

Responsabilidad Social



SYKES®

Our global footprint

Our Purpose Statement

WE act as one
HELP answer the challenge
PEOPLE, ensure every person matters
ONE make each moment count
CARING serve with thought and heart
INTERACTION create a spirit of trust
AT A TIME. be current

Our Focus

- Industry-leading financial and operational performance
- Competitive solutions for all targeted major markets
- Experts in comprehensive customer interactive services
- Leaders in the way we treat people and communities

SYKES Worldwide

- 40 Years of Experience
- 64 Global Centers
- 55,500+ Employees
- 23 Countries (40+ Languages)
- Publicly Held (NASDAQ "SYKE")
- Financially Strong



North America

- Canada
- United States

Latin America

- Brazil
- Colombia
- Costa Rica
- El Salvador
- Mexico

Europe, Middle East & Africa

- Central: Germany
- Eastern: Hungary & Romania
- Nordics: Norway, Sweden, Denmark & Finland
- Western: UK & Egypt

Asia Pacific

- Australia
- China
- India
- Philippines

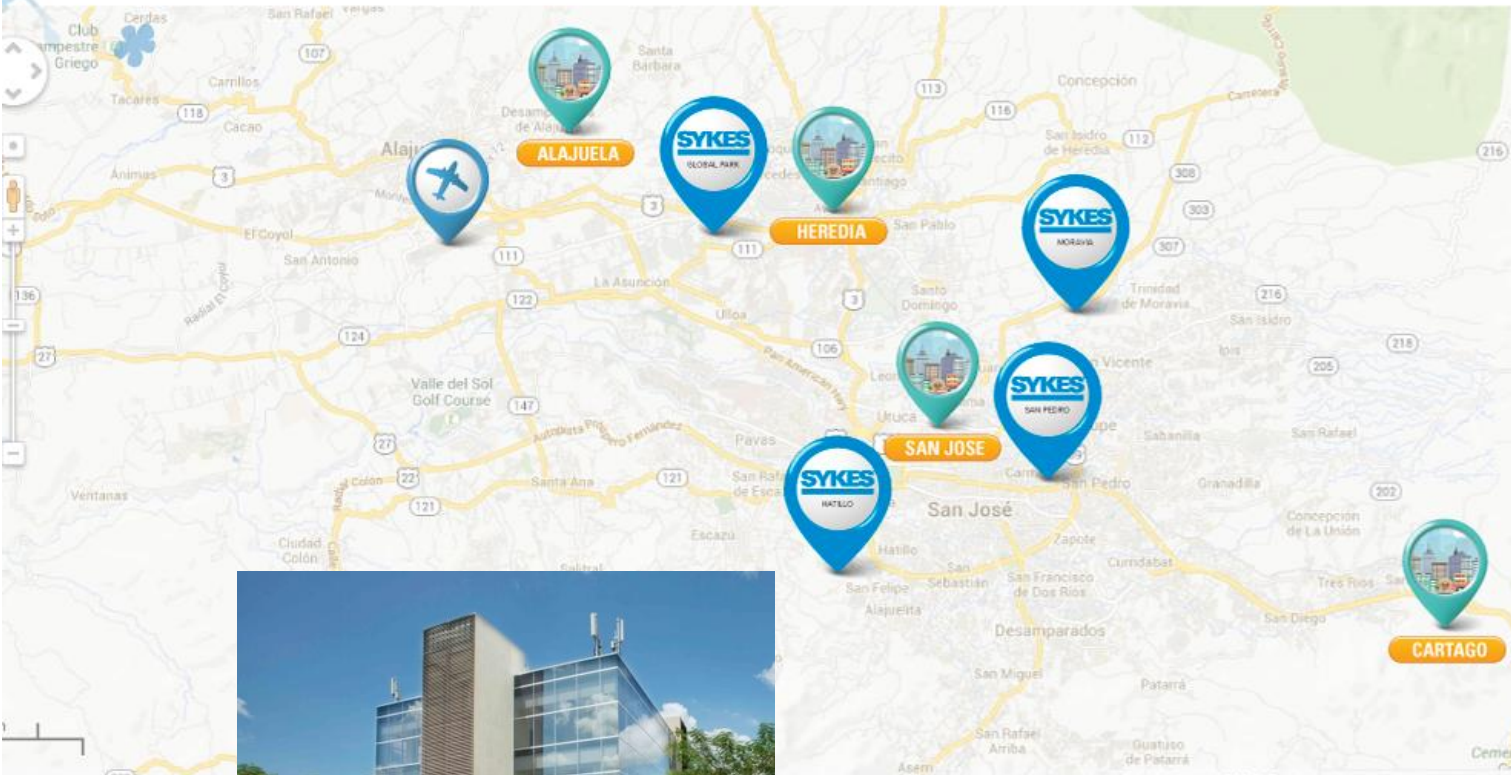


SYKES[®]





4 Site locations
in the Metropolitan Area



HATILLO



HEREDIA



SAN PEDRO



MORAVIA



One new Location at LIBERIA

We help people, one caring interaction at a time.



