

improving 



**SUSTAINABILITY
REPORT 2022**

**2022 REPORT
Improving Mexico**

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INTRODUCTION

When actions are held accountable, trust can be built, and when companies are held accountable, responsibility is taken for how operations affect their stakeholders. The vote of confidence that the Improvers have placed in us as a company drives us to seek excellence, involvement, and dedication not only towards them but also towards all the interest groups where Improving has a touchpoint. Along with this report, the intention of Improving Mexico is to communicate and report on the Sustainability impact throughout 2022.

In this report, Improving Mexico aims to communicate our 2022 Sustainability impact. We are a modern digital services company that offers IT consulting, software development, and agile training, all while actively managing our impact on social equity and providing support to the communities we serve, as part of our commitment to Sustainability efforts

Alongside this report, Improving shares its commitment to sustainability and social responsibility for its stakeholders, including customers, employees, the environment, society, government, universities, priority attention group individuals, the LGBTQ+ community, among others. The report offers transparent information on Improving's sustainability and social responsibility performance. Ultimately, Improving aims to inspire other companies to adopt a more proactive approach to Sustainability efforts and collaborate in achieving a desired sustainable and equitable future for all.

The gratitude for the following results and impact extends not only to the Industry Relations & Sustainability team but also to every department that actively contributes to making Improving a great place to work, where our collaborators are recognized for their talents and accepted for who they truly are. It's important not to overlook the expression of gratitude towards the leadership team, as without their genuine belief in these initiatives, a leadership approach that is sustainable and socially conscious would not have the ability to permeate the goals and Sustainability efforts intentions of Improving towards all its stakeholders. Lastly, a heartfelt thank you goes out to the Improvers, who engage with all the activities we undertake, because without them, none of this would be possible.

ABOUT IMPROVING

IMPROVING'S GUIDING PRINCIPLES

- Our Philosophy: Conscious Capitalism.
- Our Ambition: Change the perception of the IT professional.
- Our Promise: Cultivate environments of trust.
- Our Commitment: Create a great place to work.
- Our Identity: Excellence, Involvement, Dedication.

OUR PHILOSOPHY

Our philosophy is rooted in the Conscious Capitalism movement.



Purpose: Conscious businesses focus their purpose beyond profit.
Culture: Culture is the guiding principles and practices of a business.
Stakeholder: Conscious businesses recognize the importance of creating value for the entire business ecosystem.
Leadership: Conscious leaders purposefully cultivate an environment of trust, care and service.

OUR AMBITION

Our ambition is to change the perception of the IT professional.

OUR PROMISE

Our promise is to cultivate environments of trust. We consider it our first responsibility each day to build trust with and for our clients, partners, communities, and others.

13 BEHAVIORS OF TRUST | SPEED OF TRUST BY STEPHEN M.R. COVEY

Talk Straight	Be honest
Demonstrate Respect	Fairness, kindness, civility
Create Transparency	Be open and authentic
Right Wrongs	Apologize quickly, humility
Show Loyalty	Give credit to others
Deliver Results	Establish positive track record
Get Better	Continuous learning and growing
Confront Reality	Address issues and lead courageously
Clarify Expectations	Create shared vision up front
Practice Accountability	Hold yourself and others accountable
Listen First	Genuinely understand others opinions
Keep Commitments	Do what you say you are going to do
Extend Trust	Extending trust creates reciprocity

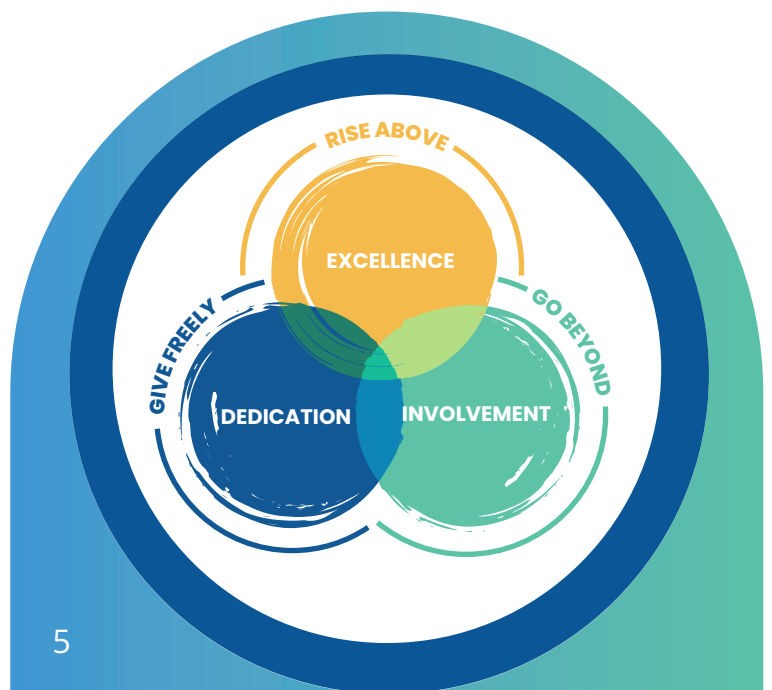
OUR COMMITMENT

We aim to create a great place to work by:

- Cultivating an environment that fosters authentic, long-term professional and personal relationships.
- Sharing in the success and accomplishments of the company.
- Promoting open and honest communication.
- Providing creative ways for each of us to learn and grow.
- Encouraging a positive atmosphere which is both friendly and fun.

IMPROVING'S VALUES

Our identity is created by our three core values: Excellence, Involvement and Dedication.



EXCELLENCE – RISE ABOVE

Not an occasional act, but a persistent habit

- Inspire others by what we do and how you do it
- Build trust by continually exceeding the expectations of clients and coworkers
- Be resourceful, yet humble enough to seek assistance

INVOLVEMENT – GO BEYOND

Our success is a consequence of our collective involvement.

- Find a way to contribute; for when you do, opportunity often presents itself
- Greatness is never guaranteed, and it is rarely achieved by doing the minimum
- Actively plan and commit to your personal growth

DEDICATION – GIVE FREELY

Involves thinking of others more, without thinking less of ourselves.

- Be generous with your time, knowledge, and experience
- Enjoy and celebrate the achievements of others
- Own the company name as if it were your own

SUSTAINABILITY EFFORTS AT IMPROVING

SUSTAINABILITY MISSION

Our mission is to create a positive impact on the communities where Improving Mexico operates by aligning our actions with the UN Global Compact.

SUSTAINABILITY VISION

We aspire to be recognized globally within the IT ecosystem as a socially responsible company.

SUSTAINABILITY PURPOSE

Our purpose is to provide added value to communities both within and outside our company, while fostering a safe and inclusive work environment.

We have a comprehensive sustainability Committee with over 65 participants, organized into three important commissions focusing on diversity, equity, and inclusion.

- Priority Attention Group People Commission
- Women Commission
- LGBTQ+ & Allies Commission

Note: Please refer to the Sustainability Commissions section for a detailed review of the objectives and activities of each commission.



RELATIONSHIPS WITH OUR **STAKEHOLDERS**

INTEREST GROUPS IN 2022

The primary stakeholders in 2022 encompassed clients, employees, partners, suppliers, government, chambers, universities, employees' families, the LGBTQ+ community, society, priority attention group individuals, charitable organizations, and the environment.

CUSTOMER SURVEY NPS

At Improving, our unwavering commitment lies in delivering services of the utmost excellence. As part of this dedication, our sales team distributed a survey to all customers to gauge the Net Promoter Score (NPS). Here are the results for the year 2022.

QUARTERS	AVERAGE 2022
Total Accounts Available	59.50
Total Accounts Received	34.25
Response Rate	58%
Promoters	22.50
Passives	9.75
Detractors	2.50
Totals	34.75
NPS	57.97

TRAININGS TO CUSTOMERS

CERTIFICATIONS

We understand how important certifications are in present workforce. Our trainers offer a plethora of certification courses, from Agile to Kanban and more. These courses come with multiple chances to take and receive some of the top certifications in industry. Here are a few of the industry recognized certification courses we provide for Scrum Masters, Product Owners, Developers and Scaling Scrum.

- Professional Scrum Master (PMS) Certification Course
- Professional Agile Leadership – Essentials (PAL-E) Certification Course
- Professional Scrum Product Owner (PSPO) Certification Course
- Applying Professional Kanban (APK) Certification Course

GOVERNMENT

We have a very strong relationship with the Jalisco and Aguascalientes Governments, especially with the Zapopan, Jalisco areas. We have collaborated on many projects to search for talent and create opportunities for new generations, promoting new graduates' technology careers. Within the technology industry, we are looking at different ways to aid in the growth of the country's economy and expand our brand by imparting our best practices to members of the IT ecosystem.

INITIATIVES COLLABORATION:

- Desafío Jóvenes Recrea STEAM 2022
- Bootcamp | .NET & JavaScript 2022

UNIVERSITIES AND STUDENTS

To cultivate emerging talent, Improving is dedicated to maintaining an active presence among universities and students across the country. Consequently, we have established 12 agreements with diverse universities, delivering presentations and engaging with campuses throughout 2022. We also conducted 18 virtual talks for various universities.

We welcome numerous students from various universities across the country. You can explore an example of this through the following link. During these visits, students have the opportunity to tour our offices, gain insight into Improving's operations, and receive a brief presentation from one of our developers, aimed at inspiring them to pursue a path in the field of software development.

Moreover, we orchestrated two Tech Weeks, featuring a total of 20 virtual presentations throughout the year. Our Improvers delivered talks encompassing both technical skills and soft skills, tailored for students and recent graduates aspiring for a STEAM career. These talks offered guidance and perspectives on how to secure employment with companies like Improving. You can find a similar example here.



ACADEMY AND CHAMBERS

At Improving, we hold the belief that proactive engagement within the ecosystem is crucial. This is precisely why we are actively involved with various Chambers, including:

- **CANIETI:** The Mexican Chamber of Electronics, Telecommunications, and Information Technologies
- **IJALTI:** Jalisco's Institute of Information Technology
- **Americian Chamber in Guadalajara**
- **Pride Connection:** Pride Connection Mexico is an organization that provides information, spaces, and training on diversity and labor inclusion for people from the LGBTQ+ community who work throughout Mexico. Between their companies, they share best labor practices.
- **COMIAT:** it is part of CANIETI, and it is the Comisión de Mujeres de la Industria de la Alta Tecnología. Its mission is to be an organization that leads measures that encourage the professional development of women. They work to promote their advancement to senior management positions, adding value to the high-tech industry.
- **Chinanperas**

We are very active on this Chambers:

- Our Director of Community Relations runs an “I am Remarkable” workshop to a group of women in sustainability.
- With IJALTI, our Director of Community Relations shared her experience of working in the IT industry at Talent Land.
- At the CANIETI congress, our Director of Community Relations talked about the importance of CSR and the sustainability of companies in a panel.
- We put on a bootcamp with the help of IJALTI and the Zapopan government.

