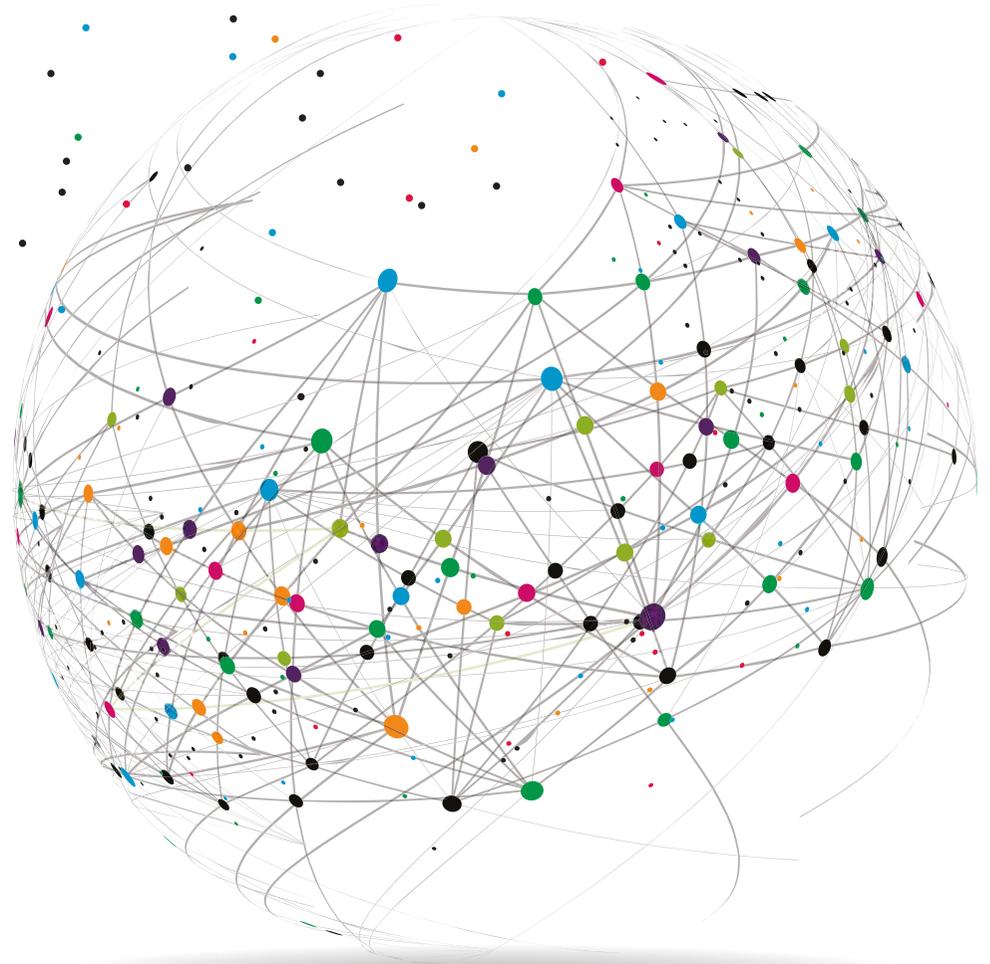




2020
MORE UNITED AND CONNECTED

⊙ **THAN EVER**

C O R P O R A T E R E P O R T



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ABOUT US

LETTER FROM THE DIRECTOR
OUR STRENGTHS
2020 MILESTONES
BUSINESS DIVISIONS
GOVERNING BODIES

Letter from the Director



2020 has not been just another year. And this corporate report, the sixth since we decided to carry out this transparency exercise, aims to reflect this exceptional experience that we have lived through. GD is a company prepared to overcome any eventuality; I had no doubt of that before and even less after this year.

Thanks to our commitment to technology, we have been prepared to face a pandemic since 2010, with the possibility of working remotely for 100% of the workforce. And now we are doing it. Without losing quality or rigor in our service and promoting personal ties through initiatives such as GD Contigo. We have left no one behind.

Technology and people are the twin aspects on which this report pivots, and the parts that make the machine

run, together with quality and society. Today more than ever, we are aware of the role we play, as experts and facilitators of knowledge, not only for our clients, but also for workers and freelancers affected by this situation.

In such an exceptional year, this report wishes to acknowledge the effort and work of the team, clients, suppliers, and collaborators. Thanks to you we have been able to overcome this situation with growth in numbers and staff. We will continue on our way, with an eye on the future (a new headquarters in Madrid awaits us), providing new services, with fluid teams that support other departments and, above all, having learnt a great lesson: that united and together, there is nothing and no one that can stop us.