SYKES®

Costa Rica



Opened: 1995



Sites: 4 (Heredia, Moravia, San Jose South and San Pedro)



Size: 295.500 Square feet
27.500 Square meters



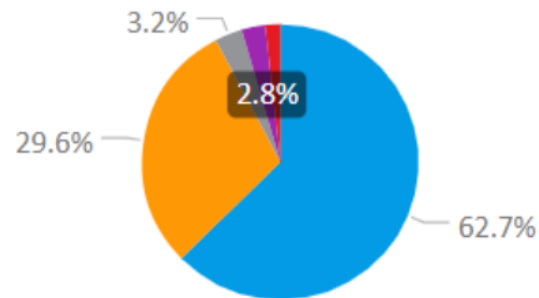
Agent Capacity: 4674 seats



Hours of Operation: 24X7

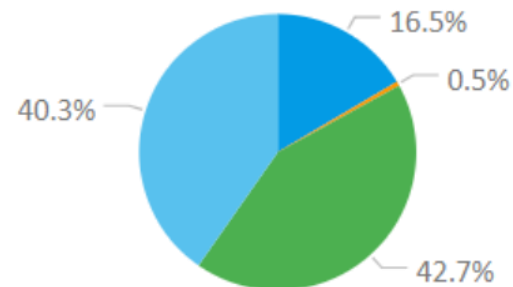
Region Served as % of Revenue

● Offshore US ● Global ● Regional ● Offshore US / Cana...



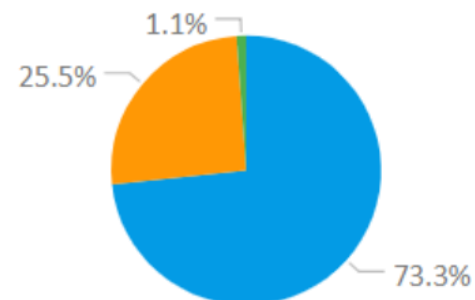
Industry as % of Revenue

● Communications ● Consumer ● Financial ● Technology



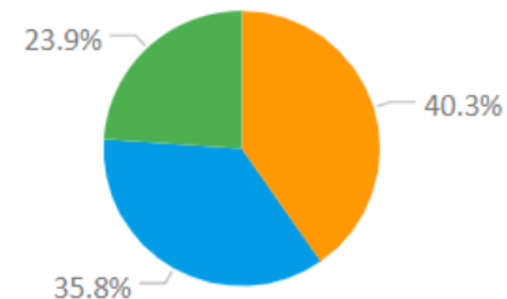
Languages as % of Revenue

● English ● Spanish ● Portuguese



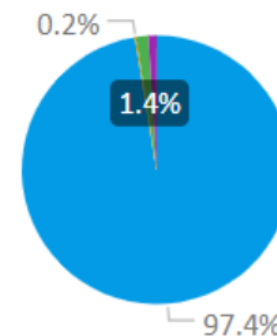
Contact Type as % of Revenue

● Tech Support ● Customer Service ● Sales



Contact as % of Contact Channels

● IB Calls # ● OB Calls # ● Emails # ● Fax/Forum...



SYKES Costa Rica Key Differentiators



OUR STAKEHOLDERS



SYKES 7 CORE PRINCIPLES

We are unique in our perspectives but unified in our goals and actions

- In partnership
- Across border
- Diverse ideas
- Accountable to each other

We enthusiastically work to make things better

- Simplify
- Solve problems
- Develop and grow
- Seek improvements

We treat people the same regardless of who they are

- Customers
- Clients
- Each other
- Communities
- Investors

We courageously make this moment more successful than the last

- Be an owner
- Take action quickly
- Be creative
- Keep your commitments

We recognize the needs of others before our own

- Appreciate and celebrate
- Do the right thing
- Be transparent
- Value the time, opinions, and feelings of others

We engage in genuine exchanges.

- Listen intently
- Express your intent
- Be authentic and honest
- Speak clearly
- Be consistent

We focus on what's happening right now

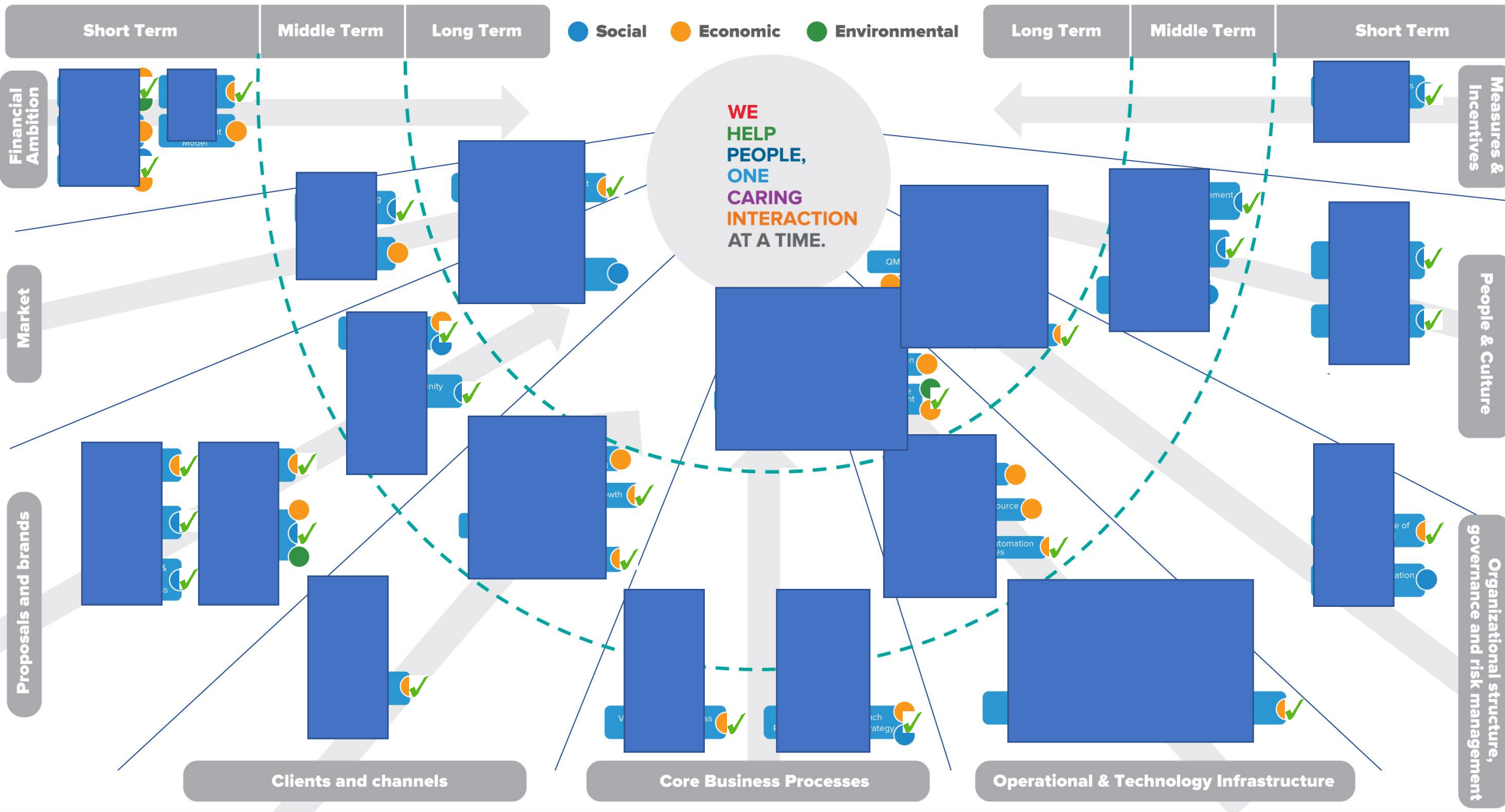
- Be present
- Acquire the latest information
- Learn what's needed

