Since our start of business in 1999, we have shared with our employees and clients the dream of creating a great company. Since then, **15 years together** have helped us to grow, develop and achieve great success.

Today we can say that we are one **big family**, where every detail counts, and where we firmly believe in each and every **member of our team**. And that is what makes this 15th anniversary Corporate Social Responsibility Report so important - we consider it as a reflection of our commitment to people.

The **continuous improvement** of our **clients' and customers' experience** has, over the past 15 years, become our primary goal and our fundamental motive for being here. This goal is only possible by striving for and believing in the **experience of our employees**. Each day we find that this quest for greater capacity, performance, motivation and belonging of our workers is reflected, as should well be expected, in the quality of our daily activities, and therefore in the service we provide to our clients.

In the pages of this report we will discuss both internal actions and policies and those we have carried out in collaboration with our clients and suppliers, from overarching actions such as our Protocol for Action for the Prevention of Sexual Harassment or our Talent Center, where we strive to bring out the best in each and every person... to our microactions for change, such as an Urban Garden or our gamification initiatives... to name but a few. **We know that no action is too small, and that each action counts.**

It’s our anniversary. **We have been together for 15 years** with the same determination as when we started, but with a renewed aspiration to continue collaborating in **Corporate Social Responsibility** projects, thus contributing to the development and wellbeing of our employees, clients and suppliers.

**Madrid. December 1. 2014**

María del Pino Velázquez Medina
Chairwoman of Grupo Uníscono
introduction

This report provides information on our activity and the relations we maintain with all of our interest groups, in areas ranging from sustainability to corporate responsibility.

The ultimate goal is to show our stakeholders what we are doing as a company.

In order to contribute to the transparency of our actions, the report follows the structure of the Company Corporate Social Responsibility Program, which reflects the procedures, indicators and goals we have set for each of our interest groups.

The information and data included in this report corresponds to Unísono’s CSR-related activities in all of our centers in Spain, Chile, Colombia and the United States.

Unísono, as a company that acts responsibly with the people who work with us and as an innovative organization that is sensitive to the business environment surrounding us, has embraced the principles of the United Nations Global Compact since 2010, and currently endorses the Spanish Global Compact Network (See Appendix I).

With our accession, Unísono commits to supporting the United Nations Global Compact and embracing the ten principles on which it is founded; these are based on universal declarations and conventions, and are grouped into four categories:

Human Rights
Labor Standards
Environment
Anti-Corruption
Human Rights

*Universal Declaration of Human Rights*
- **Principle 1**: Businesses should support and respect the protection of internationally proclaimed human rights within their area of influence.
- **Principle 2**: Businesses should make sure that they are not complicit in human rights abuses.

Labor Standards

*The ILO Declaration on Fundamental Principles and Rights at Work*
- **Principle 3**: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- **Principle 4**: Businesses should uphold the elimination of all forms of forced and compulsory labor.
- **Principle 5**: Businesses should uphold the effective abolition of child labor.
- **Principle 6**: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Environment

*The Rio Declaration on Environment and Development*
- **Principle 7**: Business should support a precautionary approach to environmental challenges.
- **Principle 8**: Businesses should undertake initiatives to promote greater environmental responsibility.
- **Principle 9**: Businesses should encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

*United Nations Convention against Corruption*
- **Principle 10**: Businesses should work against corruption in all its forms, including extortion and bribery.
In 2010, Unísono acceded to the United Nations Global Compact. This 2014 report aims to describe the CSR efforts and commitments we have assumed over the past four years, with special emphasis on our actions in the past 12 months. We will also indicate the guidelines to be followed in upcoming years, as described in our CSR Program.

This report will also specify the progress we have made in light of the ten principles set forth in the Global Compact, which are included in our latest Progress Reports, which can be consulted at:

- **2010:**

- **2011:**
  [http://www.unglobalcompact.org/system/attachments/18727/original/informe_Unisono_Soluciones_de_Negocio_SA_1_.pdf?1352714146](http://www.unglobalcompact.org/system/attachments/18727/original/informe_Unisono_Soluciones_de_Negocio_SA_1_.pdf?1352714146)

- **2012:**
  [http://www.unglobalcompact.org/system/attachments/18727/original/informe_Unisono_Soluciones_de_Negocio_SA_1_.pdf?1352714146](http://www.unglobalcompact.org/system/attachments/18727/original/informe_Unisono_Soluciones_de_Negocio_SA_1_.pdf?1352714146)

- **2013:**
  [https://www.unglobalcompact.org/system/attachments/51471/original/memoria%20rsc%20definitiva%20UNISONO.pdf?1386003364](https://www.unglobalcompact.org/system/attachments/51471/original/memoria%20rsc%20definitiva%20UNISONO.pdf?1386003364)
15 Years Together
15 years together...

In 2014 Unísono celebrated its 15th anniversary, prompting us to change our company logo this year.
principal milestones

1999
• Creation of Unísono
• First client: Vodafone Prepaid

2000
• New client: Vodafone Postpaid and Corporate
• E-commerce client: EQuality
• Opened second office in Madrid

2001
• New client: ING Direct, Orange Account
• 1st version of Yunity (proprietary contact mgmt)
• 2000 professionals

2002
• New client: Banco Santander

2003
• First BPO client: Uni2
• Shareholder structure support: Indusa Business Solutions

2004
• First BPO client: Uni2
• Shareholder structure support: Indusa Business Solutions

2005
• Opened first office in Vigo
• First Consulting client: Comunitel

2005
• Opened first office in Vigo
• First Consulting client: Comunitel
principal milestones

2006
- Opened first office in Santiago de Chile
- First offshore client: Ono Particulares

2007
- Second office in Vigo
- New client: Mapfre Siniestros
- More than 4000 professionals

2008
- Opened first office in Bogota (Colombia)
- Client: Banco Santander Colombia
- "CRC Oro" Gold Customer Service Award for Best Outsourcing

2009
- Opened office in Valencia
- New clients: Iberdrola, Inditex, ACE, etc

2010
- Opened two new centers in Madrid
- Adherence to the UN Global Compact
- 6000 professionals

2011
- Opened second office in Bogota (Colombia)
- Introduction of WFM

2012
- Diversification: Customer Service through Social Networks
- Establishment of WorkSpace as corporate appl

2013
- Opened offices in United States and Barcelona
15 years together...

