

# Transcending the Supply Chain

A guidebook to ensure sustainability in the supply chain.



# Editorial

**T**he **Transcending the Supply Chain** guide is designed to ensure sustainable business practices.

A cornerstone of Softtek's TRANSCEND initiative, the program promotes responsible and sustainable business practices.

Our collaboration with suppliers is crucial in advancing sustainability across our value chain. In today's business landscape, sustainability is paramount. It is crucial that all stakeholders within our value chain align with our environmental, social, and governance (ESG) principles.

This guide aims to equip our suppliers with the necessary knowledge to meet these criteria and ensure communication and transparency throughout our value chain.

Throughout this guide, we will explore the fundamentals of sustainability in the context of our operations, emphasizing the importance of ethical business practices, responsible resource management,

and positive impact on society and the environment. We hope it will be a significant step towards building a more sustainable and resilient value chain, aligned with our company values.

Together, we can work towards a more sustainable and prosperous future for all involved. Thank you for your participation and commitment to this important initiative!

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## Sustainability Declaration

At Softtek, a global leader in next-generation digital solutions, we dedicated to building a more sustainable future.

We recognize that our transcendence over time is intrinsically linked to the well-being of the communities we serve and the preservation of the environment.

We are incorporating sustainable practices into our decision-making processes with greater environmental, social, and ethical awareness. Our responsibility goes beyond our internal operations and extends throughout our value chain.

We are committed to promoting sustainable practices with our suppliers to achieve greater positive and lasting impact.

This declaration outlines the principles that guide our actions and will strengthen our contribution to a more sustainable future.

# Principles

## Ethics

### Softtek Code of Ethics

At Softtek, we believe that integrity, honesty, and respect are not just desired values, but crucial for making a lasting impact in the business world.

Building trust involves not only fulfilling promises but doing so with integrity, honesty, and within the bounds of legality. Each member of the Softtek community understands the responsibility to uphold these values.

## Guiding Principles



**Integrity:** Acting in a straightforward, honest, and impeccable manner without compromising our personal objectives, or the objectives and interests of others.



**Honesty:** Respecting the truth, offering what we can fulfill and striving to achieve it.



**Respect:** Treating people with dignity, courtesy, kindness, consideration, and empathy, respecting their opinions, rights, and freedoms, making an effort to understand them even when beliefs, preferences or decisions differ.





## Our Commitment to Integrity

At Softtek, we recognize that talent is diverse; we respect the identity and living conditions of each person; and we promote equal treatment and opportunities. We do not tolerate discriminatory behavior, abuses of authority, harassment, or any form of misconduct.

*We maintain zero tolerance for corruption and bribery.*

## Integrity in our Relationships

Softtek's business decisions must prioritize the organization's best interests organization over personal interests or relationships. Employees must act in the best interest of Softtek and exercise sound judgment, free from personal interests or divided loyalties, to avoid any conflict of interest.

### Appropriate Environment

Respect is treating people with dignity, courtesy, kindness, consideration, and empathy, respecting their opinions, rights, and freedoms, making an effort to understand them even when beliefs, preferences, points of view, feelings, behaviors, or decisions are not shared.

It is our duty to ensure that Softtek employees have access to a work and professional environment free of any violence.

## Integrity in Information

In our professional roles, we have access to confidential, privileged, or private information from our clients and Softtek.

Unauthorized access or disclosure could be detrimental to our activities and could constitute a legal violation. Therefore, accessing, use, or disclose without proper authorization is strictly prohibited.



## Integrity in the Use of Technology and Company Assets

Softtek employees are responsible for protecting Softtek's property entrusted to them and for safeguarding the company's assets, including physical assets, information, and intellectual property, even after the employment ends.