WE HELP PEOPLE, ONE CARING INTERACTION AT A TIME.

ISO 26000

7 PRINCIPLES OF SOCIAL RESPONSIBILITY

	act as one	answer the challenge	ensure every person matters	make each moment count	serve with thought and heart	create a spirit of trust	be current
Accountability	●	●		●		●	●
Transparency	●	●		●	●	●	●
Ethical behaviour	●	●	●	●	●	●	●
Respect for stakeholders' interest	●	●	●	●	●	●	●
Respect for the rule of law	●	●					●
Respect for international norms of behaviour	●						●
Respect for human rights	●	●	●	●	●	●	●



WE HELP PEOPLE, ONE CARING INTERACTION AT A TIME.

act as one

answer the
challenge

ensure every
person matters

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serve with thought
and heart

create a spirit
of trust

be current

MISSION

Our mission is to significantly improve the business of our clients and help consumers find and use the products and services they need by combining the power of machine intelligence with human ingenuity to modernize, optimize and integrate customer touchpoints across the commerce value chain.

VISION

To be known throughout the world as a company that creates meaningful connections between brands and consumers, makes a positive impact in the lives of our people, and is a responsible and respected corporate citizen.

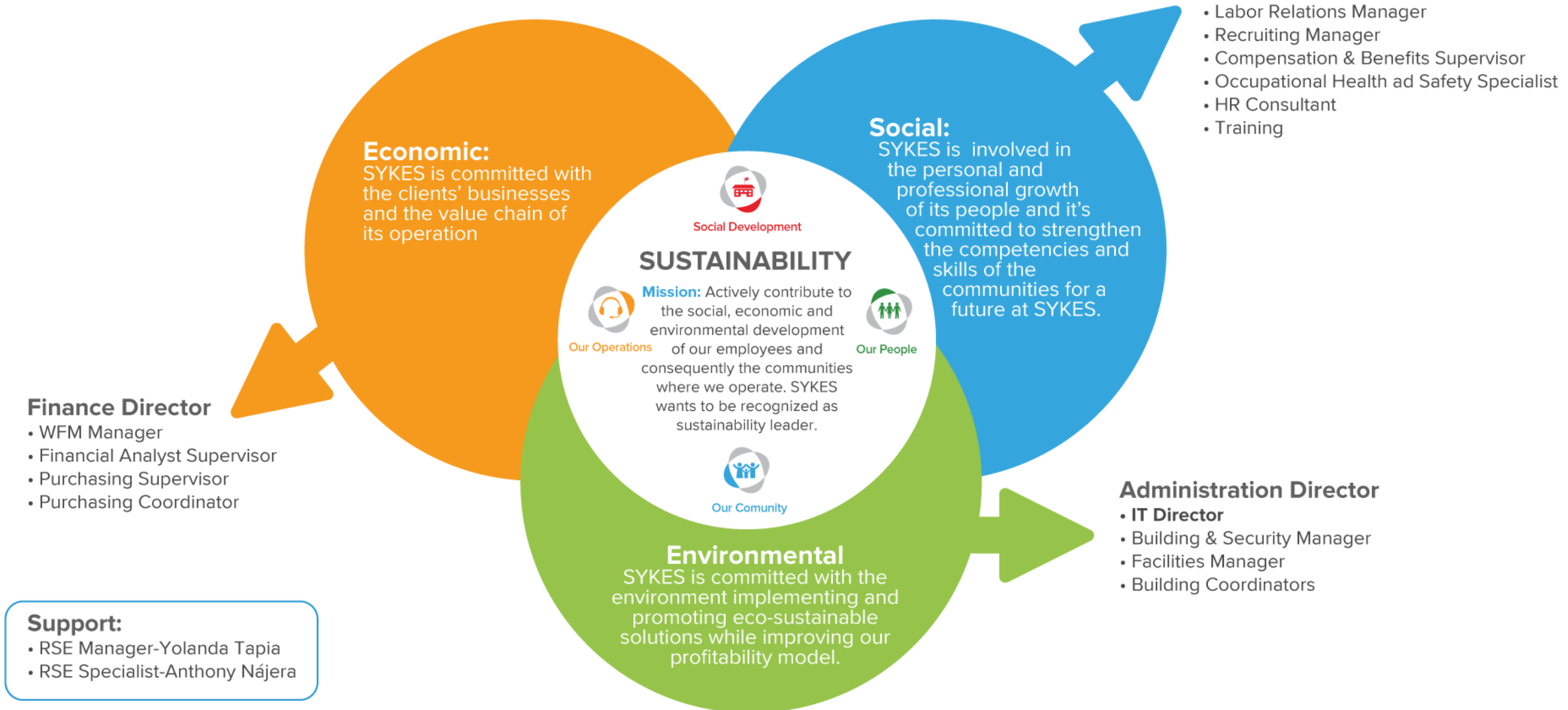
<http://www.sykescostarica.com/reportesostenibilidad.html>

