

In the most complicated year we have experienced as a company, I present the **everis Group's Non-Financial Report** for financial year 2020 (1 April 2020 to 31 March 2021), drawn up in accordance with the Global Reporting Initiative Guidelines and aligned with the United Nations 2030 Agenda, to whose Global Compact we subscribe.

The report sets out the results of our economic, social and environmental activities, as part of our dialogue with our stakeholders. These activities have been affected by COVID-19 and they have reinforced our commitment to society.

Since the beginning of the pandemic, everyone's health and safety has been our main concern, and we have taken preventive health measures with 98% of our staff teleworking and the highest level of communication and transparency with our professionals and customers.

Despite the economic slowdown, during the first months of the year we put in place a "talent protection plan" and decided not to make any redundancies, dedicating the time of people not assigned to projects to initiatives providing social benefits in the fields of health and education.

Fortunately, during the second half of the year activities have recovered in the entire **everis** Group and we have continued to create direct employment, hiring over 9,000 qualified professionals in the field of technology, 95% of which are permanent contracts. These hiring volumes maintain our position as one of the largest generators of employment in Spain.

Our sustainable-growth strategy, based on developing diverse talent, has enabled us to improve the ratio of women in the company's top management, despite the worrying shortage of technology vocations in the market.

Regarding the confidence of our customers, it is important to point out that they have recognised our capacity to propose innovative solutions, which has enabled us to improve our satisfaction index (8.4 out of 10) in the surveys carried out on the projects we have completed.

On the environmental and energy side, and thanks to the efficient use of technology, we have reduced our carbon footprint by 81% and are moving towards our goal of becoming carbon neutral and contributing to meeting the Paris Agreement targets.

Finally, and on behalf of all the members of the **everis** Board of Directors, which I have the honour of chairing, I would like to convey our acknowledgement and gratitude to **everis** professionals, who despite the situation of loss of family, friends and colleagues have demonstrated and reinforced their commitment and solidarity with those who need it most.

Thank you very much,



**Eduardo Serra Rexach**  
Chairman of the everis Board of Directors