And long may it continue...

Felipe Santiago
Director of GD



Our strengths

We are a leading consultancy in our area of action with nationwide advisory, management and consulting services that was founded in 1989 in response to the needs and requirements of companies to assess and outsource their administrative procedures. GD is a subsidiary of Cuatrecasas Gonçalves Pereira S.L.P.

We emphasize the **quality** of the service and an integrated **technology** that allows us to carry out the work with every guarantee and total efficiency for our clients. We offer a wide geographic coverage with our own **offices** in Barcelona, Bilbao, Madrid, Valencia, and Zaragoza.

We have a **team** of more than 200 professionals who have demonstrated a high level of flexibility and adaptation, to continue providing the service

remotely with the same guarantees and professionalism as in a physical office.

In our way of proceeding, we are governed by an **ethical code** that affects both professionals and our clients, who are also subject to compliance with our values and principles.

Finally, the exceptional situation experienced in 2020, in which a large part of the population has suffered the socio-economic consequences of COVID-19, has led us to **continuously notify** on regulatory changes and effects that the new restrictions had on companies, freelancers, and workers, through guides, reports, and periodic posts on our blogs and social networks.

Values

EXCELLENCE



Ask ourselves every day how to improve what we do, reviewing our standards of quality, diligence, and professionalism; to renew our commitment to our clients and build relationships of trust.

INTEGRITY



Align our internal and service actions in accordance with our values, practices, and procedures; to guarantee objectivity and veracity at all times.

INNOVATION



Activate our curiosity to look at the world, developing the talent of our professionals, and acquiring new knowledge; to build and apply all the improvements that result in added value for our clients.

PEOPLE



We are people who work for people, that is our reason for being. Therefore, we value each one for what they are, respecting and fostering diversity, basing our relationships on trust and favoring continuous development.

2020 milestones

INCOME FROM AREAS OF PRACTICE



NEW PROJECT NEXT CONTA



ECONOMIC GROWTH



100% TELEWORKING

NEW MADRID OFFICE

UP TO DATE INFORMATION



Business divisions

gd GLOBAL
MOBILITY

international mobility

Advice on immigration issues, planning, and management of expatriation processes, management of posted workers with a global vision at origin and destination.

www.gdglobalmobility.com

gd HUMAN
CAPITAL

human resources

Specialized Boutique in Executive Search and Human Capital Management.

www.gdhumancapital.com

gd LEGAL

legal services/advice

Legal advice and assistance for SMES in the labor, commercial, succession, immigration, and procedural law areas, with a preventive and business approach.

www.gdlegal.com

gd ASESORÍA

comprehensive tax advice

Comprehensive management advice for SMEs, offering a unique and differential service, with a high degree of specialization and with its own technology.

www.gdasesoria.com

gd GESTIÓN CORPORATIVA
MERCANTIL

corporate management

Advice for internal legal advisory services of large corporations through a global solution that connects technology with service.

www.gdgestioncorporativa.com

gd CONSULTORES

business consulting

Business consulting and process services for the management, organization, and improvement of SMES in compliance and money laundering matters.

www.gdconsultores.com



GD Technology

COMPANIES



Legal View PRO

Legal View PRO is the cloud platform for corporate management of internal legal advisory services for corporations, "it's legaltech applied to corporate management".

Document Management

Access to all corporate information, online monitoring of document processing with notifications.

Corporate file

Unification of all the commercial information of each company with its history.

"We have been helping legal advisors of large corporations to process all their corporate documentation for more than 30 years."

Maite Atalaya,
Director of GD Gestión Corporativa Mercantil (Madrid)






Laboral PRO

This is the solution that allows our clients to have outsourced payroll management with the best in-house technology and specialized labor advice.



RRHH PRO

Company Human Resources departments can carry out centralized management of HR and employee-related tasks.

Consultas PRO

HR directors can download and view employee payroll in an agile way, and can add a module for the expense report.

Firma PRO

Companies can streamline the signing process in the management of all labor documents, from any place and device, saving time and resources.





Nómina PRO

With this platform, workers can consult and download their payslip, as well as request vacations and absences, among other procedures, related to employees.