- 6500 professionals
- 90 clients
- 115 Million Euros
- 4 countries: Spain, Chile, Colombia and USA
### 2014: the last twelve months with Unísono

#### The Organization
- More than 110 million in turnover, and close to 6000 employees
- Sustained growth of Unísono Barcelona and international presence
- Creation of the Talent and Development Department
- Development of Consulting Department

#### Awards
- CRC 2014 Outsourcer
- Fortius: Best inbound call agent
- Contact Center 2014 Award
- Customer Service of Contact Center

#### Events and Fairs
- 15 year anniversary celebration
- Presence at national and international trade fairs and events:
  - Nexus Nearshore 2014, Call Center Week in Las Vegas,
  - Customer Service Expo and 1\textsuperscript{st} International Congress on Customer Experience
- Unísono, included in the Gartner Report as one of the top outsourcing companies

#### Improved Employee Experience
- Actions to encourage improved Employee Experience: Unísono Deportivo Sports Program, Unísono Te Cuida Health Program and Unísono Solidario Social Program
- Talent Center
- Unísono Up Close, Live the Customer Experience and Innov@
- Improved internal communication (new channels and content, larger audience)
- Suggestion and complaint tool

#### Foundations and Environment
- Active collaboration with foundations and associations:
  - Fundación Integra, Operación Kilo, Fundación Prevent,
  - Fundación Universia …
- Environmental protection initiatives
dream
our company profile

Founded in 1999 with 100% Spanish capital, today Unísano is one of the leading global business service providers with presence in Spain, Chile, Colombia and the United States.

With a team of nearly 6,000 professionals at the close of 2014, our human team is our greatest asset.

Our company is characterized by our aspirations for growth and expansion. This ambition has led us to become a multinational company with continuing success year after year.

Since 2005, Unísano has consolidated its place in the market and is the fifth company in terms of turnover (Ranking Spain 2013 - DBK data), and is among the small group of companies in the sector with an annual turnover of over 100 million euros.

In 2014, Unísano has focused on improving internal processes and in developing the talent of our employees in order to enhance client experience. With a view to fulfilling these resolutions, in 2014 we created the Department of Talent and Development. We have likewise continued to work towards innovation, and we have created and built up a Consulting area.
the company's main figures

We are focused on enhancing Client Experience, aiming for satisfaction with our service throughout the entire process.

We are specialists in designing and executing projects based on enhanced Client Experience.
enjoy
our values

1. We take great pride in the **professional quality of our work**. At Unísono we are fully committed to pursuing excellence in all of our activities.

2. We must be **flexible in order to foresee and adapt to the constantly changing needs** of our clients.

3. **Our company's reputation** is one of our greatest assets, and to maintain it it is essential that everyone in the company act in accordance with the **most rigorous criteria of honesty and integrity**.

4. It would not be possible to fulfill our mission without the **abilities, knowledge and effort of everyone who works at Unísono**. We are a company that provides services for people, by people. Mutual respect and trust must therefore be one of our hallmarks.

5. It is not enough just to do good work - we have to be better each day. **Our desire to improve and to move forward** are essential elements in an activity as competitive as ours.

6. **We are committed to society and environmental sustainability**, making ethics, integrity and active and voluntary contribution to society part of our identity.
Unísono and corporate social responsibility

Unísono's CSR guidelines are explained in our CSR Policy, defined by General Management, with a view to illustrating the commitment our company has to Corporate Social Responsibility.
Unísono and Corporate Social Responsibility

Our CSR Policy, together with our Quality Policy, Information Security Policy, Anti-fraud Policy, Environmental Policy, Occupational Safety and Risk Prevention Policy, Employee Loyalty Policy and Professional Development Policy ensure that the principles of responsibility are implemented as part of our daily obligations.
**Unísono and Corporate Social Responsibility**

As described in our CSR program, our **commitments** to different interest groups are explained below:

<table>
<thead>
<tr>
<th>Interest Group</th>
<th>Unísono Commitments</th>
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| **THE PEOPLE WHO MAKE UP OUR ORGANIZATION** | ▪ Control and monitoring of Human Rights  
▪ Diversity management  
▪ Equal opportunities without discrimination  
▪ Conciliation of work time with personal and family life  
▪ Occupational Safety and Health  
▪ Job description  
▪ Training and enhanced employability  
▪ Monitored work environment  
▪ Responsible restructuring  
▪ Conflict resolution channel |
| **SUPPLIERS**                          | ▪ Responsible purchasing                                                              |
| **CLIENTS**                            | ▪ Commercial best practices  
▪ Quality principles for service rendering  
▪ Customer complaint management  
▪ Development of sector best practices |
| **SOCIAL ENVIRONMENT**                 | ▪ Identification of activities and impact  
▪ Energy efficiency  
▪ Responsible consumption  
▪ Awareness and communication |
| **THE NATURAL ENVIRONMENT**            | ▪ Identification of activities and impact  
▪ Energy efficiency  
▪ Responsible consumption  
▪ Awareness and communication |
| **INVESTORS**                          | ▪ Good governance  
▪ Information transparency |
| **THE COMPETITION**                    | ▪ Fair competition  
▪ Cooperation and alliances |
| **PUBLIC ADMINISTRATIONS**             | ▪ Collaboration |
Since the company's creation, Unísono has received numerous awards each year from various notable institutions, both inside and outside our sector.

These awards serve as recognition for the daily work and efforts of all of the people who comprise Unísono's human team.
awards and recognition

We hope that in the future our professionalism and dedication to our work will continue to be rewarded by influential organizations in the sector, and that we can maintain our standard of recognition.

Unísomo Business Solutions belongs to the Association of Contact Center Experts (AECCC), the Spanish Call Center Association (ACE) -with whom we participate in negotiating the collective bargaining agreement that regulates the sector-, the Spanish Association for Digital Economy (formerly FECEMD) and the Customer Experience Development Association (DEC).

In Chile we also belong to the Chilean Association of Call Centers, and in Colombia, to the Colombian Association of Contact Centers and BPO.
inspire

hope

hope
our services

Unísono has evolved from a Telemarketing and Call Center Services Company into one of the top Business Solutions providers, with four specific business units at the moment.

Business Units

CONSULTING
Process re-engineering • Comprehensive quality plan • Operations management • Personnel selection • Training programs • Infrastructure consulting • Technological consulting • Market research • Functional and operational analysis of internal business structures

CONTACT CENTER
Customer support • Technical support center • Loyalty programs • Advertising campaigns • Telemarketing • Promotional campaigns • Collection campaigns • Customer satisfaction surveys • Business appointments • Incident management • Analysis and definition of models for effective social media management • Social media monitoring • Customer care through social networks

BPS
Financial management: Billing, Payments, Banks, Customers/Suppliers • Billing (confirmation and payments) • Orders, Returns, File updating • Employees: Payroll services, Expense sheets… • Document management: Digitization, custody, filing, mail pouches, e-mail management, SMS • Incident management • Billing management: Billing due, scoring, debt monitoring

TECHNOLOGY
High capacity for proprietary software development. • CTI development compatible with all call centers on the market • Recording systems for various platforms (IP and digital) • Multichannel solutions • Video calls, co-browsing, automatic customer satisfaction surveys • IVR contingencies on intelligent network
In the past few years, in line with our growth strategy, we have opened new centers: three in Spain: Madrid (San Romualdo and Palos de la Frontera) and Barcelona, and two in Colombia and Chile.