SUPPLIER RELATIONSHIP

We advocate for equal opportunities within our product or device procurement processes, consistently upholding principles of integrity, legality, and transparency throughout the supplier selection procedure. We are committed to ensuring timely and contractually agreed-upon payments to our suppliers.

Furthermore, we expect our suppliers to fulfill their tax and labor responsibilities. In cases where any supplier breaches the established terms due to illicit or unethical conduct, our company retains the right to terminate the contractual association.

In the context of selecting suppliers for high-impact projects, we engage in a quotation-based bidding process, aimed at securing the optimal blend of service, pricing, and quality for our operations. Throughout this process, we maintain impartiality and offer equal opportunities to all potential providers.

ALIGNMENT WITH **SUSTAINABLE DEVELOPMENT GOALS**

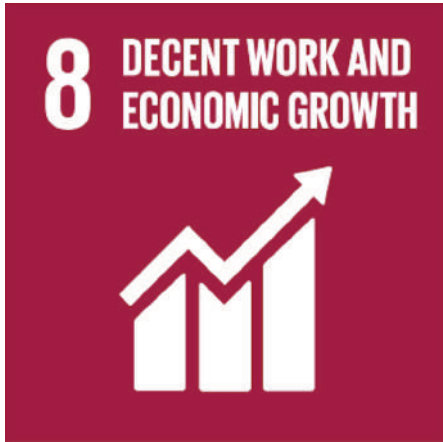
Sustainable companies extend their focus beyond their own boundaries, taking proactive steps to uplift the societies in which they operate. Addressing issues such as poverty, conflict, uneducated workforces, and resource scarcity becomes imperative not just for ethical reasons, but also as strategic imperatives for sustained business success. These considerations underpin Improving's commitment to align with the 2030 sustainable development agenda.

The 2030 Agenda for Sustainable Development, universally embraced by all United Nations Member States in 2015, outlines a blueprint for fostering peace, prosperity, and well-being for both people and the planet, both now and in the future.

The 17 Sustainable Development Goals (SDGs) collectively urge immediate action from all nations - whether developed or developing - through a global partnership. These goals recognize the interdependency of eradicating poverty and other forms of deprivation alongside efforts to enhance health and education, reduce inequality, stimulate economic growth, all while addressing climate change and safeguarding our oceans and forests.



Through the different external and internal activities at Improving Mexico, the main goals that are being contributed to are the following:



COME TOGETHER

This corporate initiative extends an open invitation to all Improving employees worldwide, encouraging them to unite and engage in a designated topic each month. We introduce a diverse range of subjects, including wellbeing, cultural sensitivity, diversity, inclusion, environmental consciousness, and more. By means of diverse activities such as virtual events, in-person gatherings, and interactive challenges, we foster an environment where employees can not only familiarize themselves with these subjects, but also connect with fellow Improvers hailing from different office locations.



Aligned with the Sustainable Development Goals for the 2030 agenda of the UN, Aligned with the Sustainable Development Goals outlined in the UN's 2030 agenda, the focus of each month's topic is to raise awareness and translate it into actionable steps for our Improvers.

In observance of World Engineering Day for Sustainable Development, we utilized our social media platform to disseminate information about the SDGs and how the Come Together initiative plays a pivotal role in driving positive impacts. To delve deeper, you can explore the details provided in this link.



CHAMPIONS

The functioning of this initiative is rooted in a robust network of champions. These champions spearhead activities within their respective offices across the three countries: Mexico, Canada, and the United States. In Mexico, our enterprise champion is Sandy Hermosillo, the Corporate Director of Community Relations, who additionally oversees the entirety of the corporate organization and collaborative endeavors.

- Sandy Hermosillo | Corporate
- Emily Bailey | Atlanta, GA
- Minu Mohan | Austin, TX
- Meg Downey | Chicago, IL
- Diana Stevens and David Belcher | Dallas, TX
- Emily Stickle and Gezla Gafoor | Houston, TX
- Freddie Davis and Zachary Bentley | Ohio, US
- Jenn Massey, Paige Maslyn and Cait Magee | Minnesota, US
- Alicia Buechler | Omaha, NE
- Alex Escobar | Guadalajara, Mexico
- Armando Lopez | Aguascalientes, Mexico
- Carolina Garza and Ernesto Medina | Ziguata-Guadalajar, Mexico
- Esther MacWilliam | Ottawa, Ontario
- Janelle Loughlin and Lisa Tran | Calgary, Alberta
- Sunelle Pink and Faiz Dharamsi | Vancouver, British Columbia
- Gustavo Alvarez and Jesus Garcia Diaz | Toronto, Ontario

ACTIVITIES AND IMPACT

Every month, the Come Together Initiative's primary aim is not only to raise awareness and share knowledge but also to unite all Improvers around a common theme. Throughout the month, a diverse range of activities is carefully crafted to cater to various preferences, including virtual talks, motivational challenges, and in-person events aimed at fostering connections among our Improvers.

The culmination at the end of each month symbolizes the collective efforts and corporate-wide commitment that have been invested. These efforts yield outputs that, in the long run, will propel this initiative towards creating a positive and sustainable impact.



COME TOGETHER

Topics, themes and activities that unite Improvers around the globe

Wellness Month- January

 <p>MENTAL HEALTH Virtual talk in Spanish 81 Attendees</p>	 <p>LIFE BALANCE Virtual talk 83 Attendees</p>	 <p>NUTRITION Virtual talk 68 Attendees</p>	 <p>MILES / KILOMETERS Exercise Challenge 271 Participants</p>	
 <p>MENTAL HEALTH Virtual talk in English 118 Attendees</p>		 <p>STEP BY STEP Challenge 135 Participants</p>		
		 <p>MINDFULNESS CLASS 60 Attendees</p>	 <p>HEALTHY FINANCES Challenge 62 Attendees</p>	 <p>SMOOTHIE CLASS 58 Attendees</p>

Trust Month- February

 <p>DAILY TRUST Challenge 85 Participants</p>	 <p>ESCAPE THE BOOM! 130 Attendees</p>
 <p>ASK ME ANYTHING WITH IMPROVING EXECUTIVES 160 Attendees</p>	

Women's Month- March

 <p>WOMEN WELLBEING Virtual Talk Cara Geoca 18 Attendees</p>	 <p>INTERVIEW WITH IMPROVING BOARD MEMBER KATHY HENLEY Virtual talk 191 Attendees</p>	 <p>WOMEN WELLBEING Virtual Talk Dr. Raymundo 63 Attendees</p>
 <p>WHY DO WE KEEP TALKING ABOUT FEMINISM IN 2022? Virtual talks in English 112 Attendees</p>		 <p>WHY DO WE KEEP TALKING ABOUT FEMINISM IN 2022? Virtual talks in Spanish 95 Attendees</p>

COME TOGETHER

Topics, themes and activities that unite Improvers around the globe

Spirituality Month- April

 <p>LETTER FROM A FRIEND WORKSHOP 53 attendees</p>	 <p>MINDFULNESS IN PERSON EVENT 80 participants</p>	 <p>WHY SHOULD I MEDITATE VIRTUAL TALK IN SPANISH 93 attendees</p>
 <p>VIDEO INTERVIEWS WITH RELIGION EXPERT 5 MAJOR RELIGIONS</p>	 <p>GRATITUDE CHALLENGE 129 participants</p>	 <p>WHY SHOULD I MEDITATE VIRTUAL TALK IN ENGLISH 88 attendees</p>

Culture Month- May Inclusion & Diversity Month- June

 <p>CULTURES TO SPARE IN PERSON EVENT 235 attendees</p>	 <p>DIVERSITY AND INCLUSION VIRTUAL TALK IN ENGLISH 134 participants</p>	 <p>TOTAL INCLUSION CHALLENGE 50 participants</p>
 <p>BUDDY CHALLENGE 140 participants</p>	 <p>FOREIGN PANEL 115 participants</p>	 <p>IMPROVING INCLUSIVE! IN PERSON EVENT 178 attendees</p>
		 <p>DIVERSITY AND INCLUSION VIRTUAL TALK IN SPANISH 92 participants</p>

COME TOGETHER

Topics, themes and activities that unite Improvers around the globe

VIRTUAL TALKS

NO MORE BEER, CHOCOLATE OR COFFEE: HOW CLIMATE CHANGE COULD RUIN YOUR WEEKEND



Come Together English
Virtual talk 173 attendees



WHAT IS HAPPENING TO THE ENVIRONMENT?
Come Together Spanish
Virtual Talk: 94 attendees

EARTH MONTH- JULY

IN-PERSON EVENT

IN-PERSON EVENT PROTECTION AND/OR PRESERVATION OF OUR ENVIRONMENT

171 attendees



CHALLENGE PARTICIPATION



CLEAN YOUR SURROUNDINGS AND NEIGHBORHOOD
1 participant

RECYCLE ELECTRONICS
12 participants



SUSTAINABLE CLOTHING
29 participants



INNOVATION MONTH- AUGUST

VIRTUAL TALKS



BUILDING BLOCKS OF INNOVATION
Come Together English
Virtual talk 117 attendees



INTELLECTUAL PROPERTY & INNOVATION
Come Together Spanish
Virtual Talk 126 attendees

IN-PERSON EVENT

IN-PERSON EVENT ACTIVITY AIMING INNOVATION
96 participants



CHALLENGE PARTICIPATION

INNOVATION CHALLENGE
214 participants



HUNGER REDUCTION MONTH- September

VIRTUAL TALKS



DEPOSITANDO VIDA: LA LABOR DEL BANCO DE ALIMENTOS
Come Together Spanish
Virtual talks 93 attendees

