

*ges*DOCUMENT

ANNUAL
REPORT
2015



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This is Gesdocument's first annual report, covering the financial year 2015.

In compiling it we have followed version G4 (essential conformity) of the Global Reporting Initiative reporting guidelines.



This document is a route map marking out where we are heading, what we want to be and how we are going to achieve it.

.....

Welcome to our 2015 Annual Report

Felipe Santiago
CEO of Gesdocument

LETTER FROM THE CEO

“At Gesdocument we are continuing to move forward to become a benchmark company in providing multidisciplinary consultancy services for small and medium enterprises.”

We are delighted to present Gesdocument's first company report, covering our activity in 2015. This annual report also reflects the intense course of our professional experiences and ambitions over many such periods. Year by year we have gradually expanded our operations, developing projects, standing by clients and friends and, in short, building a sound, individual and distinctive firm.

In 2015 we have continued to grow, demonstrating the strength and solidity of our business. We have consolidated our international expansion and have continued basing our growth strategy on offering distinctive specialist services. To achieve this, we have launched several technological projects in 2015, which, as well as adding that exclusive differentiating factor, will enable us to enhance the efficiency and complementarity of our range of services in the future.

Our aim in this report is for our professionals, clients, partners, friends and suppliers to get to know and share in our success in building and developing a business services company with a great future.

We are firmly convinced that this adventure has only just begun, and we are aware that we still have major challenges ahead of us, which will lead to the consolidation and growth of the information included in this first report and make us feel proud to work at Gesdocument, with the modesty of those who know that every year is a new challenge that calls on us to demand a great deal of ourselves.

To sum up, then, this document is saying “this is where we have got to, this is how we have been and this is how we have built our business”, but also “this is how we want to move forward”; in short, it is a route map marking out where we are heading, what we want to be and how we are going to achieve it.

So this report is also a commitment to all of you. A commitment to openness, to transparency, to improvement, to trust, and above all to honesty: honesty towards the people and the companies

who have put and continue to put their trust in us to be better, and I want to thank them publicly.

With my warmest regards,



Felipe Santiago.
CEO of Gesdocument



ABOUT US

Our company, Gesdocument, founded in 1989, is a leading provider of specialist consultancy services in accounting, tax and employment, immigration and staff selection. Our hallmarks are quality of service, ongoing training of our team – comprising 184 professionals – and commitment to technology. With offices in Barcelona, Madrid, Bilbao, Valencia and Zaragoza, we provide services tailored to the needs and sizes of the domestic and international companies we work for, over 3800 in all, aiming to becoming their trusted partner.

HIGHLIGHTS OF 2015

7.344.835€

TOTAL GROSS REVENUE

1.342hours

TRAINING IN ENGLISH

+10,5%

GROWTH ON 2014

4.245hours

STAFF TRAINING

1.065

NEW CLIENTS

LAUNCH OF SERVICES OF **GD Legal**



5 offices in Spain

BARCELONA
BILBAO
MADRID
VALENCIA
ZARAGOZA

2014

124 EMPLOYEES*

* Not including interns

2015

151 EMPLOYEES*

+21,8%

95%

OF OUR PROFESSIONALS ARE GRADUATES

4,2%

SAVING IN PAPER PER EMPLOYEE

3.825

SATISFIED CLIENTS

4 años

OF SUSTAINED GROWTH

IDENTITY AND COMMITMENT

Our sector mainly consists of small and medium-sized professional agencies, with a local sphere of influence and a traditional way of working. In contrast, at Gesdocument we have a national presence through five regional centres and are committed to technological solutions which transform the classic concept of the office.

Following an internal rethink conducted in 2015, we at Gesdocument decided to underline the values that make us different from a conventional consultancy. That is the origin of our new slogan, “More than a consultancy”, which puts the emphasis on the variety and quality of our services.

“More than a consultancy.”

To attain this objective, we offer our clients an excellent service, based on quality, commitment and trust. In addition to this service orientation, the other elements of our value proposition are:

- The ability to offer the client comprehensive support, thanks to an exhaustive range of services to fit the size and needs of each client.
- A client care service based on a direct relationship and on immediacy.
- National and international coverage, based on our membership of LEA Global.

- A multidisciplinary team.
- Fees matched to each requirement.
- Commitment to technology, reflected in the development of our own software.
- A firm commitment to information security.

On the basis of this philosophy, Gesdocument takes on the role of a trusted partner in the outsourcing of administrative tasks, enabling our clients to concentrate on the strategic dimension of their businesses.

