

Sustainability Report 2022



Innovation, Technology, and Entrepreneurial Culture

 newsan



“ The entrepreneurial spirit that characterizes us accompanies us in every new project through sustainable and responsible solutions aimed at generating a positive social and environmental impact. ”

Welcome!

Through our eighth Sustainability Report, we invite you to learn **how we create value in our businesses to make the world a fairer and more inclusive place.**

In recent years, we have been working on a development model based on **digital transformation for innovation.** A shared goal that embeds new technologies to boost process efficiency, resource optimization, and creation of valuable opportunities and experiences for those who are part of Newsan —our teams, clients, suppliers, allied organizations and brands, distributors, shareholders, and all other parties involved in the chain.

The entrepreneurial spirit that characterizes us accompanies us in every new project through **sustainable and responsible solutions aimed at generating a positive social and environmental impact.** This year, in particular, we focused on the integration and certification of our quality, safety and security, efficiency, and environment best

practices at our industrial plants and administrative offices.

Our solutions also position us as one of **Argentina’s leading companies in industrial and business development,** driven by regional economies, investments in infrastructure and employment, and growing exports.

We continue strengthening our **transformation, diversity, and inclusion** culture, both internally and externally, creating job opportunities in the communities, while fostering people’s education and growth. Each of them makes all these actions possible, which are reflected in each page of this Report, with commitment, engagement, and pride.

My sincere thanks for working together to improve people’s lives and being part of the transformation of the world into the place we want.



Luis Galli
President & CEO
NEWSAN

2022 Highlights



Welcome to Newsan

We are Argentina's leading group in the manufacturing, import, marketing, and distribution of consumer electronics and home appliances. We are present in millions of households through our own brands and global alliances, being the local partner chosen by the world's leading technology companies.

We focus on consumers' and users' well-being and quality of life, offering mobility solutions for the future we aspire to create.

We are also one of Argentina's major exporters of seafood and agricultural products, with an international market of more than 70 countries.



Which is our purpose?

Creating groundbreaking experiences for all our stakeholders, embracing ongoing innovation in how we do things, and working on transformative challenges.

What guides us?

Our innovation and collaboration spirit, our passion for technology, and an entrepreneurial culture oriented to quality and value creation.

What defines us?

Our values:

- **Integrity:** we foster transparent, honest, and straightforward relationships, and value each person's individuality to ensure an inclusive and diverse workplace.
- **Entrepreneurial spirit:** we turn ideas into action. We take risks and look for new solutions with efficiency, passion, and commitment.
- **Teamwork:** we are a collaborative group of people, committed to accomplishing and surpassing our goals. We nourish different experiences, perspectives, and identities to boost creativity and innovation.
- **Leadership:** we have a clear vision of where we are going, and we guide and motivate our resources to achieve our businesses' targets and challenges.
- **Sustainability:** we strive to offer safe and affordable products, take care of our team, generate positive impacts on the communities where we have a presence, address local challenges, and foster shared-value opportunities among our stakeholders.



Commitment to Sustainable Development

Our sustainability strategy is to co-create a more fair and inclusive world.

How do we create value for a better world?

We foster dialogue with our stakeholders, always aiming at the satisfaction of our clients, the development and commitment of our teams, the company's growth, the development of our suppliers, and the creation of value using impactful programs for the communities where we operate; hence contributing to sustainable development integrally.

- **Diversity and inclusion:** we value the individuality of each person to promote talent, innovation, and creativity among teams.

- **Environment:** we are committed to the responsible management of our resources and impacts of our operations throughout the entire value chain.

- **Value chain:** we seek to multiply shared opportunities for transformation and integration in every link of the value chain.

- **Community development:** we develop high-impact programs to promote inclusion, growth, and development in the communities.

Materiality Matrix

Our materiality matrix reflects the priority topics for our sustainable business management. Every year, we survey our stakeholders to identify relevant economic, social, and environmental issues.

This Sustainability Report is prepared in accordance with the **Global Reporting Initiative (GRI standards)**. In 2022, we considered the last update to the matrix prepared in 2020, which involved more than 200 persons, including internal teams, leaders, clients, suppliers, external stakeholders, and non-governmental organizations, among others.

Below is a detail of **material topics, based on their priority and contribution to the 2030 Agenda through the Sustainable Development Goals of United Nations (SDGs)**.

| Material Topics | SDG | Contribution Targets |
|--|-----|----------------------------|
| Ethics and transparency standards | | 16.5 |
| Economic value generated and distributed by stakeholders | | 9.2 16.6 |
| Investments for the country's productive development | | 8.2 9.2 |
| Sustainable practices in the value chain | | 8.3 9.3 12.2 |
| Energy efficiency | | 7.3 9.4 12.2 |
| Measurement and reduction of greenhouse gas emissions | | 7.3 8.4 9.4 12.2 |
| Waste management and material recovery | | 11.6 12.5 |
| Being a good workplace | | 5.5 8.5, 8.8 |
| Inclusion and diversity management | | 5.5 8.5 |
| Initiatives for the prosperity of communities | | 1.2 4.4 5.1 8.6 |
| Social innovation | | 1.2 4.4 5.1 8.6 |
| Health and safety | | 3.4 8.8 |
| Efficient products with low environmental impact | | 8.2 9.4 11.6 12.5 |
| Responsible communication and marketing | | 12.8 |

For questions or feedback on the Report, e-mail us to sustentabilidad@newsan.com.ar



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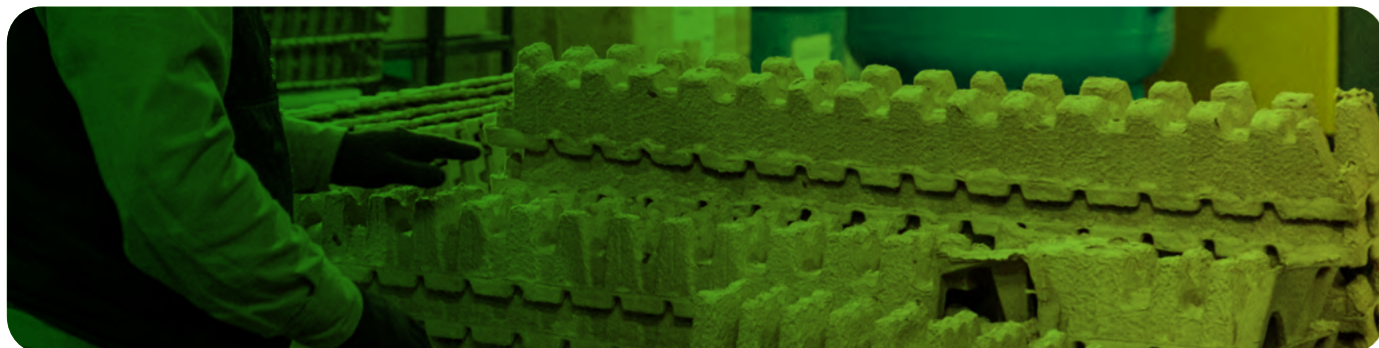
business



value chain



people



environment



community

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business

Our commitment to ongoing improvement

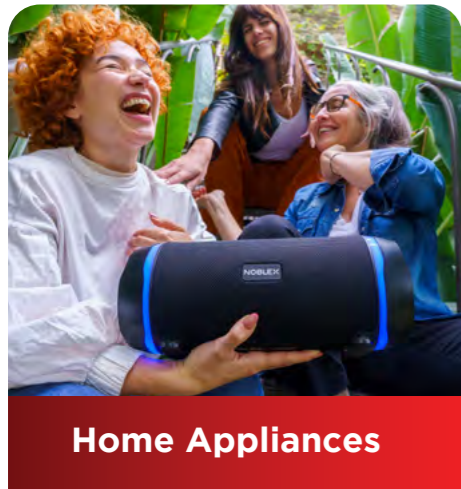


Business Units

32 years of professional experience

We are an innovation, technology, and entrepreneurial culture. Our passion and thrust lead us to learn, adapt and transform ourselves.

We offer quality products and services through three business units:



Home Appliances

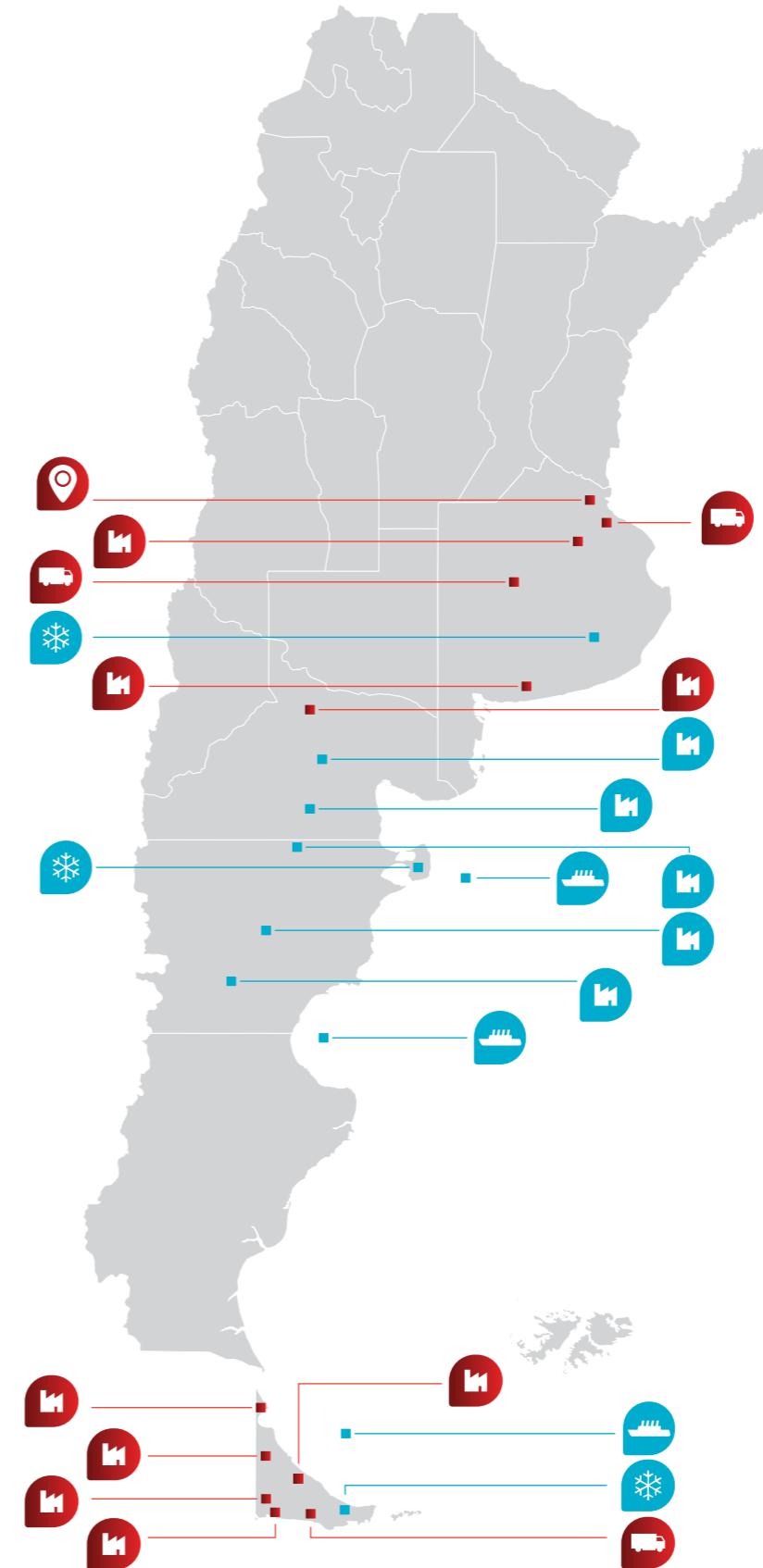
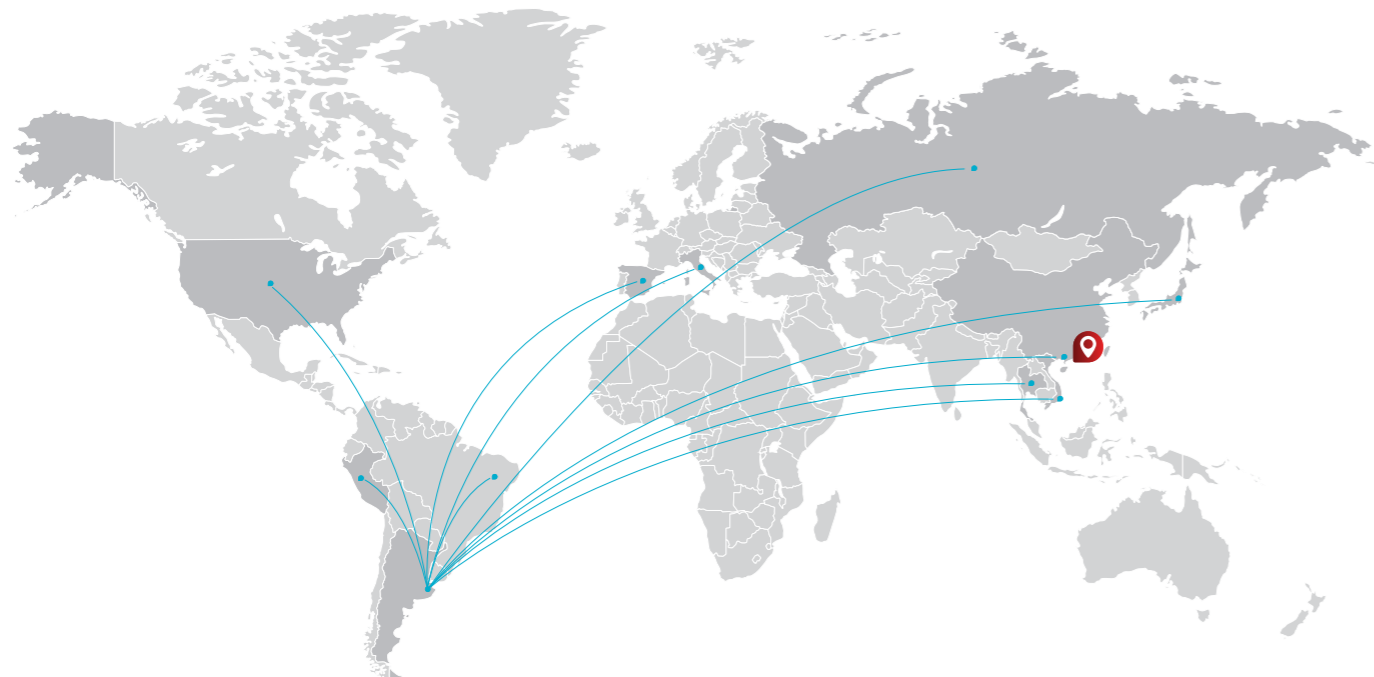


Mobility



Newsan Food

National industry, global scope



Sales 2022
(In million U.S. dollars)

USD 1,785 M

Home Appliances and Mobility




USD 261 M


Newsan Food

Home Appliances and Mobility

-  7 Industrial plants
-  3 Logistic centers
-  Central administration

Newsan Food

-  3 Cold storage facilities
-  40 Fishing vessels
-  12 Processing plants

 Learn more about Newsan's financial performance (CNV)

Home Appliances

We manufacture, import, market, and distribute consumer electronics and home appliances that make life easier. We are the local industrial partner chosen by the world's leading technology companies.

