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## Note from the CEO

At 10 years of creating Globant, we want to share everything we experienced this year. We are very happy with the results, not only financial, but the social and environmental ones too.

In 2012, year in which we surpassed the number of 2,680 Globers distributed across the entire continent and we achieved a turnover of USD 128,849,000, we were able to review many of our processes related to sustainability management, which led us to the creation of Globant's Sustainability Council. It works as a link between the governance bodies and the rest of the company, creating, proposing, validating and setting the strategic sustainability guidelines to be applied to daily operations, which today are reflected in this B+ Report, according to GRI parameters.

In addition, we had plenty of good news to celebrate:

On the one hand, Reid Hoffman, founder of LinkedIn, joined Globant's Advisory Board. We are proud to have added someone with his experience, career and recognition.

On the other hand, we were the first company to receive an investment round of the Endeavor Catalyst Program, allowing us to confirm that we are one of the most reliable companies in the entrepreneurial world.

As regards our expansion, in 2012 we opened new offices in San Francisco (USA) and in Tucuman (Argentina). Moreover, with the acquisition of TerraForum Company, we set foot in Brazil for the first time, not only incorporating a new development center but also getting closer to a large market such as the Brazilian one.

Finally, we landed in Antarctica, and we are the first company worldwide to develop software from that continent (see page 33).

We know there is a lot to improve still, and we hope that the coming years will mark the international consolidation phase of our company, born to change the status quo, create opportunities for growth and development for young people around the world and revolutionize the software industry, making it more innovative to create change. In order to achieve our objectives, working hard on integrated thinking will be of key importance.

I hope you enjoy reading this report.



Martin Migoya CEO & Chairman

# **Letter from the Sustainability Council**

The Sustainability Report of 2011, the company's first one in its short history, not only served to communicate to different audiences our triple bottom line outcomes, but also as an internal diagnostic to understand where we were standing, according to international requirements and suggested best practices.

This diagnosis led us to rethink the sustainability strategy of the company, further aligning it to the business and answering in this way to dialogues we had opened with our stakeholders.

The report of this year arises from the new sustainability framework, which we are going to present following, and aims at addressing the interests of these audiences in a more complete way.

Going specifically to what happened in 2012, we have to refer to the important dimension taken by some community programs, such as TesteAR, which, in addition to the good results obtained in the year, it was granted the ACDE-Enrique Shaw award and was Sadosky Awards finalist.

There are some challenges to improve in 2013 such as working with the value chain, especially with suppliers and customers to generate an integrated view of sustainability throughout the value chain, as well as further developing our framework with indicators and targets associated with key issues.





# Globant's Sustainability Scheme

In order to align its actions with the sustainability strategic plan, the company decided to develop a simple model that could serve as a guide and inspiration to all Globers and stakeholders. Therefore, after the Sustainability Council work with different players in the organization and with other stakeholders of the company, the following model was designed:

### **Business**

New technologies and emerging trends are revolutionizing the way people interact with each other and with companies. This change is creating an attractive opportunity for companies like Globant whose business model arises from this reality, offering solutions to achieve the objectives sought by our customers.

Our value proposition is always accompanied by a clever balance between creativity and innovation, in an environment that ensures ethical behavior based on the corporate values stated in our Manifesto.

## **People**

Our strategy is based on our Globers, who are the most valuable asset in building a sustainable competitive advantage. For this reason, Globers' management is not only limited to their career development within the organization, but takes into account their integral growth by offering them training, family life compatibility programs and inclusion mechanisms.

# **Integrity**

Our context shapes us, but we also shape our context. The concern for a more fair and inclusive society, as well as a healthier and environmentally sustainable one is a central theme in our organizational life. For this, we must not only comply with regulatory aspects, but also be and show ourselves as proactive to inspire social and environmental development, both internally as well as throughout the entire value chain.







We focus on the development of innovative software solutions, by leveraging emerging technologies and trends.

We combine the rigor of engineering and the technology of IT providers with the cultural and creative look of digital agencies. Globant is where engineering, design and innovation come together to reach a large scale.

In just 10 years, we have created a company:

- With more than **2,680 professionals** working for companies such as Electronic Arts, JWT, Zynga, Autodesk, Virgin, Google and Coca-Cola, among others.
- Fue seleccionada como **Emprendedor Endeavor** (2005).
- That was chosen **Endeavor Entrepreneur** (2005).
- That was included in the report "Cool Vendors in Business Process Services" by Gartner (2010).
- That was picked among the top **10 developers of applications** for mobile devices, in a survey conducted by IDC among business users (2012).

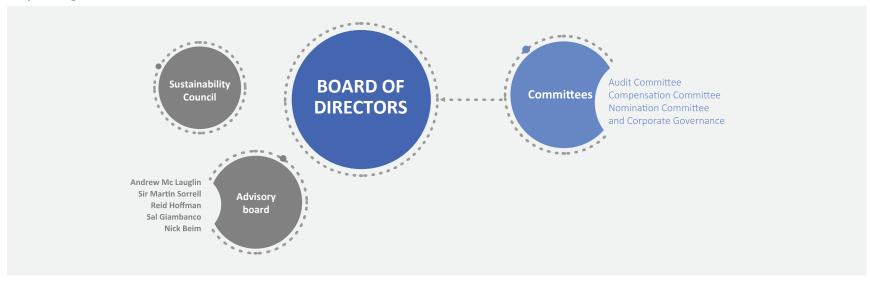
We offer a broad understanding of how technology brings competitive advantages to our customers. The game is still on engineering, but also about art, design, social networks and innovation. Moreover, Globant focuses on scaling all these dimensions. Our passion is to become a vehicle of change for our region, a bridge to a future in which people can develop their potential in the knowledge industry. It is a big challenge, but we are confident that we will make it possible following our values:

Act in a Correct Manner
Think Big
Constantly Innovate
Aim for excellence in your work
Be a Team Player
Have Fun

From day zero, Globant has had the vision to bring job opportunities and professional development everywhere, to generate greater regional talent. Today, Globant has 19 development centers in different cities of Latin America, working for some of the most innovative companies worldwide.



#### Corporate governance



#### Management



- 1 Top Management biographies: http://www.globant.com/corp/company/management-team
- 2 Description of each committee on page 40



In recent years, a number of emerging trends and technologies have been revolutionizing the way in which end users **interact with technology**. This has resulted in a change in business and competitive market for companies

As organizations adapt their business models to these changes, they **are looking for solutions** that not only meet the strict technological requirements, but also are attractive to the end user in new and more powerful ways.

This dynamic is creating an attractive opportunity for technology providers who have engineering rigor, creative talent and a culture of innovation. For this reason, each of Globant Studios specializes in a number of practices that facilitate achieving the objectives sought by our customers.







It focuses on creating innovative Internet solutions, scalable and attractive to improve the end user online experience and enable our customers to communicate and interact faster and in a very intuitive way.

#### **PRÁCTICES**

Portals

Content management systems Ecommerce applications

SOME OF OUR CLIENTS





## **GAMING**

It specializes in the design and development of world-class gaming and digital platforms that work across web, mobile and social channels. It allows companies to take advantage of game mechanics with a differentiating approach, helping them to develop the vision, the concept and realization of an idea up to its production, commissioning and operation.

#### **PRÁCTICES**

Engineering graphics

Game engineering

Gameplay

Digital services platform

SOME OF OUR CLIENTS



### BIG DATA & HIGH PERFORMANCE

It provides critical data management solutions for industries that handle large volume of daily transactions. With expertise in algorithms, data models, high performance analysis and transactional services, the Studio creates software solutions highly secure, scalable and available, designed to handle large volumes of information.