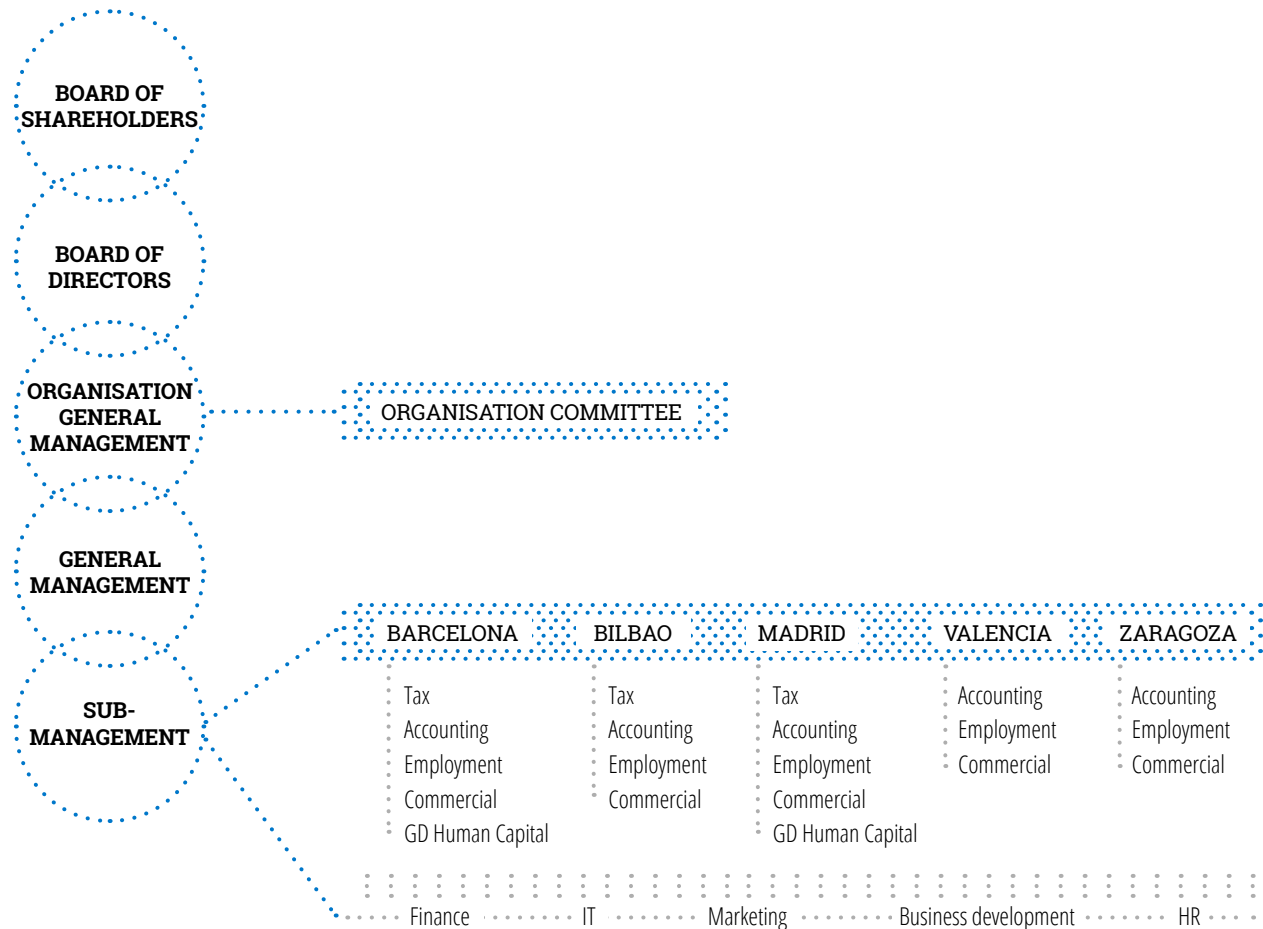


CORPORATE GOVERNANCE

Gesdocument y Gestión is a public limited company wholly owned by the Cuatrecasas Gonçalves Pereira group.

The company's central governing body is the Board of Shareholders, which appoints the chief executive officer or managing director, at whose suggestion it chooses the membership of the Board of Directors.

ORGANISATIONAL STRUCTURE OF THE COMPANY



TRANSPARENCY

The consultancy sector requires paying special attention to money laundering. On the basis of this conviction, in 2015 we at Gesdocument strengthened our internal anti-fraud structures and procedures.

As part of this, we have equipped ourselves with an Internal Control Body (OCI in Spanish) and with a Technical Unit, which act to monitor compliance with money-laundering prevention procedures, by detecting risks in each of their areas of responsibility.

At Gesdocument we are supervised by a representative of the Executive Service for Prevention of Money Laundering (SEPBLAC), an independent organisation attached to the Bank of Spain, with an internal ongoing training programme on money laundering and specific channels for passing on information and reporting possible misconduct and offences.

In addition, at Gesdocument we provide our employees with a guide on how to prevent money laundering, to accompany the internal training programme.
For further information, please consult the appendix containing [the external audit report](#).

HOW WE PREVENT MONEY LAUNDERING



ADAPTING TO THE CLIENT

At Gesdocument, all our services revolve around the client.

With a view to adapting to clients' requirements, we have restructured the business divisions at Gesdocument and have created brands that identify our varied services and technological tools.

In all, we had over 3800 satisfied clients in 2015.



BUSINESS DIVISIONS

During the course of 2015 we restructured our business divisions with the aim of emphasising the variety of specialist services we offer and adapting to the requirements of different kinds of clients.

GD CONSULTANCY

Comprehensive consultancy for companies

As accounting, tax advising, employment and commercial services we offer our clients the possibility of having their own software solutions for HR management, including a control panel. We are also developing an online platform to improve communication with clients on accounting.

GD LEGAL

Lawyers and advisors

At Gesdocument we offer small and medium enterprises a range of legal services, covering the areas of tax, employment, commercial and insolvency practice, inheritance management, employment regulation and auditing, and consultancy on legal issues concerning new technologies.

GD HUMAN CAPITAL

Human management, executive search and business succession

Human resources consultancy specialising in selection for executive posts, business succession processes and retaining talent in organisations.

GD CORPORATE SERVICES

Services for large corporations

Services for internal legal advisory offices in large corporations consisting of specialist registration management of notarial documents and of company relations.

GD MANAGEMENT CONSULTING

Consultancy services for management, organisation and improvement of companies

This area, oriented again towards SMEs, offers consultancy services in areas such as budget accounting, planning expatriation processes and establishing mobility policies, debt restructuring, business valuation and succession plans.