Categories: consumer electronics, white goods, small appliances and personal care, IT, health care, electric and garden tools, batteries, digital devices and gadgets, mattresses, wellness, and fitness.

Our Brands and Strategic Alliances:

| | | | | | |
|-----------------------------|------------------------------|----------------------|------------------|-----------------------|---------------------|
| Strategic Brands of our Own | NOBLEX | ATMA | PHILCO | SIAM | ALLURE PROFESSIONAL |
| Tactical Brands | SANSEI CC FIERCE | PROLINE SILVERFOX | ARROW SHIFTER | H.Q.S. WINGS | Bessence THUNDER |
| Strategic Alliances | motorola a Lenovo company | LG | Hisense | Whirlpool CORPORATION | |
| Distribution Alliances | BOSCH | REVLON | BRAUN | ASUS | |
| Licensed Brands | JVC | BATTLE | COMPAQ | | |

Mobility

We manufacture, import, market, and distribute mobility-related products and services, supporting the ongoing change in transportation and ensuring a cleaner and more sustainable environment.

+2,500

manufactured motorbikes

82%

national manufactured

Categories:

- Bicycles
- Electric Kick Scooters
- Electric and Gas Motorcycles
- Mobility services and solutions

In 2022, we presented our launch lineup, featuring four types of motorcycles—2 gas motorcycles and 2 electric motorcycles.

Newsan Food

We supply the global market with Argentine food through our brands Newsan Food and Traders. We export our products to more than 70 countries from Argentina's major ports - Buenos Aires, Puerto Madryn, and Mar del Plata - looking for new opportunities globally.



Seafood

We are one of the major seafood exporters from Argentina. We take part and work in the entire seafood value chain ensuring compliance with quality standards:

capture > processing > freezing > storage > sales

Seafood species for export: Shrimp, Argentine hake, Patagonian toothfish, and squid, among others.



Agriculture

We strengthen a network of local suppliers and purchases to boost regional economies by creating value and exporting Argentine products to the global agricultural market.

Products for export: Honey, olive oil, peanut, peanut oil, and peanut expeller.

+70

countries

+57,000 tons

of exported products

We are Argentina's second-largest exporter of honey.

Main export destinations: China, Spain, United States France, Israel, Italy, and Japan, among others.

Exports in tons (tons)

| | |
|-----------------|--------|
| Seafood | 39,005 |
| Honey | 6,141 |
| Peanut | 225 |
| Peanut oil | 4,734 |
| Peanut expeller | 6,926 |
| Olive oil | 91 |



Our full product catalogue is available for reference in our 2022 Brochure.



Business Chambers & Associations

During 2022, we actively participated in more than **30 business chambers and organizations** that foster local economic, social, and environmental development:

- Argentine Ethics and Compliance Association .
- Argentine Marketing Association.
- Association of Argentine Manufacturers of Electronic Terminals.
- Argentine Fishing Development Association.
- Argentine Chamber of the Refrigeration and Air Conditioning Industry.
- Argentine Chamber of Office, Commercial and Related Equipment.
- Argentine Chamber of Oilseed and Cereal Producers and Exporters.
- Argentine Chamber of Freezer Fishing Vessel Owners.
- Argentine Chamber of Squid Jigging Fishing Vessel Owners.
- American Chamber of Commerce in Argentina (AmCham).
- Argentine Chamber of Exporters.
- Chamber of Motorcycle Manufacturers.
- Argentine Chamber of Electric and Alternative Vehicles.
- Argentine Chamber of Importers.
- Chamber of Durable Consumer Goods Manufacturers.
- Argentine Fishing Industry Chamber.
- Argentine-Chinese Chamber of Production, Industry and Commerce.
- Center for Sustainable Fishing Development.
- Center for Sustainable Fishing Development: PROME Project.
- Argentine Association of Communication Directors.
- Council of Argentine Fishing Companies.
- Argentine Business Council for Sustainable Development.
- Inter-American Council of Commerce and Production.
- Argentine Federation of Industrial Chambers of Home Appliances.
- Group of Foundations and Businesses.
- Argentine Corporate Social Responsibility Institute.
- National Institute of Fishing Research and Development.
- Institute for Business Development in Argentina.
- Diversity and Inclusion Department, Argentine Ministry of Labor.
- Argentine Industrial Union.
- Avellaneda Industrial Union.
- Tierra del Fuego Industrial Union.

Awards and Recognitions

Our company has received more than **15 awards and recognitions**:

- **Corporate Citizenship Award, AmCham:**
+Women, within the Gender Equality category
- **Sustainable Development Award, BRITCHAM:**
Bronze Award for the Sustainability Report Innovation
Special mention to our Green Office program
- **Connecting Companies with the SDGs program, CEADS:**
Recognition of Newsan's contribution to accomplishing the United Nations' Sustainable Development Goals
- **Ecumenical Social Forum:**
Award for the best Corporate Social Report
- **CSR and Sustainability Awards:**
Award for Newsan IN as a circular economy-based inclusive business model
- **Fortuna:**
Gold Award for the Best Argentine Company
Silver Award for the Largest Argentine Company
Best Home Appliances Company
- **Apertura:**
41st place in the ranking of Best Employers
- **Prestigio Empresario:**
3rd place in the ranking of Innovation and Adaptation to the Environment
- **Merco Ranking :**
Luis Galli occupied 85th place in the ranking of Business Leaders
- **Mercado Ranking :**
1st place in the Sector ranking
3rd place in the ranking in terms of Sales
21st place in the ranking in terms of Groups



Committed Leadership

Our **senior management** establishes the annual guidelines to meet our main business goals and boost our market leadership. Its members are designated for three fiscal years and may be reelected. They are bound to meet the provisions of the **Code of Ethical Conduct** and their fees are set and approved at the shareholders' meeting.



Every year, we publish a **Corporate Governance** compliance report, encompassing principles associated with transparency, risk management, information completeness, responsibility towards the community, fair and responsible remuneration, and business ethics.

On the other hand, the **Executive Committee** is responsible for approving goals, business plans, and budgets; defining and approving evaluation, allocation, and remuneration policies; defining succession plans for corporate management positions; monitoring comprehensive risk management; approving the investment plan and monitoring sustainability-related impacts and stakeholder involvement in planning and integrated management processes.

Our Governance Bodies and Committees

| Governance Bodies and Committees | Meeting Frequency | Members | Mission |
|---------------------------------------|--|--|--|
| ADVISORY BOARD | Bi-monthly | <ul style="list-style-type: none"> Chairman - Founder. Shareholders. President & CEO. Planning and Management Control Director. Controller. External directors. | Assess and review strategic, sustainable development, and financial issues. |
| STEERING COMMITTEE | Weekly | <ul style="list-style-type: none"> President & CEO. All Directors. | Review the results of operations, manage key business issues, assess and approve the annual budget. |
| INFORMATION SECURITY COMMITTEE | Every six months or to address urgent business | <ul style="list-style-type: none"> President & CEO. Shared Services Director. Systems and Processes Manager. Information Security Manager. | Review the progress made against the security plan in terms of technology, people and policies. Analyze the status of threats and risks and make decisions upon events or changes in policies. |
| ETHICS COMMITTEE | Twice per year or to address urgent business | <ul style="list-style-type: none"> President & CEO. COO. Strategic Planning and Management Control Director. Industrial Director. Controller. Quality Manager - Ushuaia. Legal Affairs Manager. Human Resources Manager. | Establish and manage the Integrity Program. Take care of and follow up on complaints received regarding violations to the Code of Ethics; propose preventive and corrective actions. |
| CREDIT COMMITTEE | As required. | <ul style="list-style-type: none"> Financial Director. Commercial Director. Credit Manager. | Review and make credit-related decisions. Assess additional risk taking. Analyze and make decisions about issues related to operations, such as delivery suspension, claims, etc. |

We also have an **Internal Audit, Governance, Risk, and Compliance** division and an **Information Security** division, which directly reports to the Controller, who then shares the information with the shareholders to ensure independence and objectivity.

Its mission is to support and monitor an environment that ensures the sustainability of Newsan's operations, businesses, and reputation, manage the Integrity Program, and provide independent and objective advisory services designed to add value and improve operations.

This structure contributes to the achievement of the organization's goals by providing a systematic and disciplined approach to assess and improve the effectiveness of operational processes related to risk management, control, and corporate governance while supporting several management teams in implementing and optimizing controls and procedures.



Integrated Management Policy

WE FOSTER dialogue with all our stakeholders, always aiming at the satisfaction of our Clients, the growth and commitment of our Associates, the generation of profits and sustainability programs for our Shareholders, the development of our Suppliers, and the creation of value in the Communities where we operate; hence contributing to sustainable development in an integral manner.

WE GUARANTEE the excellence of our products and services, complying with international safety, occupational health, environmental, energy efficiency, and quality standards at all times, within a framework of Corporate Social Responsibility.

OUR GOAL is giving continuous value to our clients and consumers across all products and services, and all pre-sales and after-sales interactions through the different points of contact. Both our clients and consumers are a top priority in our decision-making process; that is why our efforts are aimed at their satisfaction.



OUR GOALS:



COMPLYING

with all applicable legal requirements and all standards applied by the organization.



IMPROVING

the management and performance of our processes continuously.



FOSTERING

Corporate Volunteering as a means of channeling the charitable spirit of our associates and maximizing the creation of value in the communities where we operate.



PROTECTING

the environment through the prevention of pollution in all of its forms and the efficient use of resources; and by promoting the manufacture of products free of restricted or hazardous substances, the continuous improvement of the energy and environmental performance, the purchase and/or design of energy-efficient, non-polluting products, services and processes, and minimizing waste and its impact through waste treatment, recovery and recycling.



PROVIDING AND MAINTAINING

Safe and pleasant conditions and work environments. Removing dangers and minimizing health and safety risks at work through a preventive management, promoting the consulting and participation of all the stakeholders.



PROVIDING

the resources and information needed to fulfill our commitments.

PC-0001 REV08

LUIS GALLI
President & CEO



Integrity Program

Through our Integrity Program, we establish and disclose our **zero-tolerance commitment to all forms of corruption and illegal acts across all our businesses and among all our stakeholders.**

We implement and monitor initiatives to prevent, detect, and correct irregularities under an **ethical risk management framework**, ensuring that our businesses are upright, transparent, compliant with applicable anti-corruption, anti-money laundering, and counter-terrorist financing laws and regulations; and consistent with the Universal Declaration of Human Rights, the Universal Declaration of Human Rights for Children and Youth, and the Women’s Empowerment Principles (WEPIs).

The Program is supplemented by the **Code of Ethical Conduct**. Compliance with such code is mandatory for all persons working

at and for Newsan. We also have an **Ethics Line** in place to report cases or file complaints. Besides, we receive training on several applicable topics, such as the declaration of gifts and hospitalities, declaration and prevention of conflicts of interest, and whistleblower protection, among others.

In 2022, we included the **cybersecurity** topic and completed an update of the procedures, addressing forms and internal and external declarations, prevention of conflicts of interest, and compliance with applicable protocols.

Ethics Committee

The Ethics Committee is responsible for designing, managing, and monitoring the Integrity Program. In addition, it provides guidance and answers to questions in accordance with our ethics and transparency guidelines.

Ethics Line

Our Ethics Line can be freely accessed by all our stakeholders who wish to report irregularities and/or file complaints on an anonymous and confidential basis concerning compliance with the Code of Ethical Conduct or topics related to diversity, workplace climate, fraud, and cybersecurity, among others.

The line is administered by an independent and unbiased third party, who analyzes and responds to each reported case seeking to prevent re-victimization, and without any form of retaliation.

| | | |
|--------------------|--------------|------------------|
| 19 | 16 | 3 |
| inquiries received | cases closed | cases in process |

resguarda

Web Site and Chat: etica.resguarda.com/newsan

E-mail: etica.newsan@resguarda.com

Whatsapp: +54 11 5365 8978

Telephone Numbers (from 8 a.m. to 10 p.m.):

0800 999 4636 / 0800 122 7374

We also have a Customer Support Center (0800 444 6872) and a Supplier Support Center (0810 444 7789) to raise concerns about products or services.



