



Well-Being, Diversity, and Inclusion

2024 Annual Report

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Introduction



At AssureSoft, our commitment to **well-being, diversity, and inclusion** is woven into our organizational policies and talent management practices. We believe the success of our organization is deeply linked to creating and fostering a work environment that values physical and mental health and promotes a genuine sense of belonging among all members of our company.

Throughout 2023, we successfully implemented a series of activities, workshops, and training sessions that generated **high levels of satisfaction among the team**, spanning multiple locations across Latin America. This was reflected in an Employee Net Promoter Score (eNPS) of +58, compared to the +21 average in the technology development sector. This score confirms and reinforces our people-centered strategic orientation, prioritizing the comprehensive well-being of our team members. These efforts have not only strengthened the connection between the team and the company

but have also shown that focusing on well-being is key to fostering genuine and sustained engagement.

For this reason, we introduced several new initiatives in 2024 aimed at promoting concepts related to holistic well-being and work-life balance, with a particular focus on mental health. We strongly believe that this **people-centered** approach is the right path to follow, and we renew our commitment to creating a genuinely inclusive and equitable environment that drives the personal and professional growth of our entire team.

Marcela Berazáin
Head of Human Resources



Diversity



We firmly believe that diversity is a key driver of innovation and growth. As part of our efforts to promote an inclusive and equitable culture, we developed the **Wonder Women** project, an initiative designed to empower and showcase the talent of our female team members within the company.

This program has not only boosted professional development and female leadership but has also had a positive impact across the entire organization, fostering a more equitable distribution of leadership roles and highlighting the contributions of all women within the company.

Through **Wonder Women**, we aim to continuously build inclusive spaces where gender equity is an integral part of our business strategy, driving the sustainable growth of AssureSoft through the participation of everyone involved.





Wonder Women

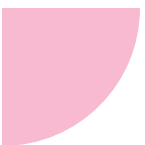


The Wonder Women project was created to **enhance and amplify the skills and talents of women within the organization**, promoting their capacity to take on leadership roles in an industry traditionally dominated by men. Through this program, we aim to inspire our professionals to become **agents of change** who challenge traditional workplace perspectives.

Project Objectives



- Promote **female leadership** within the organization.
- Provide tools for the **personal and professional development** of our female team members.
- Inspire and connect the women of AssureSoft, fostering **daily collaboration**.
- Encourage a **mindset shift** regarding the role of women in the company and the industry at large.





Past Activities

The program included various activities, experiential workshops, and training sessions that served as a platform to highlight female leaders within the company. **Women in leadership roles** shared their experiences and professional journeys with younger professionals, serving as role models and sources of inspiration for their growth.

Main Workshops

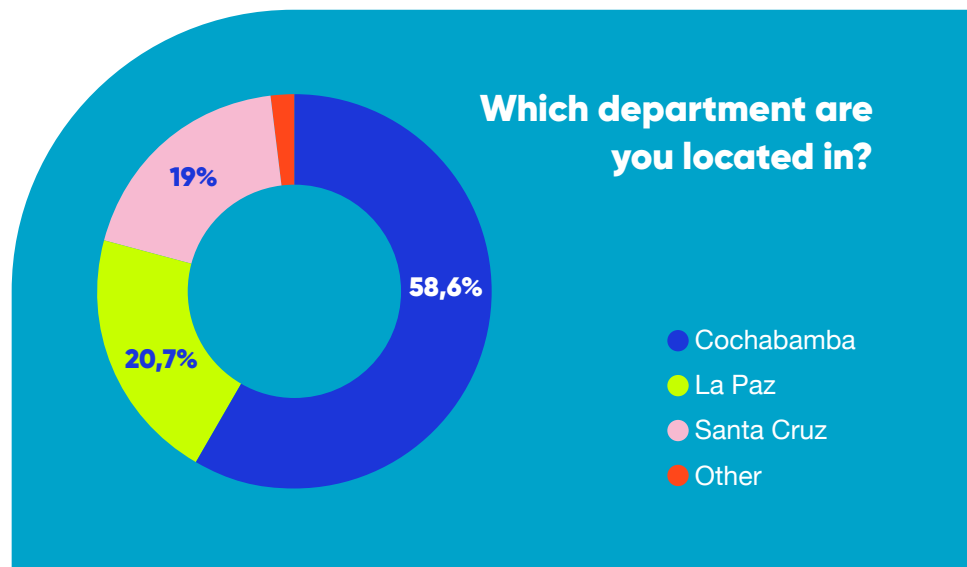
Career Development Workshop:

- **Topic:** Strategic career planning
- **Objective:** Help participants map out their professional growth through strategic planning, providing tools to set goals aligned with their career paths
- **Participation:** 71 women attended the workshop, held both virtually and in person in Bolivia
- **Results:** The workshop fostered self-awareness, helping participants understand the importance of setting personal goals aligned with their professional objectives. It also aimed to strengthen collaboration among women in their daily work.