Referirse a las paginas 18-20 en nuestro reporte.

Sustainability management system implementation phases



Materiality Assessment - Who?

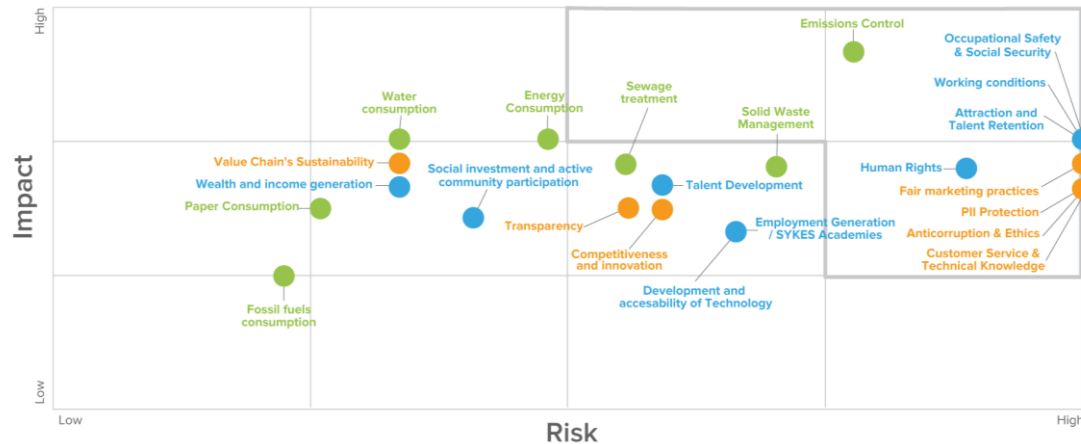


Our Material Topics

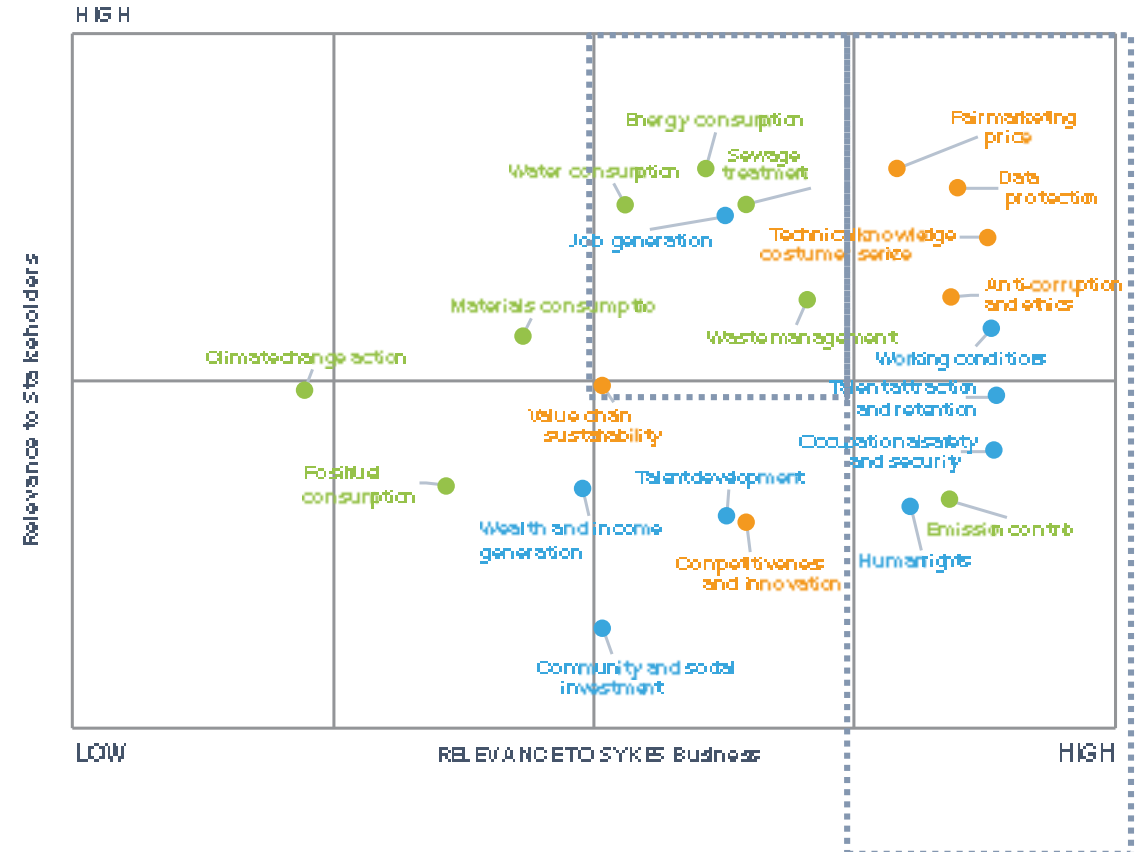
GR10 2-29, GR10 2-31, GR10 2-47

Internal
2017

Materiality Assessment: Outcome



Including Stakeholders
May, 2018



We help people, one caring interaction at a time.