Value Chain

Brands that Make a Difference

Quality, Efficiency and Care Management

Digital Transformation and Value Creation

Network of Suppliers

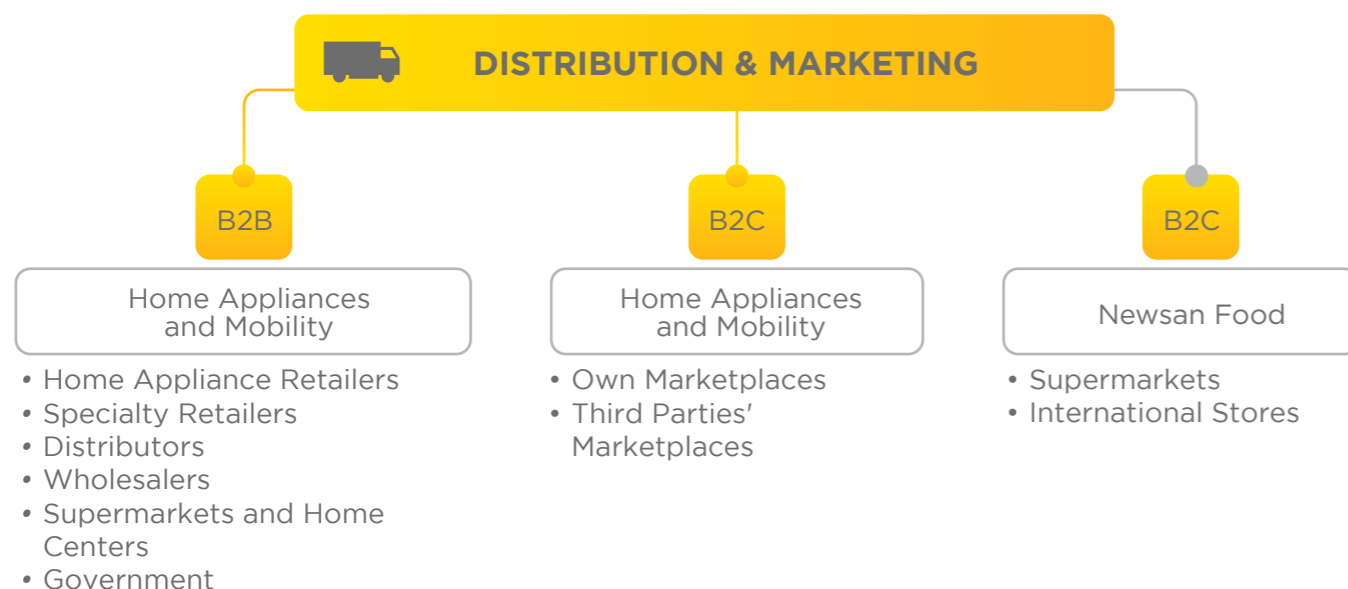
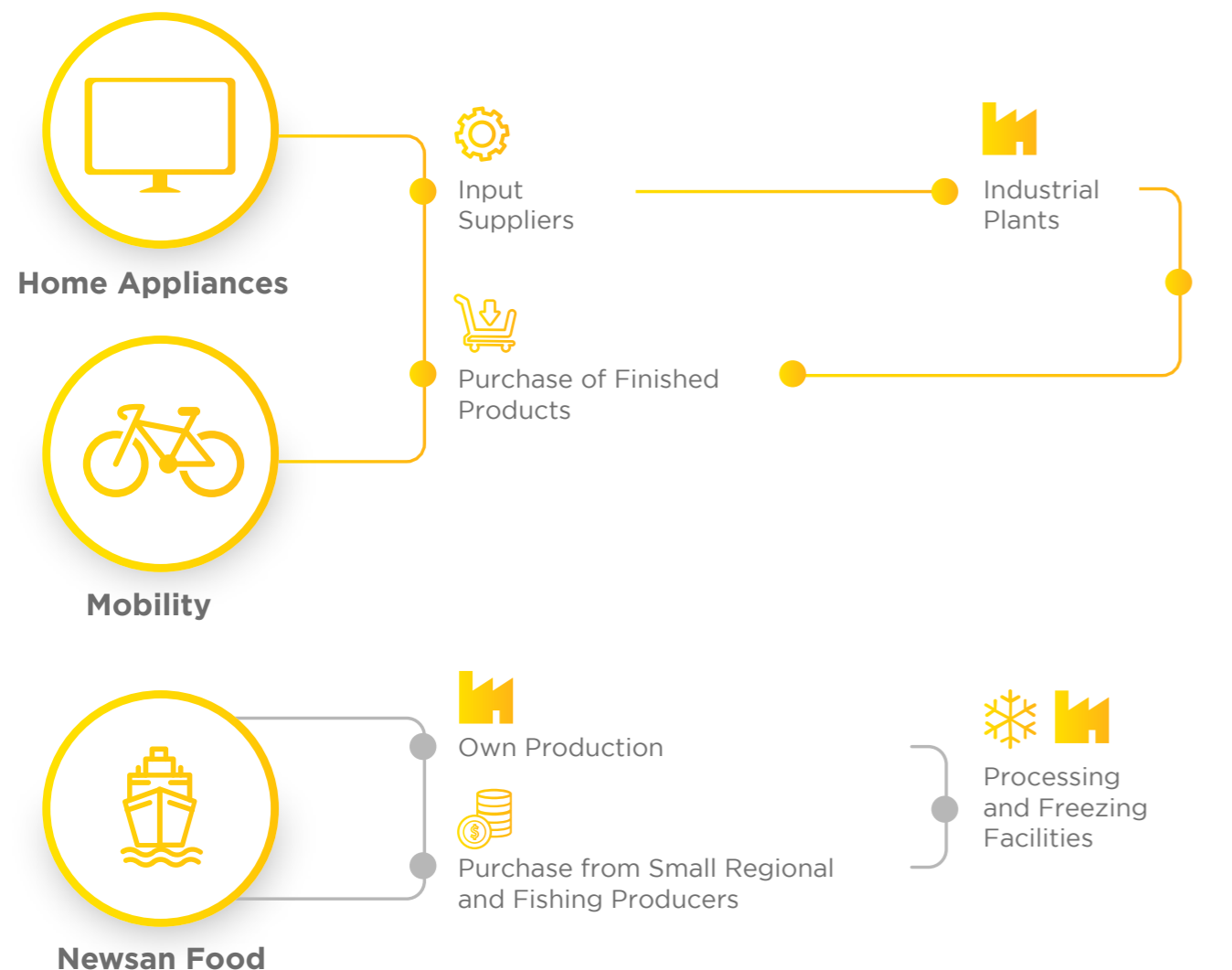
Newsan Food

value chain

We multiply shared value opportunities for transformation and integration



Value Chain



We are:

The most relevant supplier company in the retailer business.

The local industrial partner of the world's leading technology companies.

The main product distribution partner of national and international brands.

Thanks to our omnichannel strategy and national distribution scope, we deliver our products to Argentine households.

+166,000

points of sale through

+7,400

clients

1,800

partners



Brands that Make a Difference

We have a broad portfolio of flagship brands in our country.

NOBLEX Innovation, technology and design



Noblex is an Argentine premium consumer electronics brand, renowned for its products that combine innovation, technology and design—a complete line designed to offer convenience, superior technology and good-value for money.

True to its modern style and attentive to consumers' customs and needs, the brand offers QLED 4K smart TVs, HD monitors, notebooks, air conditioners, smartphones, and audio products such as towers, speakers, headphones, and soundbars.

Every year, Noblex strengthens its commitment to sports by being the official supplier of the National Soccer Team and supporting different sports categories.

PHILCO Durability, reliability and convenience



It is the brand with the widest product range in the market. Its portfolio includes good-value-for-money offerings oriented to consumers, such as air conditioners, smart TVs, audio equipment, personal care products, refrigerators, washing machines, bicycles, scooters, healthcare products, electric and garden tools, air conditioning systems, and small home appliances, among others.

ATMA Design and functionality



The brand with the longest history in the Argentine home appliances market. Since 1930, Atma has been offering a wide range of products known for their design, innovation, popularity, and foodie touch—small home appliances, cooktops, ovens, irons, personal care products, and mattresses.

SIAM Quality, safety, integrity, and durability



As a local flagship brand, Siam is specialized in lines of white goods manufactured locally, with international quality standards and a high level of energy efficiency. Additionally, it offers freezers, clothes dryers, dishwashers, water heaters, electric and gas stoves, among other products.

Awards and Recognitions 2022

NOBLEX



"El Gerente"

- "Martín Fierro" Awards:
 - Digital Golden Award for native digital communication
 - Best digital fiction content for platforms
- "Diente" Awards:
 - Titanium Award for the merit
 - Silver Award for brand content, within the TV and other screens category

"Paga Dios"


- "Diente" Awards:
 - Silver Award in the PR promotion, graphic and outdoor craft, illustration, and interactive campaign categories
 - Bronze Award for the online campaign, in the TV and other screens category
- Effie Awards Latam:
 - Gold and Bronze Award for the sustained success, Noblex TV



"El Gerente"

"El Gerente" is the first feature film produced by Paramount+ in Argentina. It tells the story of the "Super Noblex TV Promo" from 2017. It is a popular story that now belongs to the people and reflects the power of social media, the voice of consumers, and committed brands. A story that conveys and underscores values such as the importance of taking risks, the pursuit of second chances, and family relationships.

A box-office success that also topped the list of the most-watched movies on the platform for two weeks. An international Award-winning campaign that was also replicated in books.

 For more information on "El Gerente," have a look at its Twitter account, @GerenteDeNoblex

PHILCO

"Predicta"

- "Diente" Awards:
 - Bronze Award in the TV and other screens category, more than 120 seconds
 - Special mention for art direction, in the TV and other screens category
 - Special mention for direction, craft TV and other screens category
- Effie Awards Latam:
 - Bronze Award for launch
- FIAP Awards:
 - Silver Award for audiovisual production techniques
- +Digital Awards:
 - Silver Award in the video category

"El clima de la Copa"

- "Diente" Awards:
 - Special mention in the TV and other screens category, up to 60 seconds

"La Cara del Mundial"

- "Diente" Awards:
 - Bronze Award for interactive e-commerce content
 - Special mention in the TV and other screens category, up to 45 seconds
- FIAP Awards:
 - Gold Award for the best digital strategy, in the Contents Category



"Te simpliphilcan la vida"

- "Lápiz de Oro" Awards, in the TV category
- "Diente" Awards:
 - Gold Award in the TV and other screens category, up to 60 seconds
 - Silver Award in the TV and other screens category, more than 45 seconds
- +Digital Awards:
 - Silver Award in the e-commerce business category

"Te simpliphilcan la vida"

Technology has come to make people's lives easier. However, this was not reflected when it came to buying home appliances, with too complex codes to refer to the product the consumer was looking for.

The campaign idea was based on this insight to highlight one of Philco's main attributes— Simplicity.

And if Philco's differentiating factor is making user-friendly home appliances, their names should be simple as well.

Quality, Efficiency and Care Management

Our Integrated Management System (IMS) encompasses the adoption of international practices and standards to ensure quality, safety and energy efficiency in our products.

Certifications

- Quality Management (ISO 9.001: 2015)
- Energy Management (ISO 50.001:2018)
- Occupational Health and Safety Management (ISO 45.001:2018)
- Environmental Management (ISO 14.001:2015)

We have had our **Calibration Laboratory** accredited under ISO/IEC 17.025 by ANSI—a U.S. based organization that certifies the reliability and the standards used in all measurement and instrument calibration processes.

In 2022, we also obtained the Responsible Business Alliance (RBA) certification, a standard that ensures that working conditions are safe, respectful of individuals, ethical, and environmentally responsible in the electronics sector or in sectors where electronics are a key component.



Management System
ISO 50001:2018

www.tuv.com
ID 9000013907

Management System
ISO 9001:2015

www.tuv.com
ID 9000016579

Management System
ISO 14001:2015
ISO 45001:2018

www.tuv.com
ID 9000017833

IMS Integrated Committee

Each plant has an Integrated Committee made up of a multidisciplinary team that works from an ongoing improvement approach towards product quality, occupational health and safety, energy efficiency, and environmental care.

The team defines action plans based on audit results and conducts cross-functional meetings to standardize practices and processes.

Areas involved: Quality, Production, Process Engineering, Maintenance, Human Resources, and Procurement.



#DIGITALTRANSFORMATION

During 2022, we continued working on creating quality sites in Data Studio to upload information and automatically generate indicator charts.

80%
of progress

Strategic Objectives and Key Results (OKR) Dashboard

Strategic indicators are integrated into the OKR dashboard for tracking and review by management, departments, and production plants.

These indicators primarily include:

- Number of suppliers that subscribed the Quality Assurance Newsan Supplier (QANS).
- Non-quality cost.
- Claims to suppliers.
- Claims from users and product incidence rate.
- Compliance with quality controls (factory audits, sample validations, quality agreements, and pre-shipment inspections).
- Compliance with the company's Integrated Management System plan..





Quality Open Space Methodology

We built multidisciplinary teams to address indicators, execute procedures, and implement the necessary actions to improve products and/or processes, based on clients' suggestions and complaints.

We worked with the Quality Open Space methodology, which allowed us to reduce complaints and suggestions by 20% through openness and active listening.

Cross-functional Quality Audits

In 2022 we started to implement internal cross-functional quality audits at our plants in Buenos Aires and Ushuaia.

As part of such audits, we assessed conformities, degrees of implementation, and improvements to the management system based on ISO 9.001, 14.001, 50.001 and 45.001. We also implemented process audits to review manufacturing operational controls that contribute to product quality.

First Quality Diploma

In order to enhance and strengthen Newsan's quality culture, we have designed the first Quality Diploma, endorsed by Lomas de Zamora University. With representatives from all teams and plants, we have developed a comprehensive curriculum to align and standardize our knowledge, thereby contributing to the improvement of products and processes.

We have invited the people responsible for processes, as well as associates interested in developing their quality, management control and audit management skills at our industrial plants, distribution centers, and headquarters.

Some of the main contents addressed include quality management systems, process control, and ongoing improvement methodologies such as Lean Six Sigma and Agile.

We delivered 3 types of certifications: Internal Auditor, Quality Specialist, and LSS (Lean Six Sigma) Yellow Belt.

53 internal participants
across all sites



Digital Transformation and Value Creation

With a **customer-centric** approach, we seek to generate **new value opportunities through agile methodologies for internal processes and our customers' experiences** in all pre-sales and after-sales interactions, across all points of contact.

Our goals:

- Developing a culture focused on delivering an outstanding experience.
- Maximizing customer satisfaction.
- Minimizing operational costs by reducing non-positive experiences.
- Improving resolution times.

Our Customer Care area endeavors to enhance our **B2C and B2B customer experience from a comprehensive approach**, always placing the customer at the core of our decisions and actions. We lead the digital transformation process and leverage our improvement processes through the execution of our Scrum teams:

CUSTOMER EXPERIENCE

Squad Customer Care

Focused on enhancing our customer experience in the repair process.

Squad Contact Center

In 2022, this squad worked on the Digital Onboarding project for customers, through which they can access useful information about their product using a QR code.