GD GLOBAL MOBILITY

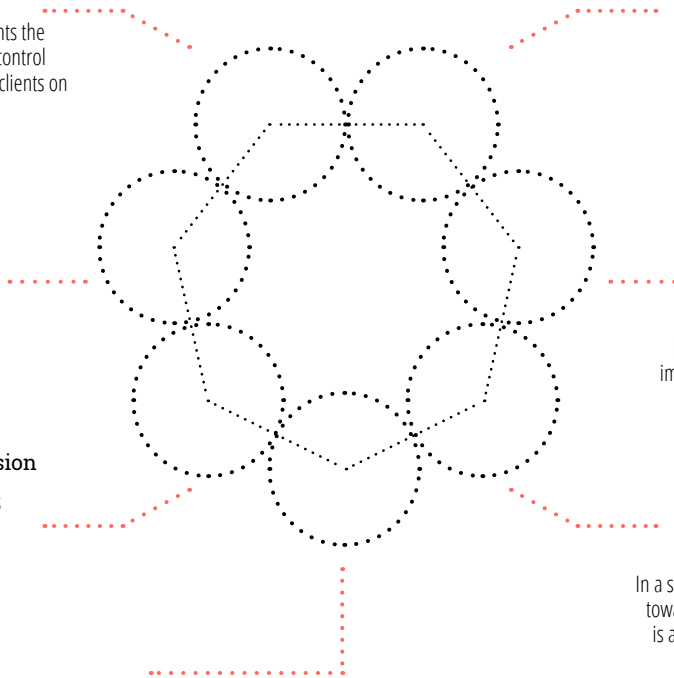
Experts in international mobility of professionals, companies and organisations

In the specific area of employment mobility, we at Gesdocument advise our clients on immigration issues, planning and management of expatriation processes, management of staff transfers and tax planning for inpatriates.

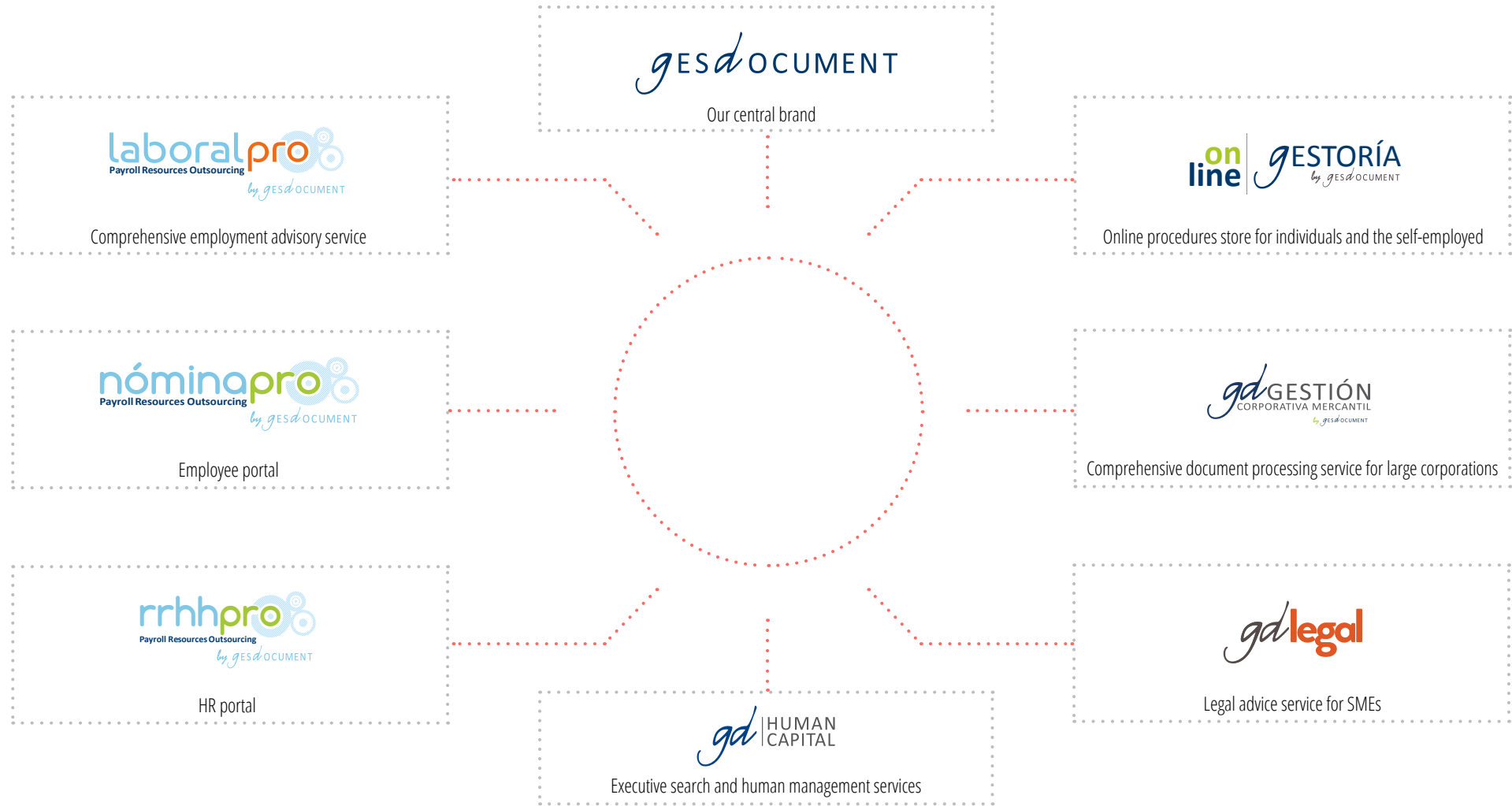
GD ONLINE

Online services platforms that improve the client experience

In a spirit of innovation, Gesdocument is launching an online administrative agency geared towards individual and self-employed clients, offering over 150 automated procedures. It is also adopting cloud platforms which improve the service to clients in the employment, commercial and accounting area.



OUR BRANDS



CLIENTS

In 2015 we offered our services to 3825 clients, of which 1065 were new clients. This brings the total number of companies for which we have worked since our foundation up to 24,514.

These clients are spread over more than 70 countries, reflecting the consolidation of our international expansion. This would not have been possible without Gesdocument joining LEA Global, the association of professional agencies present in over 100 countries, which enables us to operate internationally.