In 2012, Unísono moved forward with its internalization project by broadening our international presence and opening a sales office in the US.

At the end of 2013, as part of our commitment to growth, we opened a new center: Unísono Barcelona.

Aware of the need for continuous improvement, Unísono works with the Innovation Department to strive for ongoing improvement and greater efficiency in our business processes, providing added value both internally and for our clients and customers.

In 2014 the Innovation Department absorbed the Market Strategy and Strategic Project Departments, which led to the Consulting area being created within the company.

2014 was also the year in which the Talent and Development Department was created, as a response to the drive to search for, identify and develop excellence and talent among the company’s employees.

These last years, and particularly in 2014, Unísono has made significant investments in technology with the clear goal of optimizing resources and automation, as is the case of Work Force Management or the upcoming introduction of Quality Monitoring, an application for monitoring and evaluating calls in the Call Center.
our clients

We work with a diverse and valuable client portfolio, and we are present in all areas of activity.
In 2014 Unísono celebrated its 15th anniversary, prompting us to launch an ambitious communication campaign.

We also added a 15-year seal to our company logo, present in 2014.

To commemorate this important anniversary we organized several fun and entertaining activities for our employees, with rousing success: Cake Baking Contest, 1st Unísono 7 on 7 Soccer and Paddle Tennis Tournament...

¡Queremos celebrar nuestro 15 cumpleaños contigo!
En Unísono, estamos de cumpleaños y queremos que nos ayudes a crear la mejor tarta.

Concurso de Tartas
... ¿te apuntas?

¡Anímate a participar!

Fase final
I Torneo Unísono Fútbol 7 y Pádel
Ya están publicados los horarios de los partidos de la fase final del I Torneo Deportivo Unísono.

Semifinales Pádel
Sábado 1 de Noviembre de 10:30 -12:30H
Final
Pádel
Domingo 2 de Noviembre de 11:00-14:00H
Fútbol 7
Domingo 2 de Noviembre de 11:00-14:00H

La fase final y la entrega de premios se celebrarán en las instalaciones del Centro Deportivo Alcaz 535, situado en la C/ Alcalá, junto a la Quinta de los Molinos.
our presence

2014 was a very active year for Unísono in **development, sponsorships and participation in international events.**

In the United States:

- **Unísono** participated in **Nexus Nearshore 2014**
  
  Nexus is the most important conference for IT and BPO services, designed to generate specific business knowledge and dialog on the opportunities, risks and advantages of developing strategic relations in Latin America.

- **Call Center Week in Las Vegas**
  
  Unísono participated in and sponsored one of the most important events for our industry in the United States. Qualified experts in the industry participated at the 15th Annual Call Center Week in Las Vegas, offering new strategies and experience to increase service levels in the sector.

In Colombia:

- **2014 ANDI Outsourcing Summit in Colombia**
  
  Unísono participated as a first-time sponsor in the 2014 ANDI Outsourcing Summit in Cartagena, substantiating our interest for growth in Colombia.
In Spain:

Customer Relations Expo. Madrid 2014
In 2014 Unísono sponsored and actively participated in the most important sector fair in Spain. The number of visits to our stand and the Unísono presentations were a resounding success.

1st International Customer Experience Congress
On Tuesday, October 7, DEC held the 1st International Customer Experience Congress in Madrid, an event in which Spain debuted as the host of one of many events organized throughout the world on International Customer Experience Day, an initiative of the CXPA (Customer Experience Professionals Association) in the United States. Unísono belongs to this organization.
our awards

Unísomo was likewise recognized in 2014 with multiple awards. The most important is the recognition we received for Best Outsourcer 2014.

Best Inbound Call Agent

We received the international “Best Customer Service Agent of the Year” award. This award, which was granted at the event held in San Francisco (USA), recognizes the work of Unísomo Group call center operator Emilia Fernández Quiles in guaranteeing the satisfaction of her customers.

Best Customer Service Agent

Best Outsourcer 2014
Best Outbound Sales Outsourcer. Gas Natural Fenosa
Best Outsourcer Help-Desk. Orange

Contact Center 2014 Award
Online and Social Media Evolution Award, granted to Unísomo and Iberdrola
our rewards

Not only did Unísono receive Awards in 2014 - we obtained important Certifications and references in studies:

- **Unísono, included in the Gartner Report as one of the top outsourcing companies**

  The CRM Vendor Guide 2014 report, published by Gartner, highlights Unísono for the company's service capacity in Latin America and EMEA. This leading consulting firm, which is a forerunner in producing and publishing technological reports, has for the first time included Unísono among the top outsourcing service providers operating in Latin America. The report also included Unísono in the category of companies with offices in Europe with the greatest service capacity in EMEA (Europe, Middle East and Africa).

- **Certification in Technological Innovation**

  This certification gives us recognized support in international markets for the free movement of goods and services.

- **DBK Report**

  Unísono has consolidated our leading position according to the DBK Report. The Call Center services study performed by DBK consulting services highlights Unísono as the company with the greatest market penetration and recognition in the sector. The report published by DBK provides detailed information on the demand for call center services for 155 companies with a turnover of more than 100 million euros.
CSR milestones

**January 2010** Adherence to the United Nations Global Compact, development of our Corporate Social Responsibility program and approval of the Corporate Social Responsibility Policy by Management and by the company's Board of Directors.

**June 2010** Signing of the Collaboration Agreement to develop a theoretical-practical Training Program at work centers, together with Donoso Cortés Social Adjustment Center. This project is made possible through the participation of the Autonomous Community of Madrid and the European Social Fund. It was begun in July 2010.

**March 2011** Adherence to the Fundación Corresponsables Shared Responsibility Manifest, which addresses communication and awareness of shared responsibility between society and organizations (See Appendix VII).
October 2011 Renewal of our adherence to the United Nations Global Compact and presentation of our First Progress Report (See Appendix III).

October 2012 Presentation of our Second Progress Report to the Spanish Global Compact Network, which describes our steadfast commitment to Social Responsibility and Sustainability, obtaining GC Advanced Level after reporting and illustrating the management practices we have adopted over the past several years based on United Nations topics and issues.

2013 Participation in the Discatel Project, implemented by the Spanish Association of Experts in Customer Contact Centers, with the aim of promoting the integration of disabled persons in the workforce through teleworking. This project is being developed in 2014.
Application of energy efficiency criteria for new centers and adaptation of existing centers, with particular attention given to the implementation of responsible consumption measures. Enforcement of the innovative Paperless Office Project.