#### **PRÁCTICES**

Data architecture

Data science

Data Visualization

SOME OF OUR CLIENTS





## **QUALITY** ENGINEERING

It focuses on reducing our customers' business risks. The Studio offers a full range of testing services to ensure that the innovative software application that is executed achieves the highest quality standards and meets the needs of the most demanding users.

#### **PRÁCTICES**

Quality control strategy Mobile testing

Automated testing

Load and performance testing

Video game testing

SOME OF OUR CLIENTS









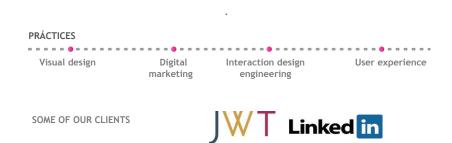
#### **ENTERPRISE** CONSUMERIZATION

Innovative business solutions are built to enable organizations improve internal efficiency and engage more employees with the company, bringing the customer new trends and technologies in consumer-oriented solutions. In addition, the products developed by the Studio allow customers to promote knowledge about new technologies, improve productivity and provide readily available information.





It focuses on the provision of services that empower customers' business by adapting extensive experience in digital media, engineering and creativity to the existing multimedia-marketing strategies of communication. The Studio aims at boosting customers' brand awareness, helping them to "socialize" their online presence, develop a dialogue with their audiences and improve user experience.





It focuses on the development of innovative mobile applications and cutting edge user interfaces that are able to run through multiple devices and platforms. The Studio has experience in the field of native technologies (such as iOS, Java and .NET) and web technologies (like Javascript and HTML5), thus allowing work on major mobile platforms, including iPhone/Android and Windows Phone, respectively.





It concentrates on risk reduction in our customers' IT ecosystems, while lowering ownership costs by combining infrastructure management services in the cloud and security practices.

PRÁCTICES			•••••
Cloud management consultancy & implementation	Information security	Managed services	Support & monitoring

SOME OF OUR CLIENTS







The process of dialogue with customers was perfected this year, moving towards a more in-depth exhaustive survey, in which we sought to evaluate the performance of each of the Studios through customers' perception and satisfaction. The results are encouraging:

CUSTOMERS' SURVEY PER STUDIO	Level of targe	t compliance
Studios	2011	2012
Consumer Experience	108%	101%
Gaming	105%	104%
Big Data & High Performance	92%	102%
Quality Engineering	108%	109%
Enterprise Consumerization	105%	105%
Creative & Social	90%	115%
Mobile	ND	98%
Cloud Computing & Infrastructure	95%	100%
Globant's average	100,5%	104,1%
Target	60/100	82/100

# **Agile Pod**

Globant created this
unique model of design and
development of software
products that combines
flexibility and maturity to drive
innovation efficiently, thanks to
strict monitoring of productivity
and creativity.



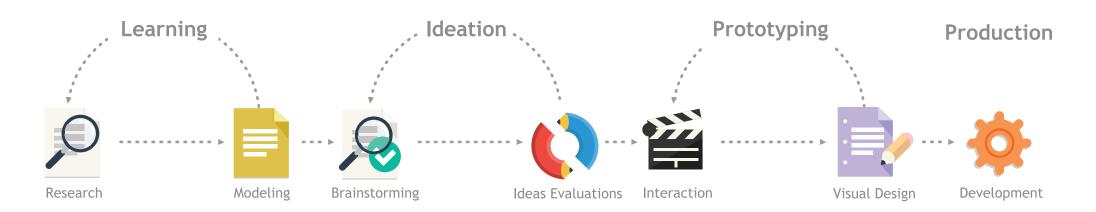


In 2012, we continue to develop our "Innovation as a Service" portfolio in order to help customers accelerate the development of own new products and services.

We work with them looking for ideas and innovative solutions that meet current market challenges. We organize multidisciplinary teams and make them participate in **ideation sessions** in order to generate a number of ideas and concepts that address the different needs of the client's business. By crowdsourcing among.

Globers across the entire company we can leverage the technological expertise and knowledge of each of our Studios. By providing this scalable innovation service, fast and open, we enable our customers to transform an idea into reality, at a fraction of the time it would take to do it from their company.

#### **Globant Innovation Process**





In addition, indoors, we offer a flexible and collaborative work environment, and we actively seek to build the capabilities required to sustain innovation. We do this through various processes and initiatives, including:

#### **Premier League:**

Our Premier League is an elite team that gathers 1% of our Globers. Its mission is to encourage innovation by making a cross-pollination of their knowledge in different technologies. This group is composed of the most skilled professionals that are recognized as "gurus" in their respective fields of expertise.

#### Flip Thinking events:

In 2012, a Flip Thinking campaign was held, which was aimed at promoting innovation in Globers on a daily basis. In addition, both internal and external Flip Thinking events were organized. They are open meetings dealing with topics related to creativity, innovation and technology led by opinion leaders in sciences, arts, industry and technology.

Flip Thinking events contribute to the ability of our Globers to think intuitively and creatively when solving problems.

#### **Globant Labs:**

For our Globers to be always ahead of the technology curve, we offer them the opportunity to explore and test new ideas and technologies in our Globant Labs: Robotics, bioinformatics, virtual worlds, tangible interfaces and augmented reality, which eventually may be useful to our customers and prospects.

#### **Hackathons:**

They are events to which we invite programmers, designers and engineers from Globant and the community to work intensively on a technological challenge. Our hackathons usually focus on a new programming language, technology or practice. These events provide participants the opportunity to learn, try new ideas and collaborate with others in a highly stimulating environment.





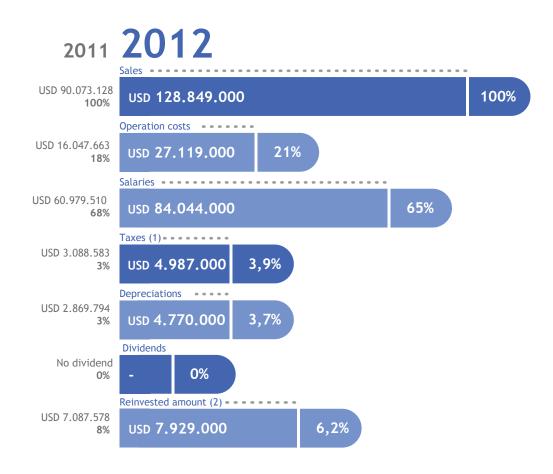




#### Alejandro Scannapieco - CFO:

"During 2012, Globant grew 43%, keeping the pace of development and consolidation of previous years. The concentration in the top five customers was reduced from 40% to 28%, confirming our decentralization strategy. Capital spending was 5% of our revenue, and focuses primarily on the construction of new development centers. The level of debt was in line with the previous year, and operating cash flow is allowing the funding of our growth, with the additional funding assigned to strengthen our acquisition and expansion strategy.

2013 will be a challenging year, in which we will consolidate our US and Latin America expansion, in order to continue building the best software development company in the world".

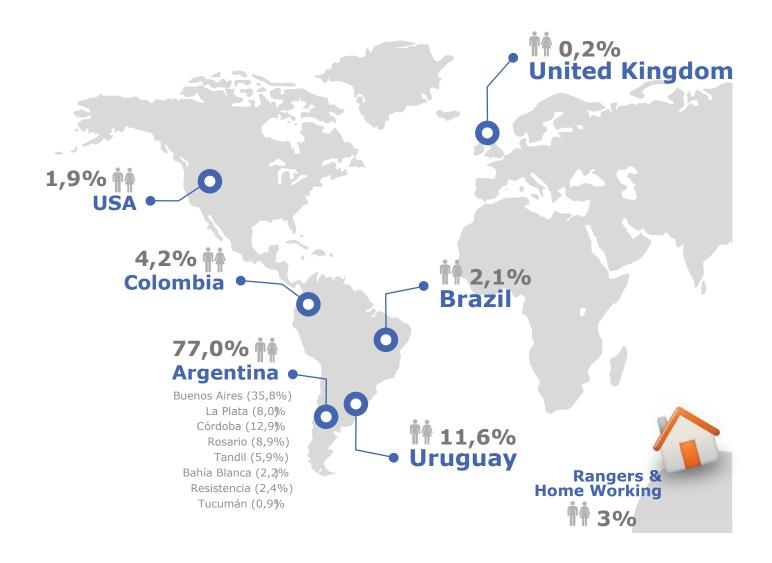


# Impacting on the global market

Globant has always had the goal of being a significant player in the software industry globally.