PRIOTITY MATERIAL TOPICS – SYKES & stakeholders

Including Stakeholders

Internal

Priority Topics		Value	Risk	Impact
Social	• Working Conditions	88%	100%	75%
	• Occupational Safety & Social Security	88%	100%	75%
	• Attraction And Talent Retention	88%	100%	75%
	• Human Rights	80%	89%	71%
Economic	• Customer Service & Technical Knowledge	86%	100%	71%
	• Pii Protection	84%	100%	67%
	• Anticorruption & Ethics	84%	100%	67%
	• Fair Marketing Practices	84%	96%	71%
Environmental	• Emissions Control	84%	78%	92%
	• Solid Waste Management	71%	70%	71%
	• Sewage Treatment	63%	56%	71%

Sustainability Dimension	Priority Topics	Impact & risk to Business	Relevance to Stakeholders
ECONOMIC	Fair marketing practices	84.3%	93.6%
	Data protection (PII)	84.3%	93.3%
	Technical knowledge and customer services	86.3%	91.0%
	Anti-corruption and ethics	84.3%	88.6%
ENVIRONMENTAL	Energy consumption	60.8%	94.2%
	Water consumption	52.9%	92.6%
	Sewage treatment	62.7%	92.4%
	Waste management	70.6%	88.5%
	Emissions Control	84.3%	79.8%
SOCIAL	Job generation	62.7%	92.1%
	Working conditions	88.2%	87.3%
	Talent attraction and retention	88.2%	84.3%
	Occupational safety and security	88.2%	82.0%
	Human rights	80.4%	79.5%

Note: Sort by relevance to stakeholders for each dimension

Materiality Assessment - How?

Risk

Question	Scale
If we do not take responsibility on this issue, the economic risk for the business would be:	Low
	Average
	High
Existence of an legal requirement	Exists
	Does not exist
Stakeholders with whom the sector relates have expressed concern about this issue	Low
	Average
	High
Lack of management in this area could negatively affect the image and reputation of the sector	Low
	Average
	High
Lack of management in this area could have a negative impact on society or the environment	Yes
	No

Impact

Question	Scale
The scope of the impact of this topic is:	Low
	Average
	High
The probability that this issue has a negative impact is:	Low
	Average
	High
If we do not take responsibility on this issue, the severity of the impact would be:	Low
	Average
	High
Our impact detection capability is:	Low
	Average
	High

SUSTAINABLE DEVELOPMENT MODEL

SYKES Sustainability is a vision and desired state where business prosperity and economic growth are enablers of environmental protection and social well-being, resulting in social mobility that contributes to the reduction of poverty and inequality.



SOCIAL



ENVIRONMENTAL



ECONOMIC

ACTION AREAS

SYKES is involved in the personal and professional growth of its people.

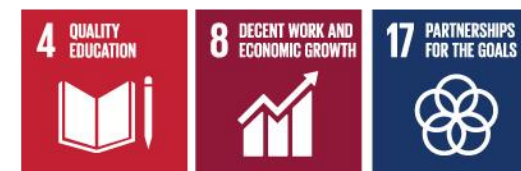
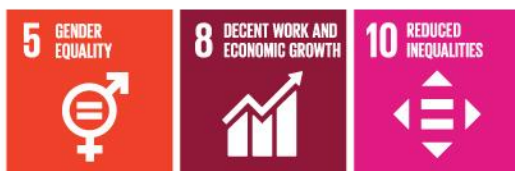
SYKES is committed to the environment, our clients' businesses and the value chain of its operation.

SYKES is committed to strengthen the competencies and skills of the communities where we do business to foster social mobility.

LATAM PROGRAMS & PRACTICES



U.N. SUSTAINABLE DEVELOPMENT GOALS



SOCIAL PARTICIPATION



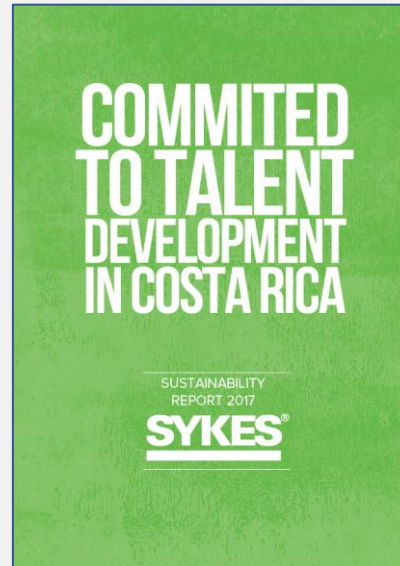
Understanding our clients sustainability practices