Collaboration with organizations and foundations that promote the insertion of disadvantaged social groups into the workforce.


Operación Kilo Food Drive
Collaboration with Food Banks in organizing Operación Kilo food drives at all of our offices. Our goal for 2014 is to collect two tons of food.
CSR milestones

In 2014:

**Universia.** Santander. Execution of a collaboration agreement with Fundación Universia for the insertion of disabled persons in the workforce.

**Gypsy Secretariat Foundation.** Execution of an agreement for the successful integration of members of this community into the workforce. Several people from the Foundation at risk of social exclusion (two in 2014) work closely with our professionals each year. Unísomo's clear commitment to society.

**Hemojobs.** Collaboration with Hemojobs, a digital platform for people suffering from hemophilia and other related diseases for integration into the Spanish workforce. In 2014, Unísomo offered vacancies to this community and several people have been invited to participate in our selection process.
CSR milestones

In 2014:

Fundación Prevent. Collaboration with Fundación Prevent, which works to promote and contribute to the social and work integration of disabled persons and to develop a preventive culture within the company. Many individuals from the Foundation have been interviewed.
our employees

At Unísono Business Solutions, we place full confidence in our employees because they are largely responsible for the excellent services we provide to our customers and clients, helping us to achieve and maintain success and recognition in the market.

Respect for Human Rights through respectable working conditions that promote occupational safety and health and the personal and professional development of our workers is one of our primary commitments in the area of Corporate Social Responsibility.

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<td>▪ Conflict resolution channel</td>
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With a view to ensuring full compliance with Human Rights regulations, all activities at Unísono are carried out in accordance with current legislation for the markets in which we operate.
our employees

Our policy is clear:

- **Ensure** compliance with the law, expanding to include management best practices.
- **Promote** the theory of law through attendance and participation in CSR and Human Rights forums.

<table>
<thead>
<tr>
<th>Spain</th>
<th>Colombia</th>
<th>Chile</th>
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<tbody>
<tr>
<td>Workers' Statute</td>
<td>Substantive Labor Code</td>
<td>Chilean Employment Code</td>
</tr>
<tr>
<td>Collective Bargaining Agreement for the</td>
<td>Internal Regulations</td>
<td>Internal Regulations</td>
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<tr>
<td>Telemarketing Sector</td>
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<td></td>
</tr>
<tr>
<td>Occupational Safety and Health Act</td>
<td>Law 100, of 1993, creating a new Social</td>
<td>Occupational Safety and Health Act</td>
</tr>
<tr>
<td></td>
<td>Security System and other provisions</td>
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<tr>
<td>Offices Agreement</td>
<td>Law 50, of 1990, amending the Substantive</td>
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<td>Labor Code, and other provisions</td>
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<td>Personal Data Protection Act</td>
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<td>Company agreements</td>
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<tr>
<td>The Act on Equality between Women and Men</td>
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</tbody>
</table>
actions we have carried out to fulfill our commitments

- For each new hiring, verification of proof of age documentation. Verification of authorization where applicable.

- At our centers in Chile and Colombia, Police Clearance is required in order to perform a criminal background check.

- A Work Environment Study has been performed to define fair and satisfactory work conditions, with a section where our employees can make comments, suggestions and complaints. The information obtained is carefully analyzed in order to create the required action plans as appropriate.

- Publication of our code of conduct (see Appendix V), describing our commitment to Human Rights. Our procedures are endorsed by Spanish standard UNE-EN ISO 9001:2008, which certifies workers' rights and other related aspects.

- Employee loyalty: social benefits, work flexibility (preferred timetable and flexible work plan to make up for absences and lost hours), company agreements for improved flexibility and work-family balance.
actions we have carried out to fulfill our commitments

- Creation of an Equal Opportunities Commission (see Appendix) and new creation of the Company Equal Opportunities Plan with the participation of Workers’ Representatives, aiming to ensure equal opportunities between women and men in all company processes. Schedule of Meetings, 2015.

- Approval of the Protocol of action for the prevention of sexual harassment, psychological harassment and harassment for reasons of sexual orientation with the aim of ensuring a work environment free of harassment of any kind for all workers.

- Introduction of measures to facilitate a better balance between work and personal life and family responsibilities.
In 2014 we have clearly worked for the well-being of our employees, introducing several health-related activities and programs. Our commitment to our people and to society goes beyond the professional sphere, with "Unísono Te Cuida", "Unísono Deportivo" and "Unísono Solidario".

**Unísono Deportivo Sports Program.** Sports tournaments and championships to promote healthy living habits, team spirit and self-improvement. We recently participated in the 16th Company Race.

**Unísono Te Cuida Health Program.** Activities for personal health such as relaxation workshops, access to physiotherapy specialists, etc.

**Unísono Solidario Social Program.** This initiative includes all of the social activities in which the company participates.
actions we have carried out to fulfill our commitments

- As part of our commitment to occupational safety and health, we perform periodical risk assessments, OSH training for all of our employees, medical check-ups and meetings with the Safety and Health committee, among other actions. To ensure compliance with occupational risk prevention and health and safety at work, we have offered a series of additional services focused on prevention: collaboration with medical offices for eye exams and with gyms for electrocardiograms.

**Annual Training Needs Study** Unisono considers training to be a key tool for professional development, and knowing and anticipating our employees' training needs is a priority for creating a training plan that will adequately respond to these requirements. To this end we perform an annual training needs survey among our employees (close to 2000 in 2014).

- **We also work with the CSR Committee**, which is tasked with performing an annual assessment and follow-up of our CSR Policy in order to:
  - Ensure safe and healthy work conditions
  - Ensure a discrimination-free work environment and respect for diversity
  - Ensure that no forced or child labor is being employed, directly or indirectly
  - Establish CSR standards for company management

Our employees have various channels through which they can express their suggestions, concerns and complaints.

**INNOVA PROJECT: Promote** and foster the active participation of our employees in the Innova Project with a view to remaining competitive and serving as a benchmark in the current and future market for services and/or products or strategies that are as yet "undiscovered", allowing us to reach the goals we have established for the company, which will be reflected in the company's overall working environment.
other actions

- **Annual Performance Evaluations.** This process serves a dual purpose: to find a moment of reflection, first individual by the evaluator, and then shared with the person being evaluated, to help employees grow professionally by identifying their strengths, weaknesses and aspirations, and by seeking to coordinate and balance company and employee professional expectations.

- **Employee Hotline.** Direct employee access to any area of interest (training, promotions, personnel management, benefits, etc.) where we commit to responding to 100% of employee suggestions and complaints.