HUNGER REDUCTION

Come Together English
Virtual Talk 122 attendees



IN-PERSON EVENT



DONATION OF FOOD
124 attendees

CHALLENGE PARTICIPATION

FOOD DONATIONS
150 participants



COME TOGETHER

Topics, themes and activities that unite Improvers around the globe

Fun and Games Month- October



THE IMPACT OF VIDEO GAMES ON OUR SOCIETY | CT ENGLISH VIRTUAL TALK
171 ATTENDEES

STREAMING OF IMPROVING ESPORT TOURNAMENT:
COUNTER STRIKE: GO
283 VIEWERS
LEAGUE OF LEGENDS
196 VIEWERS
STARCRRAFT II
252 VIEWERS

IN-PERSON EVENT LIVE STREAMING IMPROVING ESPORTS TOURNAMENT:
71 ATTENDEES



Men's Month- November



LET'S TALK ABOUT MASCULINITIES | CT SPANISH VIRTUAL TALK:
142 ATTENDEES



WEEKLY RECOGNITION CHALLENGE | LET'S RECOGNIZE MEN:
93 ATTENDEES



LET'S TALK ABOUT MASCULINITIES | CT ENGLISH VIRTUAL TALK:
137 ATTENDEES



IN-PERSON EVENT LET'S CELEBRATE MEN | BEER TASTING:
123 ATTENDEES

Generosity Month- December



GENEROUS ADVOCATE VIRTUAL EVENT: 480 ATTENDEES
WE HAVE DONATED A TOTAL OF 21 THOUSAND USD TO ASSOCIATIONS IN THE CITIES WHERE WE HAVE OFFICES

UN GLOBAL COMPACT IMPROVING'S ALIGNMENT

ENVIRONMENTAL

COMMITMENT TO THE ENVIRONMENT

At Improving, our dedication to the environment is unwavering. We are fully committed to actively contributing to the well-being of the ecosystem, not only for our own benefit but also for the betterment of our communities and future generations. Our involvement in environmental care practices is a prominent aspect of our Social Responsibility Committee's agenda. These activities encompass a wide range of initiatives, including metropolitan reforestation campaigns.

Within Improving's physical facilities, it falls upon the Global Operations team to ensure adherence to the following environmentally responsible practices:

- Separation of waste into distinct categories (organic, inorganic, cardboard, glass, and aluminum cans).
- Organizing electronic waste collection campaigns and facilitating proper recycling processes.
- Implementing a "Zero Waste" campaign, which entails reducing the usage of disposable products such as glasses, plates, and kitchen utensils, among others.

REFORESTATION INITIATIVE



On July 23rd, 2022, a dedicated group of 34 Improvers joined forces to plant a total of 150 trees at "Bosques del Centinela" in Zapopan, Jalisco. This collaborative effort was conducted in partnership with Bosque Urbano de EXTRA, and it focused on planting endemic species, including mesquite, huizache, tepame, and tepehuaje.

We are delighted to report that the survival rate of trees planted in the previous year stands at an impressive 71.19%. This signifies our collective commitment to nurturing and sustaining the natural environment.

TAPITAS INITIATIVE



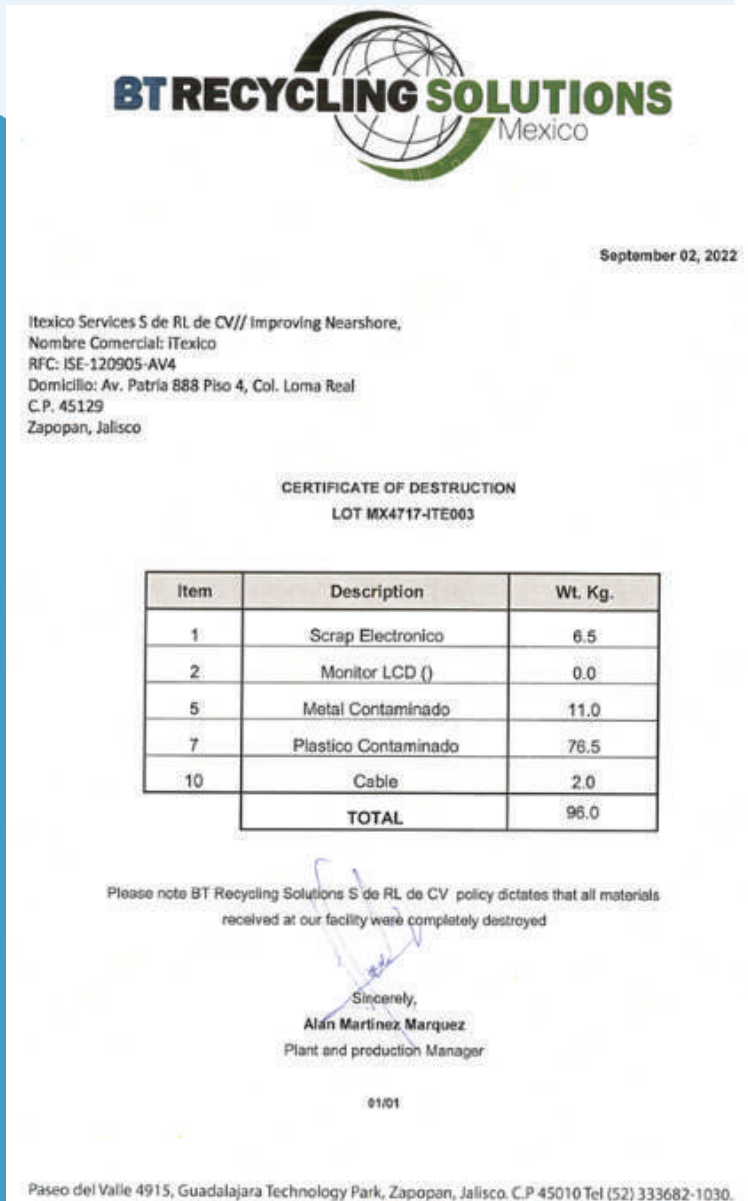
Description automatically generatedAs part of our ongoing commitment to our stakeholders, Improving Mexico introduced the Tapitas initiative, encouraging Improvers to collect plastic caps. These caps are gathered to provide support for children battling cancer. The collected kilograms of caps are sold to companies specializing in recycling, where the plastic is processed to create new products. The proceeds from these sales are dedicated to covering the treatment costs for children with cancer, through our partnership with the Vamos Guerreros AC association.

In 2022 alone, our collective effort resulted in the donation of an impressive 891 kilograms of plastic caps. We extend our heartfelt gratitude to our dedicated Improvers for their enthusiastic support. In February 2023, the Guadalajara office proudly received the "big collection heart," symbolizing our ongoing commitment and dedication to this noble social cause.

ELECTRONIC RECYCLING CAMPAIGN

Since 2016, our dedicated Improvers have been actively participating in our annual electronic waste recycling campaign at both the Aguascalientes and Guadalajara offices. This campaign encompasses a wide range of electronic items, including tablets, cables, phones, cameras, memory sticks, hard disks, chargers, earphones, CDs, DVDs, radios, hairdryers, shavers, and more. Our continuous support for this initiative is driven by its significant environmental impact – the more we recycle, the less we deplete non-renewable resources.

In the 2022 campaign, a total of 149 items were responsibly recycled, ensuring proper destruction methods that prevent contamination. This process was validated by BT Recycling Solutions SA de CV, underscoring our commitment to sustainable and eco-friendly practices.



ZERO PLASTIC AND WASTE POLICY AT THE OFFICE

At Improving, we are unwavering in our commitment to minimizing waste whenever our office is operational. Our primary objective is to mitigate the detrimental environmental impacts associated with waste generation. To achieve this, we actively work on reducing the usage of disposable items like glasses, plates, and kitchen utensils, among others.

Furthermore, we extend this responsibility to all our suppliers by requesting their cooperation in adhering to this guideline and sharing our commitment to minimizing waste in our shared environment. Together, we strive to minimize the disposal of waste to the absolute minimum, contributing to a more sustainable future.

HOME OFFICE

Since the onset of the Covid-19 pandemic, the transition to remote work has had a significant impact on our employees based in the Guadalajara and Aguascalientes offices. This transition has led to a noteworthy reduction in the carbon footprint that would have otherwise been generated through daily commuting to and from the office. Consequently, our Improvers now have the opportunity to make a positive environmental contribution by minimizing their participation in car-related pollution.

GUADALAJARA OFFICE GREEN BUILDING

Our Guadalajara office, located at Av. Patria 888, Zapopan, Mexico, 45129, stands as a testament to our commitment to sustainable practices. It has successfully met the rigorous requirements of the LEED Green Building Rating System Certification. This certification framework prioritizes health, efficiency, carbon footprint reduction, and cost savings in green building design and operation.

On November 28th, 2022, the building in which our offices are located, has achieved a remarkable score of 72 points, earning us the esteemed Gold level designation from LEED (Leadership in Energy and Environmental Design). For in-depth information regarding this accomplishment, kindly visit the following link:

<https://www.usgbc.org/projects/patria-888>





LABOR PRACTICES

EMPLOYEE SURVEY NPS

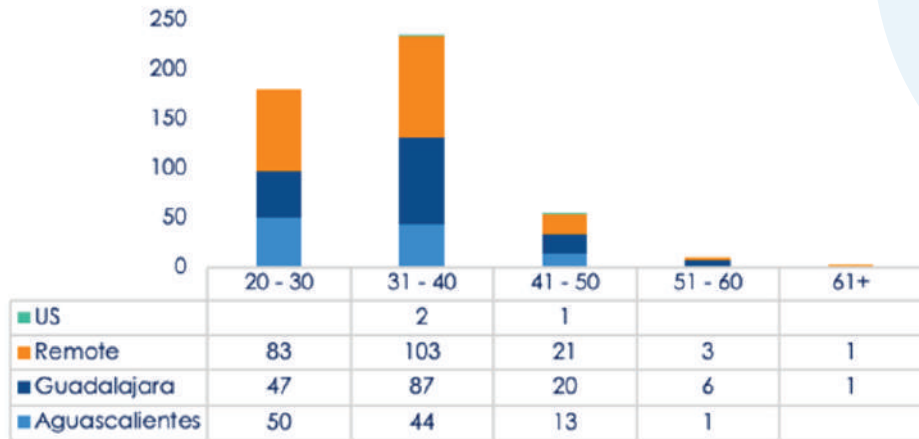
The Net Promoter Score serves as a valuable metric for assessing client satisfaction and projecting growth. In departments focused on employee well-being, such as Talent Management, we regard our employees as clients. This scoring system is rooted in the concept that some individuals become advocates for our brand (promoters), while others express negative sentiments that can impact our brand negatively (detractors), and some remain impartial or passive.

