment.	GRI 406–1	Cases of discrimination and corrective actions taken	50, 52	Anti-harassment protocol Reporting channel/Ethics channel	Not applicable	There have been no complaints of discrimination
The integration and universal accessibility of people with disabilities.	GRI 1	Fundamentals	32	Diversity management	-	-
Policy against all types of discrimination and,			32	Gender diversity strategy	-	-



where appropriate, diversity management.						
<b>4. Information on respect for human rights</b>						
Implementation of human rights due diligence procedures; prevention of risks of human rights violations and, where appropriate, measures to mitigate, manage, and remedy any abuses committed.	GRI 1	Fundamentals	48, 48, 50	Commitment to the protection of human rights SEIDOR Code of Business Conduct Ethics and compliance Compliance and prevention of criminal risks	-	-
Complaints about cases of human rights violations.	GRI 2-26,2-27	Mechanisms for seeking advice and raising concerns Compliance with laws and regulations	52	Whistleblower Channel/Ethics Channel Data Protection	-	-
Promotion and compliance with the provisions of the fundamental conventions of the International Labour Organization related to respect for freedom of association and the right to collective bargaining.	GRI 1	Fundamentals	36	Labor relations	-	-
The elimination of discrimination in employment and occupation; the elimination of forced or compulsory labor.	GRI 1	Fundamentals	-	-	Not applicable	There are no cases of forced or compulsory labor, nor of discrimination in employment and occupation.
The effective abolition of child labor.	GRI 1	Fundamentals	-	-	Not applicable	There is no child recruitment or subcontracting
<b>5. Information relating to the fight against corruption and bribery</b>						
Measures taken to prevent corruption and bribery.	GRI 205-2	Communication and training on anti-corruption	53	Money laundering	-	-

Measures to combat money laundering.		policies and procedures				
Contributions to foundations and non-profit organizations.	GRI 1	Fundamentals	54	Donations	-	-
6. Information about the company						
Company commitments to sustainable development						
Impact of society's activity on employment and local development.	GRI 413-1	Operations with local community engagement programs, impact assessments and development	54	Commitment to society	-	-
Impact of society's activity on local populations and the territory.						
Relationships maintained with local community stakeholders and the modalities of dialogue with them. (Stakeholder participation)						
Partnership or sponsorship actions.						
Subcontracting and suppliers						
Inclusion of social, gender equality and environmental issues in the purchasing policy.	GRI 308-1,414-1	New suppliers that have passed selection filters according to environmental criteria New suppliers that have passed selection filters according to social criteria	64, 65, 66	Commitment to suppliers Purchasing policy Supplier approval Periodic monitoring and evaluation of suppliers	-	-
Consideration of their social and environmental responsibility in relationships with suppliers and subcontractors.						
Monitoring and auditing systems and their results.						
Consumers						
Measures for the health and safety of consumers.	GRI 416-1,416-2,418-1	Assessing the impacts of product and service categories on health and safety; Non-compliance cases relating to the impacts of	60, 57, 58, 59, 58	Commitment to customers, Quality, Integrated management system, Quality management system, IT service management	-	-
Complaint systems, complaints received and their resolution.					Not applicable	No complaints have been filed

		product and service categories on health and safety; Substantiated claims relating to breaches of customer privacy and loss of customer data		system, Information security management system, Software lifecycle management system		
Tax information						
Benefits obtained by country	GRI 201-1	Direct economic value generated and distributed	54	SEIDOR Tax Information 2023-2024	-	-
taxes on benefits paid						
Public subsidies received	GRI 201-4	Financial assistance received from the government	56	Grants	-	-

## **INFORME DE VERIFICACIÓN INDEPENDIENTE DEL ESTADO DE INFORMACIÓN NO FINANCIERA CONSOLIDADO DE SEIDOR, S.A. Y SOCIEDADES DEPENDIENTES DEL EJERCICIO 2024**

A las accionistas de SEIDOR, S.A.,

De acuerdo al artículo 49 del Código de Comercio hemos realizado la verificación, con el alcance de seguridad limitada, del Estado de Información No Financiera Consolidado adjunto (en adelante EINFC) correspondiente al ejercicio anual finalizado el 31 de diciembre de 2024, de SEIDOR, S.A. y sociedades dependientes (en adelante el Grupo) que forma parte del Informe de Gestión Consolidado del Grupo.

### **Responsabilidad de los Administradores**

La formulación del EINFC, así como el contenido del mismo, es responsabilidad de los Administradores de SEIDOR, S.A. El EINFC se ha preparado de acuerdo con los contenidos recogidos en la normativa mercantil vigente y siguiendo los criterios de los *Sustainability Reporting Standards* de *Global Reporting Initiative* (estándares GRI) seleccionados, así como aquellos otros criterios descritos de acuerdo a lo mencionado para cada materia en la tabla de contenidos.

Esta responsabilidad incluye asimismo el diseño, la implantación y el mantenimiento del control interno que se considere necesario para permitir que el EINFC esté libre de incorrección material, debida a fraude o error.

Los administradores de SEIDOR, S.A. son también responsables de definir, implantar, adaptar y mantener los sistemas de gestión de los que se obtiene la información necesaria para la preparación del EINFC.