- **Unísono Day to Day Bulletin.** Weekly publication informing employees of the company’s primary issues of interest.

- **Unísono Up Close.** Periodical meetings at all of our centers in which a member of the Board of Directors shares two hours with agents and full-time employees in order to promote smoother organization, improve bottom-up and top-down communication and, in particular, to promote a sense of belonging.

- **Exit Surveys.** Procedure to determine the opinions and suggestions of employees who decide to leave our company. This information is essential to improving our processes and policies.

- **Employee Suggestions and Complaints.** We have introduced a corporate application by which employees can contact any department directly with complaints and suggestions, and obtain a response through the same channel. It was launched in July 2014, with great success.
other actions

• **Unísono Internal Promotions Program.** As part of Unísono’s commitment to people, transparency and equality, we have created a corporate procedure for internal promotion which publicly and transparently communicates both the process itself and the candidate who has been selected for promotion. In 2014, more than 80% of internal promotions were covered by Unísono employees.

• **Live the Customer Experience.** One morning a month, an Operations Manager and a member of the Board of Directors show 15 Unísono employees the daily operational processes of a contact center. This activity includes simulation situations and live monitoring on one of our platforms.

In the second semester of 2014, Unísono has made significant efforts to increase communication at all levels of the organization and to demonstrate the transparency of all of the company’s activities.

Each day we publish an average of 4 announcements and bulletins which are consulted by more than 600 people...
Talent Center

In June 2014, the Talent and Development Area introduced our star initiative of the year, the Talent Center. This is a strategical initiative supervised by the HR Department to evaluate worker behavior in the company with a view to strengthening and supporting professional development.
Talent Center

1 Description

- The Talent Center is a **strategical initiative** of Unísomo, supervised by the **HR Department** with the aim of **evaluating worker behavior within the company**.
- The results are measured and evaluated based on five parameters (**responsibilities**).
- The evaluation includes **simulation exercises** specially adapted to the specific characteristics of the Unísomo operations department (business case studies, role plays, group dynamics) and **interviews**.

2 Who participates and when?

- All Coordinators and Supervisors (nearly 450 employees) will participate during the first phase (June 2014-May 2015).
- Managers (approx. 30) will participate during the second phase (starting May 2015).
Expected Benefits

**For Unísomo**

- Global visibility of the abilities of the operations department
- Availability of the right person in the right place at the right time
- Identify employees with the greatest potential
- Possibility of building/developing the organizational capacities required to obtain projected results
- Develop these skills and talents in the future
- Greater employee commitment derived from Unísomo's effort with this initiative
- Enhanced image for HR and Operations

**For the participants**

- Identify behaviors that are well-considered by the organization
- Identify strengths and areas for improvement
- Invest in personalized professional development
- Greater possibility to switch assignments
- Greater transparency and equality in performance evaluation reports and promotions
- Increased employee motivation
- Identification with Unísomo and HR

"Measure what can be measured, and make measurable what cannot be measured"

*Galileo.*

"What cannot be measured cannot be improved"
Convocatoria de participantes

1. El área de RRHH identifica a los participantes
2. RRHH convoca a doce participantes (cuatro cada martes, miércoles y jueves) con una semana de antelación incluyendo los detalles de la iniciativa
3. Su supervisor facilita a RRHH una evaluación del participante

Sesión en el Talent Center

1. Cada martes, miércoles y jueves (09:00-14:30) se celebran sesiones de Talent Center
2. Tras una bienvenida, los participantes pasan por las siguientes pruebas:
   - Ejercicio de análisis y presentación
   - Ejercicio de role-play
   - Dinámica de grupo
   - Pruebas prácticas de Excel y Access.

Reunión de feedback

1. El lunes siguiente a las sesiones de Talent Center se procede a la entrega y explicación presencial de los resultados de las pruebas.
2. Posteriormente el supervisor también le explica su propia evaluación.

Informes para la Dirección

1. En los distintos Comités de Dirección se mostrará un resumen ejecutivo tanto del grado de avance de la iniciativa como de los principales resultados.
2. Con la información obtenida del Talent Center, desde RRHH se procederá a lanzar acciones / iniciativas concretas de desarrollo.

The Stars of the Talent Center

Recursos Humanos del Talent Center

- Convoca a una jornada en el Talent Center al Coordinador/ Supervisor y solicita que complete el cuestionario de autopercepción
- Solicita al Gerente que envíe una evaluación del Coordinador/ Supervisor

Coordinador / Supervisor

- El Coordinador/ Supervisor pasa por el Talent Center y desarrolla las pruebas
- El Coordinador/ Supervisor realiza el cuestionario de autopercepción

Gerente

- Desarrolla su evaluación del Coordinador/ Supervisor
- El Coordinador/ Supervisor mantiene una sesión de feedback donde RRHH le explica el informe con los resultados
- El Coordinador/ Supervisor mantiene una sesión de feedback con su Gerente

Proceso periódico semanalmente
How do we measure?

Measurement parameters are skills and talents.

"We understand 'skills' as a person's set of knowledge, abilities and attitudes which can be evaluated and developed, and which has a direct causal relationship with a person's success in their job."

<table>
<thead>
<tr>
<th>Competencias evaluadas en el Talent Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gestión Interpersonal</td>
</tr>
<tr>
<td>Orientación al logro</td>
</tr>
<tr>
<td>Capacidad de análisis</td>
</tr>
<tr>
<td>Gestión del cambio</td>
</tr>
<tr>
<td>Comunicación</td>
</tr>
</tbody>
</table>
together
Unísono and our suppliers

It is important to us that our suppliers exhibit models of conduct that are consistent with our CSR strategy, our code of conduct and the principles of the United Nations Global Compact.

Our commitments to our suppliers:

<table>
<thead>
<tr>
<th>Interest Group</th>
<th>Unísono Commitments</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPPLIERS</td>
<td>▪ Responsible purchasing</td>
</tr>
<tr>
<td></td>
<td>▪ Supplier evaluation according to CSR criteria</td>
</tr>
</tbody>
</table>
Unísono and our suppliers

Responsible Purchasing

In order to ensure that our suppliers follow socially and ethically responsible practices, the appendixes of our goods and services supply contracts describe the points that our suppliers must guarantee and respect:

- Protection of Human Rights
- Compliance with our Code of Conduct
- Occupation Safety and Health: the supplier expressly commits to comply with the obligations set forth in the Occupational Safety and Health Act
- Confidentiality: compliance with the Organic Data Protection Act (LOPD)
- Compliance with environmental legislation, where applicable

The Purchasing, Building and General Services Department ensure that our suppliers:

- Understand and comply with our Code of Conduct
- Work in accordance with Human Rights
- Comply with current legislation in all countries where we operate

Supplier Evaluation

When selecting and carrying out an initial evaluation of suppliers we consider CSR criteria and ensure that all of our goods and services suppliers and subcontractors comply with all applicable legislation.
Customer loyalty is essential for the long-term success of our business. Our activities are clearly customer-oriented, and we work to satisfy their needs and expectations. One of our main values is our flexibility, and the ability to anticipate and adapt our services to the continuously changing needs of the customer.