The standard question posed is, "On a scale from 1 to 10, with 1 being the lowest and 10 the highest, how likely are you to recommend Improving to a friend or colleague?" Ratings of 1 to 6 indicate a detractor, 7 or 8 signify neutrality, and scores of 9 and 10 represent promoters. The scores from these three groups are tallied, percentages are calculated, and detractors are subtracted from promoters, yielding a scale that spans from -100 to 100. A score exceeding 50 is indicative of a highly regarded company, and at Improving, our aspiration is to achieve an NPS score of over 60.

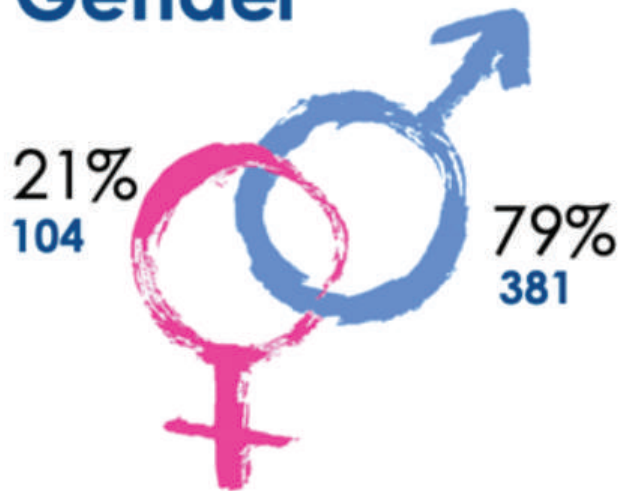
Over the past three years, we have witnessed consistent growth, from 21 points to an impressive 78. This record-high score presents a continual challenge for our organization as we strive to sustain this excellence and aim for even higher scores each quarter. To gather insights, we administer a survey every three months to all employees who have been with us for at least two months. The survey encompasses evaluations of the quarter's performance, employee satisfaction, and their vision for the upcoming quarter. Our response rate consistently exceeds 80%, underscoring the engagement of our workforce. We actively use this invaluable feedback to shape our activities and workshops, ensuring they align with the desires and needs of our dedicated employees.

DIVERSE WORKPLACE

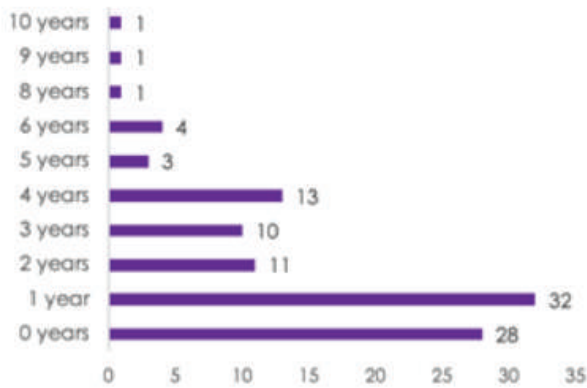
Ages by location



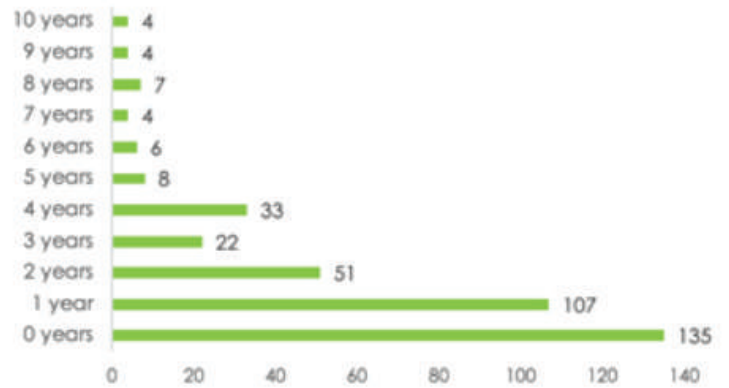
Gender



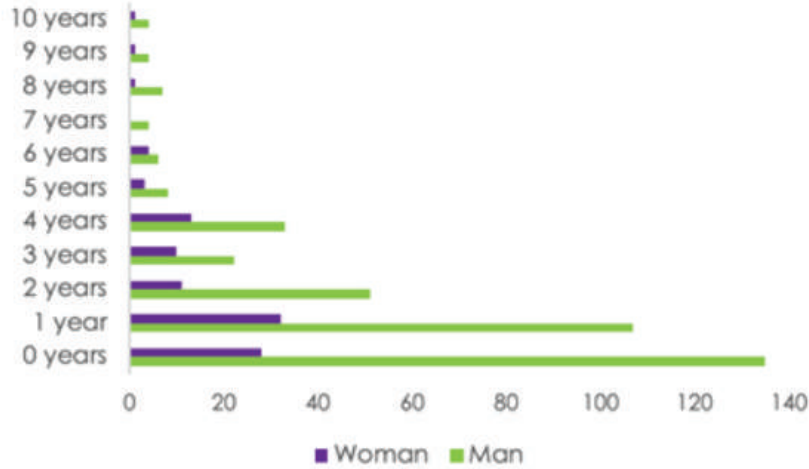
Women's Seniority



Men's Seniority



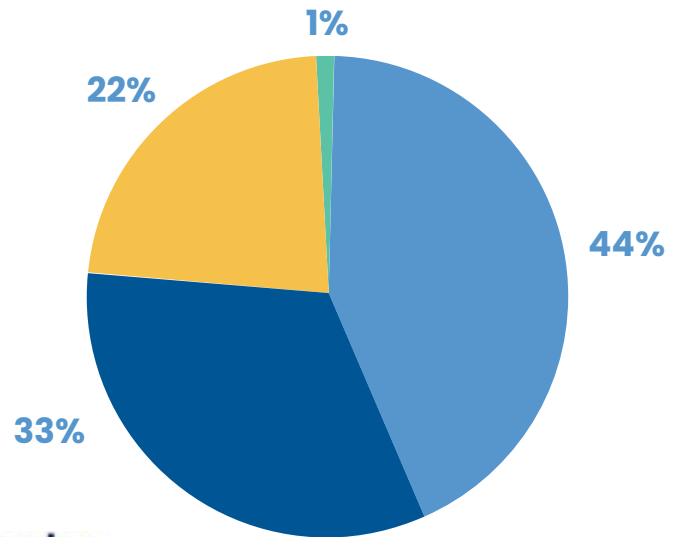
Seniority Comparison



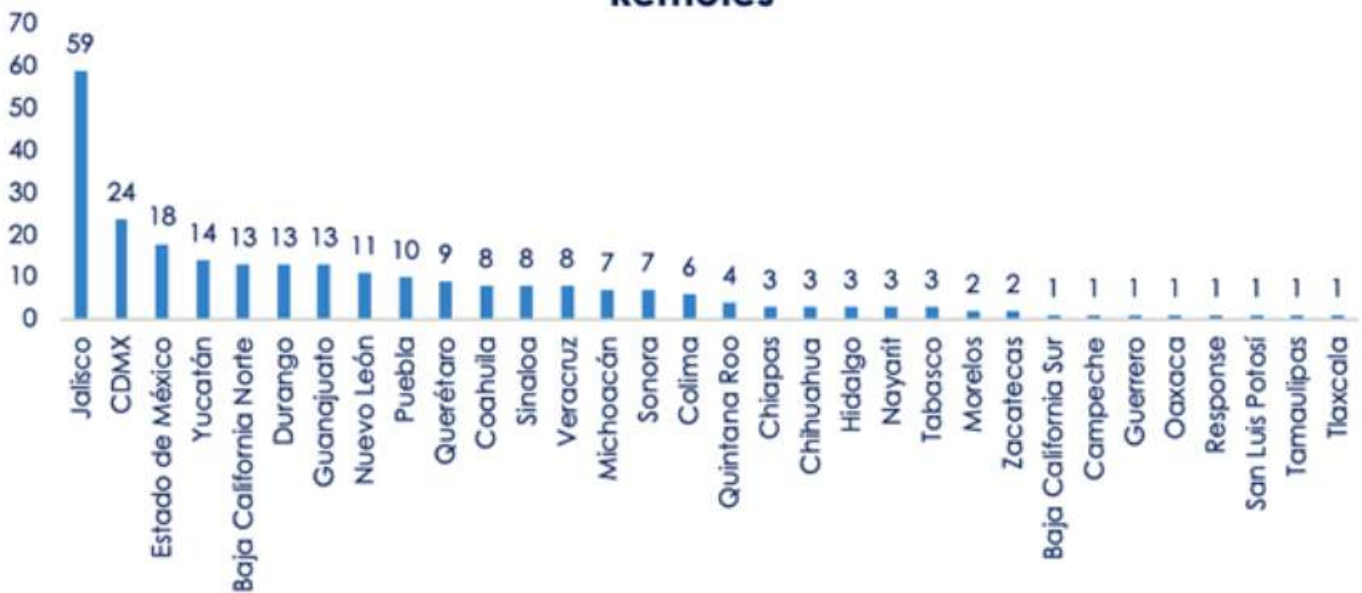
	0 years	1 year	2 years	3 years	4 years	5 years	6 years	7 years	8 years	9 years	10 years
Man	135	107	51	22	33	8	6	4	7	4	4
Woman	28	32	11	10	13	3	4	4	1	1	1