Our internal policies and protocols seek to expand and strengthen what is established in the Code of Ethics, found at [Integrity.softtek.com](https://integrity.softtek.com)

## Integrity Line

We encourage the entire Softtek Community (including our value chain) to report any behavior that harms or jeopardizes our integrity or that of anyone else in Softtek, which includes the Code of Ethics or any policy or procedure. Reports can be made to their leaders, Softtek contact, or through our Integrity Line. <https://integrity.softtek.com/report>

*For more information about our Code of Ethics, click here*



## Environment

At Softtek, we are committed to protecting and preserving the environment, preventing pollution, and maintaining a management system aligned with ISO 14001 standards to ensure continuous improvement of our environmental performance.

We recognize improving environmental performance requires positively influencing our suppliers to promote good environmental practices and mitigate potential environmental impacts caused by our activities.

## Good Environmental Practices

- Encouraging energy saving and water conservation.
- Managing waste responsibly, including those generated in our facilities.
- Avoiding or reducing emissions of Greenhouse Gases (GHG) and/or decreasing the use of fossil fuels.
- Using resources responsibly to prevent environmental degradation.

## Environmental Expectations

Considering the potential impact of supplied goods and/or services may have on the environment, health, and safety, we have established general and specific expectations aligned to the business of our suppliers.

When providing a service for Softtek, it is important to address the corresponding expectations.

### General Expectations

- Comply with all applicable environmental legal provisions regarding to your business, including necessary authorizations, permits, and/or current licenses.
- It is recommended to have an Environmental Policy or an environmental management system that prioritizes environmental conservation and minimizes the impact of your activities.

### Specific Expectations

Understand the specific expectations relevant to your activity. If none of these activities apply to you, follow the general expectations.



#### Installation/Maintenance of Machinery or Equipment

- Keep our facilities clean after providing a service or maintenance.
- Provide estimated resource consumption (energy, fuel, gases) of machinery or equipment under normal conditions.
- Provide information on environmental aspects associated with equipment, including potential waste generation.
- For HVAC system maintenance (heating, ventilation, and air conditioning): Report gases used by the equipment and the amount recharged during maintenance in case of leaks.
- For extinguisher maintenance: Report gases used by the equipment and the amount recharged during maintenance in case of leaks.



#### Cleaning/Maintenance

- Keep our facilities clean after providing a service or maintenance.
- Use resources efficiently for the execution of activities, especially water.
- Deposit generated waste in designated areas, avoiding mixing different types of waste.
- Store chemicals in designated areas, keeping containers closed to prevent spills.
- Handle chemicals with care and use the required personal protective equipment. Report any accidents immediately.
- Do not pour chemicals down drains or sewers.



#### Supply of Food and/or Beverages for Human Consumption:

- Ensure the safety and security of food and beverages through proper hygiene practices and disinfection and cleaning of food, surfaces, and/or work tools.
- Prefer compostable or biodegradable products over single-use plastics.



#### Tree Pruning and/or Pest Control Service

- Obtain accreditation, authorization, permit, or current license from the relevant authority to perform tree pruning and/or pest control services.
- Issue control documents registering volumes and types of waste generated, as well as the handling methods they are subjected to.





### Waste Collection

- Have current authorization from local authorities for the collection, transportation, treatment, and final disposal of waste.
- Issue control documents registering volumes and types of waste generated, as well as the handling methods they are subjected to..



### Transportation/Packaging/Travel

- Have a plan to reduce GHG emissions and/or a plan to decrease the use of fossil fuels.
- Annually report emissions of GHG generated by our requests.



### Supply of Electronic Equipment

- Provide information on the offer of more sustainable and energy-efficient electronic equipment.



### Supply of Chemicals:

- Provide safety data sheets for the supplied chemicals.
- Label chemicals according to the Globally Harmonized System or ensure that they contain the appropriate labeling.
- Prefer biodegradable chemicals.
- Avoid using chemicals hazardous to human health and the environment.



### Web Hosting Services

- Use renewable energy sources and efficient technologies to minimize environmental impact.
- Acquire certifications for renewable energy, such as Renewable Energy Certificates (RECs) and Carbon Offsets to endorse your green hosting strategy.



### Supply of Raw Materials

- Optimize packaging and choose materials with the least possible impact.
- For paper supply, provide recycled paper or paper with forest certification proving it comes from responsible sources.