B2B DIGITAL CHANNELS

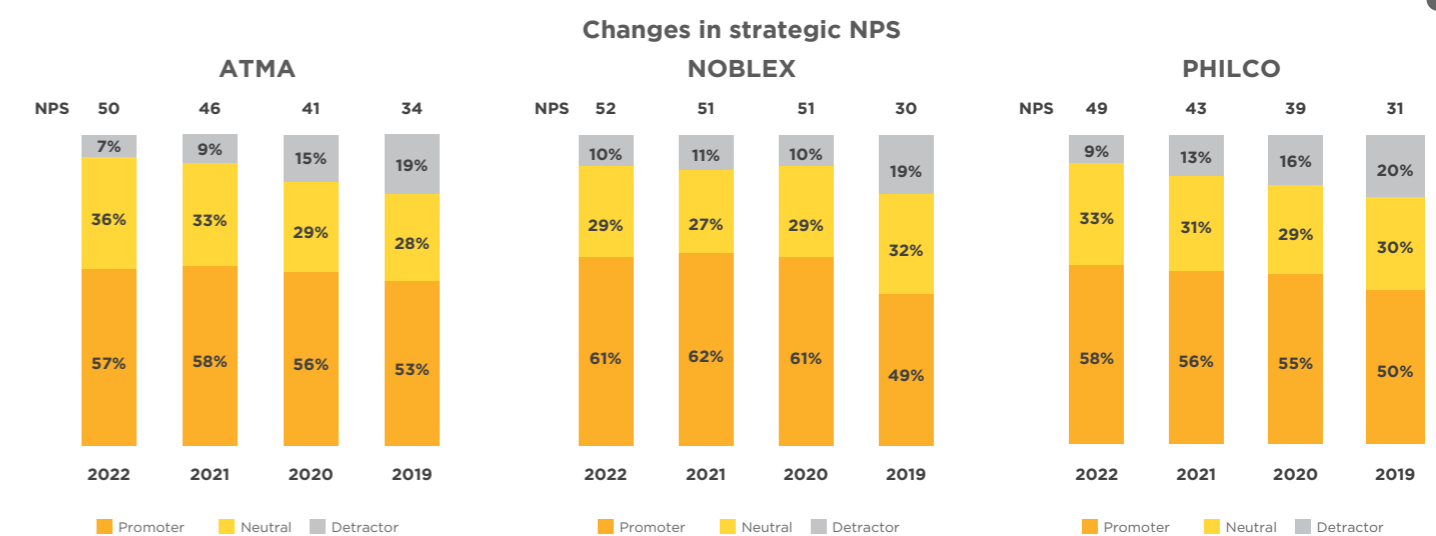
B2B Self-service Squad

The focus was placed on the digitization of our retail customers, aiming to provide them with easy and centralized access to their account information and order status through a self-service online platform, supplementing the relationship with their Key Account Managers (KAMs).

In 2022, we completed the first stage of our Agile Culture project for the motorcycle business. We assembled Scrum teams to design the new distribution network in the country, involving more than 50 participating dealers and repair shops.

Satisfaction and Experiences

B2C | BRANDS NPS¹



Sample: 2,839 cases

B2B | SEGMENT: RETAIL CLIENTS NPS 18

| | Promoters | Detractors |
|------------------|-----------|------------|
| Products | 72.5% | 10% |
| Prices | 53.2% | 11.1% |
| Customer Service | 32.2% | 31.1% |
| Financing | 22.2% | 14.4% |

Sample: 460 individuals in charge of shopping the company's consumer electronics or home appliances.

Scope: April through November 2022.



Digital Customer Journey

In 2022, we received PAMOIC's¹ Silver Award for the **best multichannel/omnichannel strategy thanks to our B2B customer self-service and digitization project.**

Considering customer feedback and the internal indicators we analyzed, we identified an opportunity to design and implement a 100% digital customer journey based on 6 stages:

Account Registration

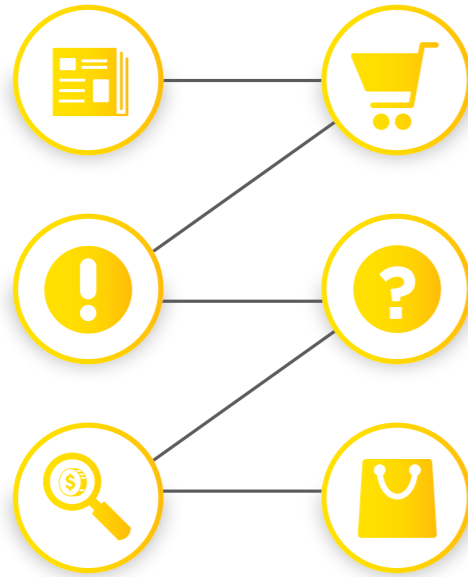
Customers are directly registered by KAMs and will receive an e-mail with their account number.

Notification

Customers will receive alerts, from the time of the account registration to the order delivery, including an account statement.

Credit Info/Payment

Customers can check the credit status and view their invoices and receipts, and make payments.



Purchases

Some segments have the option to self-manage their purchases through our website.

Order Status

Customers can view the updated status of their pending orders and their shopping history on the platform.

Delivery/After-sales

Customers can view delivery receipts, request returns for physical damages, wrong shipments, or commercial reasons.

The new automation process made it easier for customers to access their account information and order status in a streamlined and centralized manner. They can now self-manage their inquiries through an online portal.

We have also introduced new features as part of the benefits of the platform:

- Requests for returns by customer segment.
- Inquiries, notifications, and order status updates.
- Self-service portal.
- Direct access to the payment portal.
- Centralized operations.
- Purchase self-management for smaller resellers (product preview, attributes, and pricing on a 24-hours basis).

- ↑ Interactions at our digital channels: **78%**
19 points relative to 2021
- ↑ Share of customer service through our BOTS
14 points
- ↑ NPS call center
Above **50%** thanks to digital transformation processes.

Customer Care and Customer Experience: Relevant Initiatives

Digital Onboarding

Our digital customer onboarding case was recognized with PAMOIC's Bronze Award for the **customer experience best strategy.**

Based on the understanding that our customers needed greater agility when searching for product information, we revamped our communication tools and embedded a QR code that seamlessly and dynamically integrates all relevant documentation, including manuals, best practices, FAQs, and warranties, among other useful documents.

Besides, we placed special emphasis on improving the customer experience in after-sales services by providing prompt solutions to their doubts or needs and making the interaction process easier.

As a result, we also managed to reduce our environmental footprint through reduced paper consumption by optimizing the content of our manuals and technical data sheets. This initiative led to significant cost savings associated with cartridges, printers, energy consumption, storage, and other resources.

Digital Audits to B2B Customers

In line with our digital transformation strategy, we have improved the B2B customer auditing process with a new mobile application that provides traceability of returns, streamlining the process and facilitating operations.

Savings of **63%** **USD 4,79 MM**
return rate reduction

Visit Digitization

We have automated the home visits process through self-management of technical services in a new mobile app. Furthermore, a new module was implemented in the CRM to track appointments and assign repair jobs more easily, based on the task, profile, and service area.

¹ Argentine Award for the Best Customer Interaction Organizations.



Network of Suppliers

Our network of local and international suppliers constitutes a valuable ecosystem to address our business ongoing challenges.

Types of Purchases

| | |
|--------------------------|---|
| Productive | Raw materials used for the production and manufacturing of our products, including components and parts such as engines, sheet metal, aluminum, cables, screws, and electrical boxes, among others. |
| Indirect | Services required for our business operation such as logistics, telecommunications, and other services. |
| Finished products | Finished products marketed in Argentina. |

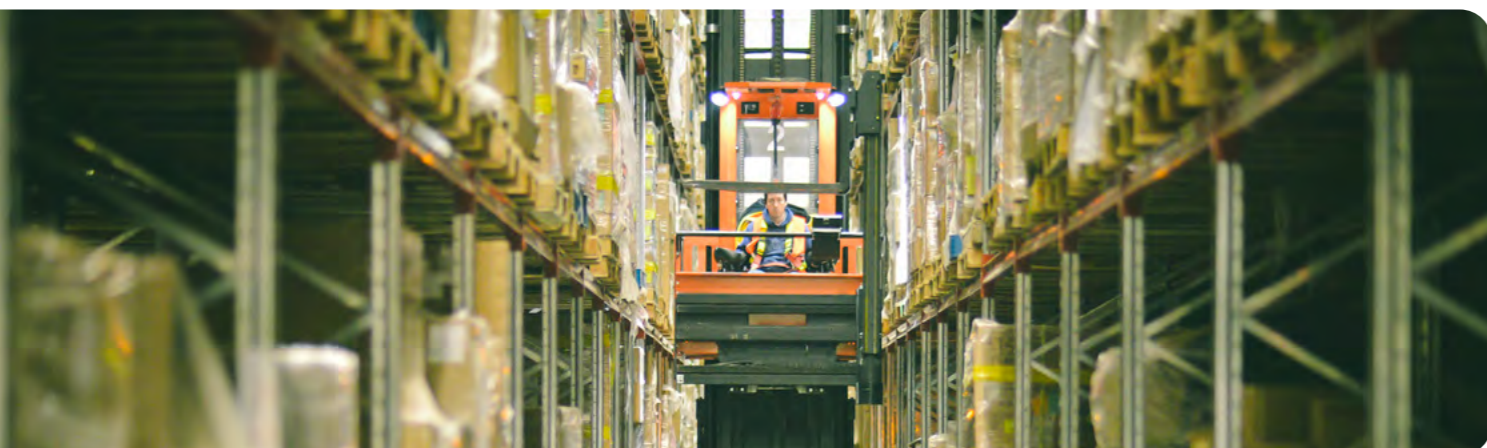
+1,800 national and international suppliers

82% national suppliers

+ USD 1,400 M invested in purchases from suppliers

Communication channels with our suppliers

- Ethics Line:** etica.resguarda.com/newsan
- Toll free number:** 0810 444 7789
- Whatsapp:** +54 11 5365 8978
- Landline phone numbers** (de 8 a 22 hs): 0800 999 4636 / 0800 122 7374



Quality Management with Suppliers

Through our offices in China, we connect our country with the world, aiming to streamline operations and proactively identify any issues in the value chain or production process. In this way, we foster the development of new businesses and position ourselves in the Asia-Pacific region as one of the leading Argentine companies in the sector.

Through our Quality Supplier System, we implemented a quality system with our partners, which allows us to strengthen strategic alliances and create new opportunities for collaborative work. In this way, we share our values, principles, and policies, focusing on the ongoing improvement of Newsan's quality standards.

In 2022, we expanded our quality team in China to work together in the production process of our critical and strategic suppliers of inputs and products.

Strengthening work with:

96% of suppliers that subscribed to Quality Agreements

89 national suppliers

119 international suppliers

Efficient Logistics

Efficiency in distribution and logistics performance is one of our top priorities to minimize the impacts associated with transportation.

In 2022 we carried out the following initiatives:

- Implementation of a new maritime logistics operator.
- Rental of external spaces and warehouses to reduce container delays.
- Operational coordination for clearing goods at Buenos Aires ports.
- Efficient combination of multimodal logistics (combination of land and sea freight).



#DIGITALTRANSFORMATION + USD 500,000 invested in TMS: Transportation Management System

A new distribution routing and execution system, which consolidates the information related to all orders and the truck fleet, including their capacity in cubic meters.

With this investment, we were able to optimize distribution at different time windows, view the status of deliveries in real time, and provide predictability to deliveries.

Newsan Food: Argentine Food Supplied to the World

We foster the growth of regional economies by means of financial support, development, marketing, and export of seafood and agro-industrial products.

Seafood

12

processing plants based in Chubut, Santa Cruz, and Buenos Aires

We assure quality and safety throughout the production process. All our processing plants or facilities (whether land-based or floating) are audited and certified by the National Agrifood Health and Quality Service (SENASA). We also have authorization to operate in various destinations such as Europe, the United States, Japan, among others.

Every year, we reinforce our commitment to national and international standards to combat illegal, unreported, and unregulated fishing, and implement traceability systems for our products.

Aquaculture

In 2022, we strengthened our mussel farming projects in Puerto Almanza on the Beagle Channel (Tierra del Fuego) and rainbow trout farming in the vicinity of the Alicurá dam on the Limay River (junction of Neuquén and Río Negro provinces).

The native species of mussels filter and recirculate water, obtaining essential nutrients, especially during their growth stage. Using locally manufactured materials, and together with an expert team, we **invested over ARS 230 M** in the development of the initial installation stages of the farming structure for seed collection.

Rainbow trout farming involves an independent farming process based on the highest environmental and product quality standards, creating suitable conditions for a comprehensive and sustainable development activity, without affecting the ecosystem.

Rainbow trout: **1,8 M** specimens with projected **4,000 tons**

Agriculture

We offer our customers a wide variety of honey that meets the requirements of the most demanding markets, thanks to our network of beekeepers located in Buenos Aires, La Pampa, Córdoba, Santa Fe, Santiago del Estero, Entre Ríos, Chaco, Mendoza, Tucumán and San Luis.

Our network of buyers works together with beekeepers strengthening their relationship through visits, meetings, and spaces for dialogue.

+1,000

small beekeepers

In addition, in 2022, seeking to further diversify our businesses, we have built alliances and commercial relationships with producers for the development and export of new business lines: peanut expeller, olive oil, peanut oil, and peanut.

Processing capacity

+10,000 tons

of peanut for oil production

Concerning honey and peanut exports, we ensure compliance with applicable food regulations from the European Union, Japan, FDA (United States), SASO (Saudi Standards, Metrology, and Quality Organization), HACCP, True Source, Kosher, CTPAT, and SENASA.



European Union



Japan



FDA (United States)



SENASA



SADO (Saudi Standards, Metrology, and Quality Organization)



HACCP



KOSHER



CTPAT



TRUE SOURCE



- We are Newsan
- Newsan Experience
- Diversity, Equity, Inclusion, and Belonging
- Development and Climate
- Our Wellbeing Programs
- Safe and Healthy Workplaces

people

We empower diversity, talent, and innovation



We are Newsan

We are the leading employer company in Argentina's electronics sector. We create dynamic, challenging and diverse workplaces. Through digital transformation, we seek to enable each individual to have the best professional and personal experience according to their expectations and life stages.

9,300

people employed across all our business units.