Leadership and Empowerment Workshop:

- **Participation:** 58 women from different departments in Bolivia participated in this workshop.
- **Results:** Of the 58 participants, 69.2% reported being very satisfied with the workshop topics, while the overall program, including the activities and atmosphere, received 100% approval.



The workshop content included **self-awareness** exploration and understanding mental models influencing daily behaviors. It provided tools to improve **team interactions** and adapt to different personalities. The emphasis was on **empowering** women to lead confidently, fostering **innovation and effective leadership** toward shared goals.

Overall Project Results

Increase in Female Representation at AssureSoft: Since January 2024, the company has seen a 6.25% increase in the number of women, reaching a current total of 96 women. This reflects ongoing efforts to achieve **gender inclusion** within the organization.



Growth in Leadership Roles Held by Women: In January 2024, there were 3 women in management positions. That number has grown to 7, representing a 57.14% increase. This highlights the identification and development of **new female talent** with the potential to lead teams and projects effectively.

57 %

Conclusions

The **Wonder Women** project has been a resounding success at AssureSoft, not only because of the high satisfaction levels among participants but also due to the **tangible changes** it has brought to the organization. The program has enhanced self-awareness, leadership, and collaboration among women, aligning these values with the company's goals. We will continue developing and expanding this initiative, always striving to create an inclusive and **equitable environment** that fosters the professional growth of all our team members.



Well-Being and Inclusion



At AssureSoft, **well-being and inclusion** are fundamental pillars of our organizational culture. Over the past year, we have implemented initiatives designed to ensure that all our team members feel **supported and valued**. Among these initiatives is our disability inclusion program, which aims to fully integrate people with disabilities into the workplace, promoting their active participation within the company.

Additionally, we have developed sports activities, such as wally tournaments, which foster both **physical health** and teamwork among team members. In the **mental health** domain, our **MindCare program** has been crucial in providing emotional support and tools to improve psychological well-being.

We also conduct **engagement** activities, such as bike rides, game nights, and leadership workshops, which have strengthened team bonds and maintained a positive and motivating work environment. These efforts reflect our ongoing commitment to comprehensive well-being and the creation of an inclusive workplace for all.

Disability Inclusion Report



At AssureSoft, we understand that disability is an inherent part of the human experience and can affect anyone at any point in their life, whether temporarily or permanently, including our team members or their close family members. We recognize the World Health Organization (WHO) definition of disability, which describes it as the result of a **complex interaction** between a person's health conditions, personal factors, and the circumstances in which they live.

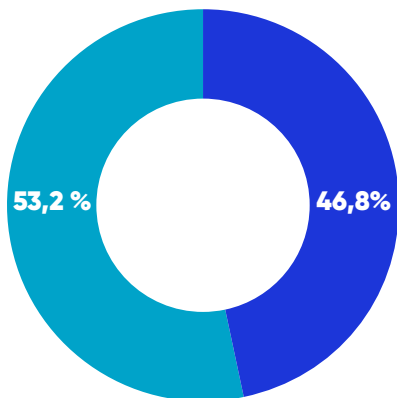
In this context, we acknowledge that disability is a multifaceted phenomenon requiring a **comprehensive approach** to overcome the associated barriers. At AssureSoft, we believe that work isn't just a source of income but also an essential tool for social integration. Through our inclusion program, we aim to create a workplace where individuals with disabilities can participate fully, fostering their **sense of belonging** and contributing to a more inclusive society.