Working from

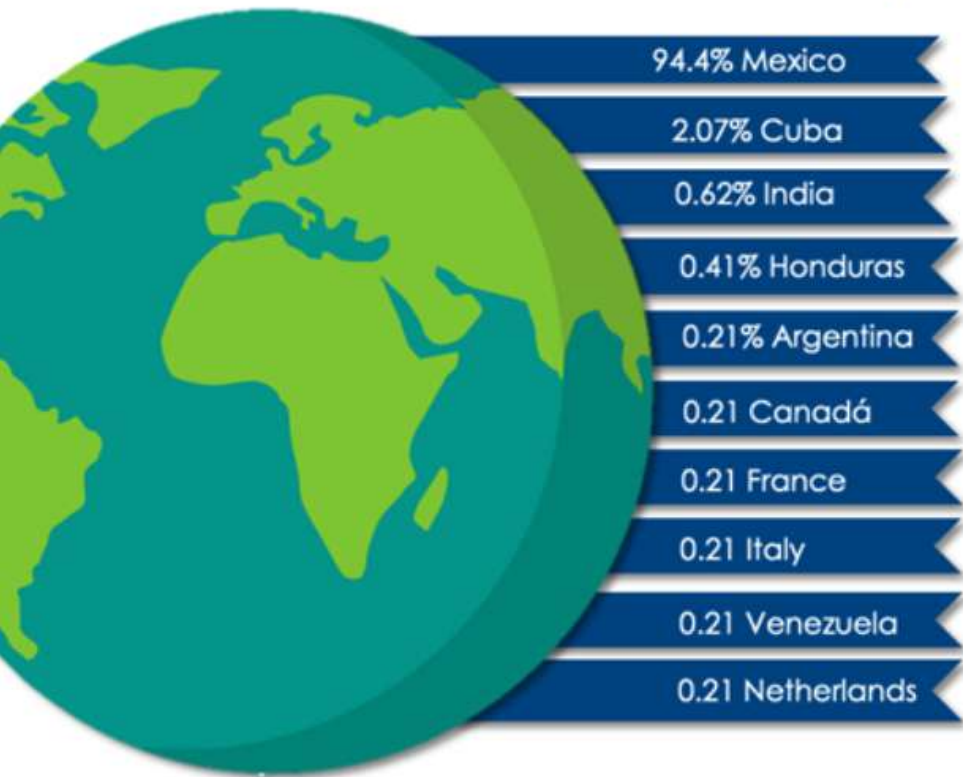
Location	Number
Remote	211
Guadalajara	162
Aguascalientes	109
US	3



Remotes



A Global Community



Nationality

Mexico
Cuba
United States
India
Honduras
Argentina
Canada
France
Italy
Venezuela
Netherlands Antilles

Number

455
10
6
3
2
1
1
1
1
1
1

LEARNING AND TALENT

EMPLOYEE TRAINING INITIATIVES

At Improving, we believe in delivering cutting-edge technology solutions and fostering a culture of continuous innovation. To empower our Improvers and inspire them to share knowledge and experience, we offer various opportunities for growth and development.

Our commitment to excellence extends to ensuring that our Improvers possess the technical skills necessary to excel in their roles. This not only enhances their job performance but also encourages them to take on additional responsibilities, thereby increasing their leadership potential. Through our training programs, we formalize our "keep-learning culture," aligning our capability-building processes with the company's overarching objectives and business goals.

One invaluable tool we provide is Udemy for Business. We furnish licenses to every Improver who has established an internal career path plan, facilitating continuous learning to address their specific skill development needs. This investment in our team's growth reinforces our dedication to nurturing talent and fostering a dynamic, agile workforce.

CAREER PATH

At Improving, we firmly believe that excellence thrives within a growth mindset, and we shoulder the responsibility of guiding our Improvers as they navigate their professional journey. Offering them a clear perspective and a well-defined path, coupled with personalized feedback, enables them to unlock their full potential while aligning with Improving's overarching objectives.

Our Career Path philosophy forms the foundation of our approach, providing our collaborators with valuable guidance and tools to facilitate their personal and professional growth. As they collaborate with their dedicated Improving Path Coach, our collaborators discover a wealth of resources to support their journey, along with numerous avenues for engagement within our community, connecting with fellow Improvers and beyond.

The Career Path Initiative is open to all, and Improving stands ready to assist every step of the way. We maintain a roster of trained coaches from which employees can select their preferred mentor. Upon doing so, they embark on a 90-day commitment, commencing with their initial coach meeting, and are provided with a personal UDEMY account to facilitate their ongoing development. This initiative underscores our unwavering commitment to nurturing talent and fostering a culture of continuous improvement.



IMPROVING U

We are dedicated to expanding our culture of learning by actively engaging a diverse range of individuals. We recognize that a diverse group of people brings forth a wealth of ideas, enriching our collective experience for the benefit of all.

Each office within Improving is deeply committed to diversifying the Improving U community, and they do so in distinctive ways. We structure the year into semesters (fall, spring, and summer) to foster continuity and steady advancement in every course, thereby increasing participation among our Improvers. We wholeheartedly encourage each Improver to reflect upon what they aspire to learn or teach, promoting a dynamic and collaborative learning environment.

All courses are divided into the following categories.

- Professional Growth
- Business development
- Soft skills
- Technical skills
- Personal Growth
- Community involvement
- Financial independence
- Social interaction

Number of participants in Mexico: 309

Number of courses: 40

SCRUM TRAININGS

We understand the significance of certifications in today's workforce. Our certified coaches and instructors offer a wide range of training opportunities for individuals looking to advance their agile, development, or leadership skills. We regularly conduct essential certification courses, including the Professional Scrum Master (PSM) and Professional Scrum Product Owner (PSPO), specialized software workshops like Test-Driven Development (TDD), and leadership training sessions such as Professional Agile Leadership - Essentials (PAL-E). These courses provide multiple opportunities to earn some of the industry's top certifications.

In terms of Scrum training, our Professional Scrum Product Owner (PSPO) certification program spans two days and is available both online and in person.



Participants gain insights into harnessing Scrum principles to optimize product and service value. In today's Scrum landscape, product ownership extends beyond mere requirement documentation or managing a Product Backlog. Professional Scrum Product Owners are expected to assume a more strategic role in defining a vision, evaluating value, and validating ideas.

The course includes two attempts at the globally recognized Professional Scrum Product Owner I certification exam (PSPO I). Our instructors offer both virtual and in-person training sessions at various Improving locations, ensuring a flexible and tailored learning experience. We also accommodate private training sessions for interested parties. While these courses can carry a cost of up to \$1,495.00 USD per person, Improvers can access them for free!

The numbers:

- Students Trained: 26,450
- Courses Taught: 1,844
- Certifications: 11,067
- Recommended: 99

BOOTCAMP

At Improving, we are committed to providing young people with new opportunities, and to fulfill this mission, we have established an internal Bootcamp program. This initiative involved 40 students, with 20 focusing on .NET and the other 20 specializing in JavaScript. These dedicated students underwent rigorous technical training, consisting of 6 hours of classes per day, along with 2 hours of English language instruction, over a duration of 6 months. Throughout this program, our Delivery Managers, representing both technologies, played a pivotal role in ensuring that students received the essential knowledge and skills required to secure positions at Improving or other IT companies.

In our pursuit of excellence, we partnered with IJALTI and Mozcalti, organizations that have enabled us to access the finest educators in the field. Additionally, we extend our gratitude to the Zapopan Government for their generous sponsorship, which has been instrumental in bringing this initiative to fruition. It's worth noting that over 90% of the investment in this endeavor came directly from Improving. Our commitment to empowering young talent and fostering their growth remains unwavering.



During the entire six-month program, all students were recipients of scholarships provided by Improving, making the program entirely free for them. These dedicated students became an integral part of the Improving family during this period, receiving their education at our state-of-the-art facilities in Guadalajara and Aguascalientes.



VIRTUAL TALKS AND FORUMS

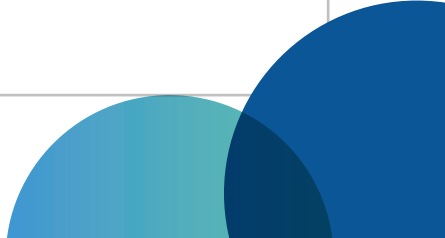
In the previous year, our Talent Management team embarked on a series of engaging initiatives aimed at enriching the experiences of our valued Improvers. One of the standout offerings was our weekly virtual talk series, aptly named "Improving Our Pitch." These sessions served as a platform for Improvers to enthusiastically share their knowledge and passions on a wide array of subjects. Whether it was soft skills, technical expertise, or personal hobbies, all topics were embraced and celebrated.

On a different note, we introduced a monthly virtual cooking class, thoughtfully led by one of our very own Improvers. These "Cook Out" sessions have proven to be a delectable journey, equipping our team members with culinary skills ranging from mastering a simple pancake to crafting exquisite vegetarian and international dishes.

As part of our company's commitment to fostering a diverse range of initiatives and raising awareness on important subjects, we offered a diverse selection of virtual talks to all our Improvers across Mexico. These informative talks were delivered by both our Sustainability and Talent Management teams, as well as contributors from our "Come Together" initiative.

Reflecting on the wealth of knowledge shared, we extend our heartfelt gratitude to our internal and external speakers who dedicated their time and expertise to enlighten and empower our collaborative community.

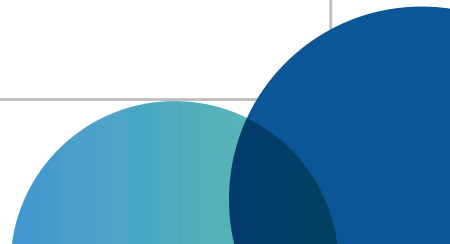
Month	CSR	Talent Management	Come Together
<p>January</p>		<ul style="list-style-type: none"> • Declaración de impuestos • Afores y pensión para el retiro • Retiro: una enfermedad invisible en México • Vive con libertad financiera y alcanza de independencia económica • Aprende a usar la plataforma del SAT 	<ul style="list-style-type: none"> • Life Balance • Mental Health • Nutrition



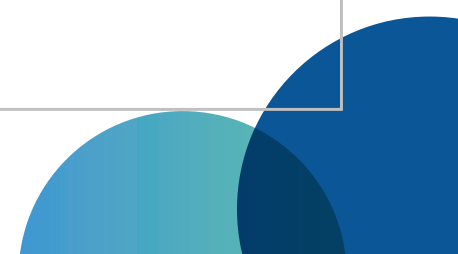
Month	CSR	Talent Management	Come Together
February	Diez y Código de Ética: Descubriendo Casos	<ul style="list-style-type: none"> • Salud mental en tiempos de COVID 19 • ¿Por qué sufrimos en el amor? • Aislamiento social y sus efectos en los seres humanos • ¿Cómo gestionar mis emociones? • Estilos de vida y salud mental en tiempos de pandemia 	Ask me Anything, virtual panel with our CEO Curtis Hite
March		<ul style="list-style-type: none"> • El perro como animal de compañía • Alimentación natural en perros y gatos • Verdades y mitos sobre los gatos • Experimentos sobre animales 	<p>Women Integral wellbeing</p> <p>Interview with improving board member</p> <p>Why do we keep talking about feminism in 2022?</p>
April	Casos que no aplican en el Buzón de ética	<ul style="list-style-type: none"> • Creando mi propio planeta • Hambre de cariño • Estrategias de crianza para padres de IT 	<p>Why should I meditate?</p> <p>Letter from a friend Virtual Workshop</p>