In 2012, Globant expanded its development centers in Argentina, US, Colombia and Uruguay, and opened offices in a new country: Brazil. The acquisition of Globant TerraForum not only enabled Globant to reach new talents, but also gave it access to a new market as vibrant and attractive as it is the Brazilian one.

#### Globers' distribution around the world (percentages)





#### **Business**

# Impacting on the regional market



Pablo Brenner
Country Manager
Uruguay: "Since its landing
in Montevideo in mid2010, Globant has been the
technology company that has
grown the most in Uruguay,
and ended the year 2012 with

more than 300

employees. The open culture, the focus on new technologies and innovation, together with Globant's front line customer base, shook the status quo of the industry in the country, attracting talent.

During 2012, Globant participated and sponsored many technology events such as TEDxMontevideo, lectures at universities, job fairs and mentoring activities to encourage entrepreneurship in the country".



Claudio Terra
Country Manager Brasil:
"Even in a city as big as San
Pablo, the arrival of a company
like Globant is extremely
relevant. Employees are offered
an incredible career development
and the

opportunity to be in touch with peers, experts and projects in many other countries. Communication is informal and direct, which helps the cohesion between all offices.

In addition, the involvement of Globant with the community has been done quickly, participating in debates and educational initiatives, and making clear its strong commitment to social responsibility, in which all employees are invited to participate from day zero".



Andrés Giolito
Country Manager Colombia:
"Globant is constantly seeking
new talent, and the growth
rate thought for Colombia
compels us not only to search
in the local market, but also
to generate such talent in

cities where we have began our operations. For this reason, in every city where we settle we provide open training to the community in partnership with the country's major universities, therefore providing installed local capacity, which not only benefits Globant, but all companies. The training is carried out by employees with more seniority, who in turn are rewarded for bringing to their universities the latest technologies that are in use".



In 2012, a process of decentralization from Buenos Aires office took place. Two new offices, one in the south of the city and another in the north, were added to the Head Office, which is located in a central area of the city.

This initiative is in line with the overall objective of bringing job opportunities to the people and, in turn, seeks to address the traffic problem of big cities, which involves an inappropriate use of public space, delays and high pollution.

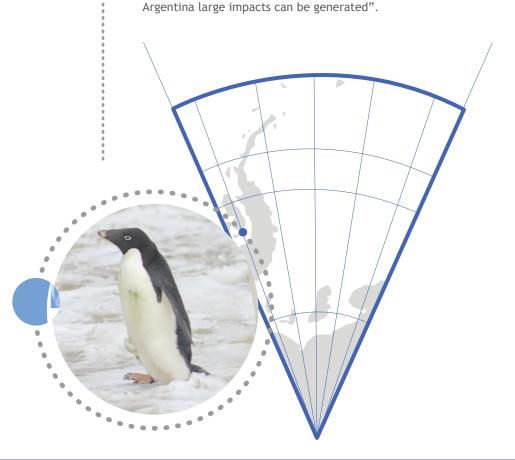
The plan for the coming years is to replicate this initiative in other cities, such as Bogota.

# North Park Laminar South Park Autonomous City of Buenos Aires

#### **Globant reaching Antarctica!**

In November 2012, Globant landed in the world's southernmost continent to be the first company to program from there (see page 33).

Guibert Englebienne - CTO & Co-Founder: "This initiative is aligned with our dream of promoting new opportunities throughout the region, changing and improving the environment and their communities through technology, and demonstrating that from the remotest places of





# BASE



In November 2012, Globant landed in the world's southernmost continent to be the first company to program from there.



The focus on entrepreneurship has been one of the cornerstones of Globant's founders, from the beginning. This commitment was ratified in 2012, boosting the local ecosystem and serving as an example for hundreds of young entrepreneurs who are taking their first steps.

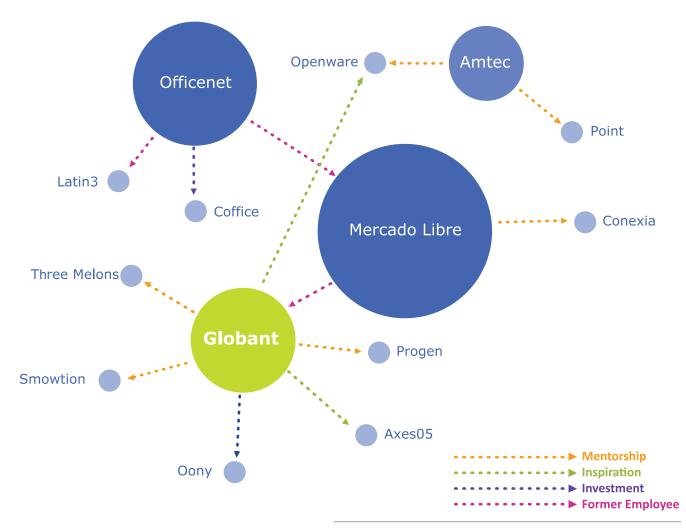
#### Impactec contest:

Globant sponsored and participated in the organization of the seventh social innovation contest developed by Socialab in Latin America, and the first to take place in Argentina, under the slogan "How would you use technology to improve the lives of a million people?" The competition sought to promote innovative ideas that may solve the country's social challenges through technology.

After the contest, Guibert Englebienne (Globant's CTO & Co-Founder) was appointed mentor of one of the contest's winners to give guidance in the first steps of the undertaking.

# 5% of the Globers that leave the company go inspired in the search of an entrepreneurial dream. Among them: Waragon and Oony.

#### Globant footprint in the regional entrepreneurial ecosystem:



The infographic shows the leverage effect of Argentine technology companies - Endeavor Foundation - 2010

#### Business

# Promoting the sector development

Globant holds the executive vice-presidency of the Chamber of Software and Computer Services of Argentina (CESSI). It is the one with the **highest category** of sponsorship of the organism.

CESSI is the Argentine business entity most recognized in the industry, which carries out key dialogues with national, provincial and municipal governments. It also represents Argentina in WITSA (World Information Technology and Services Alliance), an international association representing over 90 % of the IT market in the world, ALETI (Latin America, the Caribbean, Spain and Portugal ICT industry Federation), and other bilateral agreements with industry chambers.

CESSI is a key player in multiple forums of national and regional economic discussion, and has been active in promoting public policies **that favor the development** of the sector as a key economic activity. As a result, the National Government extended the term of the Software Promotion Scheme until 31/12/2019, in which Globant as a CESSI member, had great intervention.