At Softtek, we recognize that every person has the right to an adequate environment for their development and well-being.

Likewise, we encourage the responsible use of natural resources to meet the needs of present generations without compromising resources for the development of future generations.

*For more information about our Environmental Policy, [click here](#).*



## Human Rights

At Softtek, our processes align with the principles of Human Rights Due Diligence, meaning we not only comply with relevant regulations and standards but also strive to go beyond to ensure the respect and protection of fundamental rights in all our operations.

Integrating Human Rights Due Diligence into our processes enables us to identify, prevent, and address any negative impacts that our activities may have on people, whether they are Softtekians, suppliers, clients, or local communities.

In doing so, we not only strengthen our reputation as an ethical and responsible company but also positively contribute to the well-being and dignity of all individuals involved in our value chain.

*For more information about our Human Rights Due Diligence Policy, [click here](#).*

Every person who collaborates with us, directly or indirectly, deserves to have their fundamental rights respected at all times. No one should suffer physical or psychological abuse in their work, including harassment in any form (sexual, cyber, physical, psychological, etc.).

At Softtek, we do not tolerate violence or coercion in any form.

It is important to emphasize that Human Rights encompass a wide range of issues, such as:

- Equity of treatment and opportunities.
- Prohibition of forced and child labor.
- Security and integrity of information.
- Health and safety at work.
- Fair competition and actions against monopolies.
- Conflict of interest.
- Corruption and fraud.

Your collaboration is essential to ensure a fair and safe working environment for all. By identifying and addressing any negative risks to Human Rights, we can create an environment where everyone is treated with dignity and respect.

Together, we can make a significant difference in promoting and protecting Human Rights in our business environment and the communities we serve.

*For more information on Human Rights aligned with the Universal Declaration, [click here](#).*





## Respect

At Softtek, any behavior or comment that is intimidating, offensive, hostile, or threatening towards any stakeholder group (employees, clients, shareholders, governments, competitors, or business partners) is prohibited, as it undermines the physical, emotional, or psychological safety of individuals.

Lack of respect can manifest as **microaggressions**, which are statements or actions that convey indirect, subtle, or unintentional discrimination against individuals from marginalized groups.

Microaggressions can occur verbally, behaviorally, or in the environment (social context); they result from unconscious biases, making them difficult to identify.

The repetition of microaggressions materializes into acts of discrimination, such as distinction, exclusion, restriction, preferential treatment, action, or omission that is not objective and that hinders, nullifies, or obstructs the company's performance or opportunities.

Persistent, systematic, and continuous lack of respect or microaggressions are considered **harassment**. Harassment is a form of workplace mistreatment, primarily psychological or moral.

Harassment can manifest through recurrent comments with malicious intent, which may be accompanied by acts of

malevolence, or alternatively, may involve constant and exaggerated criticism of an individual's performance.

Such described behaviors are not allowed in our organization. If you believe you are experiencing any lack of respect, we suggest immediately informing the person or the responsible department of your perception and asking them to stop, referring to the guidelines of this Code.

By treating people with respect, we establish effective and long-term relationships that ensure sustainability for all.

*For more information on Respect, [click here](#).*

## Anti-corruption

At Softtek, we strictly prohibit any form of corruption and bribery. We do not accept or offer payments, gifts, or gratuities to or from any third party, including government officials, to gain or maintain business or any competitive advantage.

These acts are contrary to our fundamental values of integrity, honesty, and respect. Therefore, we reject any attempt to engage in such practices, whether internally or externally.

To support this commitment, we have developed an anti-bribery management system, aligned with ISO 37001. This system includes controls to prevent, detect, and address any instances of bribery or corruption in our processes.

## Accepted Practices

The delivery, acceptance of gifts, or invitations to events (entertainment, marketing, food, or travel) are not considered corrupt behavior when:

- 1  They comply with applicable codes or laws (internal and external).
- 2  They have a commercial, legal, and verifiable purpose.
- 3  They are not given frequently or on a permanent basis.
- 4  They are recorded in Softtek's internal systems for each department.



