2020 Sustainability Report

One Link

Team. Culture. Solutions.

2020

Sustainability Report

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Team. Culture. Solutions.

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Senior Management Message

To our Incredyble® community (GRI 101-14)

2020 was the year in which our Incredyble® culture was put to the test, and we can proudly say we are ready. We have competitive teams which can face challenges and changes with the best energy and keeping our Incredybles® as our priority in all our decisions.

We cannot deny that this year has been atypical compared to what we were used to. Fortunately, we have had the support of our allies to continue offering high-quality services, never leaving our goal aside: to create value through innovation and the culture of happiness.

The above mentioned is not just words, for thanks to our ability to adapt and innovate, we took 70% of our operation to work from home, while at the same time, maintaining our high-quality standards in order to comply with and exceed our clients and users' requirements. This allowed us to have a 20% increase in our client base in Colombia, which translates in the opportunity to continue adding up more members to this Incredyble® family. Despite that some of our clients suffered major setbacks this year, we do not know the term "impossible" at OneLink, so we restructured our operation in a way that we kept more than 500 positions.

In order to continue promoting our Incredyble® culture in every corner where we operate, we implemented different strategies to stay close and deliver more happiness to our stakeholders and their families.

We have not reduced the efforts to move forward with our sustainability strategy, by promoting the care for the environment, initiatives for enhancing education in the cities where we operate, and a good corporate government that allows us to have transparency and continue developing processes that can provide information to our groups of interest.

I am proud to present this Report of our work in 2020 and our goal for 2021 to you: to continue growing, promoting our corporate values along with our Incredyble® culture, keeping our sustainability strategy into account, and above all, our Incredyble® service to all of our clients and users.

Paola Andrea Restrepo Meza
OneLink Colombia
Human Resources Director

About the Report

This Report was created based on essential conformity to the Global Reporting Initiative (GRI) standard, [GRI 102-54] which corresponds to the period between January 1 and December 31, 2020, and it has an annual periodicity. [GRI 102-50] Being the first Sustainability Report of the organization, it's established that this report will be done annually; it does not have an external verification by any third parties. [GRI 102-51] [GRI 102-52]
The Report goes over the operation management results in Colombia. It shows the management work done in regard to the thirteen material topics of the organization. Likewise, the Report represents the communication of The United Nations Global Compact for 2020. The materiality analysis comprises OneLink S.A.S, Getcom Servicios S.A.S, Getcom Colombia S.A.S, and Experts Colombia S.A.S. This analysis was led by the Sustainability Coordination, which at the same time created the Sustainability Report. Both processes were validated by High Management to guarantee that all material aspects were covered. [GRI 102-32]

In order to facilitate the query of indicators, the GRI indicators can be found in the annexes, which include the compliance of The UN Global Compact and the alignment with the Sustainable Development Goals (SDG). [GRI 102-55]

[GRI 102-53] To share suggestions, opinions, or doubts, please contact
David Cardona Serrano, Sustainability Coordinator
david.cardona@onelinkbpo.com.

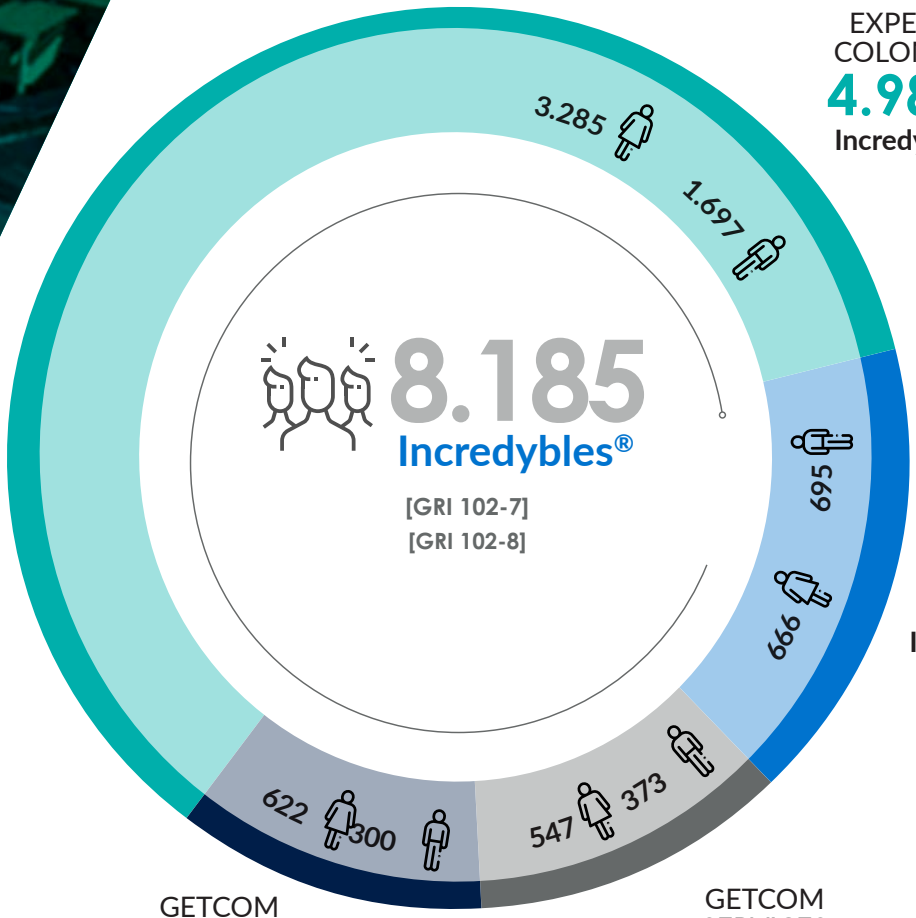
Organizational profile

[GRI 102-3] [GRI 102-4]
[GRI 102-6]

In Colombia, we are in two cities: **Medellin,** with three sites in the Aburra Valley, and **Bogota,** with two sites.

OneLink is a multi-Latin business group with more than 15 years of experience in the outsourcing service industry, focused on Contact Center solutions and support. We promote the Incredyble® culture among our clients and users in Colombia, Guatemala, El Salvador, Mexico, Nicaragua, Honduras, and Brazil through our more than 12,000 employees. [GRI 102-6]

We fly the flag of innovation in everything we do within our operations, always seeking excellence, which allows us to be leaders who promote happiness and to empathize with those who make use of our services. This altogether creates the perfect equation to take our Incredyble® culture to the next level.



EXPERTS COLOMBIA
4.982
Incredybles®

ONELINK
1.361
Incredybles®

GETCOM SERVICES
920
Incredybles®

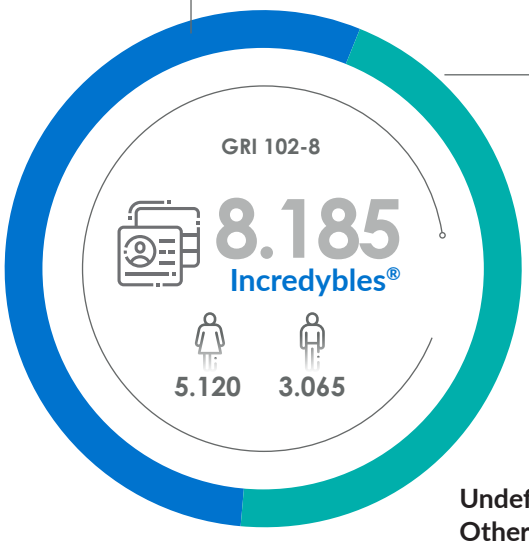
GETCOM COLOMBIA
922
Incredybles®

MEDELLIN

4.475

Incredybles®

	2.843	1.632
Undefined	2.735	1.567
Others	55	32
Learning	53	33



BOGOTA

3.710

Incredybles®

	2.277	1.433
Undefined	1.453	1.145
Others	811	281
Learning	13	7

INDUSTRIES TO WHICH WE PROVIDE OUR SERVICES

- Trips
- Emerging technologies
- Media and technology
- Retail
- Telecommunications
- Financial services
- Health
- Consumption

2020 MILESTONES [OL29]

JANUARY
New client in the health industry

MARCH
New client in the Financial/Work-from-home industry

APRIL
Incredyble® channel

JULY
UN Global Compact

AUGUST
Welcome, consumption client

SEPTEMBER
Welcome, new client in the retail industry

NOVEMBER
First virtual employment round/

Mall Plaza

Contact Center Excellence Awards
(Best in Social Responsibility category) (Best Human Capital Management)

INTEGRAL MANAGEMENT SYSTEM

In consequence with the decision of applying international standards that contribute to increasing the competitiveness levels, OneLink has adopted different norms, which allow it to comprehensibly manage quality, health and safety, environment, information security, and assets management.

Besides, other external initiatives, such as:

- The UN Global Compact, GRI, SDG.
- Union entities, like: ANDI and BPRO.

[GRI 102-12] [GRI 102-13]

GOVERNANCE [GRI 102-23]

Our board of directors constantly reviews the company's strategy in order to continue improving and respecting the promise of giving value to its users, clients, and Incredybles®. [GRI 102-14] [GRI 102-18] [GRI 102-23] [GRI 102-29]

Our board of directors must undergo a performance assessment in which the highest competencies are ethics and influence, and negotiation. [GRI102-28]

ETHICS AND INTEGRITY [GRI 102-16]

Our main corporate purpose is to provide Contact Center, BPO, and other types of support services. These services are meant to be provided exclusively in or from one or various free zones within the country.

Values:

Happiness: Loving what we do!

Leadership: Empowering and developing our people!

Solidarity: Giving back!

Engagement: Promise made, promise kept!

Innovation: Making it better!

Excellence: Passion for winning!

OUR PURPOSE

To revolutionize the BPO industry through innovation, an entrepreneurial spirit, and the culture of happiness, creating value for our associates, clients, and community. This goal is supported by our Code of Ethics and Conduct. [GRI 102-15]

MATERIAL ASPECTS

[GRI 102-40] [GRI-102-42] [GRI 102-44] [GRI 102-47]

We do a materiality analysis to identify those aspects that are relevant for the fulfillment of our strategy. Below, we present the creation process of this analysis.