Number of afters 85 organized

Our culture is entrepreneurial, flexible and teamwork oriented, and is built on the basis of the values expressed in our Manifesto and three motivational pillars governing our actions in general:

#### **Autonomy:**

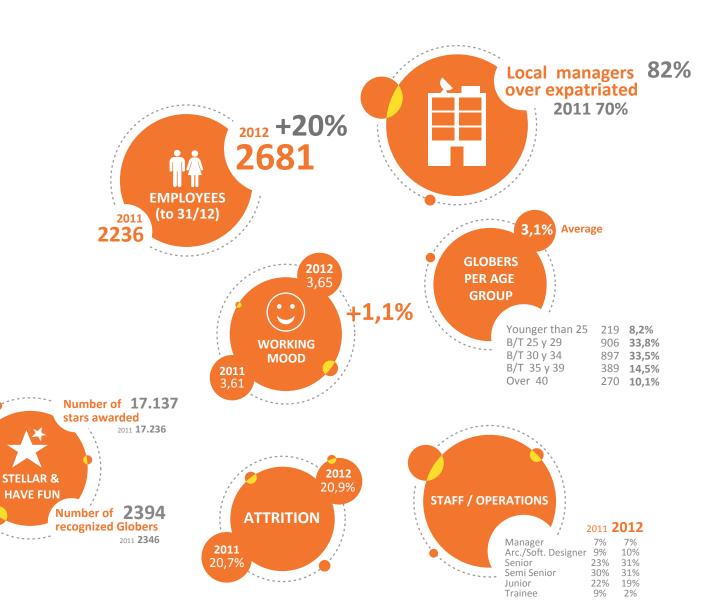
Through autonomy, we encourage our Globers to take responsibility for their projects, their career and professional development.

#### **Excellence:**

This pillar is about constant improvement, aiming at excellence and exceeding expectations.

#### Purpose:

We believe that only by sharing a common purpose we will build a long-term business to break the status quo, recognized as a leader in creating innovative software products and generating value for its stakeholders.



In 2012, the U-Grow program was launched, by which Globant has trained youths at early college years in technologies, processes, work methodologies and interpersonal skills. The program aims to prepare participants for their future employment and add talents to Globant, according to the knowledge and skills required by today's market. With this three-month program, students are trained in technologies such as JAVA and .NET.

The first edition of the program was held in **Buenos Aires** in March, and in August the initiative was replicated in **Rosario**.



In addition, during this year the program **U-Certificate** was launched, offering a range of training courses required for each role, which includes workshops and specialized courses.

The difference with the courses previously given is that U-Certificate follows a systematic order of modules allowing the Glober, once the course is completed, to receive an internal certificate and a badge.

The program's goal is to promote the development of Globers and increase the skills needed to perform well. We seek to offer new tools and generate greater synergies peer to peer, in an environment for reflection and learning.

Finally, Globant maintains strategic alliances with academic units and universities in the region, promoting the continuous exchange between academy and market.

Although during 2012 the agreement with the ITBA and other universities within the country was continued, it remains a challenge for the coming years to generate stronger synergies with local institutions, in all the cities where we are.

#### **Career Development**

In 2012, the **Open Positions** were consolidated. In Globant we believe in autonomy as one of the cornerstones of our culture. For this reason, we give Globers the possibility of running for the open positions that arise in different projects.





#### People

# Towards a better balance between work and personal life

The company's sustainability is closely linked to the sustainability of the people that compose it. For this reason, we believe that one of the most important pillars is the care for the individual as a whole: health, spirit and entertainment.

In 2012, the Healthy Living program was launched. It promotes a healthy and balanced life. Some of its initiatives are:

**Medical coverage:** Premium plans for employees and their families, which exceed what is required by the regulations of each country.

In company doctor: A general practitioner periodically visits the office to facilitate Globers' routine checkups and consultations.

**Nutritionist:** In the same way, a nutritionist advises both the Globers and the company's food suppliers.

#### Workplace exercise workshops and stretching:

For Globers wishing to join stretching and elongation workshops in the office.

Massage and fruit in the office: Finally, massage and fresh fruits are offered, which complete the Healthy Living program.

Maternity/paternity leaves: As for Globers who have a newborn, once the leave is over, the mother can choose to extend it. Otherwise, we offer an additional month of leave with full payment. In turn, the fathers have an extended license for two extra days, therefore completing a week off.

#### Other benefits:

- English classes
- Peluglober (hairdressing)
- Manicure
- Music lessons in company
- Croissants
- G++ Discount & Benefit Program
- Parking (for certain positions)





#### People

# Towards a better balance between work and personal life

#### **Volunteering:**

We offer Globers spaces to develop volunteering in order to link to civil society organizations donating their time.

In 2012, there were several of these actions, reaching the number to more than 170 volunteers distributed in 11 of our offices who made nearly 50 concrete actions to help the community.

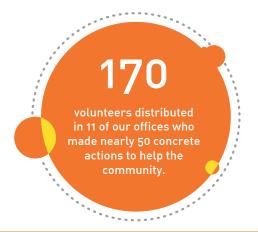
Prominent to be noted is the joint work with Sadosky Foundation in the program Dale Aceptar, which allowed children of all provinces, in rural and urban areas, to compete in programming and ascertain that their creation capacity places them as potential students for IT or related studies.

Collections were also carried out on the Children's Day, Three Kings Day, Christmas and winter, and several visits to organizations to deliver the donations were organized. The second onsite Blood Donation Day was also performed together with Hospital Garrahan as well as many internal awareness campaigns.

#### Have Fun:

Finally, following our having fun at work value, we generated many recreational areas that favor the working environment and are relevant to the organization's culture.









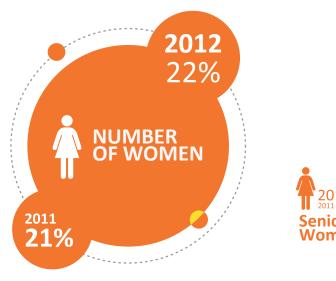
# The challenge of managing diversity

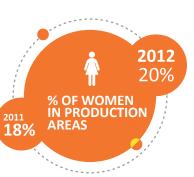
In 2012, we started working with Yeeeu company, specialized in labor integration, to join us and advise us throughout the process of inclusion of disabled people.

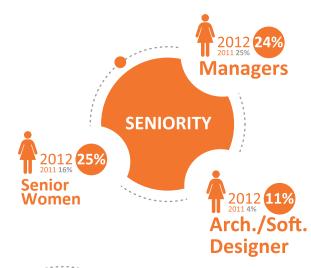
During the same year, we achieved the objective of assessing the working environment of our offices in Buenos Aires, in order to realize our capacity to include people with disabilities who require specific facilities.

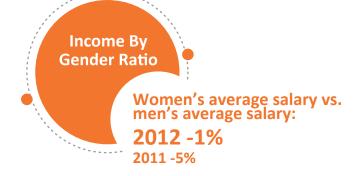
It will remain for 2013 the challenge of incorporating diversity management processes, training in the field our Recruiting, Staffing and People teams.













# Integrity

# Looking beyond the company

We believe a better world is possible, but it is not built facing the organization's walls. Therefore, our vision must go beyond the daily routine.

This commitment to the reality around us becomes tangible through three key aspects of our business: the relationship with the communities in which we work (which involves our commitment to inclusion, knowledge and technology transfer to society), monitoring of our corporate governance policies, and environmental care.

#### Generating a positive impact in the communities:

New technologies can be a powerful vehicle for cohesion and democratization of societies, but if they are not accompanied by the necessary education, they can also be powerful tools of exclusion.

For this reason, from Globant we promote community actions designed to share the knowledge that the company has with the community as a whole.

#### Multiplying roots in the region:

The development center model across 19 cities in the region and close to where the talent is, seeks to generate added value that is multiplied by every new office opening in each new city.

The business objective, tied to the social objective has always been to enrich Globant's team with talent, avoiding uprooting and promoting local ecosystems with quality jobs, excellent training and opportunities for growth.

Making of technology an inclusive business involves not only creating development opportunities for young people, but also preventing rootlessness. Before Globant's arrival to the places where it is today, many of these young people used to migrate to other cities or countries in pursuit of professional growth that was not in their place of origin.

Globant's philosophy breaks this mold and has a highly positive impact not only on the cohesion of internal culture, but also on local ecosystems, generating sustainable growth for the industry and the community as a whole.