22.668

TOTAL NUMBER OF DOMESTIC CLIENTS

1.846

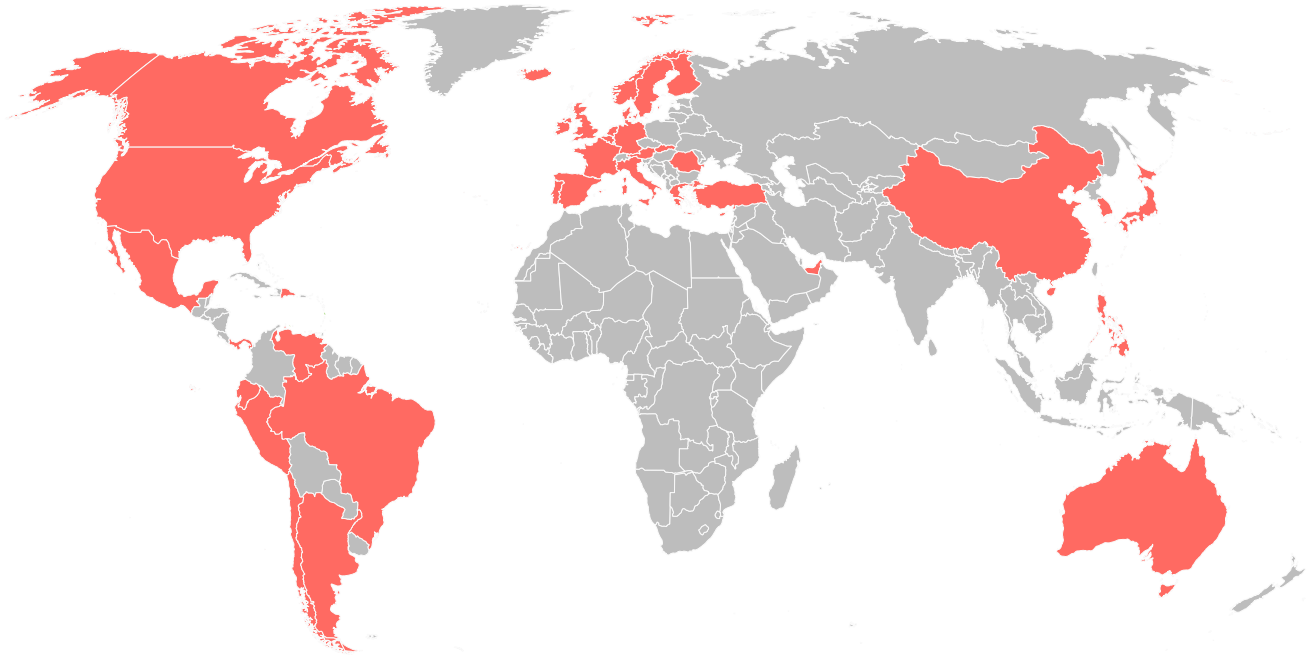
TOTAL NUMBER OF INTERNATIONAL CLIENTS



24.514

TOTAL NUMBER OF CLIENT COMPANIES SINCE 1989 (YEAR OF FOUNDATION)

LOCATION OF OUR CLIENTS



- Alemania
- Argentina
- Australia
- Austria
- Bélgica
- Brasil
- Canadá
- Chile
- China
- Chipre
- Corea del Sur
- Dinamarca
- Ecuador
- Eslovaquia
- Estados Unidos
- Filipinas
- Finlandia
- Francia
- Grecia
- Irlanda
- Islandia
- Italia
- Japón
- México
- Noruega
- Países Bajos
- Panamá
- Perú
- Portugal
- Reino Unido
- República Dominicana
- Rumanía
- Suecia
- Suiza
- Turquía
- Emiratos Árabes Unidos
- Venezuela

CLIENTS

INCORPORATING NEW CLIENTS

In 2015 we created a business development division to boost the work of generating new clients and retaining the loyalty of existing ones.

We therefore opted to launch a marketing strategy to offer employment advisory services, emphasising our standout features, such as the employee portal Nómina PRO and the human resources portal RRHH PRO. This action is continuing in 2016, when we will be able to make an initial assessment.

In terms of their sector of activity, the clients incorporated in 2015 are involved in retail, industry and services, among other areas.

Sectors	% Clientes
Retail	47%
Industry	16%
Services	11%
Finance and legal	8%
Distribution	8%
Logistics	5%
Hotel & catering	3%
Pharmaceutical	3%

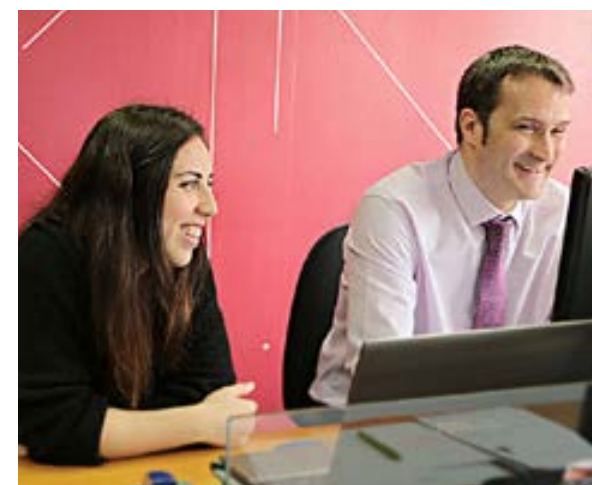
CLIENT SATISFACTION

“Gesdocument’s services more than meet our quality standards; we are satisfied with their professionalism and availability. I would definitely recommend Gesdocument to any company that wishes to outsource its services.”

Claudia Quirós.
HR Director, Nike

Quality of service and personalised attention to our clients are two of Gesdocument’s main hallmarks. For this reason we have worked during 2015 on developing tools to measure client satisfaction. In the first phase we are planning to test them in the commercial area during 2016 and then extend them to the whole company.

Furthermore, in a satisfaction survey a total of 332 clients of our online services have rated the service received at an average score of 4.5 points out of a possible 5.

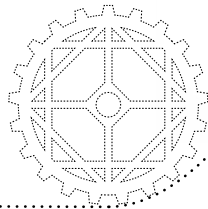


INNOVATION

Innovation continued to be part of Gesdocument's DNA in 2015 and we have committed ourselves to groundbreaking solutions and advanced projects that enable us to improve our service and connect with our clients' new requirements.