Direct Employment

Distribution by gender and location in Home Appliances and Mobility (excluding jobs generated at the business unit Newsan Food)

39%

women

| | 2022 | | 2021 | | 2020 | | 2019 | | 2018 | |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|------------|--------------|
| | W | M | W | M | W | M | W | M | W | M |
| Ushuaia Plants | 1,301 | 1,774 | 988 | 1,557 | 667 | 1,121 | 589 | 961 | 653 | 1,100 |
| Buenos Aires Plants | 99 | 494 | 94 | 541 | 58 | 279 | 78 | 255 | 112 | 300 |
| Central Administration | 254 | 367 | 227 | 346 | 152 | 263 | 143 | 271 | 170 | 317 |
| TOTAL | 1,654 | 2,635 | 1,308 | 2,444 | 877 | 1,663 | 810 | 1,487 | 935 | 1,717 |
| | 4,289 | 3,753 | 2,540 | 2,297 | 2,652 | | | | | |

| | 2022 | | 2021 | | 2020 | | 2019 | | 2018 | |
|--|------|-----|-------|-------|-------|-------|-------|-------|-------|-------|
| | W | M | W | M | W | M | W | M | W | M |
| | 39% | 61% | 34.8% | 65.2% | 34.5% | 65.5% | 35.3% | 64.7% | 35.3% | 64.7% |

W: Women M: Men



Distribution by gender and age in Home Appliances and Mobility ((excluding jobs generated at the business unit Newsan Food)

| | 2022 | | 2021 | | 2020 | | 2019 | | 2018 | |
|------------------------|------|-------|------|-------|------|-----|------|-----|------|-------|
| | W | M | W | M | W | M | W | M | W | M |
| Less than 30 years old | 760 | 1,112 | 515 | 1,007 | 272 | 541 | 232 | 431 | 284 | 527 |
| 30-50 years old | 800 | 1,319 | 705 | 1,244 | 539 | 962 | 518 | 903 | 584 | 1,032 |
| +50 years old | 94 | 204 | 89 | 193 | 67 | 160 | 60 | 153 | 63 | 162 |

Distribution by Gender and Age in Home Appliances and Mobility (excluding jobs generated at the business unit Newsan Food)

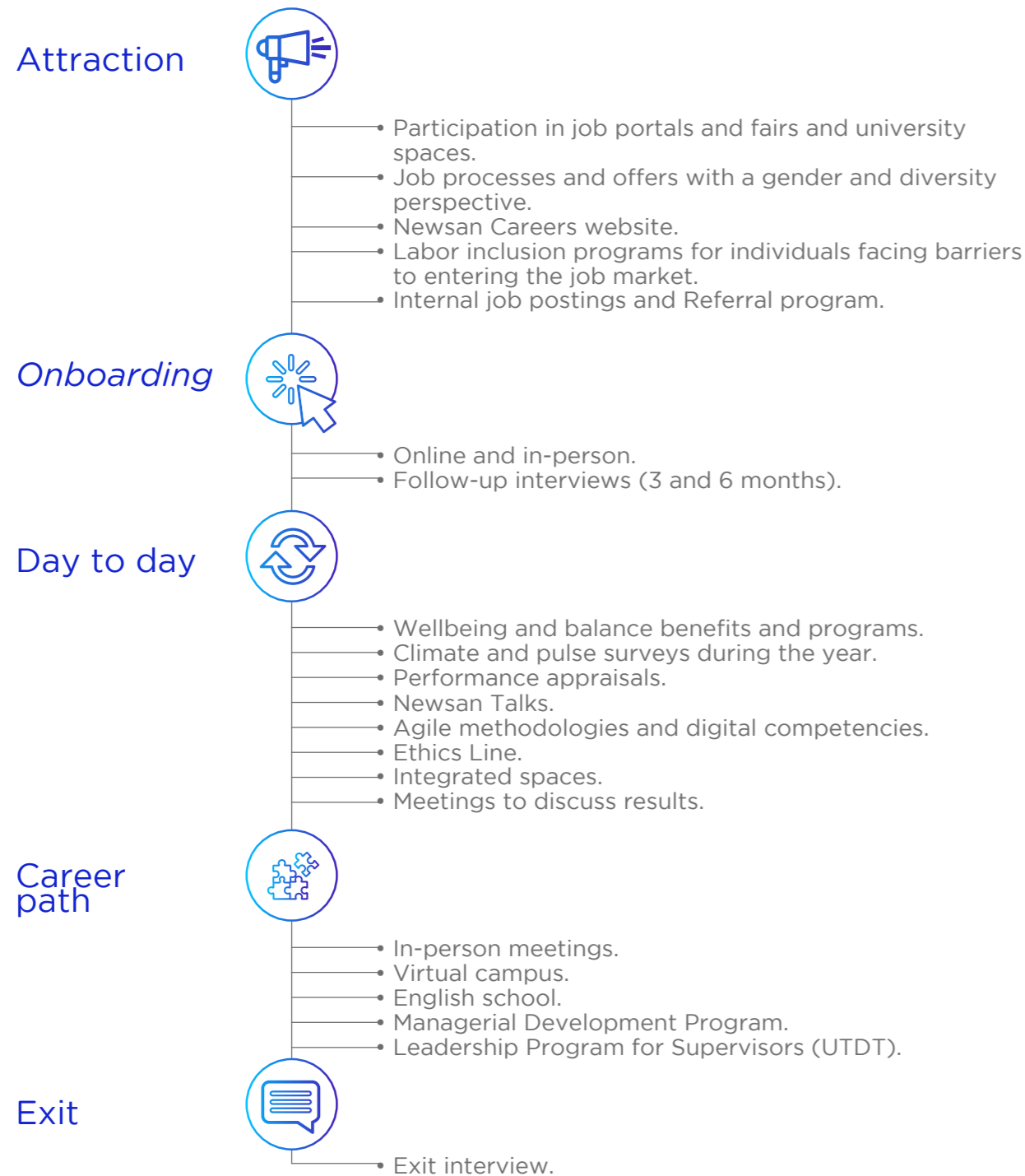
| | 2022 | |
|-------------------------------|-------|-------|
| | W | M |
| Full-time indefinite contract | 16% | 29% |
| Full-time fixed term contract | 2% | 5% |
| Ongoing service | 20% | 26% |
| Probationary period | <1% | <1% |
| Occupational Hazards Law | <0.1% | <0.1% |

W: Women M: Men



Newsan Experience

We share our value proposition and the collaborative spirit that characterizes us in multiple spaces, supporting all individuals who work at the company in their development, growth, and professional experience.



#DIGITALTRANSFORMATION

In 2022 we launched our site Newsan Careers—an open space for the community where we share our current job openings to connect with Newsan’s future talents of and promote our work culture.



newsan.com.ar/hace-carrera

Mentoring Programs

We have relaunched our internal mentoring program with training sessions and useful tools for those who choose to support new hires in their learning and onboarding process at the company.

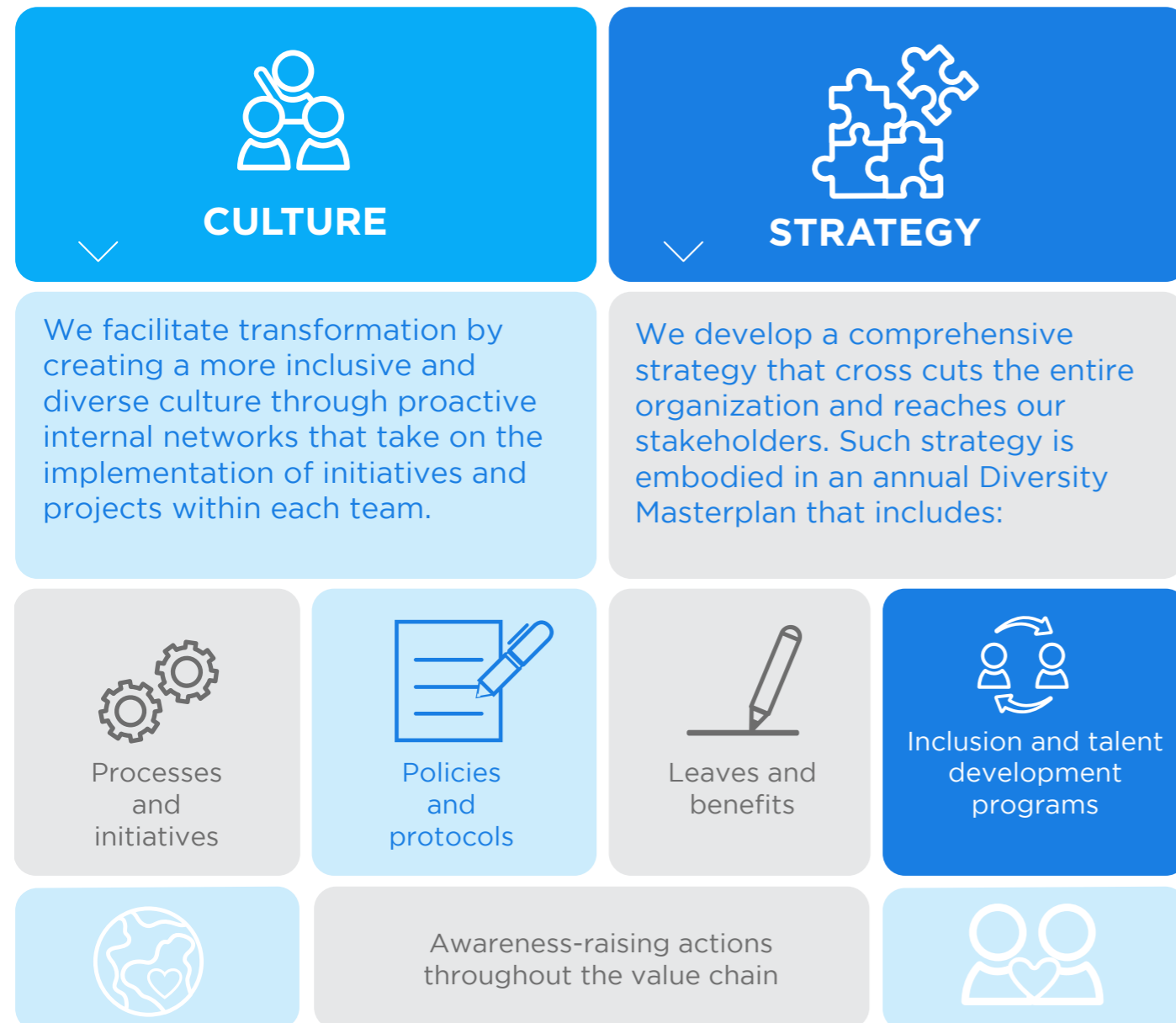
Mentors convey our culture and facilitate integration and interaction with other departments through methodologies based on **knowledge transfer and learning through experience and one-on-one conversations.**



Diversity, Equity, Inclusion, and Belonging

We firmly believe that innovation and creativity go hand in hand with diverse perspectives. **We promote diverse, agile, and dynamic work environments where people are valued for their individuality.**

We work towards a cultural change that challenges us every day to surpass our own limits, breaking barriers and leaving behind prejudices, biases, and stereotypes. To achieve this, we design and implement actions that promote respect for all individuals, ensuring equal opportunities, equity, inclusion, and belonging.



Attraction and Labor Inclusion Programs

We promote recruitment and development initiatives to ensure that everyone can express and enhance their talents. Through our labor inclusion programs, we **aim to reduce the gender gap, enhance first-time employment, and create genuine job opportunities** for individuals who face difficulties in accessing the job market.

PILTT: Labor Inclusion of the Trans Community

We choose to take an active role in generating employment opportunities for this community. From the beginning, we have been working hand in hand with consultants, specialists, and internal leaders in a comprehensive diagnosis, with a strategic focus on diversity management and placing people at the core.

We also have developed internal and external training to raise awareness and provide support to individuals during the hiring and onboarding process, engaging our occupational health provider

+500 people trained at Newsan

+Women

We aim to ensure that more women enter, participate, develop, and stay in the sector and at Newsan; for each of them to be able to choose where she wants to be thanks to the generation of new opportunities.

Women represent 42% of total headcount in Ushuaia

First Employment and Internships

We create opportunities for internships and professional fieldwork for high school students, aligned with their specific technical courses of study. We aim to provide a complementary experience through activities to make students familiar with work organization, management processes, guidance, and job performance.

40 participants in Ushuaia

Specialties: Electronics, electro-mechanics, programming, and administration.
Participating areas: Quality, Engineering, Maintenance, Bending, Programming and IT Support, Human Capital Management, Administration, and Human Resources

X Generation

We believe that talent knows no age, and through our GX Program, we create employment opportunities for individuals over 50 years old. Among other key competencies, we assess 360° management capacity, business intelligence, emotional intelligence, and leadership.

22 new hires at our offices and plants (Ushuaia and Buenos Aires)



Coexistence, Dialogue, and Co-Creation

Diversity Network

30 participants

Comprised of a dynamic and interdisciplinary team, the Network endeavors to address the company's challenges and opportunities to support and develop people and their intersecting identities, through multiple transformation initiatives to create diverse spaces.

Women Network

+25 participating women

In 2022, we held the first gender dialogue at Newsan, which led to the co-creation of the Women Network. This is a shared space for individuals who identify themselves as female, from different areas, locations, and plants.

The participants drive actions to promote gender equity and women's leadership at the company, as well as to close the gender pay and participation gap.

Violence-free Spaces

We implement protocols for the prevention of violence against women and the LGBTTIQ+ community, which also promote respect and equal conditions and opportunities for everyone. Both protocols are based on principles of non-revictimization, confidentiality, and anonymity, and include the support of an advisor.

The documents are available for download at our website. Additionally, at Newsan, we offer implementation guidance.

Guide to Rethinking Communication

We have an open guide to communication with a diversity perspective, which we distribute in training sessions to our entire value chain and stakeholders.



You can access the guide by [clicking here](#).

Development and Climate

To gather feedback on our Newsan Experience, we conduct a climate survey every two years. Besides, we implement annual performance appraisals based on agile and digital competencies company-wide. This is supported by a 360-degree evaluation for the CEO, management, and leadership teams.



79% of the people who work at Newsan have a positive perception of their experience at the company.

eNPS 18*

+ 8 points relative to 2021 (bargaining and non-bargaining employees)

+ 23 points relative to 2021 (non-bargaining employees)

In addition to the eNPS, we measure indicators such as engagement, pride, leadership vision, trust, diversity and inclusion, female leadership, consistency, benefits, and personalization.



*The Employee Net Promoter Score (eNPS) is a type of indicator that evaluates people's satisfaction and experience at the company. It is primarily conducted through a survey that measures the level or percentage at which people would recommend working at the organization.

Education

At our plants in Ushuaia, we have developed a free **Virtual Campus** as part of a comprehensive educational plan. This initiative aims to promote educational completion, vocational training, specialization or professionalization in various disciplines, and the development of soft skills, among other aspects.

The platform also includes participation and exchange with Tierra del Fuego community, creating shared learning spaces

+70 asynchronous courses
Training projects lasting up to 10 months.
Agreement with 9 academic institutions: UNTDF, UTN, CENT 11, Julio Verne Institute, EPET, UCES, UNLZ, UNSTA and USAL.

Training

+83,400 HS

Average training hours

| | W | M |
|------------------------|------|------|
| Central administration | 13.6 | 12.6 |
| Buenos Aires Plants | 1.5 | 3.6 |
| UshuaiaPlants | 22.8 | 24.7 |



#DIGITALTRANSFORMATION Diplomas in Frontend and Backend Programming

In partnership with the National University of Tierra del Fuego, we launched diplomas in programming to promote technical learning in software languages and development, applying new technological paradigms and different programming languages and databases.

It is an intensive course aimed at training professional programmers with skills in the development of applications and information systems, including programming frontend and backend solutions.