At Unísorno, we feel it is essential to listen to the customer and understand their business so we can fully understand what exactly we can offer them in the future. The customer becomes the focus of our attention, and it is our philosophy to help them achieve success.

Our work thus focuses on the consulting aspect, providing added value for end-to-end processes management:

- **Customer-oriented**
  - Focused on meeting the needs of our clients and customers
  - Aligned to offer solutions
  - Active communication and business objectives
  - Customer Relations Model

- **Successful management**
  - Stable relations with more than 80 companies
  - Awareness of best management practices in the sector
  - Promotes innovative practices among our top clients
  - Flexibility to adapt to each project
Unísono and our clients

By combining the effective management of people, technologies and customer-oriented processes, we are able to offer a wide range of solutions. This is our management philosophy:

Combinando la gestión de personas, tecnología y procesos siempre orientados al cliente, ofrecemos un gran abanico de soluciones que garantiza la satisfacción de nuestros clientes y la excelencia en el servicio que prestamos.

Our CSR commitments

<table>
<thead>
<tr>
<th>Interest Group</th>
<th>Unísono Commitments</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENTS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Commercial best practices</td>
</tr>
<tr>
<td></td>
<td>Quality service provider</td>
</tr>
<tr>
<td></td>
<td>Customer complaint management</td>
</tr>
<tr>
<td></td>
<td>Encouraging best practices in the sector</td>
</tr>
<tr>
<td></td>
<td>Participation in our clients’ CSR programs</td>
</tr>
</tbody>
</table>
Unísomo and our clients

At Unísomo we consider it important to **encourage commercial best practices**, and have made this one of our strategic objectives. To promote this:

- In each of our business proposals we clearly identify the service offered, the economic conditions, etc. thus conforming to our commitment to quality and transparency.
- Full compliance with organic law 15/199 (Data Protection Act), clearly stated in all of our business proposals.
- Before beginning service, we confer with the client to plan the actions needed to ensure the success of the project.
- We work with a program called "Informing the client", where we provide information on all legal changes and legislation that may affect customer service management.

**The quality of our activities is our number one priority**, and is clearly oriented towards fully satisfying the needs and expectations of the client as the focus and end goal of all our activities by providing business solutions to address their needs, as described in our Quality Policy (see Appendix VI).
Unísono and our clients

The commitments we have assumed in quality and service within the framework of our CSR program are:

- Perform periodic customer satisfaction surveys.
- Analyze the results and create ad hoc action plans as established in the company’s Management System.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction indicator (based on studies of service quality)</td>
<td>Equal to or greater than four (Scale of 1-5, where 1 = Very poor and 5 = Outstanding)</td>
</tr>
</tbody>
</table>

We have fulfilled this goal over the past several years, thus adhering to our commitment to quality in all our services.

- As part of our pledge to excellence we have also created a documented system to manage, process and register customer complaints and have incorporated this procedure into our certified management system.

Another of our CSR commitments is to encourage best practices in our sector in order to reinforce consumer and user awareness and opinion of the Contact Center sector.
Unísomo and our clients

In addition to our membership in the Contact Center Spain trade association and our participation at the negotiating table, we also cooperate actively in forums for development as one of our primary activities.

Along these lines, we have set out to promote respect for human rights through our attendance at and participation in forums on CSR and Human Rights sponsored by the public administration.

In addition to our contribution in forums, we are affiliated with the "Shared Responsibility Manifest", sponsored by Fundación Corresponsables, which addresses the communication and awareness of shared responsibility between society and organizations. (See Appendix VII).

We also participate in our clients' and customers' CSR programs. We are currently collaborating in two projects:

- **Carbon Footprint.** This project focuses on measuring the amount of GHG emissions released into the atmosphere as a result of our daily activities.

- **“Build Your Future Project”**, organized by Orange and UNICEF to provide quality education to 200,000 children through a cell phone recycling program.
commitment
Unísono and society: our social commitment

Here at Unísono we feel that in order to provide maximum added value and contribute to true change in society, social action must be a part of our company strategy.

We have consequently integrated social initiatives into our activity, which are reflected in our company mission, values and strategy.

Our strategy encompasses an offer of personalized, need-based projects for our clients and customers:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Environment</td>
<td>▪ Transparency with the environment</td>
</tr>
<tr>
<td></td>
<td>▪ Social Action</td>
</tr>
</tbody>
</table>

We actively participate with groups in our area, including foundations and NGOs for the integration into the workplace of members from socially vulnerable communities, promoting the employability of these groups:

**Fundación Integra, Fundación Tomillo, Aracove, Fundación Adecco, Incorpora la Caixa, Madrid Labor Department, Fundación IUVE, Inserta, Once, Famma, Aparis, Fundación Carlos Martín, Fundación ECA, Insermujer, Afap…**
Communication and collaboration with NGOs, universities, institutes for social studies and foundations has been constant in the past years:

• We signed an agreement with the Donoso Cortés Social Adjustment Center to provide their students with the basic training required to integrate into the labor market.

• Collaboration with the Gypsy Secretariat Foundation, inviting young people from this community to do internships at our centers as a means of entering the labor market.

• Collaboration with the Employment Guidance and Information Center at Madrid Polytechnic University (COIE) so that those students who wish to do an internship at one of our centers may do so as a first point of contact with the labor market.

• Collaboration with Fundación Adecco in a project to promote the employability of unemployed young people under 30 by providing funding for training workshops. The result of this particular collaboration has been quite fruitful, as we have trained 8 young people at Unísono, and 3 of them are currently working with us.

• In Chile, we collaborate with the Chilean-Spanish NGO Cedeip.

• We are part of the Discatel Project, implemented by the Spanish Association of Experts in Customer Contact Centers (AEECCC) with the aim of promoting the integration of disabled persons into the workforce through teleworking, eliminating the barriers that currently exist for this community of people by taking advantage of the particular characteristics of the sector.
Unísono and society: our social commitment

In 2014, Unísono expanded collaboration with:

• **Fundación Universia**: insertion of disabled persons in the workforce and help finding jobs

• **Fundación Prevent**: promotion and contribution to the social and work integration of persons with disabilities, and development of a preventive culture within the company

• Collaboration with the **Hemojobs employment platform**: digital platform for people suffering from hemophilia and other related diseases for integration into the Spanish workforce

• Collaboration with the **European Business School (EEN)** so that students, primarily Latin American, who so desire can do internships at our centers as a first point of contact with the labor market.