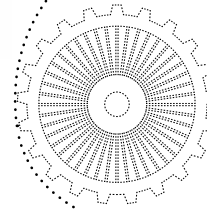
STREAMLINING PROCESSES WITH THE CLIENT

Through the creation of the RRHH PRO portal aimed at our clients in the employment area, we are speeding up the exchange of information and documents, enabling both sides to be more efficient. For the same purpose we have begun to develop a new extranet which will improve our relationship with all our clients.



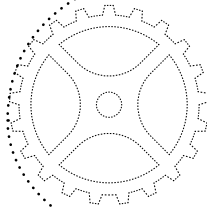
STUDY OF NEW ONLINE MARKET NICHES

Using the experimental Online Gestoría project we have explored the online market, identified what types of services are in demand on the Internet in our sector and what types of clients are asking for them.



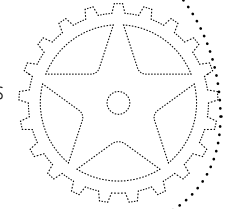
IMPROVING ONLINE COMMUNICATION

We have implemented Lync as the communication tool in all our employees' terminals. As a result we can hold meetings from anywhere, inside or outside our offices. In addition we have changed the videoconference system in all our centres, enabling us to make multiple connections.



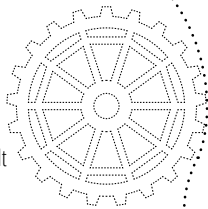
COMMITMENT TO THE MOBILE WORLD

In 2015 we developed the Nómina PRO mobile application, which is an app version of the Nómina PRO employee portal. This enables our clients' employees to consult their payslip or modify their personal details, among other functions, from their mobile phones. We are similarly taking mobile phones into account in all the projects we are developing, giving priority to responsive designs.



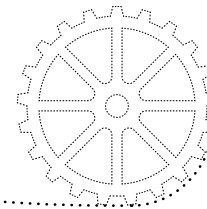
TECHNOLOGY APPLIED TO THE COMMERCIAL AREA

We have developed GD Gestión Corporativa (Corporate Management), a web tool designed for our clients in the commercial area which makes it possible to manage the life cycle of commercial documents. In this way the client can consult the state of processes as well as download the scanned documents. consultas del estado de los procesos así como descargar los documentos escaneados.



NEW DEVELOPMENTS IN SECURITY

In 2015 we carried out a security audit, with a series of cyber-attack trials to test our new data protection system. We have also performed two tests on our Recovery System, which makes it possible to recover our clients' information in just 6 hours in the event of an incident.



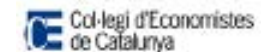
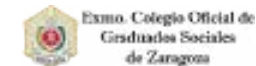
COMMON OBJECTIVES

We are participating in our immediate environment by joining and collaborating with various national and international associations and institutions with which we share common objectives.

This helps us to be present in interesting and innovative forums that connect with our clients' concerns.



LEA Global is the second largest international association of independent agencies specialising in accounting, employment and financial services. It is made up of over 200 associated companies all over the world operating in 106 countries. The members of LEA Global retain their independence and at the same time work jointly to offer clients services of international scope.





TEAM

At Gesdocument we ended 2015 with a record number of employees. However, despite this quantitative milestone, as far the team is concerned we are still committed to quality.

Most of Gesdocument's professionals are graduates receiving ongoing training.

As a whole, it is a multidisciplinary team capable of offering specialist services in the various business divisions as well as carrying out technological projects.

HUMAN CAPITAL

Gesdocument's employees – 151 at the end of 2015 – constitute a crucial component of our company machine, in that they are the ones who deploy our value proposition and gear it towards achieving our corporate vision.

During the year we recruited 27 new professionals, which represents a 21.8% increase in the workforce compared to the previous year, breaking a symbolic record: the threshold of 150 employees.

The gender distribution tipped the balance once again towards women, and the clear predominance of permanent contracts reflected the ambition of retaining talent, with 99% of our professionals being graduates.

In parallel with this quantitative and qualitative development of our multidisciplinary team, in 2015 we at Gesdocument continued our efforts to offer its members stimulating professional career paths, both by promotions and through a training programme from which 63.3% of the workforce benefited, and which for the first time included English classes across the board for all departments.

We have also continued paying special attention in the company to issues of diversity and work-

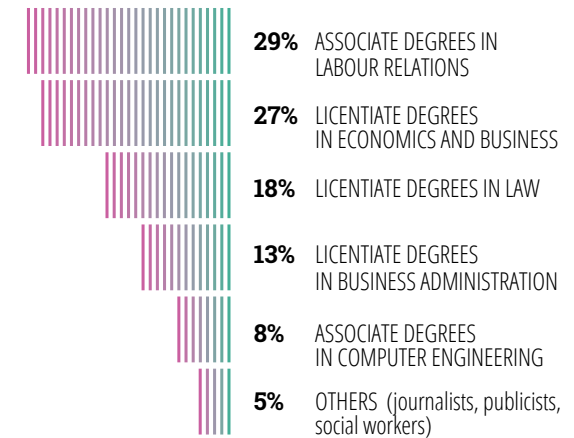
family compatibility – the latter through a firm commitment to teleworking arrangements – and we have played an active part in fairs and events geared towards attracting talent.

Another milestone that should be highlighted in the human resources area was the implementation of performance assessment processes conditional on offering all employees personal development plans.

95%

OF OUR PROFESSIONALS ARE GRADUATES

EDUCATION OF THE TEAM



EMPLOYEES



PERMANENT CONTRACTS



TEMPORARY CONTRACTS



HUMAN CAPITAL

Gesdocument's commitment to gender equality is clear in the very composition of our workforce, in which women represent a higher percentage than men. The executive and management group also shows parity between men and women, with seven representatives from each gender.

In parallel with this existing diversity, and to guarantee that it will be maintained over time, we have an equal pay policy for workers with measures to ensure work-family compatibility, such as the possibility of enjoying a reduction in the working day, from which 15 female employees benefited in 2015.