Objective

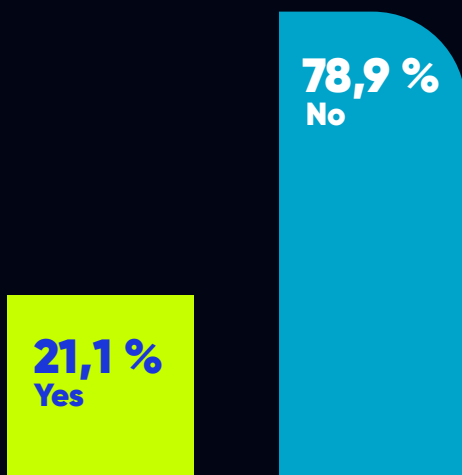
AssureSoft **upholds the principles of non-discrimination, equal opportunities, and inclusion**, which are integral to our operations. We are committed to promoting equal opportunities for individuals with disabilities, ensuring social inclusion, fostering their rights, and eliminating any form of discrimination. Our initiatives include offering tailored job positions, improving accessibility for individuals with disabilities or caregivers, and training our staff on fostering an inclusive, non-discriminatory culture.

Data Collection

In order to build a more **inclusive culture** and promote the **effective workplace inclusion** of people with disabilities at AssureSoft, we conducted an information survey through internal questionnaires. The purpose was to gain closer insight into the reality of all our team members, both in their personal and family contexts. Based on the information collected, it was found that: 53.2% of respondents have a family member with a chronic illness.



- % of respondents with a family member with a chronic illness
- % of respondents without a family member with a chronic illness



We also found that 21.10% of our team members are caregivers of a family member with some degree of disability.

The responses show that the needs in each of these areas are of vital importance, especially when a member within the family unit has some type of disability and/or chronic illness.

Strategies for Workplace Inclusion and Well-Being

- **Promote Inclusion:** Facilitate the inclusion of people with disabilities and their caregivers in all areas and levels of our workforce.
- **Raise Awareness:** Develop social awareness strategies to eliminate barriers to labor market access for people with disabilities.
- **Inclusive Recruitment:** Create mechanisms for inclusive recruitment, promotion, and job continuity.
- **Supportive Benefits:** Offer support benefits for team members with relatives who have chronic illnesses.





AssureSoft Sports

AssureSoft Sports is an innovative initiative aimed at **creating a healthy and cohesive work environment** by promoting **physical activities and active lifestyles**.

This program not only focuses on physical health but also integrates emotional and social well-being, recognizing the vital role of health in improving productivity, reducing stress, and fostering workplace satisfaction.

Objectives

- Strengthen **interpersonal relationships** among team members, fostering a sense of community and camaraderie.
- Improve **physical and mental well-being**, acknowledging the importance of holistic health in workplace performance.
- Cultivate an **organizational culture** that values health and encourages active lifestyles as part of everyday office life.



Past Activities

The first **AssureSoft Sports** activities were held in La Paz, Cochabamba, and Santa Cruz, with sports selected through team voting to ensure maximum enthusiasm. The top 3 activities—wally, paddle tennis, and walking—reflect the team's preferences and interests. These activities laid the foundation for **collective engagement** in health and well-being.

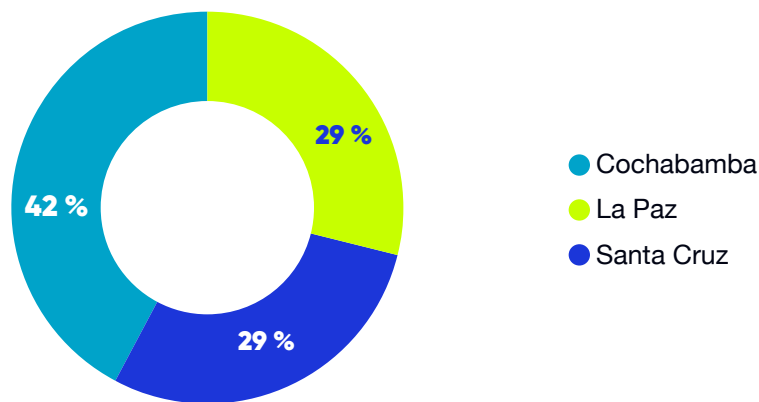
As part of our initiatives to promote an **active lifestyle** and **strengthen bonds** among team members, throughout 2024 we implemented 2 key sports activities: the mini wally championships and the Bicycle Caravan. Both activities have proven successful in creating an environment of healthy competition and fostering overall well-being within the company.