GROUPS OF INTEREST

Our groups of interest were defined through the review made by our high management about the influence each actor has over the organization's operation.

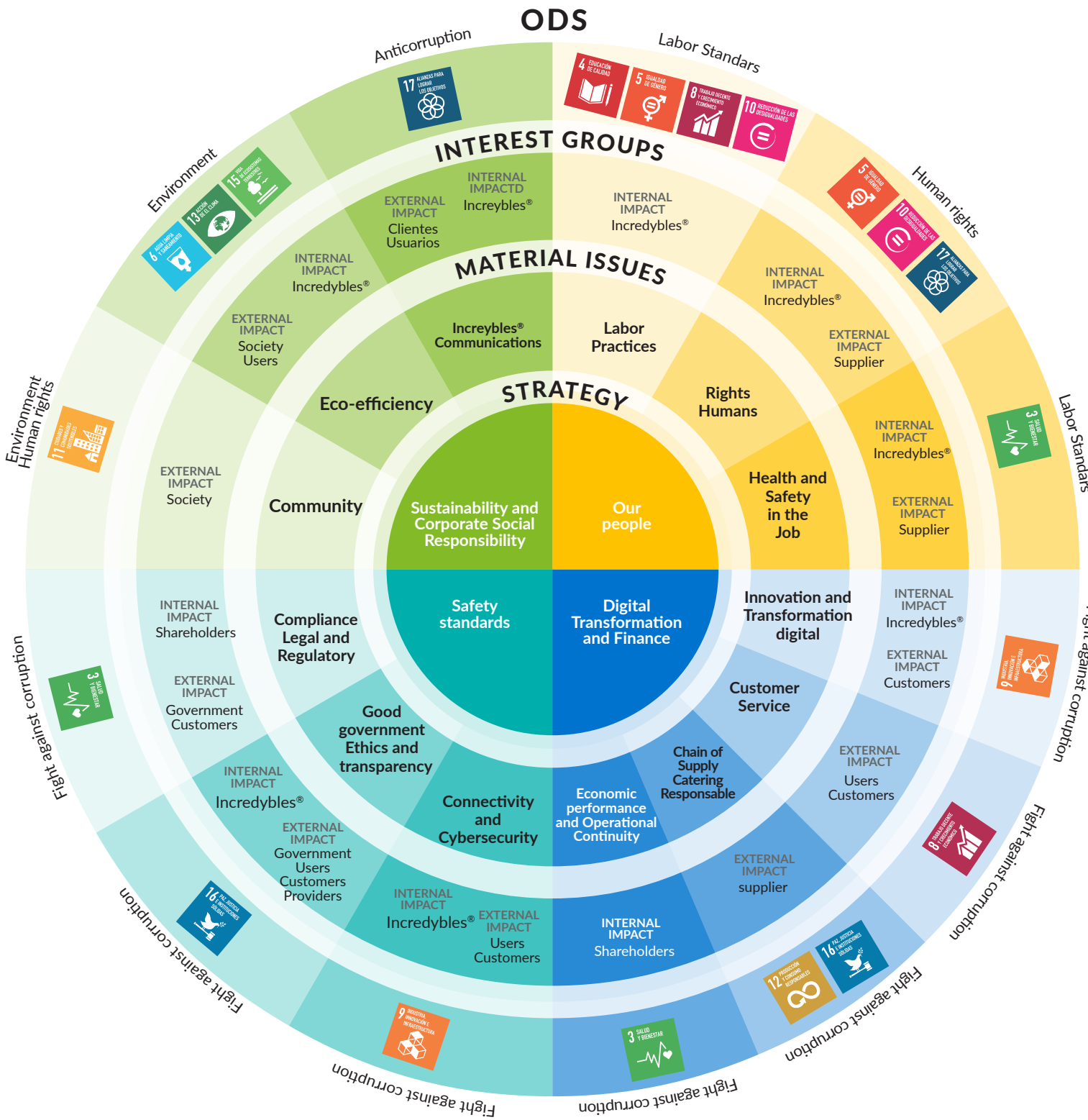
EXTERNAL
Users
Clients
Suppliers
Government
Society

INTERNAL
Incredybles®
Shareholders

STEPS FOR MATERIALITY ANALYSIS

1. **Definition of relevant issues.**
2. **Internal validation of relevant issues.**
3. **Assessment and consultation with stakeholders.**
4. **Construction of the Materiality matrix.**

The aspects which are relevant both for the business and the groups of interest were identified.



OneLink's matrix comprises the materiality exercises of the companies: OneLink S.A.S, Getcom Servicios S.A.S, Getcom Colombia S.A.S, and debate sessions *(focus group)* and online surveys sent to all our Incredybles®, as well as queries to key publics or publics of interest and members of the board of directors. [GRI 102-43]

The analysis of materiality defined **13 material aspects** for the company and its groups of interest, which transforms this into a key tool to establish the topics which constitute the sustainability strategy for OneLink. **[GRI 102– 46]**

2020 Sustainability Report

One Dream
One Link
Sembrando Sueños

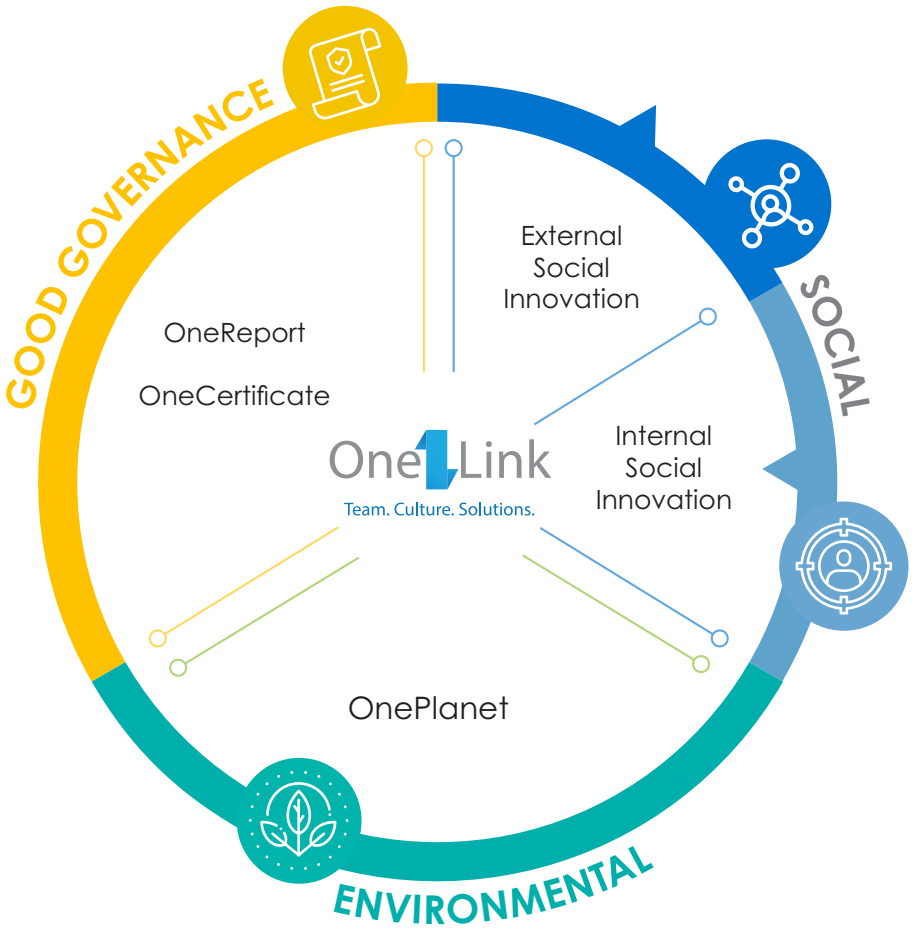
1

Sustainability & Corporate Social Responsibility

Sustainability area in OneLink

[GRI 103-1] From the Sustainability area, we have the goal of developing and implementing strategies oriented to complying with the 5 macro-objectives of the organization, as well as promoting corporate values and contributing to the compliance of the Sustainable Development Goals by creating social, economic, and environmental value.

This objective comes to life through our Sustainability Model, which has three strategic pillars (Social, Environmental, and Good Government) that comprise the projects. Below, we will dive deeper into each of these pillars.



1.1 Community

GOOD GOVERNMENT STRATEGY

This strategy consists of **building trust and transparency** in the organizational processes for all our groups on interest, and it is done through two programs:

- **OneReport:** It is the report on sustainability practices of the organization, known as the Sustainability Report, which overviews the adequate management of materiality and relevant aspects for our groups of interest.

- **OneCertificate:** It is the constant search for getting certified with sustainability seals.

In our Good Governance strategy, as an organization we seek to promote the following Sustainable Development Objectives.

SOCIAL **STRATEGY** [OL2]

The social strategy is divided into External Social Innovation and Internal Social Innovation. The difference between both is the population that they have an impact on.

External Social Innovation

We promote community-focused projects by creating shared value. The programs that are part of this strategy are:

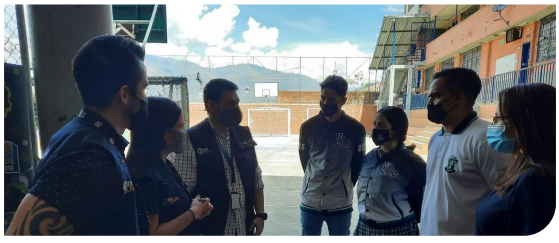
OneEducation: We intend to promote love for education, and we do this through beautifying schools or educational institutions' infrastructures, with the goal of promoting pleasant spaces for students. Furthermore, we encourage the promotion of educational programs focused on soft skills, service orientation, and customer support. Moreover, we seek to close the gaps of inequality that affect the areas of influence in which we operate; to do this, we have different allies who support us by accompanying the students of the institution so that they can receive professional guidance and training in order to fulfill the necessary requirements that public and private universities demand.

Among some of the most remarkable activities carried out in 2020, we can find the support provided to Institucion Educativa Villa del Socorro. This institution has over 4,000 students, which makes it one of the most densely populated institutions in Medellin.