WOMEN

MEN



ASSESSMENT AND REMUNERATION OF EMPLOYEES

Our commitment to transparency in the remuneration of our employees is geared towards fostering greater commitment and is related to the objective of offering our clients a service based on excellence. Applying this commitment, our hiring procedures are in the public domain and can be consulted on our website.

Each selection process is designed according to the characteristics of the vacancy. The descriptions of each post are the responsibility of Gesdocument's specialist consultants, who coordinate with the divisional managers to establish the main parameters and timescale of each process.

At Gesdocument we include certain across-the-board requirements in all our job offers, so that evidence of proficiency in languages and technical knowledge and personality tests are applied equally to all candidates.

We are also committed to internal promotion of our employees at Gesdocument, and to their ability to progress and develop professionally within the company itself.

SALARY CATEGORIES AT GESDOCUMENT

Category	Average basic salary*
Assistant	15.000 €
Senior	26.000 €
Manager	40.000 €
Senior Manager	62.000 €

* Not including variable remuneration elements.

In 2015 there were a total of ten promotions, equivalent to an improvement in the working and salary conditions of 5.4% of the workforce. Most of the promotions occurred within the Senior categories.

FLEXIBLE REMUNERATION PLAN

In 2015 30% of our employees opted for Gesdocument's flexible remuneration programme, an instrument that constitutes a 30% incentive to retain talent and increase productivity.



30%

OF OUR EMPLOYEES HAVE OPTED FOR THE FLEXIBLE REMUNERATION

PROFESSIONAL TRAINING

The commitment to training completes the team's abilities and acts as an incentive for those considering joining Gesdocument.

With this aim in mind, we facilitate and incentivise the training of employees in various spheres and through a range of channels.

Specifically, in 2015 a total of 117 employees attended training sessions, and in all the company devoted 4245 hours to this purpose.

Some of the areas on which training was offered were employment and accounting/tax, to which a session was devoted on consolidated financial statements, among other topics.

Our commitment to training has also been supported by technology, and several of the courses available to the employees were offered via webinars.

As well as the training promoted and delivered by the company itself, in 2015 we encouraged our employees to be trained in other institutions, such as the Professional Associations of Labour Specialists in Barcelona, Madrid and Valencia and the Madrid Bar Association, among others.

TRAINING IN LANGUAGES

During 2015 English classes, subsidised by various percentages, were introduced for the first time for all departments; previously these classes were reserved for the international mobility division.

A total of 44 employees benefited from the English classes, which involved 1342 hours of training.

The languages training plan includes an exchange programme with the United States for improving command of the language.



TRAINING FOR OUR PROFESSIONALS

5TH ACCOUNTING/TAX COURSE 2015

Once again this year, in our commitment to internal training, we organised the Accounting/Tax Course, which was held for the fifth time in 2015.

Gesdocument's 5th Accounting/Tax Course took place in Barcelona on 10 and 11 March and in Madrid on 12 and 13 March, with the aim of helping our professionals to acquire a more detailed knowledge of subjects such as tax reform, the end of 2014 tax year and new elements in the formulation of annual accounts for 2014, among others.

In all, 43 employees from the accounting/tax area took part in this course, which obtained an overall rating of 8.5 points out of 10 from those attending.

63,5%

OF THE WORKFORCE HAS RECEIVED EXTERNAL TRAINING

4.245

HOURS OF EXTERNAL TRAINING

1.342

HOURS OF TRAINING IN ENGLISH



WELFARE AND SAFETY

At Gesdocument we are committed to maintaining and ensuring a healthy, safe working environment for our employees, characterised by a good working atmosphere that enables them to develop their abilities and their day-to-day activity in the best possible way.

For Gesdocument, internal communication is a key tool to motivate the commitment of our employees and unite our team. As part of our internal communication policy, the company's intranet has played an important role in keeping employees informed about the highlights of the year as well as any other news of interest to them.

In line with maintaining optimum communication throughout Gesdocument's team of professionals, an instant messaging service was installed for all employees comprising several modes of communication: instant messaging, video conference, telephone, shared use of applications and file transfer.

In addition, an indispensable requirement for Gesdocument is compliance with the Occupational Risk Prevention Act, which in section 4 of article 22 stipulates that "the employer and persons or bodies with responsibilities in the area of prevention shall be informed of the conclusions obtained from the

examinations carried out related to the competence of the worker for the performance of his job or to the necessity of introducing or improving protective and preventive measures so that they may carry out properly their preventive functions".

We also pay attention to health and safety at work and offer our employees the opportunity to undergo workplace medical examinations. In 2015 a total of 78 employees opted for this medical checkup, which is supplemented by advice on maintaining a healthy diet and exercise routines for correcting faulty posture.

As a result of these measures and of our status as a services company, the accident rate at Gesdocument continued to be very low in 2015, with only two work accidents with no injuries and in both cases in itinere, that is, on the way to or from work.



ATTRACTING TALENT

Gesdocument's commitment to internal promotion goes hand in hand with our constant search for talent beyond our walls, a natural feature of a company like ours, which continuously and steadily expands the perimeter of its team year by year.

This goal and the desire to incorporate members of the new generations into our project lead us to conduct numerous activities during the year in order to keep in regular contact with the new cohorts of graduates from some of the leading academic institutions in the country.

In 2015 the Valencia office established a collaboration agreement with the Florida Universitaria secondary and university education centre, affiliated to the University of Valencia and the Polytechnic University of Valencia, to develop an internship programme between March 2015 and May 2016, to add to other similar initiatives operating in other offices.

Similarly, we also take part in the IESE Career Fair, a meeting organised by this prestigious business school through which we can make contact with its students. We have our own stand at the fair and offer a talk.



ATTRACTING TALENT

1ST GD ENTERPRISE INITIATIVE COMPETITION

At Gesdocument we have launched the 1st GD Business Initiative Competition with the aim of assessing and putting into practice the best ideas of Gesdocument's employees.

Initiative contributes not only to innovation and the development of new business, but also to the strategy of retaining and attracting the company's talent.