### **Nuestra independencia y control de calidad**

Hemos cumplido con los requerimientos de independencia y demás requerimientos de ética del Código Internacional de Ética para Profesionales de la Contabilidad (incluidas las normas internacionales de independencia) del Consejo de Normas Internacionales de Ética para Profesionales de la Contabilidad (Código de ética del IESBA por sus siglas en inglés) que está basado en los principios fundamentales de integridad, objetividad, competencia y diligencia profesionales, confidencialidad y comportamiento profesional.

Nuestra firma aplica la Norma Internacional de Gestión de la Calidad (NIGC) 1, que requiere que la firma diseñe, implemente y opere un sistema de gestión de la calidad que incluya políticas y procedimientos relativos al cumplimiento de los requerimientos de ética, normas profesionales y requerimientos legales y reglamentarios aplicables.

El equipo de trabajo ha estado formado por profesionales expertos en revisiones de Información no Financiera y, específicamente, en información de desempeño económico, social y medioambiental.

## **Nuestra responsabilidad**

Nuestra responsabilidad es expresar nuestras conclusiones en un informe de verificación independiente de seguridad limitada basándonos en el trabajo realizado. Hemos llevado a cabo nuestro trabajo de acuerdo con los requisitos establecidos en la Norma Internacional de Encargos de Aseguramiento 3000 Revisada en vigor, "Encargos de Aseguramiento distintos de la Auditoría o de la Revisión de Información Financiera Histórica" (NIEA 3000 Revisada) emitida por el Consejo de Normas Internacionales de Auditoría y Aseguramiento (IAASB) de la Federación Internacional de Contadores (IFAC) y con la Guía de Actuación sobre encargos de verificación del Estado de Información No Financiera emitida por el Instituto de Censores Jurados de Cuentas de España.

En un trabajo de seguridad limitada los procedimientos llevados a cabo varían en su naturaleza y momento de realización, y tienen una menor extensión, que los realizados en un trabajo de seguridad razonable y, por lo tanto, la seguridad que se obtiene es sustancialmente menor.

Nuestro trabajo ha consistido en la formulación de preguntas a la Dirección, así como a las diversas unidades del Grupo que han participado en la elaboración del EINFC, en la revisión de los procesos para recopilar y validar la información presentada en el EINFC y en la aplicación de ciertos procedimientos analíticos y pruebas de revisión por muestreo que se describen a continuación:

- Reuniones con el personal del Grupo para conocer el modelo de negocio, las políticas y los enfoques de gestión aplicados, los principales riesgos relacionados con esas cuestiones y obtener la información necesaria para la revisión externa.
- Análisis del alcance, relevancia e integridad de los contenidos incluidos en el EINFC del ejercicio 2024 en función del análisis de materialidad realizado por el Grupo y descrito en el apartado "Análisis de materialidad", considerando contenidos requeridos en la normativa mercantil en vigor.



- Análisis de los procesos para recopilar y validar los datos presentados en el EINFC del ejercicio 2024.
- Revisión de la información relativa a los riesgos, las políticas y los enfoques de gestión aplicados en relación a los aspectos materiales presentados en el EINFC del ejercicio 2024.
- Comprobación, mediante pruebas, en base a la selección de una muestra, de la información relativa a los contenidos incluidos en el EINFC del ejercicio 2024 y su adecuada compilación a partir de los datos suministrados por las fuentes de información.
- Obtención de una carta de manifestaciones de los Administradores y la Dirección.

## Fundamento de la conclusión con salvedades

El EINF adjunto no incorpora el cálculo de la brecha salarial, ni las remuneraciones medias y su evolución por sexo, edad y clasificación profesional. Asimismo, no incorpora la remuneración media y estructura de gobierno del Grupo, si bien el órgano de administración y su retribución está incorporado en las cuentas anuales.

En relación a la información de accidentes de trabajo, enfermedades profesionales y absentismo, los datos incluidos en el EINF adjunto corresponden exclusivamente a los de las sociedades españolas.

La información detallada relativa a cuestiones medioambientales y satisfacción del cliente se refiere exclusivamente a las oficinas de España, que representa el 69% del volumen de ventas total, no desglosándose esta información para el resto de países en los que el Grupo opera.

No se incluye información referente a la huella de carbono del ejercicio 2024, por no haber podido recopilar toda la información.

## Conclusión

Basándonos en los procedimientos realizados y en las evidencias que hemos obtenido, excepto por los efectos y los posibles efectos de las cuestiones descritas en el párrafo "Fundamento de la conclusión con salvedades", no se ha puesto de manifiesto aspecto alguno que nos haga creer que el EINFC del Grupo correspondiente al ejercicio anual finalizado el 31 de diciembre de 2024 no ha sido preparado, en todos sus aspectos significativos, de acuerdo con los contenidos recogidos en la normativa mercantil vigente y siguiendo los criterios de los estándares GRI seleccionados descritos de acuerdo a lo mencionado para cada materia en la tabla "Tabla de contenidos del Estado de Información No Financiera" del citado Estado.

## Uso y distribución

Este informe ha sido preparado en respuesta al requerimiento establecido en la normativa mercantil vigente en España, por lo que podría no ser adecuado para otros propósitos y jurisdicciones.

BUSQUET ESTUDI JURÍDIC, S.L.

F. Busquet  
Barcelona, a 31 de julio de 2025