SYKES Impacts / Risks		Clients Materiality	
Dimension	Material Topic	Client 1	Client 2
Environmental	Waste Management		
	Sewage treatment		
	Emissions Control	●	●
	Water consumption		
	Energy Consumption	●	●
	Paper Consumption		
	Fossil fuels consumption		
	Climate Change Action	●	●
Economic	Anticorruption & Ethics	●	
	Value Chain's Sustainability	●	
	Fair marketing practices	●	
	Customer Service & Technical Knowledge		
	PII Protection		
	Competitiveness and innovation	●	
Social	Human Rights	●	●
	Working conditions		
	Occupational Safety & Social Security		
	Talent Development	●	●
	Social investment and community	●	●
	Employment Generation / SYKES Academies	●	●
	Wealth and income generation	●	●
	Attraction and Talent Retention	●	

SYKES Costa Rica



2016: Citing GRI Standards – Environmental Indicators



2017: GRI Standards – Comprehensive option



2018: GRI Standards – Comprehensive option



2019: GRI Standards – Comprehensive option

SYKES Sustainability Report

Overview report structure

General Disclosures



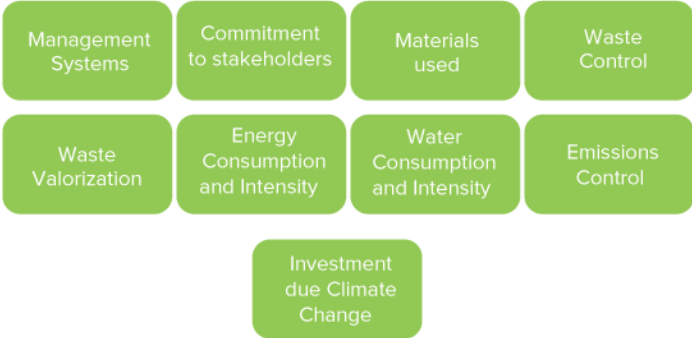
Economic Standards



Social Standards



Environmental Standards



Management Approach

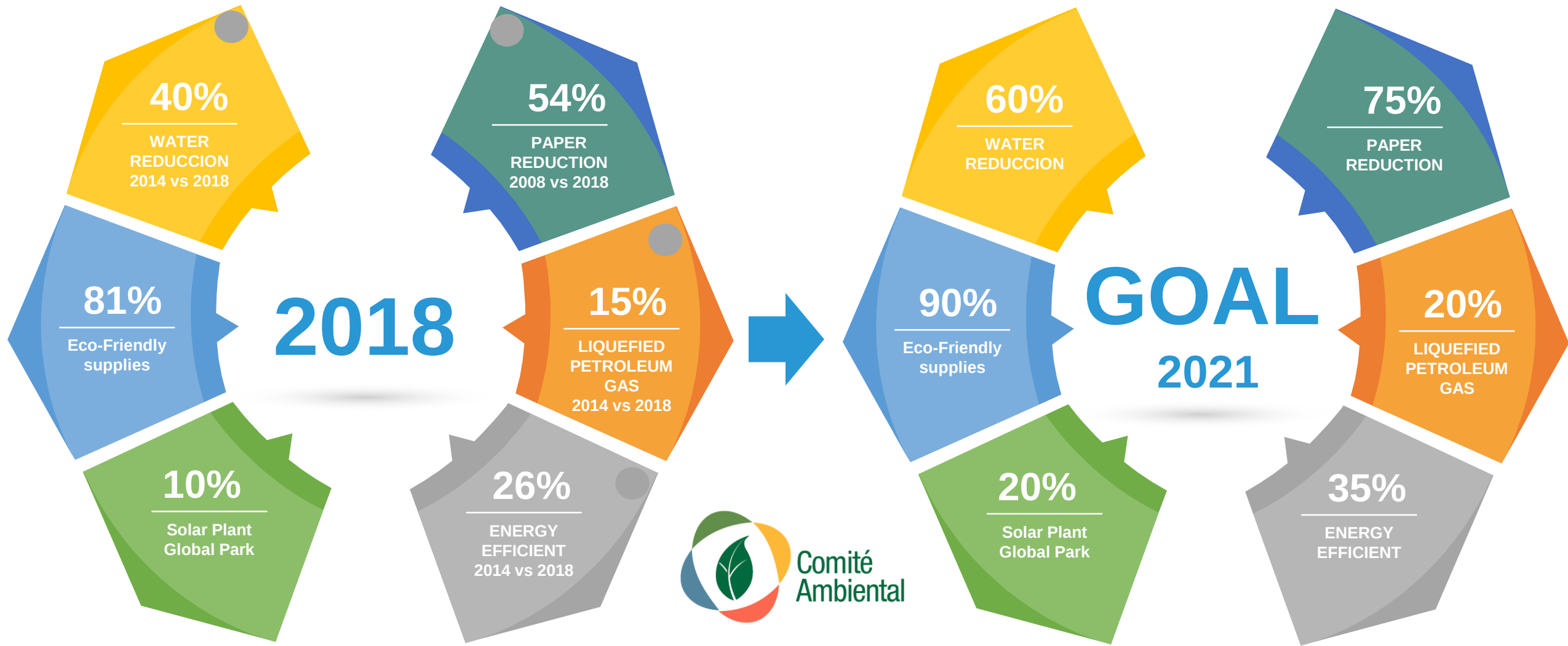


SYKES sustainability

We help people, one caring interaction at a time.