The experience in the city of Tandil is a clear example of the inclusion of the company in the community. This venue was the first to be opened outside Buenos Aires (in 2006), so that the city becomes paradigmatic, and the results obtained with this policy can be observed in more detail. At that time, the software industry in Tandil had about 15 companies and a market of between 500 and 600 IT professionals. From the outset, Globant actively participated and provided everything necessary to the industry ecosystem.

It collaborated with local government and became part of the Chamber of Tandil IT Business Cluster. By the end of

2012, and thanks to the impact generated by Globant's arrival to the city, the number of local companies in the sector increased by 30%, and today there is a market of 1,200 IT professionals actively working.

Students' development and training programs were implemented; consequently, the impact on the market was greater and the pyramid base was enlarged with the formation of new young professionals.

Today, Globant Tandil is providing jobs to over 170 people, aiming to reach about 300 in two years.





TesteAR, the training program for the employment of young people in vulnerable situation, is now three years old.

With nearly 100 students in 2012, it became a concrete possibility of job placement in the Community. As a consequence of the good results obtained, TesteAR was awarded prizes and recognitions that support the intervention model and commit it to further replication.

The program's goal is to promote the talent pool of young people that today have fewer opportunities **through computer training** to find employment in the IT market.

The course is oriented towards manual testing of applications, a key position in the software development process, but does not require very complex studies, so that it opens the door for young people to enter the industry.

TesteAR seeks to provide comprehensive training to its beneficiaries and to develop all the technical, personal and professional skills in young people **enabling them to be part of the labor market** within an industry as large and with as much growth as the information technology.

#### Scheme:

- Manual Testing Training to a youth group coming from vulnerable sectors.
- Profile of the beneficiary: Young people who have completed high school, aged between 18 and 25, with a social situation of vulnerability, an interested in computer science.
- Training length: 4 months, from Monday to Friday, 4 hours per day. A total of 320 hours of study.
- Training them in: Basic Computing Manual Testing English Professional and personal development
- It provides monthly scholarships consisting of a travel allowance for each beneficiary.







#### **Results:**

Since its creation in 2010, eight TesteAR courses were carried out in four different cities, and the number of students reached is 150. Currently, we are analizing the positive results of the program:

- Rate of students who successfully completed the course: 75%
- Rate of graduates who enter the IT market or continue their studies: 50

However, beyond these successes, there have been promising advances in coordination with local governments and civil society, leaving installed capacity and creating an atmosphere of intersectoral trust very favorable for the generation of new opportunities in the communities:

In Rosario, for example, Globant, Desarrollar Foundation, the Ministry of Labor and Social Security of Santa Fe Province, the Ministry of Social Development of Santa Fe Province, Rosario Technological Cluster, and Nodo Tau Foundation conducted a TesteAR course jointly. Although the first course did not achieve the desired impact, the intersectoral work enabled the planning of two new courses in 2013, with new players who will make up the alliance.

San Miguel de Tucuman was the city in which the course had the greatest number of students, reaching a record of 29-trained young people aged between 18 and 24.

This was possible thanks to the partnership held with the Ministry of Education of the Province, Desarrollar Foundation, and Tuquito Foundation.

In **Buenos Aires**, three more courses were implemented in partnership with Desarrollar Foundation, Telecom, Puerta 18 Foundation, the ITBA (Buenos Aires Technological Institute), the Metropolitan Design Center and the Institute Language Market.

#### **Acknowledgments:**

In 2012, the Business Leaders Christian Association (ACDE) awarded Globant with ACDE - Enrique Shaw Prize, which is granted every two years to companies that include through work, for its TesteAR program.

In the same year, Sadosky Foundation chose Globant and TesteAR program among the **Sadosky Award** finalists, in the subject matter "Digital Inclusion".

#### **Graduates in Globant:**



**Ignacio Ezequiel Quinteros:** "TesteAR has enabled many guys to get jobs, more than what was the norm for other similar programs".



**Rocío Bossio:** "TesteAR was a door that led me to a new path that I'd never imagined and I needed. It is the first time that I have a serious job like

this  $\dots$  bank cards with my name  $\dots$  I never had such things before".



**Christian Surbete:** "My experience with TesteAR was very rewarding. I didn't know what testing was, but I learned a lot and, especially, it

helped me open my mind. It is good to feel you grow professionally and as a person."



Pablo Voss: "The situation before entering Globant was complicated. It's difficult when you're looking for a job and you have no specific

knowledge. Today thanks to Globant I'm working as a QC and growing professionally".





# Integrity Inn

# Innovation at the service of the community

Another instance of impact on local communities is carried out from Globant Labs area. This internal team aims to investigate the latest technologies implementing prototypes, either to be offered to a customer or to be donated to the community:

#### Dibugrama:

It is the first free mobile application for the education of people with Down syndrome. It was developed together with the Down Syndrome Association of Argentina (ASDRA) and is available for Android. Dibugrama is the first of a series of applications undertaken from CESSI's Inclusion Commission, designed to improve the way kids with Down syndrome are stimulated and approach to technology.

#### Cuándo Llega:

It is an application for mobile devices, configured for Android, iOS and BlackBerry, which allows public transport users in the city of Rosario to know how many minutes remain before the bus arrives at the stop in which a person is waiting.

This application, launched in early 2012 and donated to the community, has more than 19,000 users per day, achieving a very high level of acceptance and changing the way in which the inhabitants of Rosario interact with the public transport.

#### **Antarctica Project:**

Globant was the first company to program from Antarctica. And what was done was a pro bono work, in which a software product was developed for the Air Force to improve the efficiency and management of infrastructure, and the interaction between the teams and the managers at Marambio Base. This application will improve the cooperation and the level of service that the Argentine Air Force provides the team of scientists working today at the base, promoting their impressive work worldwide..

#### Next2You:

In order to reduce traffic in cities, Globant developed a series of carpooling applications. One is Next2You, which seeks to promote trip sharing among colleagues who live nearby. This is a convenient tool under testing, but with very good results so far.

#### DonarVida:

A team of volunteers from Rosario is working on the development of a website where all the supply and demand of blood donors in the country can be channeled.

#### **DNAFilter:**

In 2012, the work on bioinformatics held in partnership with scientists from CONICET continued to create a system to help find DNA fragments from a sequencing reaction.



#### Integrity

# Training provided to the community

#### Computing Laboratory in Resistencia:

In 2012, the Computing Laboratory was inaugurated together with the provincial government. First of its kind in Argentina, it is a strategic high quality human resources training center to feed the growing local software industry. It is intended primarily to conduct intensive courses of advanced development of computer applications. So far, it has trained more than 60 students and plans to double that number in 2013.

#### **Tech Updates - Chaco:**

We have performed more than 20 Tech Updates in Resistencia, Chaco province. The Tech Updates are events open to the community of IT professionals, aimed at bringing the latest news on technology, trends, methodology and applications, and recent developments, encouraging dialogue and joint synergy. In 2012, more than 60 students took the courses and we hope to double that number in 2013.





#### **EmplearTec:**

From the Chamber of Software and Computer Services of Argentina (CESSI) and with the National Ministry of Labor, Employment and Social Security, we launched the program EmplearTec (+F Control and +A Control Scholarships) aimed at promoting more and better jobs in the areas of software and technology nationwide.

During 2012, more than 200 free training courses were conducted across the country, reaching more than 4,000 students.

These 80-hour training courses were divided into the following categories: Development and Programming, Infrastructure and Administration, Management, Software Testing and Basic Information.



# Governance and ethical behavior

## Risk Management and Sarbanes- Oxley Act in the United States

The risk management processes characterize all organizations with global operations. Our company has adopted the risk management framework according to the model established by the **Sarbanes - Oxley Act** of the United States (SOX). These processes involve risk management for accounting, budgetary control, information technology, purchasing, accounts payable, billing and accounts receivable, taxes, cash flow and financial management, travel and transportation expenses, payroll, fixed assets, funding mechanisms (loans) and mergers and acquisitions, as well as controls at entity level.