Infrastructure Upgrades

[GRI 203-1]

We worked on the improvement of recreational zones, such as: sports area (30.6 yd long x 16.4 yd wide), stands, and stairs. Here, $29'102,544 COP were invested. Besides, 56 Incredybles® supported us in this project by helping us transform this space, thus, promoting the value of solidarity.



VIEW MORE

Technological support

[GRI 203-1]

Since education is one of our big goals, we contribute with technological tool endowments with the support of one of our clients, which donated 67 tablets and for which they invested $17'584,593 COP. This is remarkable considering that 40% of this target population does not have a computer at home nor internet connection, which makes their learning process difficult.

OneSociety: It comprises all projects which do not have education as a main focus but still have a positive impact in communities. We seek to become the bridge that allows our Incredybles® to donate resources in order to support our ally network. Additionally, we offer a portfolio that allows our Incredybles® to participate in volunteering programs that we have for different populations: boys, girls, teens, elders, and animals [OL3].

Throughout 2020, we had

2.801 Incredyble® volunteers

in all the activities planned, which allowed us to make an impact in over

2.000 people [OL1].

7.981 volunteer hours [OL1].

Incredyble® channel

549 Incredybles®.

Volunteering at Institución Villa del Socorro

56 Incredybles®.

OneKids

10 Incredybles®.

Knowledge Sponsors

52 Incredybles®.

Sembraton

1,936 Incredybles®.

Trainings and/or labor inclusion activitie

198 Incredybles®.

Internal Social Innovation

Within the organization, we have multiple projects which promote the "pay it back" chain and the support to others. In spite of all our projects being important, some of the ones we feel prouder of are the following:

Labor inclusion: The labor inclusion and diversity project has the goal of giving labor opportunities to all our Incredybles®, by promoting awareness and sensitization among them. At OneLink, we train our teams so that they can promote inclusion, and we also assess and close gaps so that we can make sure we have the necessary resources to hire different populations. [OL9]

To this end, we have alliances, such as:

Best Buddies Colombia: On 2018, this alliance was established with the mission of promoting labor inclusion of people with cognitive disabilities.

INCI: In agreement with the National Institute for Blind People (INCI for its acronym in Spanish), we have been testing and developing programs which provide the necessary tools to be able to hire visually impaired people.

Reto Empléate: Along with Corporación Minuto de Dios, we support the employment creation for poor populations, women over 40 years old, and people with disabilities.

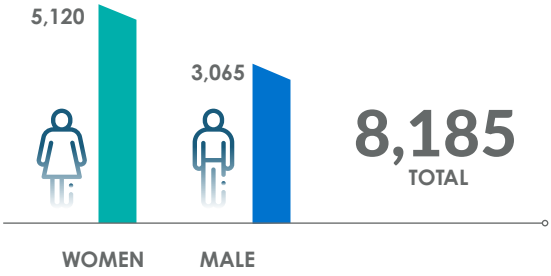
USAID/OIM: Along with the International Organization for Migration, the United States Agency for International Development, and Corporación Minuto de Dios, we work on mitigating barriers and trainings that contribute to enhancing the skills of migrant Incredybles® within the company.

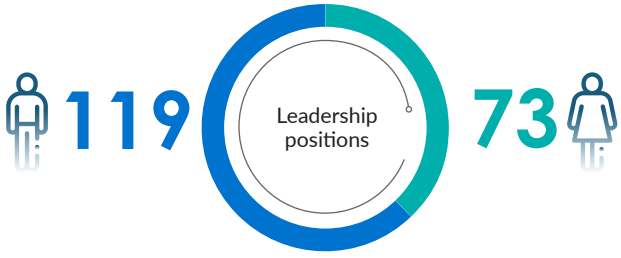
Medellin City Hall: We promote employability in Medellin

Reca (compensar): Along with the Support Employment Network, we promote employment creation among people with disabilities in Bogota.

Tent Migración: We are part of the Tent network. They support us in the hiring processes of migrant populations.

Gender Equity: This Project consists of promoting gender equity and respect in all the organizational areas, equal payments, and same growth opportunities for women at OneLink. We still have much to do in this respect, but despite this, we are proud to say that within the company, 38% of leadership positions are held by women. Our goal for the next year is to continue increasing this percentage until we can reach 50% of female leaders within the organization.





In addition, the breakdown for promotions by gender is 51% for women and 49% for men.

1. These are categories 4, 5, 6, 7

OneKids: Starting in our values, we have promoted the culture of happiness when identifying that a significant amount of our initiatives was exclusively focused on the work life of our Incredybles®, and by understanding the importance of family, we decided to create a space to enhance creativity, promote culture, and support our Incredyble® families.
This program supports our Incredybles®' children with the purpose of promoting art, soft skills, and languages like English, besides making diagnoses in family situations in order to link them to other company programs, such as One-Hand. With this program, we have reached more than 180 kids in Colombia.

In our Good Government Social strategy, we seek to promote the following Sustainable Development Goals as an organization.

ENVIRONMETAL **STRATEGY** [OL2]

As an organization, we work in favor of mitigating the environmental impact and reducing the carbon footprint. The OnePlanet program consists of managing, promoting, and implementing all the initiatives which contribute to taking care of the environment and using resources efficiently.

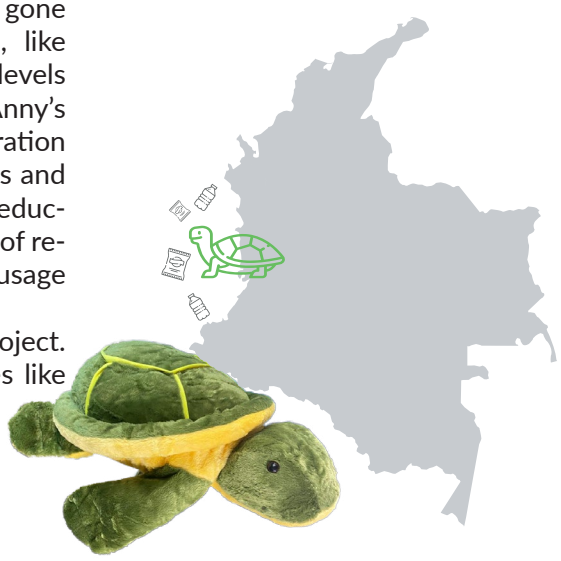
Sembraton: This activity consists of doing annual hands-on sowings in order to instill care for and protection of the environment in the Incredybles®. Likewise, we compensate for our carbon footprint generated in operations. We have planted over 7,000 trees since the beginning of this project.

In 2020, we planted **5.000** **trees,** thus compensating for **1.250** **tons of** [OL7][OL6]

Efficient use of resources: It consists of managing, training, and innovating on the efficient use of water and electricity, as well as the sensitization of Incredybles® regarding the good usage of these resources, supported by the ANNY strategy. Furthermore, it measures the CO2 generation.

Anny is a turtle that comes from the Colombian Pacific region. She has gone through different tough situations, like the death of her family due to high levels of plastic pollution in the oceans. Anny's goal is to expose how waste generation has an impact on marine ecosystems and how we can sensitize about waste reduction through her story, the good use of recyclable waste, and the decrease in usage of single-use plastics.
Anny is our pet in the OnePlanet project. With her, we have created activities like the "I'm Incredyble®" socialization where we saw the correct waste classification, efficient and reasonable water and electricity use, and safe and sustainable mobility. In the same sense, we do this by participating in environmental world days and in environmental communications from the company.

VER MÁS



In our Good Government Social strategy, as an organization, we seek to promote the following Sustainable Development Goals.

1.2 Ecoefficiency

ENERGY CONSUMPTION OF THE ORGANIZATION

[GRI 103-1] The energy consumption within our organization for Colombia during 2020 was of **3'949,282 KWh,** having a distribution of **3'077,725 KWh** in Medellin and **871,557 KWh** in Bogota [GRI 302-1].

According to the follow-up and analysis on energy consumption, we identified the activities which led to saving or spending more of this resource based on installed capacity, number of employees per site, and schedule of preventive and corrective maintenance activities.

Some of the strategies used were:

1. Technological update project to change fluorescent lightbulbs for LED-layout lightbulbs to save energy, carried out by the Maintenance and Infrastructure Area.
2. Carbon footprint due to consumption of electricity estimate, through emission factor (Kg CO2/KWh).
3. Locating operative personnel in strategic areas to facilitate turning off the lights and ACs in the operation floors.
4. Light sensors in the bathrooms.

It is important to clarify that the consumption reduction is also attributed to the new work conditions this year, keeping into account that 70% of the personnel was working from home.

Total energy consumption
[GRI -302-4]

INDIRECT GREENHOUSE GASES EMISSIONS (SCOPE 2) [GRI 305-2].

Throughout 2020, we emitted 501.77 tons of CO2 derived from the electricity consumption of the company. The emission factor was 0.13 Kg CO2/KWh, extracted from the Colombian Mining-Energy Planning Unit (UPME for its acronym in Spanish).

501,77 CO2

Conversion factor:

0,13Kg CO2/KWh

WATER EXTRACTION

[GRI 303-3]

OneLink takes its water from the aqueduct to supply its operations' needs. The consumption within our organization for Colombia during 2020 was of 29,062m³, having a distribution of 23,230m³ in Medellin and 5,832m³ in Bogota.

29.062 m³

Consumption in Medellín: **23.230** m³

Consumption en Bogota: **5.832** m³

Incredybles®

1.3 Communications

CONTENT STRATEGIES [OL8]

At OneLink, we have different initiatives that allow us to spread a positive impact, whether it is internally or externally, through the creation of creative campaigns.