Spain 2014

Participation in **volunteer activities** is another of our CSR commitments, and we encourage our employees to be active in this area:

We began collaborating with **Fundación Seur** in the campaign to collect plastic caps for Aitana. Following this success we kicked off other fundraising campaigns to help children with serious health issues and scarce economic resources by collecting plastic caps at our work centers.

“90 million, 90 days Project” Project designed to address the humanitarian emergency in the horn of Africa, using social networks to collect microdonations that allowed us to reach this figure. All donations were given to specific NGO projects that are audited on a regular basis.
Unísono and society: our social commitment

**Toy Therapy.** ICT Area initiative, which collected video games and video game consoles to donate to regional hospitals with children’s oncology units to help make waiting times and chemotherapy more bearable.

**Blood Drive.** Collaboration with Red Cross blood drives, with a high degree of participation to date.

**Alimenta Valencia - Feed Valencia.** Collaboration with Alimenta Association for meal service at work centers. This money is used to subsidize meals for people with little or no economic resources.

**Operación Kilo Food Drive.** Collaboration with the Madrid Food Bank to collect food that is distributed among various charity organizations that provide direct help and care to people in need.

**Urban Garden.** This initiative is being carried out at our Palos center. Committed employees collaborate in their free time to the care and tending of a 100% organic garden. Collaborators voted to donate all proceeds to NGOs.
Help them to Go Back to School. Collaboration with Fundación Mensajeros de la Paz in an initiative to collect school supplies for children in need.

Chile and Colombia 2014

Our commitment to social action is applicable at all of our centers, and in Chile and Colombia we have also encouraged participation in this type of initiative.

Chile has seen more significant social action, and our workers have been very active in their participation.

Fundación San José. Unísono Chile participated in a campaign to collect paper for recycling, which was given to Fundación San José, which works to take in children whose mothers cannot care for them and process the adoption proceedings.

Techo Colombia. Collaboration with Organización Techo to help build homes for families with scarce economic resources.
Collaboration with the Telethon. This is the most significant program in Chile to help disabled children and young people, not only because it works to rehabilitate these children, but because it has led to a cultural change in favor of the dignity and rights of the disabled.

Volunteer Campaigns to collect food to help employees in our company who are experiencing temporary economic difficulties.

In addition:
• We have run campaigns to provide economic aid to three employees suffering from cancer.
• Another activity was the sale of "completos" (hot dogs) to benefit agents and staff who had been hospitalized for serious illnesses, or who had immediate family members (father, mother or children) in the same situation.
• As we have done in Spain, we have also worked with various NGO job banks to reintegrate people from marginal neighborhoods into the workforce.
• In support of Chilean art and culture, and of our employees, we held a painting exhibit at one of our centers.

Currently our centers in Colombia are collaborating with Fundación Sanar, which accompanies children with cancer and their families throughout the diagnosis and overall care of this disease.

"Studies and Improvement Plans for Social Responsibility in Spanish Companies Operating in Colombia" Project, organized by the Hispano-Colombian chamber of commerce and financed by the Spanish Agency for International Cooperation and Development. The aim of this study is to make headway in the area of Corporate Social Responsibility among the group of Spanish companies operating in Colombia, because in countries like Colombia, CSR is a real opportunity to provide a solution to some of the country's social problems.
our commitment to the environment

While our activity does not generate a significant environmental impact, we have identified and evaluated environmental aspects which our company is able to control (energy consumption and waste recycling), and there are environmental programs in place to reduce both. They basically consist of selective non-hazardous waste collection (paper, cardboard, plastic, cans, etc.), the use of environmentally friendly materials in our buildings and promotion of eco-efficient facilities.

The environmental variable is an aspect we consider in the planning and development of our activities, collaborating with our interest groups and promoting the environmental awareness of our employees, suppliers and society in general.

The company has a mandatory Environmental Policy (see Appendix VIII) for all company employees which structures environmental management in three areas:

Energy efficiency

Responsible consumption

Awareness and communication
our commitment to the environment

<table>
<thead>
<tr>
<th>Energy efficiency measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use of environmentally friendly materials</strong></td>
</tr>
<tr>
<td>▪ Energy efficient light bulbs</td>
</tr>
<tr>
<td>▪ Environmentally friendly paints and varnishes</td>
</tr>
<tr>
<td><strong>Eco-efficient facilities</strong></td>
</tr>
<tr>
<td>▪ Use of movement detectors in less transited areas to automatically switch off lights</td>
</tr>
<tr>
<td>▪ Lighting by areas to turn off lights according to office occupancy</td>
</tr>
<tr>
<td>▪ Automatic thermostats to adjust temperature in summer and winter</td>
</tr>
<tr>
<td>▪ Single handle bathroom fixtures and dual flush toilets</td>
</tr>
<tr>
<td>▪ Timer to save water</td>
</tr>
<tr>
<td>▪ Computers are switched off at the end of the day</td>
</tr>
<tr>
<td>▪ Installation of condenser batteries to avoid reactive power consumption</td>
</tr>
<tr>
<td><strong>Use of environmentally friendly materials</strong></td>
</tr>
<tr>
<td>▪ Energy efficient light bulbs</td>
</tr>
</tbody>
</table>

When a new center is opened, a full analysis is carried out to introduce energy-saving measures and responsible consumption.
## Measures for responsible consumption

<table>
<thead>
<tr>
<th>Category</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Controlled use of paper</strong></td>
<td>▪ Do not print unless necessary</td>
</tr>
<tr>
<td></td>
<td>▪ Scan documents</td>
</tr>
<tr>
<td></td>
<td>▪ Legend included in e-mails</td>
</tr>
<tr>
<td></td>
<td>▪ Reuse paper</td>
</tr>
<tr>
<td><strong>Recycled materials</strong></td>
<td>▪ Paper</td>
</tr>
<tr>
<td></td>
<td>▪ Toner</td>
</tr>
<tr>
<td></td>
<td>▪ UPS batteries</td>
</tr>
<tr>
<td></td>
<td>▪ A/C filters</td>
</tr>
<tr>
<td></td>
<td>▪ Computers and peripherals (Recycle Center), destruction and certification according to ISO 27001</td>
</tr>
<tr>
<td><strong>Waste sorting</strong></td>
<td>▪ Waste sorting bins (paper, containers, organic)</td>
</tr>
<tr>
<td><strong>Use of new technologies to conserve resources</strong></td>
<td>▪ Videoconferencing rather than moving to another center</td>
</tr>
<tr>
<td></td>
<td>▪ Programmed printers</td>
</tr>
<tr>
<td></td>
<td>▪ RightFax</td>
</tr>
<tr>
<td><strong>Controlled use of paper</strong></td>
<td>▪ Do not print unless necessary</td>
</tr>
<tr>
<td></td>
<td>▪ Scan documents</td>
</tr>
<tr>
<td></td>
<td>▪ Legend included in e-mails</td>
</tr>
<tr>
<td></td>
<td>▪ Reuse paper</td>
</tr>
</tbody>
</table>
Our commitment to the environment

With a view to promoting environmental responsibility among our employees, at our Unísomo Spain centers we are collaborating with Fundación Ecopilas for environmentally friendly battery management. This battery recycling campaign aims to reduce pollution by reducing the number of batteries that end up in our local landfills.