The competition consisted of three different awards, all designed to reward the most innovative and original ideas for Gesdocument to develop:

- **Initiative Award to the best project** for business or market niche creation: the best viable and profitable idea for creating business within Gesdocument or for finding a new niche in the market. It carried a prize of **10.000 euros**.
- **Innovation and Productivity Award:** The most original and innovative contribution leading to an increase in Gesdocument's productivity, with a prize of **2.500 euros**.

- **Best Business Idea Awards:** a prize for the best two business ideas applicable to Gesdocument, not necessarily associated with developing a business plan, with a value of **300 euros cada una**.

The competition judges met in March 2015 and declared the Initiative Award to the best project void, since none of the entries submitted fulfilled the necessary requirements. However, the judges agreed to award two consolation prizes of 2500 euros for two of the projects presented in this category.



“This initiative shows that Gesdocument is a company that values its employees and takes our ideas into account.”

Fernando Salvador.
Zaragoza.

“The internal enterprise competition has been a source of motivation for me to carry on training and learning.”

Laureano Arostegi.
Bilbao.

An aerial, black and white photograph of a vast forest. The trees are densely packed and have a rounded, bushy appearance, creating a textured, undulating surface across the landscape. The lighting is soft, highlighting the intricate details of the foliage.

ENVIRONMENT

At Gesdocument we are sensitive to the environmental impact of our activity. We are therefore committed to saving paper, using technology efficiently and recycling the waste we generate.

WE PROTECT OUR ENVIRONMENT

At Gesdocument we are committed to protecting our surroundings and applying measures to promote sustainability and respect for the environment, in relation to energy and paper consumption.

Thus despite the natural increase in kilos of paper and kilowatts of electricity used by a team that was larger than the previous year, consumption per employee fell by 4.2% and 4.6% respectively.



Among the measures we adopted in 2015 to reduce paper consumption is the policy of double-sided printing. We have also continued with our recycling activities, assisted once again by the All-Safe company.

This supplier guarantees proper destruction of documents using recycling trays to which access is not permitted: a good example of how to practice environmental awareness while at the same time complying with the highest standards of security on access to confidential information.

As well as paper, we should point out that this same company also undertakes proper recycling of toner cartridges for printers.

	2014	2015	Var.
Paper consumption (kilos)			
Total	3.700	4.437,5	+19,9%
Per employee	25,17	24,11	-4,2%
Electricity consumption (kilowatt hours)			
Total	229.798	274.302	+19,4%
Per employee	1.563	1.491	-4,6%

USING TECHNOLOGY TO BE MORE EFFICIENT

At Gesdocument we try to reduce the sending of documents on paper in our dealings with clients. In this respect, the RRHH portal facilitates communication between the employment consultancy area and its clients, while the employee portal makes it possible for our clients' employees to consult documents and make applications on a paper-free basis. A mobile app version of the employee portal has also been developed.

In addition, we are also conscious at Gesdocument of the environmental footprint of technology, and we therefore recycle batteries and obsolete technological equipment properly, taking them to the green dot recycling point.



COMMITTED

At Gesdocument we are committed both to our clients and to our society. As for the former, our security policy ensures the confidentiality of the data we process. In addition, we have carried out various community support initiatives that demonstrate our social commitment.



SECURITY PHILOSOPHY

Security is both a commitment and an asset for Gesdocument. Access to certain information is therefore restricted and only duly authorised persons have access to it.

Similarly, in the processes involved in recruiting a new member of the workforce, we in the company value their integrity and confidentiality as two indispensable features.

In this respect, the measures applied to ensure security can be summed up as follows:

- Verification of the CVs and references of all our professionals.
- Signing of a confidentiality agreement by all members of the workforce.
- Circulating sensitive information within very small groups of professionals directly involved in the area of responsibility it relates to.
- Constant monitoring of the information circulating in the computer systems.
- A guarantee of confidentiality with respect to the information provided by Gesdocument to its clients.
- Continuous monitoring and internal control of the security applied to that information.

- Guarantee of non-disclosure of any project or of the work processes employed in each.
- Restriction of access to information by means of multiple user identification systems.

liability insurance

OF 1.2 MILLION EUROS

cyber risk

POLICY COVERING FINANCIAL IMPACT IN THE EVENT OF A BREACH OF SECURITY

RISK MANAGEMENT

As with any other company, our day-to-day activity is not devoid of risks, which, if they are not anticipated or are addressed haphazardly, may cause damage to Gesdocument and to its interest groups.

Being aware of this, in 2015 we carried out the following actions to prevent or mitigate the effects that could be caused if a given risk were to materialise:

- Taking out a liability insurance policy of 1.2 million euros to deal with possible contingencies.
- Taking out a cyber risk policy to cover the financial impact that would be involved in a breach of security.
- Setting up an ICT DMZ in Terrassa connected to Macrolan, providing us with a secure publication space for services and websites of added value for clients.
- Our Recovery System has been tested twice during 2015 to make sure it is functioning properly.

SECURITY PHILOSOPHY

SECURITY SYSTEMS

Access to Gesdocument's data systems is protected by a policy of safe passwords which restricts access exclusively to authorised personnel. In addition, external connections are protected against unauthorised access.

At Gesdocument we also comply with and uphold all the requirements laid down in the Organic Act on Personal Data Protection.

Among the security measures applied by the company, the following should be highlighted:

- A firewall architecture capable of filtering any unauthorised external or internal connection.
- Proactive intrusion detection systems.
- Anti-spam filters with two detection levels.
- Virus, Trojan and malicious software detection tools.
- File backup systems to ensure service restoration in the event of an incident.
- Strict control of access to internal documents.
- Proactive alarms to detect attempts to access sensitive documents without permission.

- A robust user password structure.
- A proactive intrusion and service failure detection system active 24 hours a day, 365 days a year.



firewall

THAT FILTERS ANY UNAUTHORISED

detection

OF VIRUSES, TROJANS AND MALICIOUS

CONTINUOUS

backups

alarms

THAT DETECT IMPROPER ACCESS

SOCIAL RESPONSIBILITY INITIATIVES

At Gesdocument we have entered into a commitment to society as a whole which is expressed year after year in a series of initiatives of a socially responsible nature.