Month	CSR	Talent Management	Come Together
May		<ul style="list-style-type: none"> • Familia y trabajo, combinando lo mejor de los dos mundos • Trabajo y familia en la era post COVID 	Foreign panel
June	How to be an ally	¿Día del padre o padre todos los días?	The importance of diversity & inclusion
July	CSR Committee and Its Commissions	<ul style="list-style-type: none"> • Los videojuegos y las adiciones a los mismos • Oportunidades en gaming • Streaming en videojuegos • Game evolutions • El futuro del gaming • Fall Guys – Bonding • Desarrollo de videojuegos 	<p>What is happening to the environment?</p> <p>No More Beer, Chocolate or Coffee: How Climate Change Could Ruin Your Weekend</p>
August		<ul style="list-style-type: none"> • Higiene postural • Cómo llevar una dieta Vegana • El plato del buen comer y cómo detectar sobrepeso 	<p>Intellectual Property & Innovation</p> <p>Building blocks of innovation</p>



Month	CSR	Talent Management	Come Together
September	<p>Contexto de Migración Centroamericana y Refugio</p> <p>Hacer visible lo invisible: Microagresiones y machismos cotidianos</p>	<ul style="list-style-type: none"> • No pidas consejos de amor • La importancia de un entorno laboral saludable • Minor insurance • A guide to an effective resume 	<p>Hunger Reduction</p> <p>Depositando vida: la labor del Banco de Alimentos</p>
October	<p>Coming Out Panel: El closet es para la ropa</p>	<ul style="list-style-type: none"> • ABC de las AFORES • Jeopardy tournament • Fall guys tournament 	<p>The impact of Videogames on our Society</p> <p>Improving eSports Tournament</p>
November		<ul style="list-style-type: none"> • A brief story of vue • Web accesability 	<p>Let's talk about masculinities</p>
December		<ul style="list-style-type: none"> • (Almost) all about Typescript • Why empower agile in software development • Custom standardization scaffolding • Secret Santa remote event • Javascript engine • Salud Mental • Christmas toast 	<p>Generous advocate</p>



LIFE-WORK BALANCE

At Improving, we are interested in our staff achieving the balance between their professional and personal lives. Feeling valued, cared for, listened to, and rewarded for their important work in the company are important parts of the employee experience, so we promote strategies to achieve the reconciliation between personal life and professional development. Based on the principle of flexibility, these are some of the business policies that we carry out:

- We will respect working hours, so they can dedicate time to coexistence with their loved ones and family responsibilities.
- We will participate in recreational activities promoted by the institution, in the company of their families when possible.
- We will contribute to disclosing maternity and paternity benefits.
- We will support flexibility initiatives to attend to family emergencies.
- We will help prevent working women of our institution from having to choose between their development or their family life.
- We will give our support for the granting of permits to mothers and fathers when they need to attend to their children's school matters.
- Promotion of sports: Improving, to promote sports among its collaborators, will pay total or partial registration when they want to participate in an athletic race. The participant must use one of the company's t-shirts and post their participation on social networks using the hashtag #Improving and #ProudtobeImprover. Improving's participation in other sporting events will be evaluated on a case-by-case basis.
- Time by time: Compensation for overtime used to extend the working time for free time in exceptional cases will be evaluated and must be previously authorized by the Talent Management area in conjunction with the immediate supervisor of the employee.
- Work from home: Occasional remote work or Home Office in exceptional cases will be evaluated and must be previously authorized by Talent Management in conjunction with the employee's immediate supervisor. The person must comply with the guidelines established by the company such as infrastructure, reporting, among others.

- Marriage permit: Improving grants 5 vacation days to people who get married. This privilege will be granted only once per employee.
- Some of the above privileges are conditioned to the achievement of objectives and in accordance with the code of ethics and conduct, and internal work regulations may be revoked as part of disciplinary measures in case of incurring violations of said collective agreements and/or failure to achieve individual goals and company.
- Written authorizations will be required according to each individual case, and may be approved by clients, managers, and Talent Management. To know more about the authorizations, they must consult Talent Management.

GREAT WORKING EXPERIENCE

HUMAN RIGHTS CAMPAIGN CERTIFICATION

Since its founding in 2010, Improving Mexico has included a diversity and inclusion policy in its code of ethics. We have an LGBTQ+ and Allies Commission, and we have participated in Guadalajara’s PRIDE parade since 2017.



In 2022, Improving won the Human Rights’ Campaign Foundation certification for the fourth consecutive year as one of the best companies to work with regarding LGBTQ+ inclusiveness.

The HRC Equidad MX program is modeled after HRC’s Corporate Equality Index the premier LGBTQ+ workplace equality benchmarking survey in the U.S. Top-scoring companies lead the way on LGBTQ+ inclusion and earn the HRC Foundation’s designation of “Best Places to Work for LGBTQ+ Equality” or “Mejores Lugares para Trabajar LGBTQ+ 2023” for their commitment to creating inclusive workplaces for LGBTQ+ employees.

This year's HRC Equidad MX Report assessed major Mexican businesses and multinational companies. on several core pillars of LGBTQ+ inclusion:

- Adoption of nondiscrimination policies,
- Creation of employee resource groups or diversity and inclusion councils,
- Internal LGBTQ+ training and educational best practices, and engagement in public activities to support LGBTQ+ inclusion.



BEST PLACE TO CODE

"Best Place to Code" is an initiative meticulously curated by Software Guru, a distinguished news and information company with a steadfast focus on IT subjects. This initiative has a twofold objective: firstly, to identify and honor companies that are trailblazing the evolution in coding practices, and secondly, to disseminate their invaluable best practices.



To earn the coveted designation of a "Best Place To Code," a company, whether dedicated to software creation or housing a dedicated technology department, must undergo a stringent evaluation process encompassing the following critical criteria:

- Compensation
- Diversity and equity
- Professional development
- Culture
- Infrastructure

Notably, it's worth mentioning that Improving has proudly attained this esteemed recognition in 2022.

LABORATORIA

Since 2017, we have proudly stood as dedicated allies of Laboratoria, an organization on a mission to empower women who aspire to build brighter futures by launching and nurturing careers in the technology sector. This empowerment journey unfolds through a transformative six-month remote bootcamp, carefully designed to foster both technical expertise and life skills. Laboratoria's primary focus is on women who, for various reasons, have faced barriers to kickstarting their professional journeys. Following the bootcamp, the organization connects its accomplished graduates with high-quality employment opportunities in the tech industry, with roles ranging from web developers to user experience designers [1].

In the year 2022, we welcomed seven talented women from Laboratoria into our ranks, as part of our unwavering commitment to increasing female representation within our company and across our industry. This ongoing effort reflects our dedication to creating a workplace that embraces diversity and inclusivity, ensuring that everyone has a secure and supportive environment to nurture their talents.

We take immense pride in our recognition as the Top Latam Tech Female Employer by Laboratoria, an acknowledgment that fuels our determination to persist in our mission of fostering a workplace where every individual has the opportunity to flourish and develop their potential.

TOP LATAM FEMALE EMPLOYER



We are thrilled to announce that, based on our dedicated efforts over the past year, Improving has earned the prestigious distinction of being recognized among 287 esteemed Latin American companies as a TOP LATAM TECH FEMALE EMPLOYER. We have been acknowledged in the category of companies with less than 1,001 to 5,000 employees. This recognition underscores our commitment to making a significant impact in narrowing the gender gap within the tech industry.

This achievement is a testament to the collaborative spirit and unwavering dedication of our entire team. It reaffirms our pledge to continue championing the cause of representation and creating quality employment opportunities for women in the IT sector. At Improving, we remain steadfast in our mission to foster a more equitable and inclusive landscape within the tech industry, and this recognition fuels our determination to push ahead on this vital journey.

HEALTH AND SECURITY

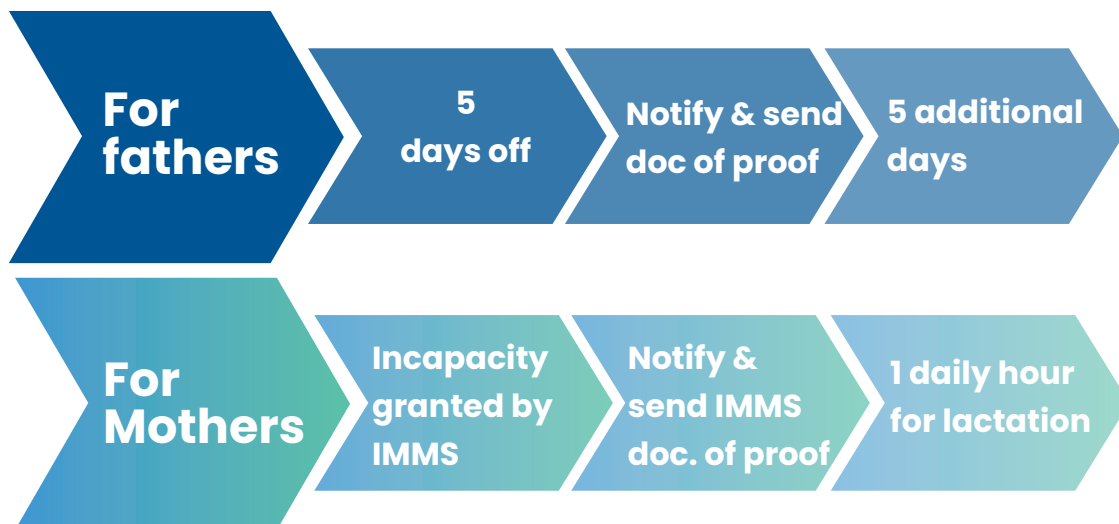
MOTHERHOOD INCLUSION AND SUPPORT

At Improving, we firmly believe in the principle of flexibility, especially when it comes to supporting the needs of parents. We understand that the responsibilities of parenthood are paramount, and we strive to provide unwavering support to both mothers and fathers during these crucial moments in their lives.