70 participants **+170 HS** of instruction

Certification in Electronics

We launched our first Certification in Electronics in partnership with the Tertiary Education Center (CENT 11), targeting young members of the community and people working at Newsan interested in working in related fields.

Theoretical knowledge on mathematics, physics, and electricity is put into practice at the **Innovation Laboratory:**

- Installation and maintenance of industrial control electronic systems.
- Handling of diagnostic instruments, tools, and equipment.
- Electronics theory applied to control devices.
- Recognition of electronic diagrams and schematics.
- Recognition of components and measurements.
- Repair of electronic boards.

20 students **5** month programs **15** subjects **183 HS** of instruction

Other relevant courses and diplomas for our employees include:

- Networks and communications (UTN)
- IT security
- Power BI
- SCRUM fundamentals
- Artificial intelligence
- Quality and ongoing improvement management (UNLZ)
- Creative leadership and Integral leadership (UTDT)
- Electronics
- Innovation and creativity
- Financial accounting
- Agile methodologies
- Languages (English and Chinese)



Our Wellbeing Programs



Compensation and Perks

- Discounts on the purchase of the company's products
- Proportional payment of Internet subscription
- Gift Cards
- Day off during the holiday week
- Christmas box
- School kit
- Discount on the purchase of air tickets from Aerolíneas Argentinas
- Discounts on commercial portals
- Loyalty Program for middle-management
- Awards and gifts for years of service



Home, Balance and Shared Responsibility

- Hybrid work model
- Flexible work schedule
- Flex Friday during the summer
- Flexible work schedule on the third Friday of every month
- Birthday leave
- December 24th and 31st non-working days
- Breast pumping rooms
- Daycare for children aged 0 to 3 years old
- Extended leave for non-gestational parents and adoption (12 days in total)
- Soft Landing
- Gift for birth



Health and Wellbeing

- Private health insurance for non-bargaining employees
- On site healthcare professionals
- CPR training
- Free Gympass which provides access to gyms, health centers, and wellness applications
- On-site cafeteria at offices and plants
- Fruits provided at offices



| N° of employees | USHUAIA | | BUENOS AIRES | |
|---|-----------------------------------|-------------------------------|-----------------------------------|-------------------------------|
| | Leave for non-gestational parents | Leave for gestational parents | Leave for non-gestational parents | Leave for gestational parents |
| Who were entitled to take leave | 40 | 21 | 17 | 13 |
| Who exercised their right to take leave | 40 | 21 | 17 | 12 |
| Who returned to work at the end of their maternity or paternity leave | 40 | 21 | 17 | 9 |
| Who returned to work after their leaves and retained their employment for at least 12 months after their return | 40 | 21 | 17 | 13 |
| Retention rate | 100% | 100% | 100% | 69% |

100% of employees returned to the workplace



Safe and Healthy Workplaces



Management System
ISO 45001:2018
www.tuv.com
ID 9000017833

Through our **Integrated Management System**, we identify, monitor, and evaluate risks and impacts to ensure a safe working environment, involving both bargaining and non-bargaining employees.

We strive to foster a **participatory and comprehensive health and safety culture**, by establishing joint work committees and maintaining open communication channels to receive suggestions and feedback, report potential risks or hazards, and collaborate in creating opportunities for improvement.

Incidence rate and frequency rate of occupational accidents

| PLANTS | USHUAIA | BUENOS AIRES |
|--|---------|--|
| INCIDENCE (Per every 1,000 employees) | 22.51 | 41.9 |
| FRECUENCY (Per each million worked hours) | 14.81 | 39.4 Avellaneda Plant 28.3 Monte Chingolo Plant |

Thirteen employees returned to their workspaces and positions as part of our Work Reintegration Program, aimed at employees who have acquired physical disabilities in personal or work-related contexts.



Health Prevention and Promotion

We create positions and workspaces designed to ensure our employees' safety and comfort, focusing on the reduction and minimization of any type of impact that could affect their psycho-physical well-being.

Through contingency training, communication materials, and specific training programs, we regularly assess and measure compliance with safety standards and measures.

In 2022, we were awarded the Ergonomically Responsible Company certification by the Argentine Foundation

of Ergonomics (Fundación Argentina de Ergonomía, FADE).

Focused on well-being, we provide a team of physiotherapists who offer a weekly service to prevent any type of musculoskeletal disorder, both at the manufacturing lines and the distribution center. This is complemented by training sessions and active breaks.

This year, we also placed special emphasis on the ergonomic risk matrix of our motorcycle manufacturing line.



##DIGITALTRANSFORMATION

We have implemented a new software program for the Health and Safety at Work area that will allow us to systematize the reports from our Integrated Ergonomics Program. Additionally, we have incorporated new technology to carry accessories— AGV (Automatic Guided Vehicle), which allows to carry accessories using a collaborative robot, thereby avoiding excessive weight lifting by individuals.

In addition, with a comprehensive focus on people, we promote activities to foster health and good habits:

- Vaccination campaigns.
- First-aid and CPR training.
- Breastfeeding.
- Prevention of sexually transmitted diseases.
- General checkups.
- Certification as a 100% smoke-free company.
- Muscle fatigue and physiotherapy.
- Psychological and neurological examinations on squad members and individuals working at heights.

Emergency Response

We offer first aid and firefighting training courses to our squad members. These courses include a wide range of topics such as initial scene assessments, victim approach techniques, emergency chain activation, immobilization procedures, CPR and AED maneuvers, firefighting theory, operation of portable extinguishers, and operation of hose lines, among others.

Besides, as part of Ushuaia Emergency and Contingency Plan, we maintain ongoing interaction with the city's emergency services, making our resources available in case of fires and other high-severity situations.



Environmental Management

Energy and Carbon Emissions

Waste and Material Reutilization

Green Office

environment

Responsible management for efficiency and care



Environmental Management

Our Integrated Management System and Policy guide our activities leading to ongoing improvement in minimizing environmental impacts. Based on these guidelines, we focus on:

- Reducing resource consumption and waste materials, while promoting their reintegration into the production process following the circular economy principles.
- Manufacturing and marketing products free from hazardous and/or contaminating substances.
- Efficient energy management in our operations and logistics, and design of products with lower energy consumption.

#DIGITALTRANSFORMATION



75%

of our suppliers signed in for digital documentation

We began to digitize waste management traceability (manifests and certificates of final disposal) and to report the information to the pertinent enforcement authorities.



Energy and Carbon Emissions

Through the ISO 50.001 certification in Ushuaia, we evaluate and implement new energy efficiency practices for our processes and value chain.

Scope 1 emissions

USHUAIA¹
[Tons of CO₂ equivalent]

| | 2022 | 2021 | 2020 ² | 2019 | 2018 |
|-------------------------------|--------|-------|-------------------|-------|-------|
| Natural Gas | 3,198 | 3,874 | 3,565 | 3,532 | 3,496 |
| LPG (Liquefied Petroleum Gas) | 52,625 | 6.9 | Not available | 61 | 175 |

There was an increase in LPG consumption due to the fact that in 2021 we made an annual total estimate, which corresponded to 6 months. In 2022, we recorded consumption related to our Plant 6 processes in its entirety for the 12 months of the year.

Scope 2 emissions

USHUAIA
[Tons of CO₂ equivalent]

| | 2022 | 2021 | 2020 | 2019 | 2018 |
|------------------|-------|-------|-------|-------|-------|
| Grid Electricity | 3,149 | 3,266 | 3,084 | 1,524 | 1,487 |

BUENOS AIRES
[Tons of CO₂ equivalent]

| | 2022 | 2021 | 2020 | 2019 | 2018 |
|------------------|-------|-------|------|-------|------|
| Grid Electricity | 1,865 | 1,409 | 926 | 1,642 | 851 |

¹ Buenos Aires Plants: Information not available. Ongoing data assessment and systematization.

² Since mid-2019, the operations running at Plant 4 were completely transferred to other plants to make room for Pulpak, an affiliated company that supplies sustainable packaging



TOTAL NEWSAN (Ushuaia and Buenos Aires Plants)
[Tons of CO₂ equivalent]

| | 2022 | 2021 | 2020 | 2019 | 2018 |
|---|-------|-------|-------|-------|-------|
| Scope 2 emissions ³ | 5,015 | 4,675 | 4,010 | 3,166 | 2,338 |
| Scope 2 emissions (considering F.E. baseline year) ⁴ | 2,488 | 2,248 | 1,928 | 2,215 | 2,338 |

Scope 3 emissions

USHUAIA
[Tons of CO₂ equivalent]

| | 2022 | 2021 | 2020 | 2019 | 2018 |
|--|--------|-------|---------------|-------|-------|
| Waste transportation | 6.6 | 5.9 | 6.2 | 14 | 25 |
| Transport of inputs and finished products ⁵ | 13,010 | 6,275 | Not available | 2,486 | 5,726 |
| Transport of employees from and to their homes | 198 | 99 | Not available | 516 | 466 |



Emission intensity

USHUAIA⁶
[Kg of CO₂ equivalent/HHPPStd⁸]

| | 2022 | 2021 | 2020 | 2019 | 2018 |
|---|--------|--------|------|---------------|---------------|
| Cell phones (Plants 2 & 3) | 0.35 | 0.42 | 0.45 | No disponible | No disponible |
| Auto insertion (Plant 3) ⁷ | 0.0009 | 0.0015 | 1.13 | 0.74 | 2.15 |
| TVs, cell phones, microwave ovens (Plant 5) | 0.95 | 0.99 | 1.55 | 2.79 | 2.88 |
| Air conditioning (Plant 6) | 1.23 | 1.42 | 1.50 | 2.07 | 2.65 |

³ Based on annual CO₂ emission factors provided by the Argentine Secretariat of Energy.

⁴ Based on the value recorded in 2018. F.E. = 0.20196 TnCO₂/MWh²/MWh.

⁵ Figures based on land transportation of inputs and finished products from and to Buenos Aires.

⁶ The calculation was based on Scope 2 emissions.

⁷ For auto insertion products, the calculation was based on the number of insertions = [Kg of CO₂ equivalent/Number of AI].

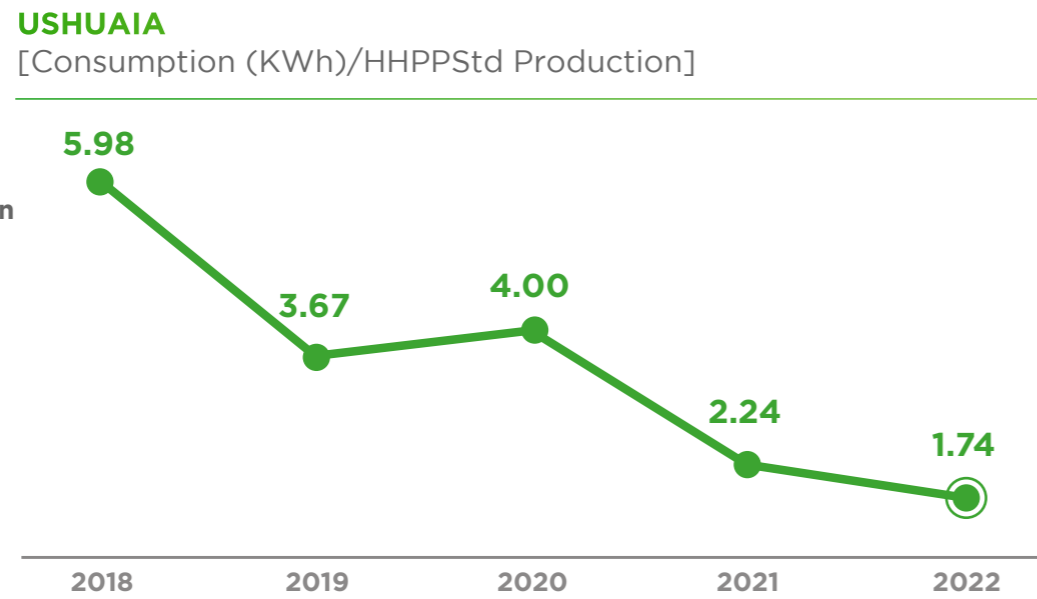
⁸ Standard Product Hours (HHPPStd): Hours of production related to finished products recorded at each plant.



Overall energy performance for electricity

Over the last 5 years, we reduced our energy consumption and performance by more than

70%



BUENOS AIRES - AVELLANEDA PLANT
[Consumption (KWh)/HHPPStd Production]

| | 2022 | 2021 | 2020 | 2019 | 2018 |
|----------------------|------|----------------|------|------|------|
| Refrigerators | 23.2 | 25 | 33 | 31.6 | 31.9 |
| Washing ⁹ | 39.9 | Not applicable | | | |
| IT ¹⁰ | 51.2 | Not applicable | | | |



⁹ Production began in August 2021
¹⁰ Production began in December 2021

Waste and Material Reutilization

We manage waste according to reusability, recyclability, and utilization criteria, aiming to develop innovative solutions to reduce the amount of materials and incorporate recycled inputs throughout the production process.

Non-hazardous waste

| | USHUAIA [Tons] |
|---|----------------|
| | 2022 |
| Packaging recycling (cardboard, plastics, sheets, and aluminum) | 2,297 |
| Final disposal | 316 |

More than **210 tons**

reduction in non-hazardous waste going directly to final disposal versus 2021

Hazardous waste

| | USHUAIA [Tons] |
|---|----------------|
| | 2022 |
| Packaging recycling (cardboard, plastics, sheets, and aluminum) | 6 |
| Final disposal | 84 |

50%

reduction in the remaining percentages of non-recoverable waste

In 2022, we conducted a comprehensive analysis of waste in the cellphone production process to strengthen sorting levels. As a result, we hired personnel for waste collection at each workstation.

Materials used in product manufacturing and packaging

| | USHUAIA [Tons] |
|-------------------------|----------------|
| | 2022 |
| Renewable materials | 6,090 (17%) |
| Non-renewable materials | 30,017 (83%) |
| Total | 36,107 |



Sustainable Packaging

Since 2013, we have been working in partnership with our strategic supplier Pulpak to develop sustainable packaging made from cardboard and paper waste generated from our own industrial processes.

Such waste is reused to create a molded pulp made from recyclable materials, which is used as a replacement for expanded polystyrene (EPS).

In line with the good practices embraced, we have rearranged the external spaces of our plants in Buenos Aires to relocate and reuse waste materials with recycling potential, including plastic (polyethylene and polystyrene) and cardboard.

Thanks to collaborative work, we have achieved a 60% reduction in waste that was previously sent to final disposal.