Throughout 2014, within the framework of the Office of the Future, we have carried out various initiatives with the slogan "Paperless office": IT-digital recordings, document cleaning and scanning, removal of wastepaper baskets, digital contracts, etc.

**Awareness and Communication Strategies**

*In accordance with our responsible consumption policy, at our centers in Colombia, we have launched a campaign based on the Three R’s of the Environment:*

Reduce
Reuse
Recycle

*The goal is to raise awareness among all employees of the importance of caring for our environment by recycling paper, plastic and glass.*
With these actions we have managed to:

- Reduce our energy and water consumption
- Promote environmental awareness among our employees
- Design work processes that focus on environmental impact and wastewater disposal and initiatives that focus on increasing biodiversity
Unísono and our investors

<table>
<thead>
<tr>
<th>Interest Group</th>
<th>Unísono Commitments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investors</td>
<td>Good governance</td>
</tr>
<tr>
<td></td>
<td>Information transparency</td>
</tr>
</tbody>
</table>

Our relationship with our investors is based on the governing principles of transparency, loyalty and sustainable value creation.

To fulfill our commitment to transparency and good governance:

- **Monthly Board of Directors meeting**, where we analyze:
  - Income statement
  - Balance sheet
  - Cash flow
  - Customer profitability

- **Publication and accessibility of annual accounts**

  Our annual accounts are published and made available to the Board of Directors, and may also be consulted in the commercial registry, fulfilling our commitment to transparency in our annual accounts.
Unísono and the competition

We commit ourselves to fair competition in the market, promoting free and open competition with full respect for applicable legislation and avoiding any type of conduct that could be considered as abusive or unfair competition.

To comply with this commitment to fair competition, promoting best practices (as specified in our Company Code of Conduct) has been our primary course of action. To date, we have had no suits or actions filed against us for unfair competition.

Our active participation in contact center forums and forums for sector development has been another of our priorities for fulfilling our commitment:

- Omnicanal Business Experience Event, Madrid
- 1 to 1 E-commerce Summit, Barcelona
- Andean Congress of Contact Centers and CRM and International BPO Forum, Bogota
- The Future Call Center Summit, Orlando
- Executive Customer Contact Exchange, Miami
- Call Center Week, Las Vegas
- ANDI Outsourcing Summit, Cartagena de Indias
- NEXUS Nearshore & Outsourcing, Jersey City
- Social Contact Center Business Encounter, Madrid
- E-commerce Cross Border, Madrid
- Customer Service & Contact Centers Summit, Santiago de Chile 2014
- Customer Experience Business Encounter
- National ANDI Assembly, Medellin
- Shifting from Qlick View to Qlick Think, Madrid and Barcelona
- Customer Relations Expo, Madrid
- 1st International Customer Experience Congress, Madrid
- CRM Evolution, New York
- Passion for the Customer, World Quality Day, Madrid
Unísono and the public administration

Our company CSR strategies include:

- Collaboration with regional and local administration to promote employment in the regions where Unísono operates.

- Attendance/participation in CSR forums sponsored by public administrations.

We are committed to promoting the employment and integration into the workforce of persons at risk of social exclusion through our participation in conventions and collaboration agreements.

Our goal has been for all of our centers to collaborate with the local administration to promote employment.

During the past years we have cooperated and signed agreements and conventions with:

- People with physical disabilities in the region of Madrid
- ATAEM Insermujer (Association of Self-Employed Women and Entrepreneurs in Madrid)
- Department of Employment in the region of Madrid
- Integration of persons with disabilities from the National Employment Institute (INEM)
- In Chile we collaborate actively with the Municipal Labor Information Office (OMIL)

Participation in CSR forums
Our future
upcoming commitments to our employees

OHSAS 18001. One of the goals we have established for the upcoming years is the introduction of an Occupational Health and Safety Management System in order to receive OHSAS 18001 certification, to promote a safe and healthy work environment that will allow us to identify and control healthy and safety risks and reduce the potential for accidents.

INNOV@ 2.0. Creation of an innovation plan as a continuation of the previously introduced program that has been highly successful for Unísono.

COMPANY EQUALITY PLAN. This plan is currently being created. Once it has been approved and implemented, we can continue moving forward with one of our CSR principles, the creation of a framework for a work environment based on equal opportunities, non-discrimination and respect for diversity.

EMPLOYEE SATISFACTION PLAN. The company currently offers various activities to promote employee satisfaction: coaching, team meetings, motivational activities, etc.

TALENT CENTER. Initiated in May 2014, Unísono aims to become a benchmark for the identification and development of Talent within the organization.

CORPORATE RECRUITMENT PLAN. We will introduce an ad hoc corporate recruitment plan to develop the skills of our employees, linked to the results identified in the Talent Center (strong points and areas for improvement).
upcoming commitments to our suppliers

To date, CSR criteria are considered in the selection and initial evaluation of our suppliers, although this point is not exclusionary. This is an area to be developed in the near future as a continued step in our commitments.

upcoming commitments to our clients

Continue supporting and collaborating in our clients' CSR policies and projects.

upcoming commitments to society

Continue our collaboration with foundations and NGOs in our area for the work integration of socially vulnerable groups.

Continue with our participation in volunteer activities and encourage the participation of our employees.
upcoming commitments to the environment

**Carbon footprint**

Measuring our carbon footprint will help us to better define our goals and create more effective emission reduction policies and better-focused cost savings initiatives.

**“Mundo Cartón Laudes” Project**

In Colombia we are initiating a project with the Mundo Cartón Laudes Corporation, which is an organization that collects recycling from companies in order to transform and sell it and generate income, which is then donated to the Laudes Infantis Foundation, an organization with promotes socio-community initiatives and resources to prevent family disruption and children leaving home.

**Document digitization**

This is a broad-reaching corporate project led by the Innovation Area involving all areas of the company, including financial processes, HR and client areas.

upcoming commitments to the public administration

Continue with our collaboration and support of public administrations to promote integration into the workforce of groups at risk of social exclusion.