## Anti-Corruption and Anti-Bribery Policy Guidelines

These are some of the guidelines detailed in the anti-corruption and anti-bribery policy, aimed at promoting transparency, integrity, and accountability in all business activities and relationships.



**Gifts:** Employees should not suggest receiving or giving gifts as a result of their professional duties at Softtek.



**Travel:** Trips, travel, and related expenses paid by Softtek for non-employees must have a justified business purpose and align with Softtek's travel and procurement expense policy.



**Contributions:** Before making any charitable contribution or donation on behalf of Softtek, we must ensure that it complies with applicable laws in the countries where we operate. The recipient should be legally constituted as a nonprofit organization, up to date with its tax obligations, and effectively carry out its social action.



**Use of intermediaries or third parties:** External managers, consultants, or any other external representatives acting on behalf of Softtek are prohibited from making bribe payments on behalf of Softtek. This also applies to subcontractors hired by third parties to perform work on behalf of Softtek.

*For more information about our Anti-Corruption and Anti-Bribery Policy, [click here](#).*

In the event of non-compliance, sanctions can range from contract termination to criminal proceedings for the possible commission of a crime. Reports of corruption and/or bribery can be made through our Integrity Line.



## Conflict of Interest

Conflict of interest occurs when our own interests influence decision-making, interfering with Softtek's interests, which includes dual relationships.

Therefore, one must act in the best interest of Softtek and exercise unbiased judgment, avoiding any conflicts of interest.

As we prioritize long-term relationships with clients and suppliers, it's crucial to maintain professional boundaries to prevent potential conflicts of interest.

Transparently addressing and managing conflicts, following the protocol outlined in our Conflict of Interest Policy, is essential.

Hence, we must avoid or properly manage any conflict of interest that may or may not seem to influence business relationships or decision-making.

Management includes being transparent, notifying in advance of a potential conflict following the protocol established in our Conflict of Interest Policy.

Adherence to this policy ensures transparency and fosters trust in all interactions within Softtek and with our value chain.

*For more information about our Conflict of Interest Policy, [click here](#).*





## Integrity Line

We encourage all members of the Softtek Community, including suppliers, clients, and other partners, to report any behavior that compromises our integrity or that of others at Softtek. Reports can be made to leaders, Softtek point of contact, or through our **Integrity Line**.

All reports will undergo an impartial investigation process under the principles of presumption of innocence of the accused, protection of the complainant, and confidentiality of information.

The primary objective in managing a report is to remedy a wrongdoing—to correct what happened, to prevent it from recurring, and to find the optimal solution in the short and medium term.

*Our Integrity Line is publicly available. To learn more about it, [click here](#)*

## Supplier Code of Conduct

At Softtek, we firmly believe that by maintaining high integrity standards, we not only strengthen our business relationship but also contribute to the sustainability of our operations and the well-being of our community.

We invite you to carefully read our Supplier and External Intermediaries Code of Conduct. It's a brief document that establishes the basic requirements that everyone must follow when collaborating with Softtek.

*Find our Supplier and External Intermediaries Code of Conduct [here](#).*



## Commitment

At Softtek, we recognize the importance of sustainability as a fundamental pillar of our corporate responsibility. This declaration reflects our commitment to working together with our value chain to incorporate sustainability as an integral part of our internal and external operations.

We acknowledge that only through the active collaboration of the entire value chain can we contribute to environmental, social, and economic well-being, ensuring sustainability in the communities where we operate and in the environment we all share.

By joining this initiative, you will be part of a network committed to ethical and responsible business practices with regards to the environment and social welfare.

*To conclude, we are interested in knowing what ESG mechanisms your organization has, as well as your commitment to complying with the guidelines set forth in the 'Transcending the Supply Chain' guide. Please complete the following form, taking less than 3 minutes.*

Upon completion, you will be able to download the certificate certifying your adherence to the corresponding guide. Remember to attach this certificate along with the other documents requested by the Finance Administration (Purchasing) department.