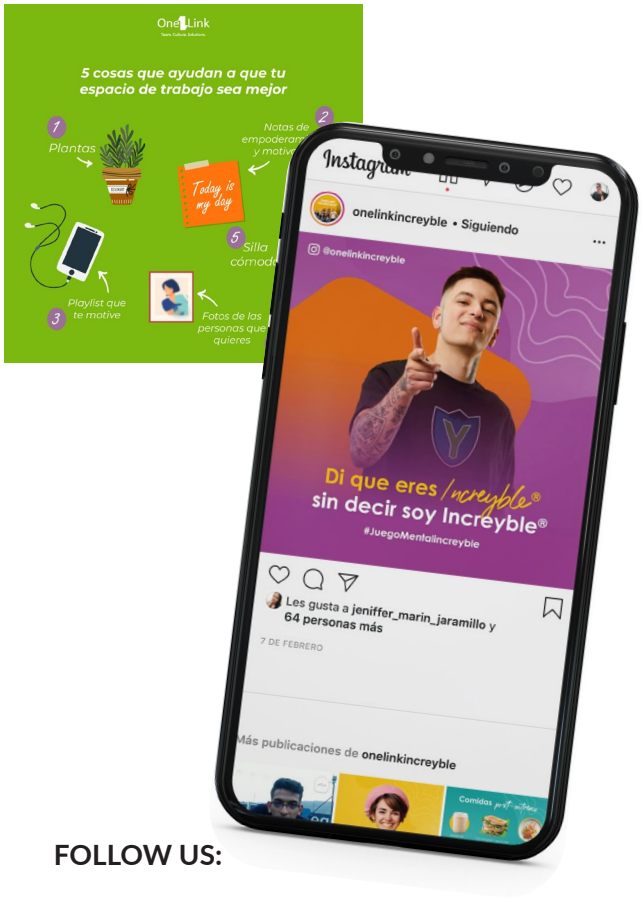
External Public Content

186 campaigns in social media were developed, and they allowed us to reach over **65,000 people,** therefore achieving an average interaction of **2.54% on Facebook and 3.44% on Instagram** in 2020.

Some of our significant campaigns for external audiences were:

- **Personalized videos thanking clients for the COVID-19 contingency:** It's a collection series of our employees thanking our clients for their support during the contingency and for prioritizing the well-being of our Incredybles®.
- **Incredybles® That Inspire / Incredyble Stories® Campaign:** We have ambassadors of our culture, and through this campaign, we highlight their inspiring stories.
- **Incredyble® Wall Campaign: :** This strategy highlights the work of the company's support areas. During the contingency, these areas worked relentlessly to ensure the well-being of our employees and the company's operations.

- **Incredybles® Quotes:** These are motivational quotes related to our corporate culture.
- **OneLink's Incredyble® Meaning Campaign:** por medio de videos resaltamos el sentido de perWe highlight our Incredybles®' sense of belonging through videos in which our Increybles® mention all the benefits of being part of the OneLink family.
- **The "What is Happiness?" Campaign:** Happiness is one of our corporate values, and here we highlight what this value means to our employees.
- **OneLink Talks:** We promote a series of leadership podcasts on our social media channels.



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Internal Public Content

This content is addressed to all our Incredybles®. In 2020, 212 campaigns were developed to support the management of the company's areas and our organizational culture. Below, we will mention the most outstanding strategies.

- **COVID-19 Prevention & Protocols Campaign:** se realizaron diferentes comunicados y sociaDifferent press releases and presentations were made to raise awareness about preventive measures and all the biosecurity protocols within the company.

- **Incredybles® and Accounts Gratitude Campaign:** These are personalized campaigns that highlight our Incredybles®' work in the different accounts and areas of OneLink.

- **Informative Communications:** These bulletins allow us to inform all our Incredybles® about the programs, subscriptions, and benefit campaigns that are carried out in the company, some of them are:
  - Psychological assistance programs.
  - Registration programs in the official platforms in Medellin and Bogota.
  - Official platforms in Medellin and Bogota.
  - Information about the Employee Fund.
  - Relevant information on the activities in all areas of the company corporate newsletters).

  Plus, we run an HM CALENDAR, where we invite all our Incredybles® to actively participate in all the activities proposed by the Human Resources areas.

2

Our people

2.1 Labor Practices

Since the beginning of our OneLink experience, we thrive for everyone to live the Incredyble® Culture. That's why we have a team in the Talent Acquisition area that has the mission to carry out the recruitment processes according to the clients' needs.

We believe that talent is more than just skills, and we consider that a good attitude, starting from us, should be what brings us together and makes us stronger.

ATRACCIÓN DE **TALENTO**

1. Incredybles® Registration and Application

→

2. *Social Media* Job Portals: *Job Fair, Open house,* Internal referrals, External referrals, Advertising, *re-hires.*

→

3. Incredybles®' Appointment and presentation

→

4. Welcome and induction to Incredybles®. Job offer and its conditions.

5. Application of technical and psycho-technical tests, and language evaluation.

→

6. Incredybles®' interview process, PEACE® security check-up

→

7. *Rol Playing Game* interview, Clínica *Assesment Center*

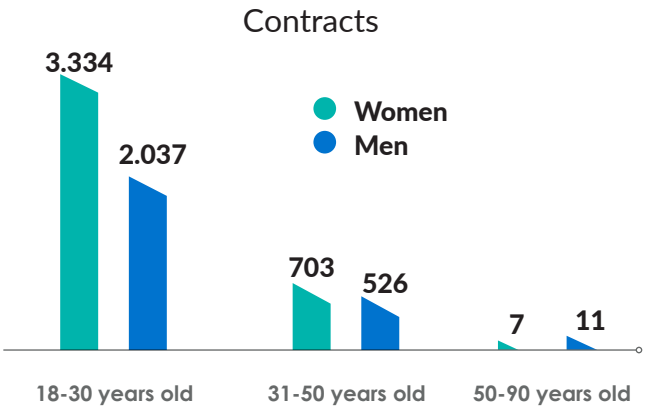
→

8. Medical examination, validation of references

→

9. Training, recruitment, *Nesting period.*

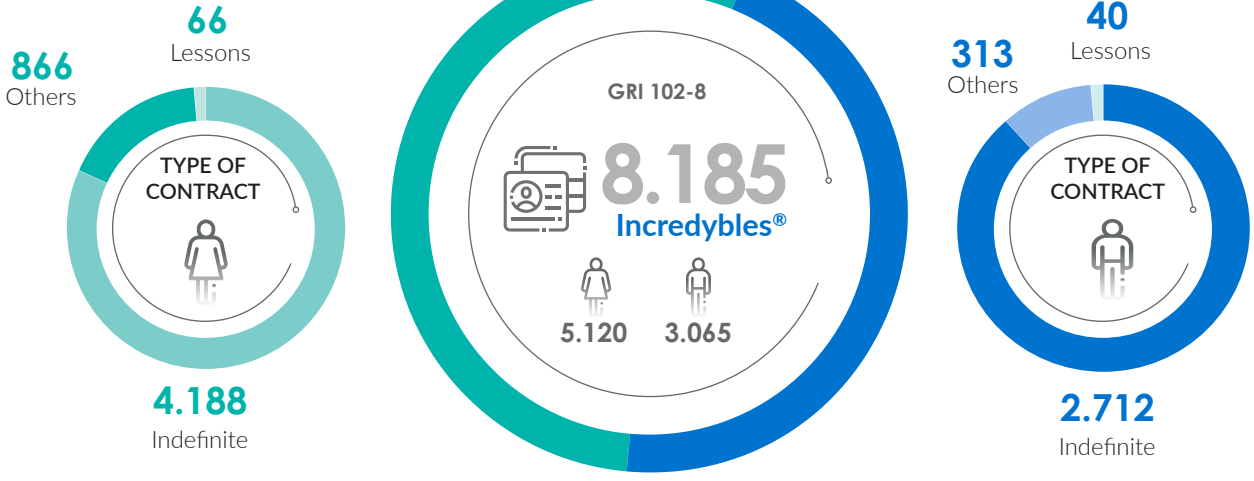
OUR Incredybles®



Our Incredybles®' distribution at OneLink is classified into 7 job categories. [GRI 405-1]

1. Agents
2. Assistants, technicians, and messengers
3. Supervisors, analysts, trainers and specialists
4. Coordinators
5. Heads
6. Managers
7. Directors VPs

Our operation doesn't rely on half a shift; all our Incredybles® work full shifts. [GRI102-8]



	Labor Category 1	Labor Category 2	Labor Category 3	Labor Category 4	Labor Category 5	Labor Category 6	Labor Category 7
Total Employees	**6.534**	**158**	**1.194**	**105**	**15**	**58**	**14**
Age 18-30 years old	5.234	115	743	41	2	5	0
Age 31-50 years old	1.283	43	449	64	13	51	12
Age 50 + years old	17	0	2	0	0	2	2

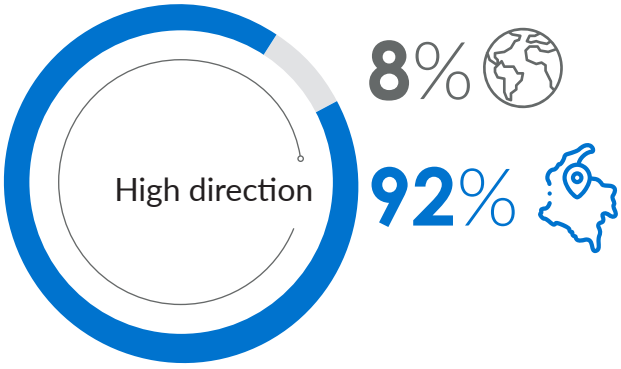
Women

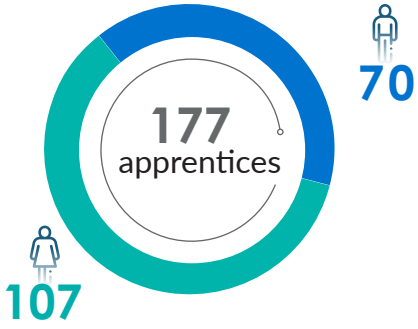
	Labor Category 1	Labor Category 2	Labor Category 3	Labor Category 4	Labor Category 5	Labor Category 6	Labor Category 7
Total Women	**4.318**	**85**	**578**	**41**	**7**	**21**	**4**
Percentage of Women	66%	54%	48%	39%	47%	36%	29%
Age 18-30 years old	3.457	61	358	18	2	2	
Age 31-50 years old	850	24	220	23	5	19	4
Age 50 + years old	11	0	0	0	0	0	0

Men

	Labor Category 1	Labor Category 2	Labor Category 3	Labor Category 4	Labor Category 5	Labor Category 6	Labor Category 7
Total Men	**2.216**	**73**	**616**	**64**	**8**	**37**	**10**
Porcentage of Men	34%	46%	52%	61%	53%	64%	71%
Age 18-30 years old	1.777	54	385	23	0	3	0
Age 31-50 years old	433	19	229	41	8	32	8
Age 50 + years old	6	0	2	0	0	2	2

Our senior management is composed of staff located in the labor categories 5 (chiefs) to 7 (vice presidents). 5 (chiefs) to 7 (vice presidents). 92% are Colombian citizens. [GRI 202-2]





In our OneLink family, we support first job opportunities. In 2020, we hired 177 interns: 107 women and 70 men.