NUESTROS COMPROMISOS AMBIENTALES 2021



NUESTROS KPIS AMBIENTALES

CUMPLIMIENTO DE LA META	AGUA	ELECTRICIDAD	RESIDUOS	COMBUSTIBLES VEHICULOS	LPG	PAPEL	CO2e	
Total								
2018	December 3,211 November 3,211 October 3,211 September 3,211 August 2,688 July 2,516 June 2,671 May 4,233 April 3,308 March 3,182 February 3,503 January 3,588	December 582,820 November 582,820 October 582,820 September 582,820 August 584,798 July 585,750 June 594,873 May 605,329 April 591,968 March 634,278 February 540,039 January 545,493	December 15,021 November 15,021 October 15,021 September 15,021 August 17,253 July 16,151 June 14,316 May 20,314 April 14,663 March 11,062 February 13,156 January 13,254	December 435.42 November 435.42 October 435.42 September 435.42 August 274.60 July 384.68 June 503.63 May 592.31 April 354.59 March 423.47 February 453.65 January 496.40	December 4,636.26 November 4,636.26 October 4,636.26 September 4,636.26 August 4,219.10 July 4,134.10 June 4,898.20 May 4,823.00 April 4,255.70 March 4,361.80 February 4,597.80 January 4,800.40	December 117.71 November 117.71 October 117.71 September 117.71 August 117.71 July 104.00 June 59.00 May 124.00 April 132.00 March 110.00 February 124.00 January 171.00	December 55.11 November 59.23 October 56.57 September 61.78 August 41.94 July 41.64 June 57.94 May 49.13 April 58.45 March 52.34 February 52.53 January 43.75	
	PORCENTAJE DE AHORRO VS 2017	23.6%	3.5%	-21.1%	-16.3%	5.4%	13.0%	0.5%
	META DE REDUCCION	10% menos de M3	3% menos de KWH	3% menos de KG	5% menos de Libros	4% menos de Litros	6% menos de Resmas	2% menos de CO2e

CUMPLIMIENTO DE LA META		AGUA	ELECTRICIDAD	RESIDUOS	COMBUSTIBLES VEHICULOS	LPG	PAPEL	CO2e				
Total												
2019	December	2,634	December	486,500	December	10,315	December	4,454.17	December	78.80	December	52.58
	November	2,540	November	492,263	November	10,396	November	4,388.55	November	84.85	November	43.40
	October	2,660	October	485,954	October	10,405	October	4,422.34	October	71.89	October	92.69
	September	2,703	September	481,283	September	10,143	September	4,504.28	September	79.67	September	86.92
	August	2,257	August	509,553	August	10,639	August	4,501.50	August	103.00	August	43.52
	July	3,019	July	467,025	July	10,433	July	4,126.10	July	33.00	July	39.24
	June	2,833	June	467,272	June	9,357	June	4,557.50	June	103.00	June	35.90
	May	4,407	May	571,681	May	13,423	May	4,832.00	May	159.00	May	57.44
	April	4,394	April	625,228	April	14,255	April	4,113.10	April	10.00	April	50.74
	March	3,745	March	550,364	March	12,923	March	4,487.70	March	152.00	March	57.74
	February	3,827	February	558,475	February	10,413	February	4,302.00	February	200.00	February	44.98
	January	3,625	January	539,302	January	15,090	January	4,643.50	January	30.00	January	109.86
PORCENTAJE DE AHORRO VS 2018		-4.4%	11.0%	19.6%	33.3%	4.4%	19.3%	15.8%				
META DE REDUCCION		5% menos de M3	3% menos de KWH	7% menos de KG	5% menos de Litros	11% menos de Litros	5% menos de Resmas	10% menos de CO2e				