In 2015 we sponsored the various sessions organised by the Miranda Foundation, a non-profit body focusing on care of older people in the municipality of Barakaldo. We were also one of the main sponsors of the 3rd Applied Innovation Forum held at the association's headquarters.

Furthermore, our Barcelona office held a bottle-top collection to raise funds for the "Tots amb Didac!" project devoted to research into diseases of the immune system and conducted by the Vall d'Hebron Research Institute in Barcelona.

Some of Gesdocument's employees also took part in the popular Movember initiative, which collects funds to fight prostate and testicular cancer, as well as promoting mental health and physical activity.

In addition to contributing to society through these initiatives, in 2015 we donated a total of 1540 euros to the Miranda Foundation (€1200) and the PIMEC Private Foundation (€340).



MOVING FORWARD

We ended the 2015 financial year at Gesdocument with good results, reflected in the increase in our sales, which grew by 10.5% compared with the previous year. The figures show that our company is moving forward



2015 RESULTS

We achieved very creditable results at Gesdocument in 2015, bringing our growth in turnover since 2012 to 22.5%. On the previous year the figure was 10.5%, reflected in an increase in turnover of some 700,000 euros.

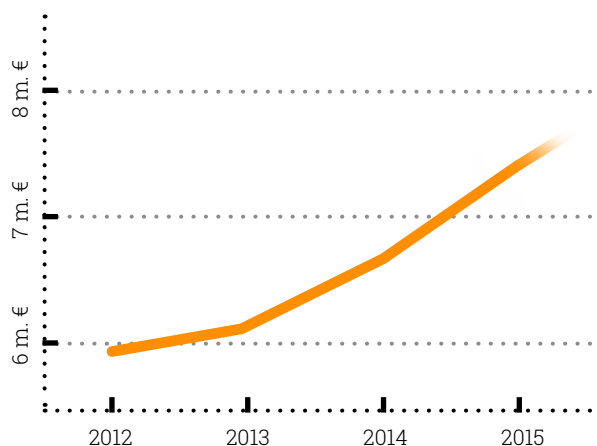
As for the business units for which separate figures are available, these show growth in 2015 in the accounting/tax and employment areas, which increased their turnover by 5.5% and 20.3% respectively during this financial year. On the other hand, the commercial area experienced a slight fall of 2%.

By offices, it should be noted that Barcelona continued to make a contribution equivalent to over half of Gesdocument's total sales: 56.8% to be precise. Behind this, Madrid contributed 31.1% in 2015, and the Bilbao, Valencia and Zaragoza offices, despite their youth, contributed 12% of the company's turnover.

TURNOVER

	2012	2013	2014	2015	Var.
Total sales	5.993.966	6.125.623	6.644.503	7.344.835	10,5%
Tax - Accounting	2.649.806	2.858.966	3.119.493	3.291.674	5,5%
HR - Employment	2.277.773	2.093.106	2.258.761	2.530.222	12%
Commercial	1.066.386	1.173.551	1.266.249	1.522.939	20,3%
EBITDA	843.423	913.119	982.147	1.006.897	2,52%

TURNOVER



TURNOVER BY OFFICES

	2015	% del total
Barcelona	4.176.674	56,8%
Madrid	2.278.041	31%
Bilbao	526.858	7,2%
Valencia	209.245	2,8%
Zaragoza	154.018	2,1%



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APPENDICES

CORRESPONDENCE TABLE OF GRI INDICATORS

GRI 4	Description of indicator	Page
Organizational Profile		
G4-3	Name of the organization	8
G4-4	Primary brands, products and services	11, 12
G4-5	Location of the organization's headquarters	34 (Barcelona)
G4-6	Countries where the organization operates, and names of countries where the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	13
G4-7	Nature of ownership and legal form	8
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	13
Scale of the organization, including:		
G4-9	Number of employees.	18
	Quantity of products or services provided	5, 11, 12
G4-10	Number of employees by employment type and gender	18, 19
	Report any significant variations in employment numbers	6, 18
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	27
G4-16	List associations and national or international advocacy organizations of which the organization is a member	7, 13
Material Aspects and Boundaries		
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries b. Explain how the organization has implemented the Reporting Principles for Defining Report Content	2

CORRESPONDENCE TABLE OF GRI INDICATORS

GRI 4	Description of indicator	Page
Report Profile		
G4-28	Reporting period (such as fiscal or calendar year) for information provided	2
G4-31	a. Provide the contact point for questions regarding the report or its contents	34
G4-33	a. Report the organization’s policy and current practice with regard to seeking external assurance for the report b. Scope and basis of any external assurance provided c. Relationship between the organization and the assurance providers d. Highest governance body or senior executives involved in seeking external assurance for the organization’s sustainability report	N/A (no external assurance of the report has been provided)
Governance		
G4-38	Describe the composition of the highest governance body and of its committees	8
G4-40	Describe the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	8
Indicators by Aspects: Economic		
Energy		
G4-EN3	Energy consumption within the organization	27
Indicators by Aspects: Social		
Labour practices and decent work		
<i>Occupation health and safety</i>		
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and gender	23
<i>Training and education</i>		
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing their career endings	20, 21, 22

CORRESPONDENCE TABLE OF GRI INDICATORS

GRI 4	Description of indicator	Page
<i>Equal remuneration for men and women</i>		
G4-LA13	Ratio of the basic salary and remuneration of women to men, by significant locations of operation	20 There are no differences in the basic salary of men compared with women
Human rights		
<i>No discriminaci3n</i>		
G4-HR3	Number of incidents of discrimination and remediation plans being implemented	There have been no incidents of discrimination
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	There have been no grievances about human rights
Society		
<i>Anti-corruption</i>		
G4-S04	Policies and procedures for communication and training on anti-corruption	9, 29, 30