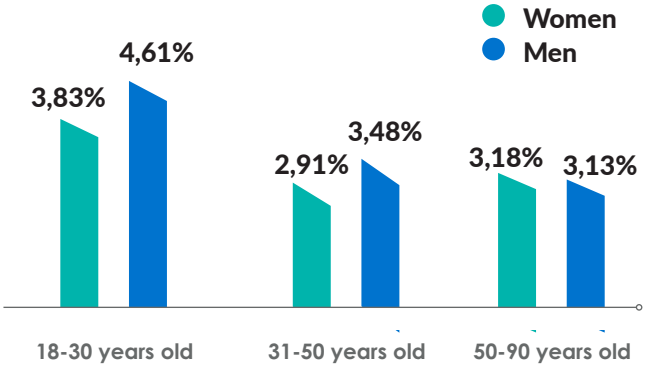
At OneLink, we firmly believe in equity; that is why we are constantly working to reduce the wage gap between men and women. The salary is assigned according to the position held by the Incredyble®, the functions performed, and the specific job skills. The salary ratio and remuneration in 2020 were distributed like this:
[GRI 405-2].

	EXPERTS COLOMBIA S.A.S	GETCOM COLOMBIA S.A.S	ONELINK S.A.S	GETCOM SERVICIOS S.A.S
		Labor Category 1		
Salary Ratio	1,16	1,21	1,19	1
		Labor Category 2		
Salary Ratio	1,18	1,05	0,96	*
		Labor Category 3		
Salary Ratio	1,07	1,21	1,18	0,92
		Labor Category 4		
Salary Ratio	1	0,99	1,19	*
		Labor Category 5		
Salary Ratio	0,94	1,27	*	*
		Labor Category 6		
Salary Ratio	0,9	1,02	1,27	1,25
		Labor Category 7		
Salary Ratio	1,18	1,12	1,23	*

***We do not have male or female staff to perform the calculation of the ratio.**

We are proud of our rotation rate for 2020, which closed at 3.68%. This is attributed to women (2.3%) and men (1.61%).

Rotation rate



Although improving these statistics is a challenge, we firmly believe that we can do it with our Incredyble® practices.

INCREDYBLE® WORK LIFE QUALITY [OL13]

2020 was a different year, a year to reflect and be thankful for still being part of this Incredyble® team. We reinvented ourselves, and virtuality was not an obstacle for us to continue making a difference and living our culture of happiness every day. Digital platforms became our best allies, and we learned to take care of ourselves in person to move forward [OL13].

Our Incredybles® are our reason for being. Through the **Culture and Living** activities, we achieved a participation of **196,456** in different activites, which means a coverage of **55.9%.**

- **We executed 784 activities during the year, such as account launches, client anniversary celebrations, and *Top Performer*. That makes us proud of our unstoppable growth and motivates us to continue working with commitment and excellence.**
- **We had a whole week dedicated to our Incredybles® during our *Customer Service Week*, having an impact on 7,895 of them.**
- **We continue acknowledging the work of 422 incredybles® through our Incredyble® Service Gala, which highlights their good performance and commitment to excellence.**
- **We held our Quinquennium Gala celebration where we applauded the perseverance and commitment of 86 Incredybles® who have been in our OneLink family for five years.**

But our initiatives go beyond metrics and operational matters!

The best thing about being an Incredyble® is counting on the greatest perks and initiatives every day.

6.321 Incredybles®

participated in our renewed benefit portfolio.

- We have a **benefit card** with our OneTrend program. Every Incredyble® can use this card to find all the stores in partnership and the discounts available. We have more than **40 different benefits in different areas like health & beauty, recreation, education, and food.**

- At the end of the year, **8,200 Incredyble® families got Christmas gift baskets** for them to create the best memories in this holiday season together. In addition, **24,945** work clothes bonuses were delivered.

- Self-fulfilment is fundamental for the OneLink family. That's the reason why we create initiatives like **Follow the Yellow Road.** This activity is meant for professional leaders to share their life experiences and motivate all our Incredybles®. We want to thank all the guests for participating in the workshops and making an impact on the lives of more than **2,500 Incredybles®** by challenging them to adopt the best practices for their lives.

- At OneLink, we always look for innovation in every single activity, which is why our own internal Instagram channel **@onelinkincreyble** was launched in 2020. This social media channel was designed by us and for us to live up to the Incredyble® culture by getting out of the routine, learn, interact, and getting to know and accept our cultural differences as the family we are. This activity allows us to establish communication links between the Incredybles® and our support areas. In the second half of the year, we carried out **1,551 general surveys.**

- We promoted cultural, health, wellness, and integration-related activities based on the general interests of the Incredybles®.

In our family, we have different programs that allow us to share, help, and improve the Incredybles®' quality of life.

ONE PRISMA
Fondo de Empleados de la Industria de Contact Centers y BPO

Along with the **Employee's Fund,** we have great perks for all our Incredybles® whether to save money or go shopping.

It is a gathering to discuss a common topic among the teams. Its purpose is to help participants build articulated problem-solving ideas based on their previous knowledge, experiences, and the service they offer within the company. This allows us to assess the topics and **create action plans that can be applied to the teams.**

Work Café

In the Human Resources team, we promote activities such as:

Open Cards

Using this methodology, the sessions aid to diagnose, get to know, and explore topics in depth when working with people in an open, participatory, and constructive dialogue.

Risk of Leaving

The *Risk of Leaving* tool helps us filter the information that leaders identify in an early stage about the risk of an Increyble® leaving the company. Based on the collected information, action plans will be generated and executed by the Human Resources Analysts, who will prioritize cases when needed.

Together, we will continue making of OneLink The Incredyble® Place to Work

We have recreational locations for all our Incredybles®:

Courts

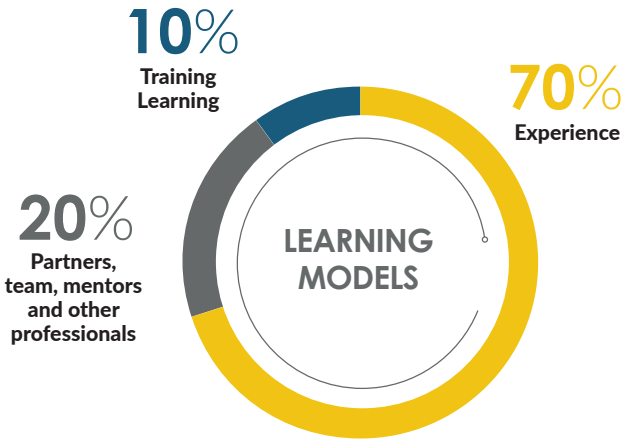
Game Room

Gym

INCREDYBLE® DEVELOPMENT

At OneLink, we have adopted the SER (for its acronym in Spanish) pedagogical proposal: an awareness-based pedagogy that leads us towards a KNOW-HOW path in which the learning model 70/20/10 is applied. The Learning and Development area has designed training activities oriented towards a meaningful and experiential learning process by promoting self-learning through the implementation of the One University virtual platform. This way, the acquired knowledge goes through a conceptual redefining process among the activities to be performed at the organization.

The 70/20/10 model states that the most effective learning process takes place when individuals invest 10% of their time towards academic training courses; the 20% to learn from others: their peers, their teammates, mentors, and other professionals (presentation); and the remaining 70% towards learning by experience at work and problem solving tasks.



Learning Model (10% academic training, 20% peers, teammates. mentors, and other professionals; 70% Experience).

By means of the trainings, interventions, and educational offers portfolio, along with the L&D (Learning and Development) area, we are looking forward to impacting the 10% of the Incredybles®' development process, and in this way, making of this tool the "engine" that raises awareness and creates the need of learning within every Incredyble® in the organization.

One University in this space, we offer the new Incredybles® all the information about the organization. We go from its corporate structure, our historical background, to what it means to be part of our Incredyble® culture.

It is made up by the following Schools
[GRI 404-2]

- **Corporate Induction:** In this course, our Incredyble® students get to know us as a company. They can get to know everything related to OneLink: its corporate structure, its history, and its Incredyble® culture.
- **Operational School:** From our strategic point of view, we are aiming at developing our Incredybles®' operational skills that allow them to acquire key knowledge about the internal processes through quality training

spaces. By these means, we also intend to boost their professional development and the company's competitive advantage.

- **Incredyble® Management School:** In this school, our Incredybles® will find the courses and programs that are fundamental in the management and key processes at OneLink.
- **Happiness School:** We foster and lead to experience the value of happiness at OneLink to strengthen our Incredyble® culture.
- **Leadership School:** In this school, we develop leaders who are aligned to our competencies model, by promoting best practices and offering the tools that allow them to manage efficient working teams in order to achieve optimal results as expected.
- **Competencies Development School:** We develop the required skills for each job position by focusing on a management model that allows us to align our Incredybles® with the company objectives. We also aim at guaranteeing the compliance of the strategies and the construction of a competitive-oriented organizational culture.

[GRI 404-1]

One University Colombia

37 Female

860 hours

Category 3

74 Male

Linkedin

6 Female

72 hours

Category 3

8 Male

- **OneLink Academy:** Starting off from our strategy, we look forward to supplement the trainings with certified programs, educational alliances, *Language Studio* (language learning).

