



Softtek[®]

CSR 014 – Diversity and Inclusion Policy– PO

inclusion@softtek.com

2025



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1. Commitment Statement

At Softtek, we are aware of the challenges the future holds, which is why our mission is to support organizations in their digital evolution. To achieve this goal, we must remain true to our values, principles, and culture, reaffirming our commitment to act ethically, respectfully, and without discrimination. Upholding these values is a responsibility and commitment shared by all of us who are part of Softtek and its value chain.

This Diversity and Inclusion Policy lays the foundation for a work environment in which every Softtekian has opportunities for both personal and professional growth. We recognize that talent is diverse and is the key to any digital transformation. This diversity enriches our perspectives and strengthens our services and solutions.

We are committed to implementing guidelines that uphold and strengthen our culture of respect for diversity and human rights—particularly inclusion and equity—without discrimination for any reason contemplated in applicable laws. Together, we build and contribute to a better future.

Luis Revilla | Chief People Officer

2. Objectives

2.1. Establish the action lines and areas for implementing initiatives on workplace equity, inclusion, and non-discrimination at Softtek.

2.2. Guarantee non-discrimination on the grounds of age, disability, gender, gender identity, gender expression, sex, sexual characteristics, sexual orientation, marital status, physical condition or appearance, social class, race, skin color, religion, origin, ethnic identity, nationality, culture, language, pregnancy, maternity, parental status; opinion, political preference or affiliation, social, economic, or legal status, union membership, health status (e.g., chronic degenerative diseases), genetic characteristics, migration status, family situation, caregiving responsibilities, criminal record, or any other motive or vulnerability condition protected by law..

3. Scope

This policy applies to all job candidates, employees, interns, and contractors at Softtek in all countries where we operate. Our commitment also extends to business partners, vendors, and clients with whom we have commercial relationships.

4. Implementation Guidelines

4.1. Inclusive Talent Attraction

4.1.1. Job postings at Softtek will use inclusive and non-discriminatory language.

4.1.2. Talent attraction processes—from job postings to onboarding—will be based primarily on a candidate's skills and performance.

4.1.3. Medical certificates for pregnancy and HIV are not required for employment at Softtek.

4.1.4. During recruitment, candidates are not obligated to disclose gender identity, sexual orientation, pregnancy, disability, religion, marital status, age, ethnicity, political affiliation, health condition, or any other personal attribute unrelated to job competencies.

4.2. Inclusive and Bias-Free Leadership

4.2.1. Softtek promotes a people-centered, inclusive leadership style. Our Diversity and Inclusion program offers resources on unconscious bias, employment equity, gender equity, intercultural competencies, intergenerational collaboration, and inclusion of people with disabilities and the LGBT+ community.

4.2.2. Leaders are responsible for ensuring fair treatment and equal opportunities within their teams. Performance evaluations and promotions must be based on objective achievements and competencies, free from biases.

4.3. Inclusive, Accessible, and Non-Sexist Communication

4.3.1. Softtek commits to using inclusive, non-sexist, and accessible language in all internal and external communications, in compliance with WCAG 2.1 AA standards.

4.4. Equal Access to Professional Development

4.4.1. Training content on Softtek University or other platforms will be assigned based on performance and goal completion, not on discriminatory factors.

4.4.2. Softtek will provide reasonable accommodations for individuals requiring them to access training and development tools.

4.5. Equity in Compensation, Promotion, and Retention

4.5.1. Compensation will reflect each Softtekian's role, experience, and seniority.

4.5.2. Softtek uses a standardized methodology based on the tech industry to manage compensation and variable pay equitably across roles.

4.6. Fairness in Supplier Engagement

4.6.1. Softtek promotes diversity among suppliers, welcoming small businesses and minority-owned enterprises.

4.6.2. Business relationships will not be terminated based on any protected attribute (e.g., age, gender, sexual orientation, political views) of supplier personnel.

4.7. Accessibility in Physical and Digital Environments

4.7.1. We provide reasonable accommodations to ensure equal access to our infrastructure and tools.

4.7.2. All communication materials, websites, and applications must meet WCAG 2.1 AA standards for accessibility.

4.8. Inclusive Product and Service Development

4.8.1. We aim to apply universal design principles in product development.

4.8.2. When applicable, digital products will be tested for accessibility compliance.

4.8.3. Any Softtekian interacting with clients must be trained in inclusion and non-discrimination, or seek guidance from our Diversity and Inclusion Program when needed.

4.9. Violence-Free Workplace

4.9.1. Any form of harassment or abuse is prohibited throughout our value chain.

4.9.2. No acts of violence—physical, digital, verbal, or sexual—will be tolerated.

4.9.3. Softtek's services and products must not be used to violate human rights.

5. Responsibilities

5.1. Softtek will inform stakeholders about this policy and its mandatory compliance, including clients, vendors, job applicants, public or private institutions, funding agencies, and other relevant parties.

5.2. The Executive Committee must promote the adoption of this policy and associated plans, programs, and activities.

5.3. The Diversity and Inclusion Council will oversee implementation and track progress toward annual goals.

6. Remediation Process

6.1. Any breach of this policy, its related documents, or applicable anti-discrimination law must be reported through the Softtek Integrity Line.

6.2. Complaints will be handled per the Code of Ethics, Complaint Handling Protocols, and Anti-Harassment Protocols.

6.3. Acts of violence addressed by criminal law will be managed under the jurisdiction of the respective country.

7. Linked Documents

Document	Link
Integrity	https://integrity.softtek.com/
Code of Ethics	https://integrity.softtek.com/docs/Codigo-Etica-en.pdf
Anti-Harassment Policy	https://integrity.softtek.com/docs/Anti-Harassment-Policy.pdf
Human Rights Due Diligence Policy	https://integrity.softtek.com/docs/Pol%C3%ADtica-Debida-diligencia-de-derechos-humanos-es.pdf
Complaint Handling Protocol	https://integrity.softtek.com/docs/Protocolos-para-la-recepci%C3%B3n-y-atenci%C3%B3n-de-denuncias.pdf
Harassment Complaint Protocol	https://integrity.softtek.com/docs/Protocolo-de-Atenci%C3%B3n-de-Denuncia-por-Acoso-u-Hostigamiento.pdf