In addition, since 2021, we have included a Green Point at Ushuaia industrial area so that the city residents may bring their recyclable waste to the recycling plant (cardboard, styrofoam, and plastic caps).

| | |
|--|--|
| <p>We reused</p> <h1>96%</h1> <p>of the waste from our processes and reintroduced it in the production chain up to 3 times</p> | <p>The packaging of our major own brands is</p> <h1>100%</h1> <p>environmentally-friendly, biodegradable and free of pollutants</p> |
|--|--|

Pulpak's innovative developments have obtained the Argentine Bioproduct Seal—an official distinction granted by the Argentine Ministry of Agriculture, Livestock, and Fishing to domestically manufactured biomaterials, bioproducts, and bioinputs made from renewable raw materials.

For more information, visit:
<https://www.argentina.gob.ar/agricultura/sello-bioproducto-argentino>



Green Office

We foster the proper disposal of organic and inorganic waste, according to the type of material involved (cardboard, plastic, paper, metal, etc.).

Through the “Guardianes del Ambiente” program, led by people with intellectual disabilities, we generate compost for garden maintenance and the production of organic vegetable gardens at Chacras de Buenos Aires Foundation. This initiative also fosters employment inclusion among those who are part of the Foundation.

Recyclable waste is managed by Bella Flor Cooperative and its more than 120 urban recyclers, who are responsible for the collection, disposal, and/or reintegration of materials into the production chain, according to their recyclability type. The organization also leads the “Proyecto 8 de Mayo” community center and its soup kitchen, as well as “Juanito Laguna” kindergarten.

| | |
|--|---|
| <h1>+14,600 kg</h1> <p>of recyclable waste managed by Bella Flor Cooperative</p> | <h1>+27,000 kg</h1> <p>of generated organic waste converted into</p> <h1>+400 kg</h1> <p>of compost</p> |
|--|---|



Newsan IN

Newsan Olympics

Social Investment

Newsan Tourism

community

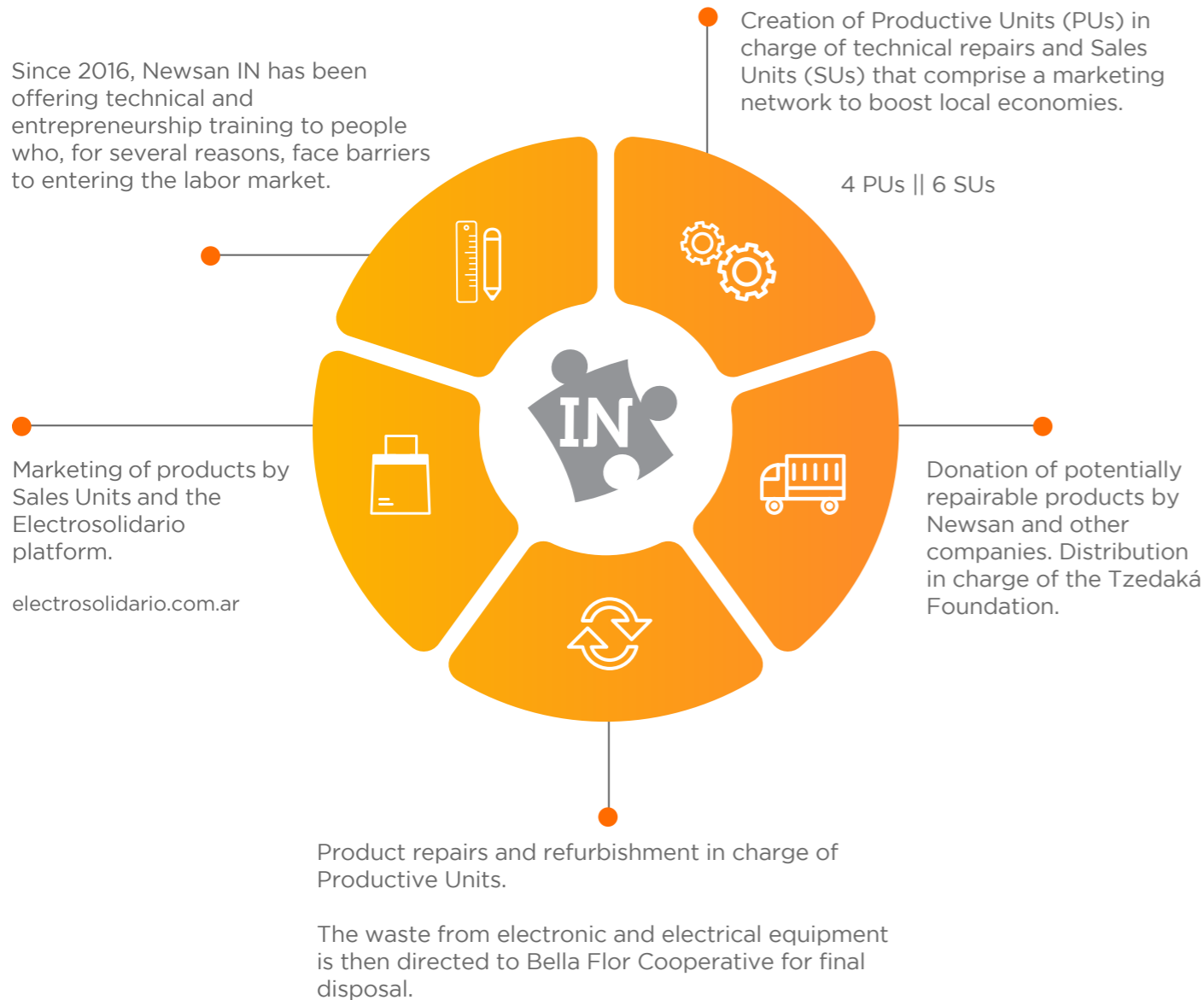
We develop high-impact programs to promote inclusion, growth and development in the communities



Newsan IN

Our **inclusive business model based on social and circular economy** promotes responsible consumption and addresses the waste issue by extending the lifespan of home appliances. It also creates new opportunities for genuine and quality employment, aiming to include vulnerable sectors of society facing socio-economic challenges.

Newsan IN Value Creation Model



Why is Newsan IN a triple impact business model?



- It contributes to the revitalization of local economies.
- It promotes entrepreneurship and vocational training.
- It creates genuine opportunities to access the labor market.
- It promotes an inclusive and diverse environment, facilitating the employment integration of women who are victims of gender-based violence, young people without formal education, people over 45 years old, and members of the transgender community.
- It creates cooperative and associative workspaces.
- It offers refurbished home appliances and products at more affordable prices, making them accessible to a wider range of people.
- It extends the lifespan of thousands of electronic devices, promoting circular economy processes.
- It reduces waste from electrical and electronic equipment (WEEE).
- It implements recycling and recovery practices for the scrap generated during its processes.



In collaboration with:



In 2022 Newsan IN received the PCMA Convening Leaders Award



Newsan IN in Numbers 2022

+100

people
who are part of our teams

+8,100

products sold

48,000

customers

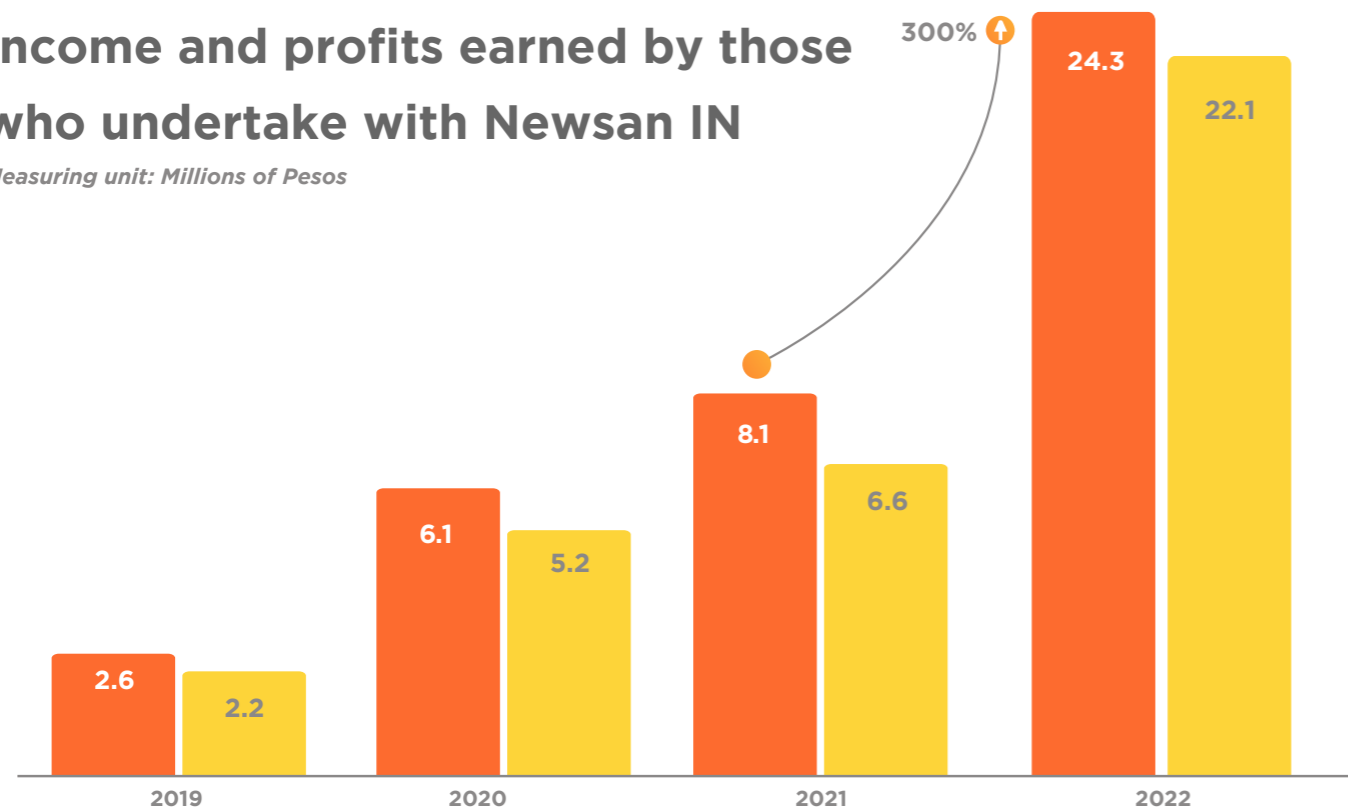
+300 HS

of training

Income and profits earned by those who undertake with Newsan IN

Measuring unit: Millions of Pesos

300%



■ Income from repairs and sales of refurbished products
■ Profits from all Productive Units and Sales Units, net of overheads.

It also includes profits from all Sales Units created in 2022



Bella Flor Cooperative recycles and manages all the scrap that cannot be recovered through the home appliance repair process.

+9,800

refurbished electrical and
electronic products

60%

recovery rate

+229 tons

of avoided scrap

100%

scrap recovered



Newsan Olympics

Goals

- Contribute to the development of technical skills.
-
- Encourages a competitive spirit at the local, provincial, and national levels.
- Awaken the interest and specific skills of participants.
- Generate interest among instructors and contribute to their pedagogical and professional update.
- Create an inclusive social and academic space.
- Promote cultural exchange among students from different communities and educational institutions.

Mathematics

+ARS \$8,8 M invested **+200** teams **49** schools **+1,000** participants



The Newsan Mathematics Olympics—declared as a provincial educational interest program by the Ministry of Education, Culture, Science, and Technology of Tierra del Fuego—are open for free to all public and private schools in Ushuaia, Río Grande, and Tolhuin. In its second edition, we have also invited School No. 38 "Presidente Raúl Ricardo Alfonsín" located in Esperanza Base in Antarctica.

Through interdisciplinary methodologies, we participate in virtual classes and weekly challenges with students and teachers, based on the theoretical content addressed in the program.

Evaluation principles and criteria:

- Freedom of participation
- Integration
- Equal opportunities
- Research
- Problem-solving and interpretation
- Applied procedures and methods
- Exchanges and contributions among peers

Technology and Electronics

+ARS 3,8 M invested **58** teams **9** schools **160** participants

We launched the Technology and Electronics Olympics, which are free and open to secondary school students from technical schools and high schools, both public and private, in the city of Ushuaia.

Through theoretical modules and work meetings, the participating teams put their knowledge into practice using specific toolkits at our Engineering and Development Laboratory to build a prototype. Students were able to program a 3D-printed electric car using a mobile application via Bluetooth. The car was tested on a specially prepared track using recyclable materials at our plants.

This edition aims to **promote innovation and the development of technological skills**, and to stimulate interest in electronics, programming, and 3D printing through the development of self-taught ideas.

Evaluation principles and criteria:

- Collaboration and dialogue among participants
- Creativity, innovation and efficient use of resources
- Program completion
- Team work
- Design and presentation



#DIGITALTRANSFORMATION

We have established our own **Engineering and Development Laboratory** at our plants in Ushuaia, with a specialized team in electronics and programming. This team is dedicated to **creating and improving innovative solutions to enhance the performance** and efficiency of our processes across all sectors of the company.

We also pursue the following goals:

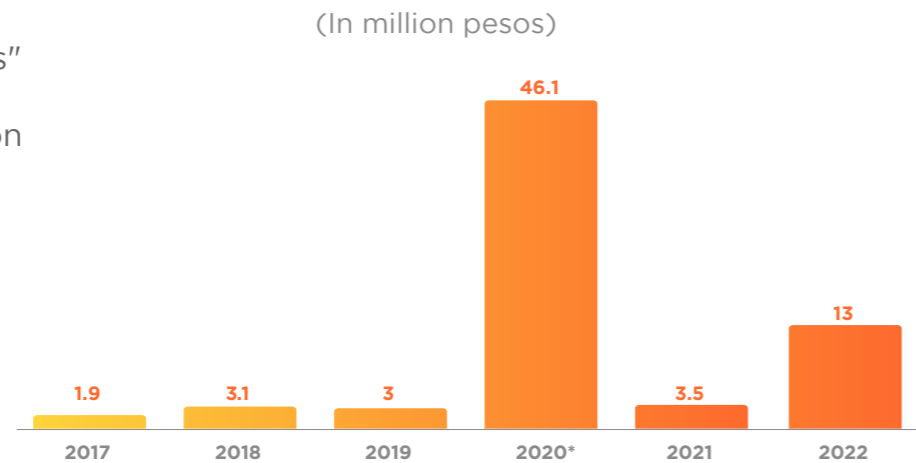
- Develop new, design-oriented electronic products entirely manufactured in the country.
- Foster Argentina's technological development.
- Enhance opportunities in the manufacturing process to minimize environmental impacts and ensure the highest quality standards.