Language Studio: We assess the English level for bilingual accounts, working side to side with the Talent Acquisition team, by carrying out the LOC (Level of Communication) evaluation. In addition, we develop and boost our Incredybles®' skills to be able to acquire a second language.

Medellin

Amount of waves	Graduated trainees	Total hours	Investment
16	162	3.680	**$ 54.456.640**

Bogota

Amount of waves	Graduated trainees	Total hours	Investment
6	37	1.510	**$ 25.499.370**

Total investment $ 79.956.010

We manage different strategies such as **Expert Workshops,** which are specialized learning spaces available to all our Incredyble® community. By means of these, each team leader or Incredyble® can learn side by side with the help from experts in different skills and topics that will make an important impact on their tasks. For that reason, they have been categorized in the following competencies:

- **Communicative Skills:** Communication, redaction and spelling, negotiation, and assertive communication skills.
- **Service Skills:** Service-oriented, Incredyble® passion, committed to excellence, result-oriented, empathetic at service, and work-from-home habits.
- **Social Skills:** Teamwork, leadership principles, empathy, courtesy, L*oveMark*, *OneXperience*, *OneTalk*, the proper type of illiteracy, interpersonal skills.
- **Thinking Skills:** Knowledge of emotions, adaptability to change, time management, attention to detail, activate your mind, creativity and innovation, self-control, work-stress management.
- **Intellectual Skills:** Multiple intelligences and learning styles, analytic thinking, conflict resolution, and CV creation.
- **Trading Skills:** Managing difficult customers, brand differentiation.

[GRI 404-1]

During 2020 we trained

2.750
Women

104.463
hours

1.459
Men

Bogota	Job Category 1	Job Category 2	Job Category 3	Job Category 4	Job Category 5	Job Category 6	Job Category 7
FEMALE participants	509	8	122	4	0	6	0
Training Hours FEMALES	1.059	14	1.069	96	0	151	0
Average Training Hours FEMALES	2,08	1,7	8,7	24	0	25,8	0
MALE participants	215	2	88	11	1	3	0
Training Hours MALES	354	2 h	95	268	1	72	0
Average Training Hours MALES	1,6	1	1,08	24,3	1	24	0

Medellin	Job Category 1	Job Category 2	Job Category 3	Job Category 4	Job Category 5	Job Category 6	Job Category 7
FEMALE participants	2.002	2	84	8	2	2	1
Training Hours FEMALES	4040	2	170	146	48	5	2
Average Training Hours FEMALES	2	1	2	18	24	2,5	2
MALE participants	1.015	3	101	16	2	2	0
Training Hours MALES	2.352	3	236	224	3	48	0
Average Training Hours MALES	2,3	1	2,3	14	1,5	24	0

In 2020, a total of **$ 383.285.486** were invested towards our Incredybles®' training

1. The measurement is taken per hour

Incredyble® PERFORMANCE ASSESSMENT [GRI 404-3]

In 2020, we carried out

218 Women

207 Men

This is measured from job categories 3 to 7

Employees who have received a performance evaluation and a professional develpment plan.

Job Category 3
294

Job Category 4
80

Job Category 5
6

Job Category 6
34

Job Category 7
11

ETHICS HOTLINE

In 2020, there were 49 cases reported to the Ethics Hotline; 4 of them related to discrimination. 13 cases did not require of an action plan, and there was intervention in 36 of them by means of feedback to reinforce the company values. In some cases, contract termination was applied due to the severity of the situations

[GRI 406-1]

Incredyble® SATISFACTION

At OneLink, satisfaction and level of commitment is measured through the ESAT survey which is performed on a yearly basis. For 2020, we got a result of 87,57% in Colombia. This survey shows us the satisfaction levels from supporting accounts, which allows us to identify the areas of opportunity in order to provide an Incredyble® service [OL10].

[OL10]

2.2 Health Care and Safety at Work

LEGAL REQUIREMENTS OR HEALTH AND SAFETY AT WORK MANAGEMENT SYSTEM GUIDELINES AT ONELINK.

[GRI 403-1]

Decree number 1072, issued in 2015: It establishes the only guidelines for work.

Ruling number 0312, issued in 2019: It establishes the minimum standards for the health and safety at work management system.

NTC ISO 45001 from 2018: Guidelines to implement the health and safety at work management system.

OHSAS 18001:2007: Guidelines to implement the health and safety at work management system.

Colombian Technical Guide GTC: 45

For us, protecting and promoting the health and safety of our Incredybles® is fundamental. We do so by guaranteeing safe working spaces, promoting self-care, and the application of preventive good practices. [GRI- 403-2]

We count on a Health and Safety at Work Management system, which addresses all our Incredybles®. Such system is framed within the corporate policies and the requirements of the International Labor Organization and under the Colombian Law.

2. Ruling 0312 from February, 2019, which defines the minimum standards for the HSW-MS.

Accidents or Incidents Occurrence [GRI 403-9]

95	0,13%	765.050.624	0
*Number of work-related injuries recorded	*Recorded work-related injuries rate	*Number of working hours	Employees or contractors casualties

Our accident severity indicator is 0,3%. [OL14]

No qualified occupational illnesess were reported. [GRI 403-10]

The main types of occupational injuries are:

1. Falling from their own height.
2. Bump, concussion, or crushing.
3. Sprains, muscle tears, hernia, woundless tendon laceration.
4. Superficial trauma.

The main consequences of the accidents that happened in 2020 were due to:

1. **Physical causes:** Lightning, surrounding noise, non-ionizing radiations.
2. **Safety causes:** In the workplace, traffic accident, driving or while being in a vehicle.
3. **Biomechanical causes:** Posture, upper limbs repetitive movement, voice overuse, working at heights.
4. **Psychosocial causes:** Organizational management.
5. **Natural phenomena:** Electric storms, floods, earthquakes.

From the HSE area, it was possible to assess and determine the relevant controls towards decreasing such hazards.

1. Environmental hygiene measurements, pre-admission, and regular medical tests.
2. Subcontracting a means of transportation that complies with the PESV and that has the permissions from the Ministry of Transportation with enabled vehicles.
3. Guaranteeing active pauses.
4. Carrying out the psychosocial risk measurements according to what has been established by law.
5. Guaranteeing the execution of the annual emergency drill, communicating the emergency procedures, continuing the training and education of the emergency teams and updating the vulnerability analysis according to what has been planned at the annual working plan.

One of the strategies **to guarantee the quality of these processe**s is to assess it through a matrix to identify hazards, assess risks, and determine controls, which is frequently executed in the following steps:

1. **Parameters assessment:** Places, processes, daily activities, and hazard types assessed.

2. **Existing Controlling Methods:** To indicate the conditions in which the hazards might take place by taking into account its source, the means, and the person.

3. **Risk assessment:** It means the process to determine how likely it is for specific events to happen and the magnitude of their consequences by means of the systematic use of the available information. The parameters that are assessed are as follows, and their acronyms correspond to their meaning in Spanish: Deficiency Level (ND), Exposition Level (NE), Probability Level (NP), Interpretation Level (NI), Consequence Level (NC), Risk Level (NR), and Risk Acceptance.

4. **Intervention Measures:** We adopted the measures of elimination, substitution, engineering control, administrative controls, signage and emergency, and personal protective equipment.

The results obtained from the matrix allow us to prevent the risks from happening and the occurrence of occupational incidents and accidents. They guarantee a control of the most vulnerable areas, which also leads to comfortable and safe working spaces for our Incredybles®.

Some measures taken to eliminate occupational hazards and to minimize the risks were:

1. Performing preventive maintenance to the air conditioning pipes.
2. Preventive follow up to controls.
3. Continuously giving the established maintenance to the power networks.
4. Keeping the required controls over contractors' personnel.
5. Continue with the medical tests, coaching, and training controls according to their due date.
6. Implementing standards for handling chemical substances.
7. Implementing standards for the proper use of manual tools.

In addition, we count on first aid kits, vehicles, fire extinguishers, personal protective equipment, tools, stretchers and prepared teams, automatic external defibrillator, sanitization areas, temperature controls at the entrance. Besides, first aid areas, corporate physician and nurse, emergency-trained personnel, and protected area (EMI, for its acronym in Spanish).

[GRI 403-3] [GRI 403-6]

At OneLink, we also manage different mechanisms of participation for our Incredybles® such as [GRI 403-4]

COPASST (for its acronym in Spanish)

It is made by Incredybles® who have been elected through free vote and collaborators appointed by the legal representative. They are in charge of:

1. Proposing adoptable measures and activities that look after everyone's health in all areas at work. These proposals are given to the organization's administration área
2. Proposing and participating in training activities regarding safety and health at work addressed to all the Incredybles® or work facilities.
3. Collaborating with the government's representatives in charge of Safety and Health at Work regarding the activities they carry out at the company and receiving the corresponding reports as stated by law.
4. Watching out for developing activities related to medicine, hygiene, and industrial safety that the company must perform by following the hygiene and industrial safety regulations and the existing standards and by promoting their communication and compliance.
5. Collaborating with analyzing the causes of accidents at work and occupational diseases by advising the employer with the necessary corrective actions to prevent them from happening. Besides, they must also assess the programs that had already been implemented.
6. From time to time, visiting the workplace and checking the premises, machinery, equipment, devices, and the operations carried out by the Incredybles® on each area or section in the company. They are also in charge of reporting the existence of risk factors and suggesting the necessary corrective and controlling measures to the employer.
7. Standing as a coordinating agent between OneLink and its Incredybles® in terms of solving problems related to occupational health.
8. Periodically requesting reports on accidents and occupational disease from the company.
9. Keeping backup files of every meeting minutes and any other activity that is carried out, which shall always be available anytime for the Incredybles® and the competent authorities.

At OneLink, we support spaces that **foster healthcare** by carrying out blood donations, informative workshops about safety topics and occupational health, and developing preventing and promoting activities [GRI 403-6]

LABOR COEXISTENCE COMMITTEE

The LCC (or CCL as its acronym in Spanish) is made of Incredybles® who were elected by free vote and the ones appointed by the company's legal representative. They are in charge of:

1. Performing their role as part of the Labor Coexistence Committee for 2 years; this period starts after completing the opening minutes.
2. Guaranteeing the confidentiality of the cases reviewed by the Labor Coexistence Committee.
3. Participating in the training processes related to Labor Coexistence, preventing harassment at work and promoting a healthy coexistence.