AYUDANOS A CONSTRUIR UN VIVERO

para la educación ambiental
de niños en riesgo social

FECHAS:
11, 12, 18, 19
SEPTIEMBRE

Cupo: 20 voluntarios por día*

Horario: 8am a 3pm

Lugar: Parque La Libertad, Patarrá

Debés tener la autorización de tu jefe.*

Más información e inscripciones

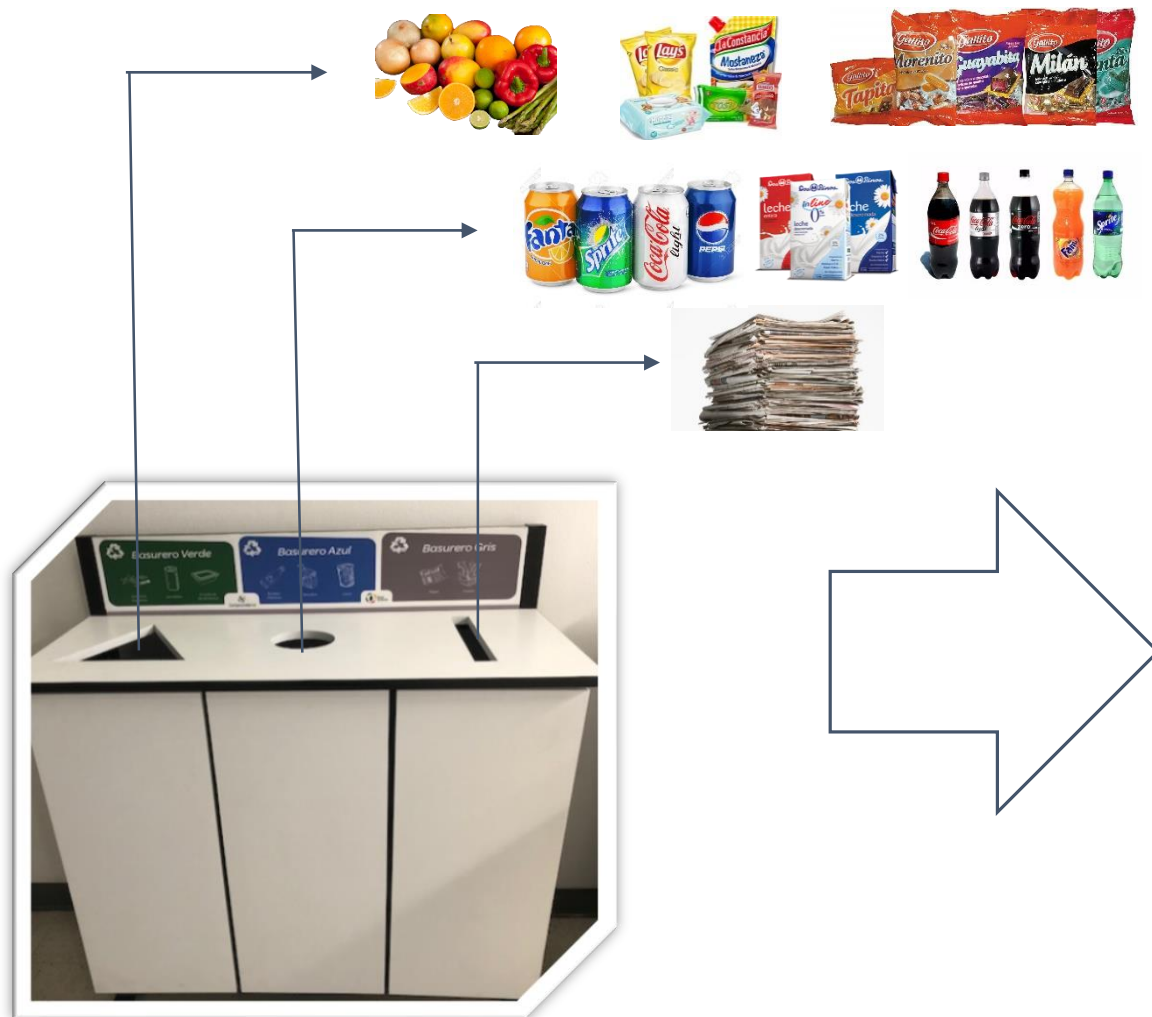
AQUÍ



ComprometeRSE@sykes.com

Gestión integral de residuos

Iniciativas para la mejora en las estaciones de reciclaje





To promote and facilitate gender equity in technical accounts where female participation is traditionally low, empower them to learn more about high technology possibilities.

Work. Learn. Grow.

Our **commitment**
of 2021 is that

40%

of technical positions are
occupied by **women**

Benefits and milestones

- Non-profit program that strengthens business sustainability
- Up-skills for employment (enabler for job generation)
- Contributes with +30% of hiring fulfillment
- Social mobility
- Makes business/sector sustainable
- Reduces poverty and increases exports and local wealth
- Program transferred to a State University 500+ people since 2016
- Program implemented in: Mexico, El Salvador, Colombia and Egypt

Indicator	2007 - 2018
Groups completed	1,057
Students enrolled	10,110
Graduated students	7,356
Success rate	72.76%

Volunteering

SYKES GIVES BACK

SOCIAL DIMENSION

-  657 Volunteers
-  4472 Hours
-  24 Activities
-  16 Food bank activities
-  1 Rural school tours impacting 10 schools and 120 students

SYKES employees worked with the Ministry of Education to motivate the students of rural schools to learn English as personal development growth opportunities.



Volunteering

SYKES GIVES BACK



ENVIRONMENTAL DIMENSION

-  160 Volunteers
-  1065 Hours
-  4 Activities
-  1000 Trees planted and 2 tons waste recollected

Promoting environmental awareness in our employees is fundamental to SYKES, partnering with local governments to reforest, clean and educate the communities where we operate.





**Estamos realizando una radiografía a
nuestros colaboradores y sus hogares**

Completá el formulario aquí
29 de julio al 30 de agosto



Podría ser que un miembro de nuestra familia tenga algún tipo de discapacidad y existan opciones que le ayuden a mejorar su calidad de vida



Your family is
OUR FAMILY

Employee Assistance Program

**YOUR FAMILY
is INCLUDED TO RECEIVE**



**FINANCIAL
guidance**

**24/7 SUPPORT, RESOURCES
AND INFORMATION**

**Call: 800.111.1114 (landline/mobile)
Online: guidanceresources.com**

WEB ID: SykesCR



More information:

**“There’s nothing
quite like the
feeling of being
able to make a
difference.”**

– CHUCK SYKES, PRESIDENT & CEO

<https://www.sykes.com/sustainability/>

<http://www.sykescostarica.com/reportesostenibilidad.html>

THANK YOU



THANK YOU



LISTA DE LINKS REFERIDOS POR LA EXPOSITORA DURANTE LA SESIÓN:

Herramienta IndicarRSE

<https://www.aedcr.com/oferta-de-valor/indicarse-e-indicarse-pyme>

Política Nacional de RSE

https://www.meic.go.cr/meic/documentos/8qt7vs4p/Guia_InformesRS_040418.pdf

GRI

<https://www.globalreporting.org/how-to-use-the-gri-standards/resource-center/>

Base de datos de reportes de sostenibilidad:

<https://database.globalreporting.org/>

ODS

<http://www.ods.cr/recursos/publicaciones-y-documentos>

SDG Compass

https://sdgcompass.org/wp-content/uploads/2016/06/SDG_Compass_Spanish-one-pager-view.pdf

Global Reporting

<https://www.globalreporting.org/public-policy-partnerships/sustainable-development/integrating-sdgs-into-sustainability-reporting/>