Our commitment to parenthood support includes granting maternity and paternity leave in strict accordance with the prevailing legal terms. Importantly, this support extends to those who choose to adopt a child as well. We recognize the importance of these life-changing events and are dedicated to ensuring that our employees have the necessary time and resources to fully embrace their roles as parents while maintaining a healthy work-life balance.

Improvers are more than welcome to bring their children to the office if needed. We do not oppose nor forbid it. At our facilities, we have lactation rooms at our disposal.

Birthday /Adoption of children



TERAPIFY

At Improving, it is of utmost importance to prioritize the well-being of our employees, particularly their mental health. That's why we have partnered with Terapify, a platform that grants our employees access to therapy at an exceptionally affordable rate, with the company covering over 60% of each session's cost. In the year 2022, we facilitated over 600 therapy sessions through this program.

We have witnessed a significant positive impact on our Improvers as a direct result of this invaluable benefit. Beyond therapy, Terapify has also conducted various virtual talks covering diverse topics related to mental health and offered complimentary yoga classes on their platform, further enhancing the well-being and resilience of our team members.

The infographic is a blue-themed graphic divided into three main sections: 'terapify' (left), 'Care Units' (center), and 'How it works?' (right). The 'terapify' section includes the logo, a description as an 'Online psychological therapy platform', an invitation to use the benefit, and instructions on how to access it via the website <https://www.terapify.com/> using the code 'IMPROVER'. It also states that the company covers 60% of the cost, leaving a \$250 per session for the employee. The 'Care Units' section lists six categories: Anxiety and stress, Depression, Relationship problems, Self-esteem, Personal growth, and Sexuality. The 'How it works?' section outlines a four-step process: 1. Choose your psychologist, 2. Make your appointment, 3. Take your session, and 4. Rate your experience. At the bottom, contact information is provided: sandy.hermosillo@improving.com and esteban.cortes@improving.com. The 'improving' logo is at the bottom left, and the text 'The platform is: PROFESSIONAL, SAFE, ACCESSIBLE' is at the bottom center.

terapify
Online psychological therapy platform.
We invite you to use and enjoy this benefit for your mental and spiritual health.

What? How? & How Much?

1. Go to:
<https://www.terapify.com/>

2. Use your account @improving.com to register

3. Use the code:
IMPROVER
to get our special discount.

You will pay only \$250 per session, the company will pay the rest. (Normal price \$550 mx)

improving

Care Units

- Anxiety and stress
- Depression
- Relationship problems
- Self-esteem
- Personal growth
- Sexuality

The platform is:
PROFESSIONAL SAFE ACCESSIBLE

How it works?

- Choose your psychologist
- Make your appointment
- Take your session
- Rate your experience

Contact:
sandy.hermosillo@improving.com
esteban.cortes@improving.com

CORPORATE SOCIAL RESPONSIBILITY COMMISSIONS

INCLUSION AND DIVERSITY

Gender equality and equity are integral parts of Improving's identity as they profoundly impact equitable and just labor relationships among individuals. The promotion of diversity and inclusion creates a workplace environment where institutional values and beliefs firmly reject discrimination, inequality, or any form of workplace violence.

Within Improving México, we have established affinity groups to address various areas of focus. These groups have arisen in response to the expressed interests of our team members, who seek to create platforms for dialogue, awareness, and internal initiatives aimed at nurturing a positive workplace atmosphere. The Sustainability Committee oversees the formation of these groups, which currently include the LGBTQ+ and Allies Commission, the Women's Commission, and the Priority Attention Group People Commission.

Each commission operates with a structured leadership team comprising a president and vice president, who assume responsibility for the group's commitments and track progress toward set objectives throughout the year. Meeting frequency varies according to the workload, but typically, the groups convene every other week. During these sessions, comprehensive notes are taken to ensure that follow-up actions are addressed at subsequent meetings.

WOMEN COMMISSION



WOMEN COMMISSION

The Women's Commission, comprised of 22 women and 4 men, has been instrumental in driving various action plans and raising awareness to foster an inclusive workplace environment for women. With the singular goal of increasing the representation of women both in the IT industry and at Improving, several enlightening virtual talks have been organized. These talks have featured specialists who have delved into essential topics, including:

- The three pillars to build environments free of violence - Sara Cabello
- Make the invisible visible - Sara Cabello

The feminism topic has been indeed on the table, and it was of so much interest that the commission started a book club with 12 members that gathered to discuss the book "Feminismo para principiantes", by Antonia Santolaya y Nuria Varela. This initiative has already been productive, giving us

The feminism topic has been indeed on the table, and it was of so much interest that the commission started a book club with 12 members that gathered to discuss the book "Feminismo para principiantes", by Antonia Santolaya y Nuria Varela. This initiative has already been productive, giving us good practices to share this knowledge and deconstruction processes that aim for a better society.

Members of the Women's Commission have openly shared their personal testimonials, shedding light on their experiences working at Improving and within the IT industry. You can explore some of these inspiring testimonials through the following links, featuring Sofia and Yanet.

LGBTQ+ & ALLIES COMMISSION



Our LGBTQ+ & Allies Commission is undeniably one of our most active and well-established committees, boasting the participation of 16 dedicated Improvers who generously share their ideas and experiences. Together, we endeavor to implement the most effective workplace practices and cultivate the inclusive culture necessary for everyone to feel safe within our workplace.

Annually, we host an informative course, extending an open invitation to all Improvers to become allies and contribute to the creation of a secure work environment. This course provides valuable guidance and shares vital statistical data, helping to raise awareness about the very real challenges that our community members encounter daily, both in their personal and professional lives.

As previously mentioned, we are immensely proud of our consecutive receipt of the HRC EQUIDAD MX Certification for four years running. This certification serves as a strong testament to our unwavering dedication to the LGBTQ+ community. We reaffirm that our talent is our most precious asset, and our commitment to fostering a diverse and inclusive workplace remains resolute.



During Pride Month in 2022, we actively participated in the Pride Parade held in Guadalajara, Jalisco. We extended a warm invitation to the families and friends of our collaborators to join us on this momentous occasion. The result was truly remarkable, with over 60 individuals coming together to celebrate and enjoy a day filled with joy and unity. Our participation not only contributed to fostering a sense of camaraderie within our workforce but also made a positive impact on social integration within the broader community. It was indeed a day of fun and incredible memories.

PRIORITY ATTENTION GROUP PEOPLE COMMISSION



This means one or more groups of individuals possessing certain traits or characteristics, including but not limited to age, color, creed, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical attributes, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status.

The Priority Attention Group People Commission is focused on individuals who possess specific traits or characteristics, such as age, color, creed, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical attributes, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status. This commission aims to address the unique challenges and concerns that these individuals face, and to develop strategies and solutions to promote their inclusion and well-being at Improving México.



HUMAN RIGHTS AWARENESS OF PRIORITY GROUP PEOPLE

Síndrome de Down Jalisco A.C.

In December, we hosted an in-person event as part of our Come Together initiative, falling under the Generosity month category. This event proved to be one of the most significant and impactful experiences we've had in quite some time. Over 130 employees hailing from different states of Mexico congregated at our Guadalajara offices to partake in a series of powerful activities that shed light on the daily lives and experiences of individuals with Down Syndrome and various disabilities.



ORANGE DAY: ORANGE THE WORLD

In Mexico, the pervasive issue of violence against women persists, reflecting a larger problem of inequality and a disregard for human dignity. However, there remains a ray of hope. The 25th day of each month is designated by the UNiTE campaign as "Orange Day," a day devoted to raising awareness about violence against women and girls. The color orange, representing joy and optimism, symbolizes a world where violence is absent [2].

November 25th marks the International Day for the Elimination of Violence Against Women. This Orange Day serves as a rallying call for activists, governments, and UN partners to unite in their efforts to prevent violence against women and girls every month.

At Improving, we hold a deep commitment to this cause. Consequently, on the 25th of every month, we disseminate news and activist content to our staff through our internal Sustainability Newsletter. Recognizing that action alone cannot eradicate violence, we have collaborated closely with the Women's Commission to provide our staff with access to crucial virtual discussions that illustrate how violence against women extends beyond physical harm, encompassing verbal abuse and workplace harassment. We remain resolute in our dedication to eradicating all forms of violence within our workplace, unequivocally declaring that such behavior will not be tolerated. Together, we labor towards a future where violence against women is eradicated from our world.

CHARITY

We are a responsible company deeply committed to giving back to our community. We firmly believe in our responsibility to make a positive impact on the world, and one of the avenues through which we fulfill this commitment is by actively supporting charitable causes and associations.

Our dedication to giving back is firmly grounded in the belief that businesses have an inherent obligation to contribute to the greater good. Through our contributions to these causes, our aim is to effect real change in the lives of those in need and to help build a brighter future for all.

At Improving, our sense of social responsibility is a core principle we hold in high regard. Through our support for charitable causes and associations, we endeavor to play our part in shaping a better future for everyone. We firmly believe in our duty to give back, and we take immense pride in being active participants in the ongoing effort to make the world a better place.



INSTITUTION FM4

FM4 Paso Libre, Dignidad y Justicia en el Camino A.C., or Dignity and Justice on the Way A.C., is a non-profit organization dedicated to the defense and promotion of human rights for migrants and refugees in western Mexico. They achieve this noble mission through comprehensive humanitarian assistance and advocacy efforts.

Improving has been a staunch supporter of this association, offering donations in kind and providing them with a platform to share their impactful work and contributions to the cause. We firmly believe in the importance of raising awareness about the formidable challenges faced by migrants, and we take great pride in our partnership with FM4 Paso Libre. Through our donations, including clothing and backpacks, we aim to make a positive difference in the lives of those they serve and support their crucial humanitarian efforts.

DONADORES COMPULSIVOS (COMPULSIVE DONORS)

In December 2022, as part of the Come Together initiative, we organized an event called "Generous Advocate." This engaging activity involved a friendly competition among all our enterprises. Each enterprise was tasked with selecting a charitable association or organization to advocate for during a company-wide virtual talk.

During these virtual talks, each representative had the opportunity to make a persuasive pitch, similar to an elevator pitch, explaining why their chosen association deserved to receive the most significant donation. The first-place prize amounted to five thousand dollars, which would be donated to the organization that received the most votes.