Accident/incident reporting and investigation process.

Each Incredyble® can report hazardous work situations by immediately informing their supervisor or directly to the HSE area to provide timely management and prevent future incidents or accidents.

Supported by the HSE area, we investigate work accidents or incidents to identify their causes and propose controls to prevent new events from happening.

Thus, an HSE Analyst and the investigation team initially consider the information provided by the Incredyble® or those involved in the alleged work accidents and incidents. Then, they visit the place where the event ocurred to collect evidence, which helps with the investigation process.

The Analyst records the information collected and consolidates it in a matrix for alleged workplace accidents and incidents. This process must be carried out within fifteen (15) calendar days after the occupational accident or incident occurred.

One of our strategies is called Lesson Learned. Here, the analyst shows the Incredyble® an example of what not to do and how to prevent work incidents or accidents from happening. According to the above, the Incredyble® must socialize their work incident to their teams so they raise awareness on prevention.

3

Security Standards

3.1 Connectivity and Cybersecurity

At OneLink, we use strategies such as the environmental security assessment and the vulnerability scanning development. At the same time, we enforce controls to keep the information assets confidential, integral, and available. We addressed and solved vulnerabilities in 100% and 97.5% in risk monitoring. [OL21][OL30]

CONNECTIVITY AND CYBERSECURITY

Our integrated security is settled in management based on security controls that enable our operations to improve, and at the same time, it strengthens the trust of our customers. By strategically managing situations that could potentially affect information security and privacy in the company, we use indicators that help us measure the effectiveness and relevant times to resolve incidents. [OL27]

91%

of incidents are resolved within the established resolution timeframe.

91%

of requests are attended within the established resolution timeframe.

OUR FUTURE

Our goal next year is to improve the ServiceDesk that will allow us to have a regional support committee to solve requirements from any country where we operate.

3.2 Good Governa

At OneLink, we manage business continuity and contingency strategies for operations, which allows us to continue with due process. [OL32]

100%
Number of accounts that have executed recovery strategies

100%
Percentage of operations with business plan strategies.

206
Number of risks identified

nce/ Ethics and Transparency

Our Future

GOAL

Maintain the 22301 certification

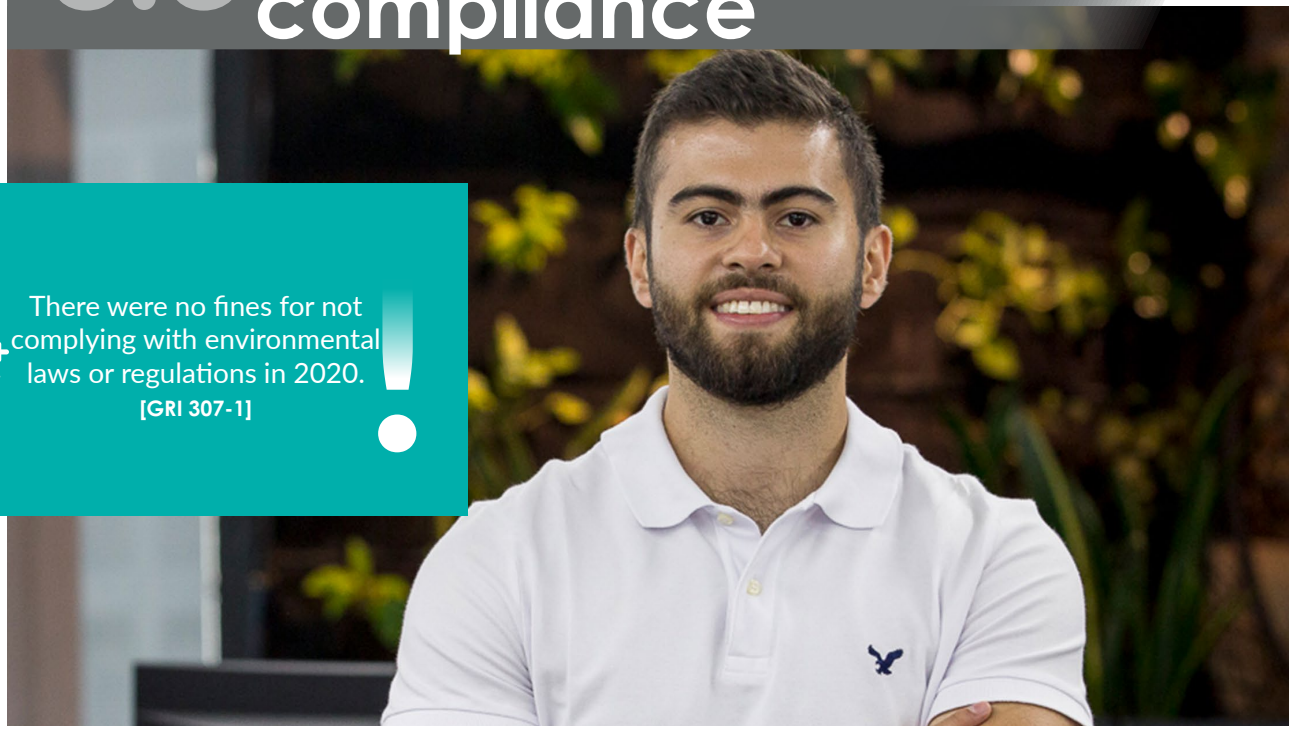
YEAR OF COMPLIANCE
2020

Confirmed cases of corruption and actions taken

There were no confirmed incidents related to corruption and bribery during 2020. Moreover, we have a zero-tolerance policy against corruption, and we provide annual onboarding training, covering more than 91% of the population (training on code of ethics and anti-corruption policy). [GRI 205-3][GRI 206-1]

Transparency is one of our main purposes; therefore, we conducted communication campaigns on anti-corruption policies and procedures, reaching 75.8% of our Incredybles® [GRI 205-2]

3.3 Legal and regulatory compliance



There were no fines for not complying with environmental laws or regulations in 2020.
[GRI 307-1]

4

Digital Transformation and Finance

4.1 Innovation and digital transformation

29
requerimientos de nuevos clientes

55
Nuevos proyectos digitales

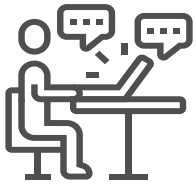
99,4%
reportes de incidentes resueltos

Supported by our Project Management area, PMO, **29 requirements** were received from our clients on new technologies. We carried out a total of 55 new digital projects for a **27%** total of the entire portfolio execution in 2020. [OL18]

We offer quality services to our customers, which is why we responded to technological incident reports with a **99.4%** response rate. [OL17]

Incredybles® working from home with IT support

Our purpose is to take care of our Incredybles® and continue providing our clients and users with an excellent service. For this reason, we have assisted with IT support to **71.9%** of our operation's Incredybles®. [OL35]



Technological services

At OneLink, we seek our Incredybles®' satisfaction because they are the raison d'être and the means to achieve our purpose. Most of our Incredybles® are young and digital-native, and that means that our population is made of dynamic, adaptable individuals with a high demand of connection. This is why we created Partner®; it is a mobile platform, also available on the web, that allows us to stay close and interacting with our Incredybles®.

Partner® allows us to showcase our company's internal activities and events, benefits and payment stubs, and interact with **Lucy, our chatbot.**

Lucy allows the Incredybles® to make quick queries on different requirements: the Human Resources Area (Talent Acquisition, Labor Relations, Hiring, Career Path, Human Development, Culture & Living, HSE, Sustainability, and HR Analysts), and the Payroll Area to improve our collaborators' experience in their administrative processes, as well as shortening response times on these. Furthermore, we seek to align ourselves with the company's digital transformation strategy.

[OL19]

4.2 Customer service [GRI 102-6]

Customer service:

Human touch and attention combined with efficient technology.

Our Increyble® culture and the understanding of the customer journey merge to provide the best customer service experience, still cost-effective. We assure the best experience in every interaction by achieving award-winning partnerships that deliver the highest quality of service, CSAT, NPS, and customer loyalty, which ultimately leads to maximizing the time value of our client's customers.

At OneLink, our expert team is trained to design and improve product and service inquiries, complaint-resolution methods, consumer feedback surveys, and drive a consistent level of service regardless of program or service location.

Human contact and attention combined with efficent technology.

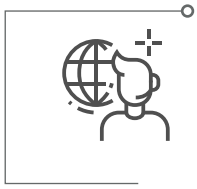
Resolución de problemas en el primer contacto

Tech Support:

First-contact problem resolution.

Our tech support agents are extensively trained to provide best-in-class technical support in a world where technology is continuously evolving. Our team of qualified specialists provides support services through your customers' preferred channels whether voice, chat, email, SMS, in-app or social media. Our systems and training methods provide state-of-the-art knowledge for our Incredybles® who are on-site or those who are working from home. The Incredybles® can view the latest videos and updates in an asynchronous environment that ensures they are up to date with the latest client requirements. Some of our solutions include:

- **Support Credentials:** Secure Tokens
- **Troubleshooting:** Hardware issues
- **Email issues:** Solving invoice complaints
- **Product troubleshooting:** Big Data analysis
- **Help desk ticketing:** Transaction processes
- **Password resetting:** Account analysis



Sales and retention:

As our clients' strategic allies, we work to improve and increase conversion rates, as well as expanding and crossing sales. This helps us drive additional revenue through executing proven processes. OneLink's sales agents are specifically trained with proven sales techniques on how to address objections and close deals.

Our experienced leadership teams work closely with our clients to develop customized programs, update and improve sales pitches, and adjust objections to maximize each interaction. In addition, our development teams enhance our Incredybles®' sales potential by providing them with real-time consumer information within call times and empowering our sales teams with the latest information about the person they are serving.

Content moderation:

At OneLink, protecting your brand comes in many forms.

At OneLink, protecting your brand comes in many ways.