Thus, Globant has risk management processes that **reach all significant operations** including during deployment, the relevant mechanisms of stakeholders training.

#### Code of Ethics & complaints mechanisms

One of the most effective mechanisms in all companies of the world for the detection of irregularities, in commercial and relationship processes with third parties or **ethical behavior** consistent with organizational standards, is that of anonymous complaints.

During 2012, Globant has rewritten its Code of Ethics and has planned to implement an on-line form for Globers to make anonymous complaints whenever there is suspicion of irregularities, to be applied in 2013.

Complaints will be received by an audit committee who will look into them.

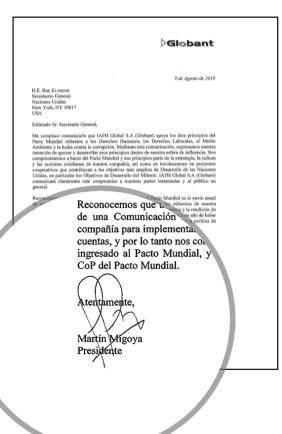
This contributes to complement governance mechanisms providing transparency and creating a framework of integrity for all members of the organization.

As for the Code of Ethics, the text was adjusted according to existing international standards, aligning it with universal rights held by the **United Nations Global Compact**, and adjusting it to regional and local idiosyncrasies.

#### Conflict of interest

One of the main risks of conflict of interest in an organization is generated by an inappropriate scheme of segregation of duties. To mitigate this problem, Globant carried out an analysis and redefinition of its access and profiles scheme on its major financial application, to ensure the appropriate access to information and operation handling.

# Adherence to the ten principles of the UN Global Compact





# Environmental management

Globant understands that all operations have an impact on the environment. The fulfillment of the mission as an organization involves not only the creation of innovative software products for global audiences, but also the care for natural capital, mitigating the impact generated by the operation as much as possible.

In 2012, the scope of the impact assessment was extended to Colombia, in order to estimate the carbon footprint of energy consumption (which is the most important).

It is interesting to note that due to the emission coefficients of the energy matrix of Colombia, our Globers in that country contribute to environmental pollution in a much lesser extent.

In this process, we checked that the measurement of 2012 was much more rigorous than that in 2011, so the current model allows us to expand to all our relevant operations and thus measure our carbon footprint per operation and per Glober.

Other activities also provide environmental impacts, such as 19.9 million kilometers flown by our staff in 2012, equivalent to 500 trips around the world in 1,735 sections.

In short, this scenario poses a number of challenges related to mitigating impacts as well as improving our measurement and control mechanisms, which is why we find it interesting to tell what we have done and we are planning to do:

Ítems	Argentina	Colombia
Energy consumption:	2907,62 Mwhr	155,42 MWhr
National emission factor:	0,540 t CO <sub>2</sub> e/MWhr	0,2716 t CO <sub>2</sub> e/MWhr
Co2 equivalent emitters:	1570,115 t CO <sub>2</sub> e	42,212 t CO <sub>2</sub> e
Personal:	2065	113
Equivalent emissions per capita:	0,760 t CO <sub>2</sub> e/per.	0,374 t CO <sub>2</sub> e/per.

#### What we have already done

**Server Virtualization:** 35 to 1 (in 2011 was 20 to 1). Although it was estimated to reach 50 to 1 in the coming years, in 2012 other companies' operations were added (with their physical servers, which will take some time to virtualize).

**Datacenters:** In 2012, the migration of some of our most consuming datacenters was outsourced. Level3 service was hired, deriving some of our datacenters to theirs, and as they have a larger information flow and are specialized in this service, they have a more efficient use of energy.

Awareness Campaign: In 2012 there was a campaign to raise awareness of environmental care designed to promote the recycling of waste (we were able to double what was recycled in 2011), energy conservation and care for water and paper.

#### What we are planning to do

Improve the measurement of our carbon footprint: We have detected that consumption calculation must be improved in some places. For 2013 we expect to have the correct measurements in all the places where we operate with more than 50 people and extend the scope to other processes that generate emissions with environmental impact (for example, our air travel).

# Implement an environmental management system (EMS):

To give greater precision to our management processes of energy and environmental management, we have a long-term plan to implement environmental management systems in the coming years, based on international standards that will make it possible for us to lower the impact and reduce energy consumption levels.

### **Complementary information**

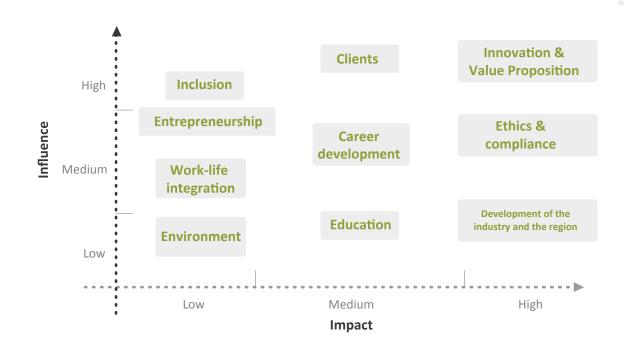
#### Dialogue with our stakeholders

How we reached our sustainability model

The sustainability management system being implemented by the Sustainability Board with the CSR area considers the inclusion of visions and issues that concern the organization's stakeholders.

For the preparation of the strategic plan for sustainability, we have performed a process of stakeholders' involvement which included surveys, indepth interviews, group meetings with focus groups and Sustainability Board meetings to detect not only what issues are key to our groups of interest, but also the capacity we have to generate impacts from Globant.

These issues are represented by their relative importance and our ability to bring about change or impact.



Throughout the report, we have tried to give a careful answer about what we have done, what we do and what challenges we are going to face in this regard.

However, we know that all efforts to dialogue with our stakeholders are valuable, so our dialogue channel remains open to anyone willing to join this initiative.

#### Stakeholders' involvement process

For our 2012 report, we have decided to conduct direct dialogue mechanisms. The area of CSR has carried out direct dialogues with the stakeholders that have greater strategic impact on the organization. The groups have been carefully interviewed separately, along a continuous process that took all year.

To identify stakeholders we have taken as a criterion contributions to value creation and to Globant strategy. We believe that these groups represent the essence of our value-added status, exposed in this report. This consistency between interest groups and value creation is what we intend to pursue to make sustainability part of our strategy and not a separate aspect of management.

We believe that our dialogue mechanisms have been perfected in this report, but we also understand that it is a challenge to maintain the levels of contact, so it is necessary to systematize and establish processes that ensure proper and frequent contact with the most relevant actors.

### **Complementary information**

### Stakeholders with which dialogue mechanisms were performed

**Clients:** Mechanisms of listening and measuring customer satisfaction were surveyed.

Globers: Mechanisms of direct dialogue with stakeholders were carried out, together with an analysis of the integration mechanisms of People area.

Suppliers of capital: Founders, financial sponsors/ potential investors, business chambers (in-depth interviews were implemented).

Government: Open dialogues, participation in fora, chamber meetings were maintained with national and provicial government representative.

Management: In-depth interviews and follow-up meetings were carried out with the company's top management.

Universities and educational institutions, third sector organizations, media: Direct dialogue mechanisms were carried out with stakeholders throughout the sustainability actions.

#### Detail of involved stakeholders (external)

Clients: 55 Social, American Express, Aon, Bally Technologies, BBVA, Cars.com, CISCO, Coca-Cola, COMCEL, EA, EMC, Foundation9, gaia interactive, gazillion, GREE, JWT, lastminute.com, LinkedIn, Mercado Libre, Mind Candy, MoneyGram, National Geographic Channel, NYSE Euronext, Orbitz, PR Newswire, Sabre, Travelocity, WOBI, zynga, among others.