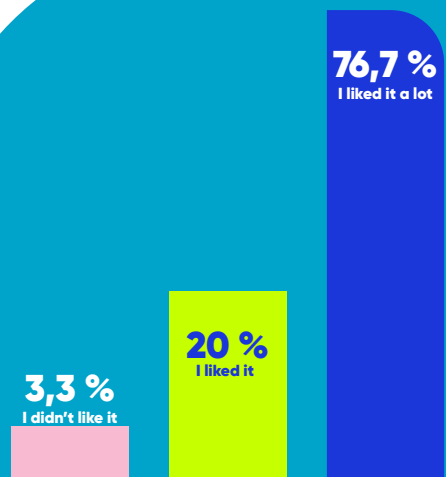
Wally Mini-Championship

The Wally mini-championship took place over several sessions, with the participation of 69 team members divided into teams of 5. This activity not only promoted physical activity but also **strengthened unity and teamwork**. The winning teams received prizes that recognized their effort and gave them a sense of achievement.

In the future, we plan to hold a national final bringing together the winners in one of the 3 cities in which we have offices, which will not only raise the level of competition but also strengthen camaraderie on a national scale. Additionally, we are preparing new surprises, including walking events and paddle tennis tournaments, to keep up the enthusiasm and commitment to an active lifestyle.



Bicycle Caravan



Bicycle Caravan was held in the cities of Cochabamba, La Paz, and Santa Cruz, with 30 team members participating. This activity not only encouraged physical exercise but also allowed team members to enjoy urban routes and scenery while **strengthening the bond** between team members.

A total of 76.7% of participants rated the activity as ideal for their interests, while 20% highlighted the opportunity to share the experience with their colleagues as one of the main benefits.

Promoting Healthy Lifestyles

At AssureSoft, we are committed to **promoting habits that support the physical and mental well-being** of our team members. As part of our AssureSoft Sports initiative, we have designed activities that integrate health and teamwork.

Among upcoming proposals, we plan to implement the “Water Challenge,” a campaign to encourage water consumption, along with providing fresh fruit in the offices. These initiatives will be complemented by promoting the use of stairs as an easy way to stay active throughout the day. Additionally, we are working on partnerships with local restaurants to offer healthy meal options to our team members, ensuring balanced nutrition in their daily routines.

Results

The results from our sports activities have exceeded our expectations. The Wally Mini-Championship, with 69 team members participating, not only strengthened team spirit and cohesion across departments but also fostered skills like communication and problem-solving in a dynamic and recreational environment. A total of 94.2% of participants reported a positive experience, highlighting the opportunity to interact outside the usual work setting. Additionally, many team members have shown interest in continuing to play the sport by organizing their own internal championships.

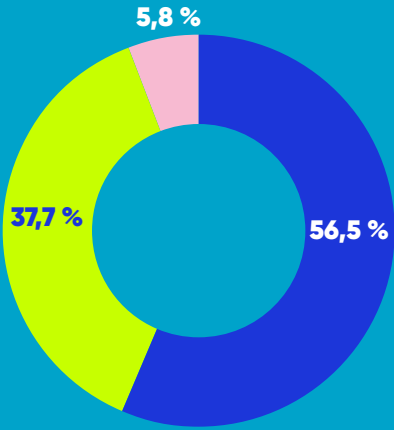


Similarly, the **Bicycle Caravan**, held in Cochabamba, La Paz, and Santa Cruz, had 30 team members participating. This activity not only promoted physical exercise but also allowed participants to enjoy the sights and urban landscapes of their cities. A total of 76.7% of attendees rated the activity positively, and 20% mentioned that the opportunity to share the experience with their colleagues was one of the most rewarding aspects. This initiative strengthened the sense of community at AssureSoft while promoting an active and healthy lifestyle.

Looking ahead, we are analyzing satisfaction survey results to improve and expand our sports initiatives. AssureSoft Sports has been a resounding success in our La Paz, Cochabamba, and Santa Cruz offices, and we are excited to continue promoting activities that not only enhance health but also strengthen the engagement and integration of our team members.



- I liked it a lot
- I liked it
- I didn't like it



MindCare



In a fast-paced and competitive work environment, the **overall well-being** of our team members has become a top priority at AssureSoft. Recognizing that traditional health insurance often lacks adequate psychological support, we introduced MindCare: a **mental health** program designed to address this gap by providing accessible, **high-quality psychological assistance**.

Through this initiative, we aim not only to improve the quality of life of our team members but also to positively influence organizational outcomes. By fostering a healthy and emotionally balanced work environment, MindCare reinforces our commitment to the holistic well-being of our workplace community.