We support the launch, creation, and moderation of content for consumers on different platforms. Using a default set of rules and guidelines for user-generated communications, we manage direct and indirect contacts with consumers. We help to protect the integrity of the brand and user experience through our content moderation processes.

From a legal standpoint and following our clients' parameters, we can generate alerts on consumers with repetitive unauthorized content behavior.

Highlighting and protecting your brand.

Social media:

Highlighting and protecting your brand.

You are partnering with an Incredyble® team of experts trained to connect your brand with your consumers on social media channels, adding value, customer relationships, customer loyalty, and brand loyalty.

Your consumers have more power to influence your image and brand more than ever. Each interaction matters, which is why we believe it's even more important today that we hire thoughtful and emotionally intelligent Incredybles® for our social media channels. We blend the talents of our Incredybles® and customer experience experts to turn consumers into ambassadors for our clients.

4.3 Supply chain. Responsible sourcing.

OneLink maintains transparent and fair practices with our suppliers when purchasing goods and services for the company. [GRI 102-9] [GRI 102-10]

Types of suppliers
Cleaning, security. Technology, motivational activities, transportation, food, maintenance, consulting, training.

190

Total number of suppliers involved in an organization and estimated number of suppliers in the entire supply chain.

Suppliers' geographic location
95% from Colombia
5% from El Salvador
(Links and licenses)

4.4

Finance, Economic Performance, and Business Continuity

Consolidated Report

Generated value

Operational income

309.919.725.931

Income from financial investment

247.448.801

Distributed value

Operational expense

-85.430.743.149

Contribution to staff

-202.231.780.614

Investment in community

-114.151.537

Contribution to government

-8.109.648.814

Held economic value

14.280.850.617

The values presented in these financial statements are shown in Colombian pesos.

TABLA GRI [GRI 102-45]

N°	Name of contents GRI / Own	Units	Answer	Corporate Values	ODS
102-1.	Name of the organization	Descriptive	OneLink Holdings		
102-2.	Activities, brands, products, and services	Descriptive	Contact Center OneLink S.A.S, Getcom Servicios S.A.S, Getcom Colombia S.A.S y Experts Colombia S.A.S.		
102-3.	Site location	Descriptive	Colombia		
102-4.	Operations location	Descriptive	Colombia / El Salvador/ Nicaragua / Mexico/ Guatemala		
102-5.	Ownership and legal form	Descriptive	Not mentioned due to confidential matters.		
102-6.	Markets served	Descriptive	Colombia / El Salvador/ Nicaragua / Mexico/ Guatemala		
102-7.	Size of organization	Descriptive	Not mentioned due to confidential matters.		
102-8.	Information about employees and other workers	Descriptive	Pg		
102-9.	Supply chain	Descriptive	Pg		
102-10.	Significant changes in the organization and its supply chain	Descriptive	Pg		
102-11.	Precaution principle or approach	Descriptive	Pg		
102-12.	External initiatives	Descriptive	Global Compact / EFR		
102-13.	Membership in associations	Descriptive	ANDI / BPRO		
102-14.	Statement from senior decision-makers.	Descriptive	Pg		
102-16.	Values, principles, standards, and norms of behavior	Descriptive	Pg		
102-18.	Governance structure	Descriptive	Not mentioned due to confidential matters		
102-21.	Stakeholder input on economic, environmental, and social issues	Descriptive	Pg		
102-23	Chairman of the highest governance body	Descriptive	Not mentioned due to confidential matters		

N°	Name of contents GRI / Own	Units	Answer	Corporate Values	ODS
102-28	Performance assessment of the highest governance body	Descriptive	Pg		
102-29	Recognition and management of economic, environmental, and social impacts	Descriptive	Pg		
102-32	Role of the highest governance body in sustainability reporting	Descriptive	Pg		
102-40	List of stakeholders	Descriptive	Pg		
102-41	Collective negotiation agreements	Descriptive	Pg		
102-42	Stakeholder recognition and selection	Descriptive	Pg		
102-43	Approach to stakeholder engagement	Descriptive	Pg		
102-44	Key raised concerns and topics	Descriptive	Pg		
102-45	Entities included in the consolidated financial statements	Descriptive	Pg		
102-46	Reports content definition and subject coverage	Descriptive	Pg		
102-47	List of material topics	Descriptive	Pg		
102-48	Restatement of information	Descriptive	No previous reports issued		
102-49	Changes report making	Descriptive	No previous reports issued		
102-50	Report period	Descriptive	January 1 through December 31, 2020		
102-51	Last report date	Descriptive	No previous reports issued		
102-52	Report creation cycle	Descriptive	Annual		
102-53	Point of Contact for questions about the report	Descriptive	David Cardona Serrano, Sustainability Coordinator/ David.cardona@onelinkbpo.com.		
102-54	GRI Standards Disclosure Statement for Reporting under GRI Standards	Descriptive	Pg		
102-55	GRI Content Index	Descriptive	Pg		

N°	Name of contents GRI / Own	Units	Answer	Corporate Values	ODS
102-56	External audit	Descriptive	Omitted, for it wasn't verified by third parties		
103-1	Material topic presentation and its coverage	Descriptive	Pg		
103-2	Management approach and its components	Descriptive	Pg		
103-3	Management Evaluation Approach	Descriptive	Pg		
	Sustainability & Corporate Social Responsibility				
203-1	Investment on infrastructure and supported services	Descriptive	Pg	Solidarity	9
302-1	Energy consumption within the organization	Descriptive	Pg	Engagement	11
302-4	Energy consumption reduction	Descriptive	Pg	Engagement	11
303-3	Water extraction	Descriptive	Pg	Engagement	6
305-2	Indirect greenhouse gases emissions (scope 2)	Descriptive	Pg	Engagement	11
OL1	Number of people benefiting from social investment	Descriptive	Pg	Solidarity	10
OL2	Description of social investment types and projects, and investment on each one	Descriptive	Pg	Solidarity	N/A
OL3	Volunteering	Descriptive	Pg	Solidarity	17
OL6	Number of trees sowed	Descriptive	Pg	Engagement	15
OL7	Carbon Footprint compensation	Descriptive	Pg	Engagement	11
OL8	Content Strategies	Descriptive	Pg	Innovation	N/A
OL9	Diversity and inclusion	Descriptive	Pg	Engagement	5 8
	Our People				
202-2	Proportion of senior executives hired from local community	Descriptive	Pg	Happiness	8

N°	Name of contents GRI / Own	Units	Answer	Corporate Values	ODS
401-1	New hires and staff rotation	Descriptive	Pg	Leadership	5 8 10
402-1	Minimum notice deadlines about operational changes	Descriptive	Pg	Engagement	8
403-1	Health and Safety at Work Management System	Descriptive	Pg	Engagement	8
403-10	Ailments and Work-related illnesses	Descriptive	Pg	Excellence	8
403-2	Danger recognition, Risk Assessment, and Incident Investigation	Descriptive	Pg	Excellence	3 8
403-3	Greetings at Work service	Descriptive	Pg	Engagement	3 8
403-4	Coworker participation, queries, and communication about health and safety at work	Descriptive	Pg	Excellence	8
403-6	Promotion on health in coworkers	Descriptive	Pg	Engagement	8
403-9	Work accident injuries	Descriptive	Pg	Excellence	8
404-1	Average training hours per employee every year	Descriptive	Pg	Excellence	4 8 10
404-2	Programs to develop employees' skills and transition aiding programs	Descriptive	Pg	Solidarity	8
404-3	Percentage of employees receiving periodic performance and professional development assessments	Descriptive	Pg	Excellence	8 10
405-1	Diversity in government bodies and employees	Descriptive	Pg	Engagement	5 8
405-2	Women vs Men base salary and remuneration ratio	Descriptive	Pg	Engagement	5 8 10
406-1	Discrimination cases and executed corrective actions	Descriptive	Pg	Engagement	5 8
OL10	Satisfaction of Incredybles® (Organizational Climate – Maybe EFR)	Descriptive	Pg	Excellence	8 8
OL11	Incredybles®' nvestment amount	Descriptive	Pg	Innovation	4
OL12	Number of Incredybles® under internship	Descriptive	Pg	Excellence	8

N°	Name of contents GRI / Own	Units	Answer	Corporate Values	ODS
OL13	Working life quality index	Descriptive	Pg	Happiness	8
OL14	Work accident severity, incidence, and mortality index	Descriptive	Pg	Engagement	3 8
OL15	Precision margin percentage	Descriptive	Pg	Engagement	8
		Security Standards			
205-2	Communication and training on anticorruption policies and procedures	Descriptive	Pg	Excellence	16
205-3	Confirmed corruption cases and measures taken	Descriptive	Pg	Excellence	16
206-1	Legal actions related to disloyal competition and monopoly practices, and against free competition	Descriptive	Pg	Excellence	16
307-1	Non-compliance with environmental guidelines and regulations	Descriptive	Pg	Engagement	16
OL21	Vulnerability Management	Descriptive	Pg	Excellence	8 16
OL27	Safety controls	Descriptive	Pg	Excellence	8
OL30	Risk management	Descriptive	Pg	Excellence	8
OL32	Business continuity	Descriptive	Pg	Excellence	16
		Digital Transformation and Finance			
201-1	Generated and distributed direct economic value	Descriptive	Pg	Excellence	8
OL17	Internet links availability	Descriptive	Pg	Excellence	8
OL18	Service customization	Descriptive	Pg	Excellence	8
OL19	New Technology Services	Descriptive	Pg	Excellence	8
OL25	Effective tax rate	Descriptive	Pg	Excellence	8
OL28	Investment amount for innovation	Descriptive	Pg	Excellence	8
OL29	Number of new clients	Descriptive	Pg	Excellence	8

N°	Name of contents GRI / Own	Units	Answer	Corporate Values	ODS
OL35	Percentage of Incredybles® working from home with IT support	Descriptive	Pg	Engagement	8

SUSTAINABLE DEVELOPMENT GOALS

ISO 9001 · ISO 14001 · OHSAS 18001 · ISO 45001 · ISO 22301 · ISO 27001

AICPA SOC · PCI DSS COMPLIANT · HIPAA COMPLIANCE

One1Link
Team. Culture. Solutions.