Government: National Government of Argentina, Government of the City of Buenos Aires; Provincial Governments (Buenos Aires, Chaco, Tucuman, Santa Fe, Cordoba Provinces); Local Governments of Tandil, Bahia Blanca and Mar del Plata; Municipal Government of the cities of Montevideo (Uruguay) and Bogota (Colombia).

**Business Chambers:** : CESSI CEPIT, Rosario Technological Cluster, Cordoba Technological Cluster, AMCHAM, IDEA, ACDE, AEA.

ONG: Buenos Aires: Desarrollar Foundation, Missing Children Argentina, Metropolitan Design Center, Nuestras Huellas, Equidad Foundation, Help Argentina, Garraham Foundation, Parish Church Ntra. Sra de Caacupe, Kawa Club Solidarity Caravan, Sadosky Foundation, Ntra. Sra. De Nazareth Shelter, ASDRA, TECHO. La Plata: Los Gurises Community Dining Room, Lealtad Neighborhood Association, Marta and Maria Congregation, Fines 2 Plan, Sumando Voluntades, Compartiendo un sueño, APACES.Tandil: "Cai-Matter" and

"Coco Miel" Nurseries. Bahia Blanca: "Gira Vida" Project in Villa Caracol neighborhood. Rosario: Nodo Tau Foundation, MoveRSE, Food Bank Foundation Rosario, Ballet Folklorico Atahualpa, Rosario Technological Cluster. Cordoba: Jr. Achievement, Soles Foundation, Cordobesitos Foundation, Ampliacion Magdalena Neighborhood, Eva Peron and Quisquisacate Shelter. Resistancia: El Tacuruzal, Beraca Community Dining Room, Demos Foundation. Tucumán: Tuquito Foundation, Santa Rita Shelter. Montevideo: Nuestro Camino Comprehensive Training Center for Children and Youth with Intellectual Disabilities. Bogota: Alejandrito Corazon Foundation

Universities: : Austral , UBA , UCA , ITBA, UCEMA , UADE, IAE, UCES, University of Palermo, Belgrano University, UTN, CONICET, ORT Montevideo.

Media: La Nacion, Clarin, Pagina 12, Cronica, El Cronista, BAE, Ambito Financiero, Perfil, Information Technology, Canal.AR, Canal 13, Telefe, Canal Metro, Canal 7, Tiempo Argentino.

### Scope and limits of the report

#### Globant is a multinational organization

This report speaks generically about Globant and all its operations in countries in which it operates referring to all its related companies: Sistemas Globales S.A., Sistemas Globales Buenos Aires SRL, IAFH Global S.A., 4.0 SRL and Globers S.A. (Argentina); Globant LLC (USA); Sistemas UK Ltd. (U.K.); Sistemas Colombia S.A.S. (Colombia); Sistemas Globales Uruguay S.A. (Uruguay); Global Systems Outsourcing S.R.L. de CV (Mexico); Sistemas Globales Chile Ases Ltda. (Chile); Globant S.A. (Luxembourg); Software Product Creation S.L. and Globant S.A. (Spain); Globant Brasil Participacoes Ltda. and Terraforum Consultoria Ltda. (Brazil).

#### Other data from the report

This document reaches Globant sustainability activities between 1January 2012 and 31 December 2012. The last report published was issued on 31 December 2011, and was prepared according to the GRI G3.1 guidelines, C+ level of application. This report adopts the B+ application level.

For the external evaluation, the requirements of the Purchasing sector were verified and the Sustainability Board was consulted, selecting once again Crowe Horwath as a provider of the external evaluation report.

#### Compliance

Globant has not undergone any significant fine for breaching any regulation concerning the provision and use of products and services, nor has been subject to significant penalties for inappropriate behavior with regard to competition rules, antitrust or monopolistic practices.

Globant has not been the subject of any penalty or fine for improper practices with respect to the regulation of pricing and legal frameworks applicable to consumer protection.

Globant has not been sanctioned or warned in the period covered by this report by any administrative or judicial authorities for sexual harassment, discrimination nor any other violation to human rights conventions or any regulation related to corruption.

#### IT security

During 2012, there were 39 security incidents among all Globant offices worldwide.

None of them involved the unauthorized disclosure of information or security breaches related to Globant infrastructure. Most of these incidents were associated with loss or theft of Globant mobile equipment both inside and outside the company's premises. All lost or stolen items were encrypted and their contents were deleted remotely.

#### Point of contact

We know that the production of this type of reports requires constant updating of the relevant issues our stakeholders propose. For that reason, our point of contact for this report receives all concerns and observations that may arise from its reading and analysis. Feel free to communicate directly with our Social Responsibility Coordinator.

Francisco Michref CSR Coordinator francisco.michref@globant.com Ing. Butty 240, 9° piso - CABA, Argentina. TE: +54 11 4109-1700

# Powers of the corporate governance supporting committees

#### **Audit Committee**

The Audit Committee oversees the financial reporting process and accounting for the company. Among other issues:

- It is responsible for the appointment, compensation, retention, monitoring and evaluation of our independent auditors, their work and opinions.
- It controls the rotation of audit partners in our work team according to law.
- It examines the financial statements, our policies and critical accounting estimates.
- It oversees the adequacy of our accounting and financial control.
- It reviews and approves all transactions with related parties.
- It establishes and monitors the procedures for the receipt, retention and treatment of complaints regarding accounting, internal controls or auditing matters, and oversees the implementation, enforcement and remedial measures under our code of conduct.

#### **Compensation Committee**

The Compensation Committee discusses, recommends and approves policies related to our officers and directors' compensation and benefits. It manages the ordinary share option and benefit plans, and the reviews of general policies relating to compensation and benefits. The duties of the Compensation Committee include:

- To review and approve corporate goals and objectives related to the remuneration of directors, CEO and other members of senior management.
- To evaluate the performance of the CEO and other members of senior management in the light of those goals and objectives. Based on this evaluation, it determines and approves the compensation of the CEO and recommends the Board the compensation proposal for the other members of senior management.
- To manage the issuance of ordinary share options and other premiums to members of senior management and directors under our compensation plans.
- To review and evaluate, at least annually, the performance of the Remuneration Committee and its members, including the Compensation Committee's compliance with its charter.

#### **Nominating and Corporate Governance Committee**

El The Nominating and Corporate Governance Committee is in the process of creation and its effective establishment is expected for 2013.

**Duties:** 

- To identify qualified individuals to become directors, and recommend nominated candidates to the Board.
- To develop and recommend the Board the criteria for candidate selection; to examine the qualities of each committee member.
- To recommend applicable corporate governance guidelines and oversee the evaluations of the Board and of each committee.

#### **Sustainability Council**

Nestor Nocetti - EVP Corporate Affairs and Globant cofounder.

Wanda Weigert - Communications Director.

Guillermo Willi - Chief People Officer.

Federico Seineldin - Social entrepreneur - Njambre Aceleradora

co-founder.

Francisco Michref - Globant's CSR Coordinator.

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EN5 Energy saved due to conservation and efficiency improvements.  EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.  EN7 Initiatives to reduce indirect energy consumption and the reductions achieved as a result of these initiatives.  EN8 Total water collected from sources.  EN9 Water sources significantly affected by collection of water.  EN10 Percentage and total volume of water recycled and reused.  EN11 Description of land adjacent to or within protected natural areas or non protected high biodiversity areas. Indicate the location and size of land owned, leased or managed with a high biodiversity value outside protected areas.  EN12 Description of significant impacts on biodiversity in natural protected areas or non protected areas of high biodiversity, resulting from the activities, products and services,	36 36 36 aterial aterial
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protected areas of high biodiversity, resulting from the activities, products and services,	
in protected areas and areas of high biodiversity value outside protected areas.	aterial
EN13 Habitats protected or restored. No m	aterial
EN14 Strategies, current actions and future plans for managing impacts on biodiversity.	aterial
EN15 Number of species, broken down based on their danger of extinction included on the IUCN Red List and on national lists whose habitats are found in areas affected by the operations according to the level of threat to the species.	aterial
EN16 Total direct and indirect greenhouse gas emissions by weight.	36
EN17 Other indirect emissions of greenhouse gases, by weight.	aterial
EN18 Initiatives to reduce greenhouse gas emissions and the reductions achieved.	36
EN19 Emissions of substances that destroy the ozone layer, by weight. No m	aterial
EN20 NO, SO and other significant air emissions by type and weight.	