One of our dedicated Mexican Improvers passionately advocated for Donadores Compulsivos AC (Compulsive Donors), an organization committed to promoting altruistic blood donations in Mexico. Over the span of six years, they have developed seven distinct programs and have collaborated extensively with citizens and institutions to increase voluntary blood donations across the country.

Thanks to the advocacy of our Improver, Donadores Compulsivos emerged as the winner of the competition. As a result of this internal initiative, they were awarded a generous donation of five thousand dollars. We take immense pride in being associated with Improving, a company that actively gives back to society and plays a vital role in contributing to the construction of a better world. This not only benefits our immediate stakeholders but extends to the broader community as well.

ANTICORRUPTION PRACTICES

CODE OF ETHICS

At Improving, we place paramount importance on the impeccable integrity and conduct of our employees. While each member of our team possesses unique qualities, we collectively share non-negotiable standards and responsibilities. These standards are essential to create and maintain a workplace characterized by responsibility, safety, and unwavering ethical principles.

To fulfill this commitment, we have established a comprehensive code of ethics and conduct designed to assist in resolving various situations that may arise in our daily operations. While this code covers a broad spectrum of scenarios, it is not exhaustive and is not intended to address every possible situation requiring a decision. Rather, it serves as a foundational framework outlining the fundamental principles that guide the conduct of Improving's staff.

The primary objective of this code is to offer guidance to employees concerning their responsibilities and behavior within the company, empowering them to make decisions aligned with the core principles and values upheld by Improving. In cases where specific guidance is lacking in the code of conduct, employees should turn to their immediate supervisors, the ethics committee, or designated authorities for the necessary considerations and guidance. Should any questions or uncertainties arise regarding these policies, employees are encouraged to reach out to their hierarchical superiors for clarification and guidance.

DATA PRIVACY & SECURITY

Information represents a valuable resource for Improving, and as such, it demands vigilant protection. Safeguarding sensitive information is of paramount importance, ensuring that it remains accessible exclusively to individuals who require it while preventing indiscriminate disclosure.

To maintain this crucial safeguard, we have instituted a comprehensive set of policies governing information security and the responsible use of social media within our organization. These policies include:

The following are the security information and use of social media policies that are implemented at the company:

- Information Security Policy
- Electronic Messaging Policy
- Privacy and Personal Data Protection Policy
- Social Media Policy



These policies collectively form the foundation of our commitment to safeguarding data privacy and security at Improving. They outline the principles and procedures necessary to maintain the confidentiality and integrity of our information assets while promoting responsible and secure use of electronic communication and social media platforms.

CODE OF ETHICS QUIZ

Improving Mexico maintains a comprehensive Code of Ethics policy that is readily accessible on its official website. As part of our commitment to upholding these ethical standards, all employees are required to participate in an annual questionnaire. This questionnaire serves to assess and verify that every employee within the company is well-acquainted with and comprehends the contents of the Code of Ethics and Conduct.

In order to successfully pass the quiz, employees are expected to achieve a score of 8 out of 10. This benchmark ensures that all employees have a strong grasp of our ethical guidelines and are equipped to conduct themselves in accordance with the principles outlined in the Code of Ethics and Conduct.

ETHICS COMMITTEE:

The Ethics Committee serves as the oversight body responsible for ensuring adherence to the Code of Ethics. It also handles the reception and follow-up of complaints and reports while applying appropriate sanctions for any conduct that contravenes this code. The committee conducts its duties with the utmost commitment to ethical principles and impartiality, regardless of the circumstances.

The Ethics Committee is integrated as follows:

- General management or a representative
- Talent management
- CSR representative
- A legal advisor / legal department of the company (in the case of legal implications)
- An external advisor: DIEZZ, consulting firm.

To facilitate the reporting of ethical concerns, Improving has established an ethical mailbox: mx-ethics@improving.com. This platform allows interested parties to communicate any irregularities or actions contrary to legality and the provisions outlined in the Code of Ethics.

In the year 2022, we received a total of 0 complaints, reflecting our commitment to maintaining ethical standards within our organization.

Throughout any complaint process, several guarantees are upheld, including:

- Respect and protection for individuals
- Confidentiality
- Privacy
- Impartiality
- Protection against potential retaliation
- Prompt intervention
- Presumption of innocence

These guarantees ensure that the process is fair, respectful, and aimed at upholding the principles of integrity and ethical conduct.

CONFLICTS OF INTEREST

At Improving, we recognize that our employees may engage in outside employment or other activities, including volunteering. We do not impose a blanket prohibition on such endeavors; however, we maintain stringent guidelines to ensure that these external commitments do not compromise the quality of work, create conflicts of interest, or have any adverse legal implications for Improving, our clients, or the company's reputation.

The specific details and provisions governing possible conflicts of interest are comprehensively outlined within our Code of Ethics. These guidelines serve as a vital resource to help employees navigate and address any situations where conflicts of interest may arise. Our commitment to transparency and ethical conduct underscores our dedication to maintaining the highest standards of integrity and professionalism.



TRUST CHANGES EVERYTHING

OUR PROMISE: CULTIVATE ENVIRONMENTS OF TRUST

At the heart of our Guiding Principles lies our commitment to fostering environments built on trust and our aspiration to transform the perception of the IT profession through trust. We regard it as our primary responsibility each day to establish trust with our clients, partners, colleagues, stakeholders, and all those we interact with.

In 2022, an impressive 92% of our current employees in Mexico participated in our flagship internal course, Trust 101. This equates to approximately 452 Improvers out of 491, with 65 leaders facilitating various activities such as Trust pods sessions. Trust 101 delves into the exploration of the 4 Cores of Credibility and the 13 Trust Building behaviors, equipping our team with a shared language to engage in more meaningful discussions about trust. It empowers us to intentionally cultivate trust in both professional and personal relationships.

Trust pods # 9: Trust pods serve as a valuable resource for Improvers, connecting them with a small group of fellow Improvers, whether they are on the same project or not. These trust pods serve as a platform to refine trust-building skills and facilitate discussions on the intricacies of applying the 4 Cores of Credibility and 13 Trust Behaviors in daily life.

As part of a trust pod, Improvers meet with their group for 30 minutes per week and utilize provided prompts to explore and discuss one of the Cores of Credibility or Trust Behaviors. These sessions are instrumental in deepening our understanding and practice of trust within our organization.

ONE ON ONE

Effective and frequent communication between employees and managers is a cornerstone of workplace engagement. In its simplest form, one-on-one (1-on-1) meetings are regular interactions between managers and their team members. Occasionally, these sessions may also involve coaches, mentors, or peers. However, these meetings go beyond discussing work-related tasks. They serve as a valuable opportunity to gain valuable insights into the employee experience.

At Improving Mexico, we conducting these 1-on-1 sessions on a monthly basis. This regular cadence of communication helps foster better understanding, engagement, and collaboration within our organization.



OPEN DOORS

At Improving, our unwavering commitment is to foster an exceptional work environment where every voice is not only heard but actively encouraged. We believe in the freedom to raise concerns, knowing that these concerns will be promptly addressed. Our aim is to ensure that communication flows seamlessly at every level of our organization.

Openness lies at the core of our ability to swiftly resolve customer issues, identify and tackle emerging business challenges, and adapt to the evolving needs of our diverse and global workforce.

The essence of Improving's open-door policy revolves around the principles of open communication within an atmosphere of trust and mutual respect. This foundation serves as a catalyst for collaboration, growth, high-performance, and ultimately, success.

In the year 2022, we conducted a total of 20 sessions and meetings with Improvers focusing on our open-door policy. These sessions were scheduled every fifteen days, with an average attendance of 85 individuals. This initiative underscores our dedication to fostering transparent and inclusive communication within our organization.

IMPROVING SECURITY CAPABILITIES

Improving utilizes its Enterprise Model to integrate security and compliance practices into projects across the enterprise, customizing them to suit the specific requirements of clients and projects. Over the years, we have built a solid track record of collaborating with both the private and public sectors on security-specific demands, including adherence to standards such as SOC 2, HIPAA, FERPA, PCI-DSS, and various other personally identifiable information (PII) needs. Our enterprise-wide security posture comprises core requirements applicable to all employees and consultants within our organization, alongside heightened requirements tailored to specific client initiatives.

The following highlights our core competencies in the realm of security and compliance:

- Improving Atlanta has developed and hosts its proprietary Innovative BCS background check program, which is widely utilized by state and local governments for employment background checks.



- The hosting environment for this program, currently on Azure for Government, has successfully undergone SOC 2 Type I and multiple years of SOC 2 Type II audits for both its development and hosting operations. Additionally, the program complies with Criminal Justice Information Services (CJIS) requirements and has been audited by the Federal Bureau of Investigation.
- Annual Security Awareness Training is mandatory for all Improving employees. Multifactor Authentication is required for accessing Office 365 accounts. Additional training is provided to align with project/client-specific requirements.
- In our work with healthcare companies across the industry spectrum, we routinely enter into Business Associate Agreements (BAA) with clients, thereby encompassing HIPAA compliance within the scope of our project resources. We diligently follow our clients' compliance requirements, policies, and procedures throughout project delivery.
- With several clients, we are involved in the delivery of software and infrastructure services subject to PCI-DSS regulations. In such cases, our work falls within the scope of their PCI audit, necessitating compliance with the client's controls pertaining to PCI compliance and security.
- Background checks are conducted for all consultants engaged in projects where they are required by the client.
- Programs and standards such as ISO 27001, HITRUST, and similar frameworks are adhered to by our project teams when mandated by a client or project.

Our internal security measures are tailored appropriately to the size of our organization and the nature of our business information. Specific requirements are always identified and applied to focus the compliance scope while minimizing risk for individuals engaged in projects with heightened compliance needs. Our security practices are designed to be scalable and transferrable, making them applicable to any group within the larger Improving company to ensure that clients' specific needs are met.

We are more than willing to provide further details or engage in discussions regarding our security capabilities.



REPORT PROFILE

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REPORTING PERIOD

January 2022 - February 2023

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- Guadalajara | and 5th floor, Av. Patria 888-4th, Loma Real, 45129 Zapopan, Jal.
- Aguascalientes | Av. Ciencia y Tecnología 106, San José, 20328 Pocitos, Ags.

CONSULTING GROUP

Diezz | <https://diezzleaders.com/>

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