Objectives

The main objectives of MindCare are clear and aligned with the company's vision of holistic well-being:

- Improve access to **mental care** for all team members.
- Reduce stress and anxiety levels associated with the workplace, fostering a **healthy and balanced** environment.
- Promote the **prevention** and early treatment of mental health issues.



- Foster a culture of **well-being, empathy, and mutual support** around emotional health.
- Increase **productivity and engagement**, reducing absenteeism and turnover caused by unaddressed emotional challenges.



Strategies Implemented

MindCare has implemented various strategies focused on facilitating access to psychological care and creating a healthy work environment:

- **Partnerships with external professionals:** We have established alliances with psychologists and specialized mental health centers to provide direct care services to our team members.
- **Virtual care platforms:** Online psychological care platforms have been implemented, allowing team members to access therapy from any location, making the service more accessible.
- **Group sessions and workshops:** In addition to individual therapy, we offer group sessions and workshops on stress management, mindfulness, resilience, and other topics relevant to mental well-being.
- **Awareness campaigns:** Through internal communication campaigns, we promote the importance of emotional well-being and work to eliminate the stigma surrounding mental health in the workplace, encouraging team members to use the available services.
- **Continuous feedback:** The program includes periodic surveys to measure satisfaction and the effectiveness of the services, aiming to continuously adjust and improve strategies based on identified needs.

Initial Impact of the Program

Since its launch in August 2024, the program has been positively received by team members. As of November 2024, 9 team members have been referred for psychological care, and initial feedback reflects widespread satisfaction with the service provided. 100% of the team members who have used this benefit have expressed their satisfaction with the support received, highlighting the importance of having quick and high-quality access to this type of care.

Testimonials



“AssureSoft’s MindCare program has helped me realize that there is only one life, that I need to focus on my goals and objectives, take care of myself, accept that it’s okay to make mistakes, and always remember that there is light at the end of the tunnel.”

- Anonymous



“I am very happy with the MindCare program. It helped me take steps I was afraid to take, as well as improve my personal organization and work. There’s still a lot to work on, but every day I see progress.

Thank you so much, AssureSoft.”

- Anonymous



Importance and Future Outlook

The impact of **mental health** in the workplace is undeniable. Organizations that invest in the emotional well-being of their team members reap **significant benefits**, not only in terms of workplace culture but also in increased productivity, creativity, and innovation. Through MindCare, AssureSoft reaffirms its commitment to the **holistic well-being** of its team members, ensuring that everyone has access to the tools they need to effectively manage their mental health.

As we move forward, we will continue evaluating the program's impact, making adjustments, and expanding its benefits. Future improvements include incorporating more professionals and broadening the range of workshops and services available—all with the goal of providing a work environment that prioritizes mental and emotional health.





Engagement Highlights



The **well-being of our team members** is an essential pillar at AssureSoft. We understand that a healthy work environment not only impacts team satisfaction but also enhances productivity and loyalty to the company. With an eNPS of +58, we have developed a comprehensive Engagement Highlights program, integrating both professional and recreational activities strategically designed to strengthen relationships, creativity, and teamwork.

Our annual Engagement Highlights calendar combines personal development sessions with sports competitions and cultural events to align individual well-being with the organization's strategic objectives. Each event is carefully crafted to **promote professional growth, strengthen interpersonal relationships**, and foster a culture of inclusion and mutual support.



Objectives



- **Fostering engagement:** Create a collaborative environment that encourages active participation and reinforces a sense of belonging among team members.
 - **Improving retention:** Build a motivating workplace that fosters loyalty and satisfaction through personal and professional development.
 - **Enhancing workplace culture:** Promote an inclusive culture that encourages creativity, teamwork, and well-being, aligned with corporate values.
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Activities Performed

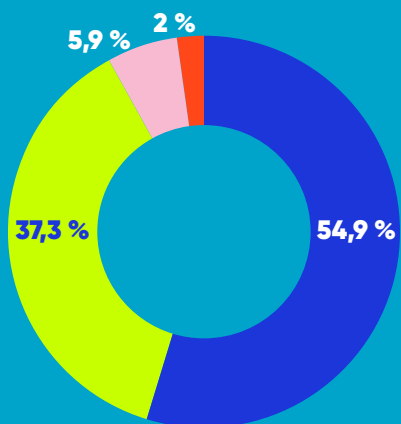


Game Night

We organized virtual activities where team members participated in both team and individual game competitions. The event encouraged a break from work and created **opportunities to share** fun moments with colleagues. This strengthened the sense of belonging and improved interpersonal communication, allowing team members to connect outside the work environment. Such activities reinforce team cohesion, translating to greater collaboration on projects.