Environment		
EN21	Total dumping wastewater by quality and destination	No material
EN22	Total weight of waste by type and disposal method.	No material
EN23	Total number and volume of significant spills.	No material
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the Basel Convention Annex I, II, III and VIII and percentage of waste shipped internationally.	No material
EN25	Identification, size, protection status and biodiversity value of bodies of water and related habitats significantly affected by water discharges and drainage of the reporting organization.	No material
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	36
EN27	Percentage recovered of products sold and their packaging, at the end of their useful life, by product category.	No material
EN28	Cost of significant fines and number of non-monetary sanctions for noncompliance with environmental regulations.	No material
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of staff.	No material
EN30	Breakdown by type of total environmental protection expenditures and investments.	No material
Labor practices	and work ethics	
LA1	Breakdown of employees by type of employment contract, and region.	23
LA2	Total number of employees and average employee turnover broken down by age group, gender and religion.	23
	gender and religion.	23
LA3	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.	24-26
LA3 LA15	Benefits provided to full-time employees that are not provided to temporary	
	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.	24-26
LA15	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.  Return to work and retention rates after parental leave, by gender.  Percentage of employees covered by collective bargaining agreements.  PMinimum notice period(s) regarding operational changes, including	24-26 No reportado
LA15 LA4	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.  Return to work and retention rates after parental leave, by gender.  Percentage of employees covered by collective bargaining agreements.	24-26 No reportado No reportado
LA15 LA4	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.  Return to work and retention rates after parental leave, by gender.  Percentage of employees covered by collective bargaining agreements.  PMinimum notice period(s) regarding operational changes, including	24-26 No reportado No reportado Está previsto
LA15 LA4	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.  Return to work and retention rates after parental leave, by gender.  Percentage of employees covered by collective bargaining agreements.  PMinimum notice period(s) regarding operational changes, including	24-26 No reportado No reportado Está previsto en la Ley
LA15 LA4	Benefits provided to full-time employees that are not provided to temporary or part- time employees, by major operations.  Return to work and retention rates after parental leave, by gender.  Percentage of employees covered by collective bargaining agreements.  PMinimum notice period(s) regarding operational changes, including	No reportado No reportado Está previsto en la Ley Argentina. No

Labor practice	es and work ethics	
LA8	Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families or community members regarding serious diseases.	No reportado
LA9	Matters of health and safety topics covered in formal agreements with trade unions.	No reportado
LA10	Average hours of training per year per employee by employee category.	No reportado
LA11	Skills management and ongoing education programs fostering worker employability and supporting them in managing the end of their professional careers.	No reportado
LA12	Percentage of employees who receive regular performance and professional development evaluations.	23
LA13	Composition of the corporate bodies of governance and staff, broken down by gender, age groups, belonging to minority groups and other diversity indicators.	28
LA14	Ratio of basic salary of a man to a woman by category of employees.	28
Human rights		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights analysis.	No reportado
HR2	Percentage of significant distributors and contractors that have undergone screening on human rights and actions taken as a result.	No reportado
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights relevant to their operations, including the percentage of trained employees.	No reportado
HR4	Total number of incidents of discrimination and actions taken.	No reportado
HR5	Company activities identified in which the right to freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	No reportado
HR6	Company activities identified as having significant risk for incidents of child labor, and measures taken to contribute to its elimination.	No material
HR7	Company activities identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to its elimination.	No material
HR8	Percentage of security personnel trained in the policies or procedures concerning aspects of human rights relevant for their activities.	No material
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	No material

Human rights		
HR10	Percentage and total number of company activities that are subject to human rights reviews and/or impact assessments.	Not reported
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	Not reported
Society		
SO1	Nature, scope and effectiveness of programs and practices to assess and manage the impacts of company activities on communities, including entering, operating and exiting.	12 -19, 22-27, 30-31,34
SO9	Operations with significant negative impacts on potential or existing local community.	29
SO10	Preventive and mitigation actions implemented in current operations or potentially significant negative impacts on local communities.	29
SO2	Percentage and total number of business units analyzed for risks related to corruption.	35
SO3	Percentage of employees trained in anti-corruption policies and procedures of the organization.	Not reported
SO4	Actions taken in response to incidents of corruption.	39
SO5	Position in public policies and participation in their development.	22
SO6	Total value of financial and in-kind contributions to political parties and related institutions by country.	Not reported
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices, and their outcomes.	39
S08	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	39
Product respo	nsibility	
PR1	Life cycle stages of products and services that are assessed for the purposes of improvement, their impact on the health and safety of customers, and percentage of significant products and services subject to such procedures of evaluation.	No material
PR2	Total number of incidents of non-compliance with regulations and voluntar codes related to the impact of products and services on health and safety during their life cycle, by type of result of such incidents.	No material No material No material 12

Product respons	ibility	
PR3	Type of product and service information required by procedures in force and percentage of significant products and services subject to such information requirements.	No material
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	No material
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	12
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	No material
PR7	Total number of incidents of non-compliance with regulations concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No material
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	39
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of the company's products and services.	39



# **External Evaluation Report, to GLOBANT's Board**

We have been engaged to perform an independent evaluation of Globant's Corporate Social Responsibility Report (Social Report) for the period between 1 January 2012 and 31 December 2012.

We have made a compilation of evidence on the following aspects:

- Key performance indicators for the year
- Information provided by the company's CSR area
- Information from the company's management systems

Globant's Board is responsible both for the information included in the report as well as the evaluation criteria. Our responsibility was to report independently based on our procedures for data analysis. Currently no statutory or regulatory requirements or regulations adequately provided or generally accepted standards applicable to Globant are identified, in the reporting period. We have taken as a guide the practices suggested by ISAE3000 (International Standard on Assurance Engagements 3000).

Our procedures for selecting evidence and evaluation criteria included:

- Checking alignment with the basic content recommended for developing sustainability reports by the Global Reporting Initiative (GRI) version 3.1 for B+ level of application.
- Criteria for Communication on Progress of the United Nations Global Compact.
- Implementation of substantive tests designed to demonstrate, based on sampling, the reasonableness and consistency of the rules and criteria for the preparation of the Corporate Social Responsibility Report.
- Reviewing relevant documentation, including corporate policies, organizational structure and social responsibility programs.
- In-depth interviews with relevant staff of the company.
- Information from stakeholders identified by the company within their sphere of influence.

Our work team has included qualified professionals for evaluating sustainability aspects, according to the guidelines suggested by GRI.

In our opinion, based on the work described in this report, the information contained in Globant's Social Report for fiscal year 2012 gives an equitable representation of performance and the activities carried out by the company regarding sustainability. The policies, documents, indicators and other information included

in the report from the company are reasonably supported by documentation, internal processes and activities, and information provided by the interested parties.

The review process allowed us to identify a number of issues presented in a separate document to Globant's Board, which contains our independent opinion on areas for improvement.

Rosario, 10 July 2012

CP Marcelo Navone Partner

Ing. Luis Diego Piacenza
Partner

<sup>&</sup>quot;Globant" in this report refers to the group of related companies (see its composition on page 39).