Social Investment

ARS 13M

invested in health, education, culture, and employment projects are driven by various social organizations, including:

- "Casa Fusa"
- "Chacras de Buenos Aires"
- "Caacupé" Foundation
- "Compromiso" Foundation
- "Racing" Foundation
- "Tzedaká" Foundation
- Fundamind
- Holocaust Museum
- "Garrahan" Hospital
- Special Olympics



The Private Social Investment plan is annually endorsed by the Executive Committee, and implemented by Newsan's several areas, under the supervision of the Ethics and Fraud Committee.

*In 2020, due to the COVID-19 pandemic, we reinforced our contribution to health and care projects.



"Lucía Cherñajovsky" Senior Residence

We continue to support the Municipality of Ushuaia in the construction of the city's first Senior Residence to address the health and well-being challenges faced by the elderly.

The residence will be named "**Lucía Cherñajovsky**" in honor of the memory and strong social commitment of Rubén Cherñajovsky's daughter, Founder and Chairman of Newsan.

ARS 250 M allocated to the project

Newsan Tourism

+ARS 3M

allocated to the program

+1,000

annual visits

Together with the Ushuaia Secretariat of Tourism, we carry out our open doors program for tourists, the general public, and the entire local educational community. It is a completely free visit to our plants to **learn firsthand about the manufacturing process of the electronic industry in Tierra del Fuego.**

Guided by our professionals, people can have a look at the quality and innovation that characterizes us across all our manufacturing lines. We also share our best practices in health, safety, and the environment.



Cultural Management

Determined to continue creating spaces for exchange, and building upon the diverse sociocultural context of the city of Ushuaia, we strive to strengthen connections and bring people together.

We invite our teams and families to participate in training, recreational, and leisure activities aligned with our Social Investment plan, to **share experiences and enhance integration.** These activities include reforestation days, sports events, and cultural festivals.

+ ARS 2,6 M invested
+ 100 people

GRI Content Index



| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|--|---|
| GENERAL DISCLOSURES | | |
| The organization and its reporting practices | 2-1 Organizational details | Newsan S.A. Pilaris S.A. DatandHome Supplier S.A. |
| | 2-2 Entities included in the organization's sustainability reporting | Newsan S.A.'s information is available at CNV https://www.cnv.gov.ar/SitioWeb/Empresas/Empresa/30642617555 |
| | 2-3 Reporting period, frequency and contact point | Scope: January 1, 2022 through December 31, 2022 (annual reporting). Business units included in this Report: Home Appliances and Mobility Contact: sustentabilidad@newsan.com.ar |
| | 2-4 Restatements of information | There were not changes or restatements of information from previous Reports. |
| | 2-5 External assurance | Our Sustainability Report 2022 2022 was approved by the President and CEO and by our senior management. It was not subject to external assurance. |
| Activities and workers | 2-6 Activities, value chain and other business relationships | Reported in the "Business" and "Value chain" sections. |
| | 2-7 Employees | Reported in the "People" section. |
| | 2-8 Workers who are not employees | Reported in the "People" section. |
| Gobernanza | 2-9 Governance structure and composition | Reported in the "Business" section. |
| | 2-10 Nomination and selection of the highest governance body | Reported in the "Business" section. |
| | 2-11 Chair of the highest governance body | Reported in the "Business" section. |
| | 2-12 Role of the highest governance body in overseeing the management of impacts | Reported in the "Business" section. |
| | 2-13 Delegation of responsibility for managing impacts | See the initial pages of this Report. The management of environmental and people impacts is primarily handled by our Sustainability, Quality and Environment, Health and Safety, and Human Resources areas, among others. |
| | 2-14 Role of the highest governance body in sustainability reporting | Our Sustainability Report 2022 is annually approved by the President and CEO and by our senior management. |
| | 2-15 Conflicts of interest | Reported in the "Business" section. |
| | 2-16 Communication of critical concerns | Reported in the "Business" section. |

| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|---|---|---|
| GENERAL DISCLOSURES | | |
| Governance | 2-17 Collective knowledge of the highest governance body | Information not available |
| | 2-18 Evaluation of the performance of the highest governance body | Reported in the "People" section. |
| | 2-19 Remuneration policies | Reported in the "Business" section. |
| | 2-20 Process to determine remuneration | We determine remuneration by reference to contextual factors, based on market studies and analysis carried out by external consultants. |
| | 2-21 Annual total compensation ratio | Given the local context in which we operate, this information is confidential to ensure our teams' personal security and safety. |
| Strategy, policies and practices | 2-22 Statement on sustainable development strategy | See the initial pages of this Report. |
| | 2-23 Policy commitments | See the initial pages of this Report and the "Business" section. |
| | 2-24 Embedding policy commitments | Reported in the "Business" section. |
| | 2-25 Processes to remediate negative impacts | Reported in the "Business" and "Value chain" sections. |
| | 2-26 Mechanisms for seeking advice and raising concerns | Reported in the "Business" section. |
| | 2-27 Compliance with laws and regulations | There were no incidents of significant breaches of applicable laws and regulations during the reporting period. |
| | 2-28 Membership associations | Reported in the "Business" section. |
| | Stakeholder engagement | 2-29 Approach to stakeholder engagement |
| 2-30 Collective bargaining agreements | | Reported in the "People" section. |
| Material Topics | 3-1 Process to determine material topics | See the initial pages of this Report |
| | 3-2 List of material topics | See the initial pages of this Report. |



| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|---|---|
| TOPIC STANDARDS 3-3 MANAGEMENT OF MATERIAL TOPICS | | |
| ECONOMIC ASPECTS | | |
| Economic Performance | 201-1 201-1 Direct economic value generated and distributed | Confidentiality restrictions. |
| | 201-2 Financial implications and other risks and opportunities due to climate change | Information not available. These issues have not yet been addressed by the company. |
| | 201-3 Defined benefit plan obligations and other retirement plans | Este asunto es gestionado de acuerdo a los lineamientos de la legislación argentina en materia de jubilación y pensión. |
| | 201-4 Financial assistance received from government | The productive activities conducted at our Ushuaia-based plants are governed by Law No. 19,640 (Industrial Promotion Regime in Tierra del Fuego). In October 2021, the Industrial Promotion Sub-regime (Law 19,640) was revised through Decree 725/2021 and 727/2021, providing predictability and certainty to all socio-economic agents and opening up new opportunities for productive projects in Tierra del Fuego. |
| Market Presence | 202-1 Ratios of standard entry level wage by gender compared to local minimum wage | Information not available |
| | 202-2 Proportion of senior management hired from the local community | 100% |
| Indirect Economic Impacts | 203-1 Infrastructure investments and services supported | Not applicable. Our contributions are channeled pursuant to our Private Social Investment Plan. See the “Community” section. |
| | 203-2 Significant indirect economic impacts | See the “Community” section. |
| Procurement Practices | 204-1 Proportion of spending on local suppliers | Information not available. The percentage of local suppliers is indicated in the “Value chain” section. |
| Anti-corruption | 205-1 Operations assessed for risks related to corruption | In 2022, we assessed risks related to corruption at all our offices, logistic centers, and manufacturing plants. |
| | 205-2 Communication and training about anti-corruption policies and procedures | Reported in the “Business” section. |
| | 205-3 Confirmed incidents of corruption and actions taken | No corruption incidents were identified during the reporting period. |
| Anti-Competitive Behavior | 206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | During the reporting period, there were no legal actions in connection with such issues. |

| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|---|--|
| TOPIC STANDARDS 3-3 MANAGEMENT OF MATERIAL TOPICS | | |
| ENVIRONMENTAL ASPECTS | | |
| Materials | 301-1 Materials used by weight or volume | Reported in the “Environment” section. |
| | 301-2 Recycled input materials used | Reported in the “Environment” section. |
| | 301-3 Reclaimed products and their packaging materials | Reported in the “Environment” section. |
| Energy | 302-1 Energy consumption within the organization | Reported in the “Environment” section. |
| | 302-2 Energy consumption outside of the organization | Reported in the “Environment” section. |
| | 302-3 Energy intensity | Reported in the “Environment” section. |
| | 302-4 Reduction of energy consumption | Reported in the “Environment” section. |
| | 302-5 Reductions in energy requirements of products and services | We participate in multiple dialogue spaces and build alliances to continue optimizing the energy consumption of our own products, aiming to achieve a future standard that will allow us to compare their energy requirements. |
| Water and Effluents | 303-1 Interactions with water as a shared resource | Water is not a significant part of our Home Appliances and Mobility business units’ manufacturing processes. |
| | 303-2 Management of water discharge-related impacts | |
| | 303-3 Water withdrawal | |
| | 303-4 Water discharge | Compliance with the environmental monitoring plan in due time and form: Measurement of gas and liquid effluents across all our plants, achieving acceptable levels in compliance with applicable legal requirements. |
| | 303-5 Water consumption | |
| Emissions | 305-1 Direct (Scope 1) GHG emissions | Reported in the “Environment” section. |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Reported in the “Environment” section. |
| | 305-3 Other indirect (Scope 3) GHG emissions | Reported in the “Environment” section. |
| | 305-4 GHG emissions intensity | Reported in the “Environment” section. |
| | 305-5 Reduction of GHG emissions | Information not available |
| | 305-6 Emissions of ozone-depleting substances (ODS) | Information not available |
| | 305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions | We do not generate significant emissions. |



| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|--|--|
| TOPIC STANDARDS 3-3 MANAGEMENT OF MATERIAL TOPICS | | |
| ENVIRONMENTAL ASPECTS | | |
| Waste | 306-1 Waste generation and significant waste-related impacts | Reported in the “Environment” section. |
| | 306-2 Management of significant waste-related impacts | Reported in the “Value chain” and “Environment” sections |
| | 306-3 Waste generated | Reported in the “Environment” section. |
| | 306-4 Waste diverted from disposal | Reported in the “Environment” section. |
| | 306-5 Waste directed to disposal | Reported in the “Environment” section. |
| Supplier Environmental Assessment | 308-1 New suppliers that were screened using environmental criteria | The company is currently in the process of reviewing social and environmental criteria when assessing suppliers. |
| | 308-2 Negative environmental impacts in the supply chain and actions taken | |

| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|---|--|
| TOPIC STANDARDS 3-3 MANAGEMENT OF MATERIAL TOPICS | | |
| SOCIAL ASPECTS | | |
| Employment | 401-1 New employee hires and employee turnover | Reported in the “People” section. In 2022, there were 885 new hires and 610 employees who left the company in Ushuaia. In Buenos Aires, there were 377 new hires and 613 employees who left the company. |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | Reported in the “People” section. |
| | 401-3 Parental leave | Reported in the “People” section. |
| Labor/Management Relations | 402-1 - Minimum notice periods regarding operational changes | Our bargaining agreement with UOM and ASIMRA sets forth the minimum notice period and the provisions related to potential consultation and negotiations. |
| Occupational Health and Safety | 403-1 Occupational health and safety management system | Reported in the “People” section. |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Reported in the “People” section. |
| | 403-3 Occupational health services | Reported in the “People” section. |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Reported in the “People” section. |
| | 403-5 Worker training on occupational health and safety | Reported in the “People” section. |
| | 403-6 Promotion of worker health | Reported in the “People” section. |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Reported in the “Value chain” and “People” sections |
| | 403-8 Workers covered by an occupational health and safety management system | 100% |
| | 403-9 Work-related injuries | There were no fatalities during the reporting period |
| | 403-10 Work-related ill health | There were no deaths resulting from work-related ill health during the reporting period. |
| Training and Education | 404-1 Average hours of training per year per employee | Reported in the “People” section. |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Reported in the “People” section. |



| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|--|--|
| TOPIC STANDARDS 3-3 MANAGEMENT OF MATERIAL TOPICS | | |
| SOCIAL ASPECTS | | |
| Training and Education | 404-3 Percentage of employees receiving regular performance and career development reviews | Reported in the "People" section. |
| Diversity and Equal Opportunity | 405-1 Diversity of governance bodies and employees | Reported in the "People" section. |
| | 405-2 Ratio of basic salary and remuneration of women to men | <p>Buenos Aires:</p> <ul style="list-style-type: none"> - Analysts: 2.84% (higher variation among men versus women). - Supervisors: 0.91% (higher variation among women versus men). - Managers: 18.61% (higher variation among men versus women). - Directors: 24% (higher variation among women versus men). <p>Ushuaia:</p> <ul style="list-style-type: none"> - Non-bargaining employees: 6.52% (higher variation among men versus women). - UOM: 0.35% (higher variation among women versus men). - ASIMRA: 0.56% (higher variation among men versus women). <p>Concerning the information reported in 2020, in the three cases referred to above, we have implemented improvements to reduce remuneration ratios among women and men.</p> |
| Non-discrimination | 406-1 Incidents of discrimination and corrective actions taken | There were no cases of discrimination during the reporting period. |
| Freedom of Association and Collective Bargaining | 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | Through regular Quality audits and the Code of Ethics for Related Parties, suppliers are subject to specific clauses prohibiting child labor and forced labor, among other relevant aspects. |
| Child Labor | 408-1 Operations and suppliers at significant risk for incidents of child labor | |
| Forced or Compulsory Labor | 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | |
| Security Practices | 410-1 Security personnel trained in human rights policies or procedures | We have an outsourced security service that subscribes our Code of Ethics for Related Parties as a sworn declaration. |
| Local Communities | 413-1 Operations with local community engagement, impact assessments, and development programs | See the "Community" section. |
| | 413-2 Operations with significant actual and potential negative impacts on local communities | Information not available |

| General Disclosures and Topic Standards | Disclosures | Section, References and Notes |
|--|---|---|
| TOPIC STANDARDS 3-3 MANAGEMENT OF MATERIAL TOPICS | | |
| SOCIAL ASPECTS | | |
| Supplier Social Assessment | 414-1 New suppliers that were screened using social criteria | The company is currently in the process of reviewing social and environmental criteria when assessing suppliers. |
| | 414-2 Negative social impacts in the supply chain and actions taken | |
| Customer Health and Safety | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | There were no incidents of non-compliance during the reporting period. |
| Marketing and Labeling | 417-1 Requirements for product and service information and labeling | Reported in the "Value chain" section. |
| | 417-2 Incidents of non-compliance concerning product and service information and labeling | There were no incidents of non-compliance during the reporting period. |
| | 417-3 Incidents of non-compliance concerning marketing communications | There were no incidents of non-compliance during the reporting period. |
| Customer Privacy | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | There were no complaints concerning breaches of customer privacy and losses of customer data during the reporting period. |



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