Game Night had 30 participants in the individual category, with 96.7% of individual participants and 69.2% of team participants in the group category enjoying the activity.





- I liked it a lot
- I liked it
- I didn't like it
- I didn't like it at all

This is a family-friendly event where team members' children visit the office dressed like their parents to participate in shared activities. Such initiatives integrate family life with professional life, strengthening work-life balance.

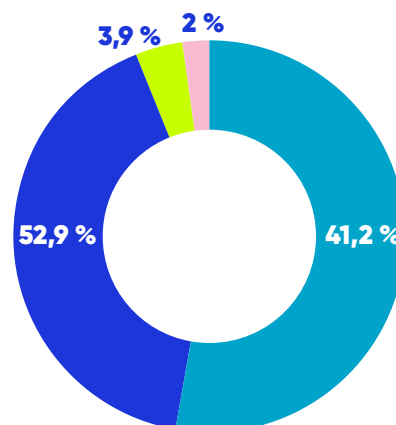
This contributes to greater satisfaction and commitment from team members, who feel valued in both spheres. 97 families attended, with 92.2% reporting high satisfaction with the activity.

Parenting Hub

This is a virtual workshop for parents, offering practical advice for effective parenting. By providing tools to better handle family challenges, this activity helps reduce stress at home, improving emotional well-being and focus at work.

Emotionally balanced teams tend to be more productive and collaborative. 51 parents attended, with 94.1% rating the experience as satisfactory.

- I liked it a lot
- I liked it
- I didn't like it
- I didn't like it at all



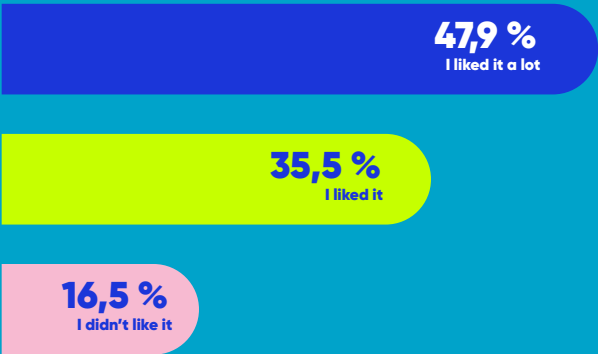
Assertive Leadership

This is a leadership development program designed to **enhance team management and direction skills**. By strengthening leadership abilities, participants improve their capacity to guide teams more effectively, directly impacting productivity and alignment with strategic objectives. Teams led by individuals with assertive leadership skills tend to be more efficient and experience better workplace environments. 92.2% of the 51 attendees improved their leadership skills and reported a positive experience

Active Breaks

This virtual workshop focused on active breaks, including stretching and breathing exercises to revitalize both body and mind.

Promoting active breaks fosters the physical and mental well-being of team members, reducing stress and improving focus. This directly impacts work quality and the teams' ability to handle daily challenges. 83.4% of the 120 attendees enjoyed the activity and learned about the benefits of staying active.



AI in Development

We organized an event exploring how **artificial intelligence** is transforming software development and technological innovation. These types of activities enrich the **technical knowledge** of team members, fostering innovation and improving the teams' ability to adapt to technological changes.

Better-trained teams are more competitive and efficient in their daily tasks. 100% of participants found the information useful and applicable to their work.

Conclusions

These activities have not only enriched the work experience of our team members but also fostered a more inclusive, participatory, and collaborative environment. Each event has contributed to the development of key skills such as **communication, leadership, and resilience**, which are fundamental for success both individually and as a team.

Thanks to these initiatives, we have observed **greater integration** among team members, strengthening their sense of belonging and organizational cohesion. The tangible impact of these activities is reflected in an eNPS (Employee Net Promoter Score) of +58, demonstrating that investing in well-being and engagement generates sustained commitment and improves employee satisfaction.

As we continue to expand and refine these initiatives, we are confident that we will further improve productivity, reduce stress, and increase talent retention—factors that are key to maintaining the long-term success of our organization.



Our Recognitions