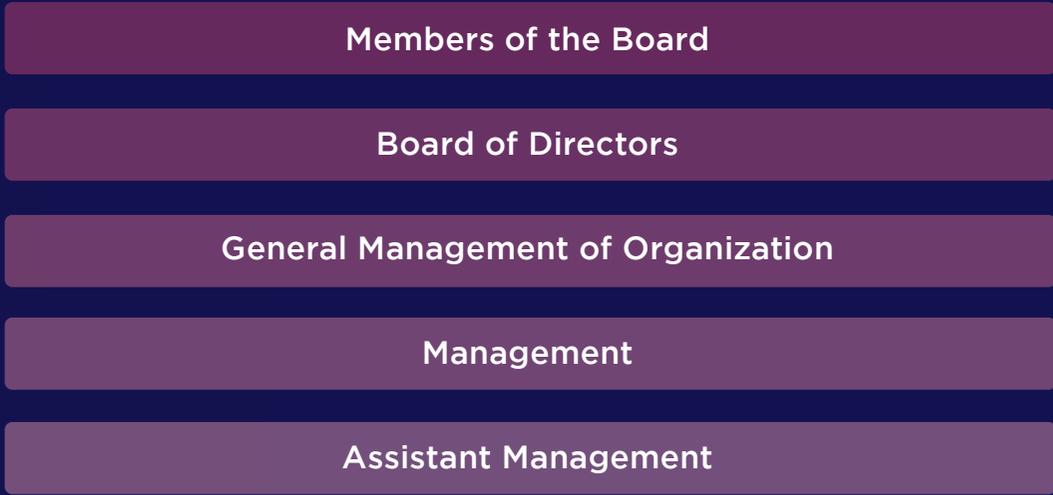
In 2019, we launched the **Nómina PRO** service for clients based in Portugal. We have native professionals in our team, experts in payroll management and employment advice.

Plan PRO

From the same platform, you can integrate your **flexible compensation** package with your labor management, optimizing all the procedures in a single provider.




Governing bodies

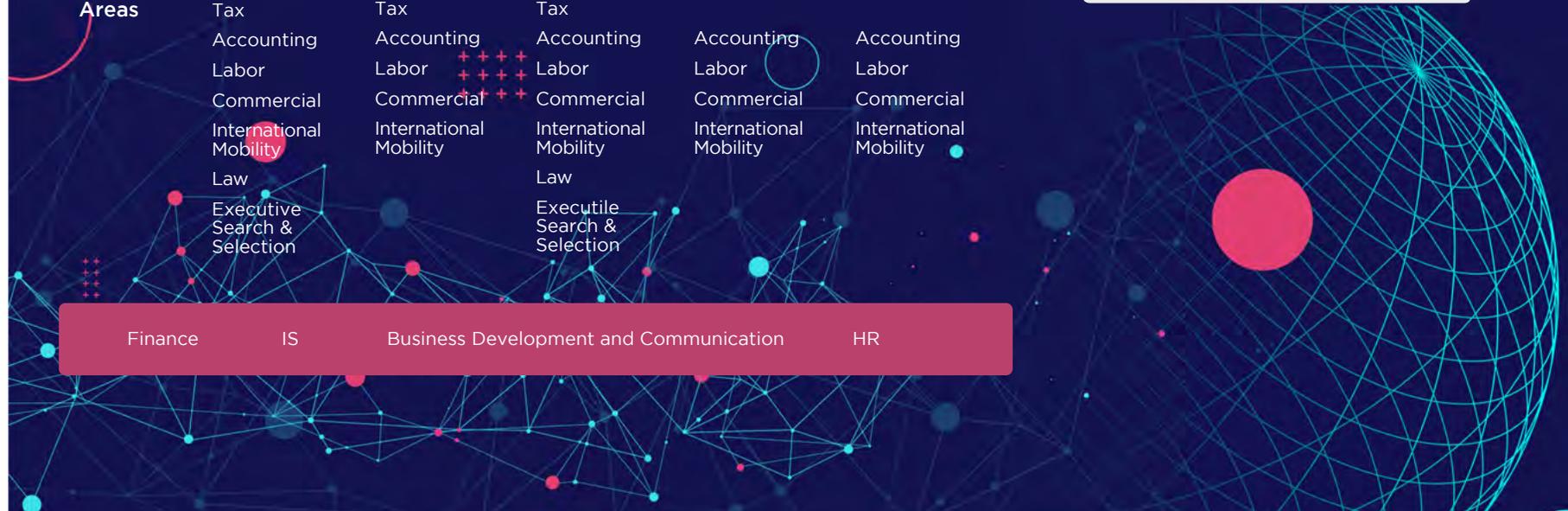


Offices	BARCELONA	BILBAO	MADRID	VALENCIA	ZARAGOZA
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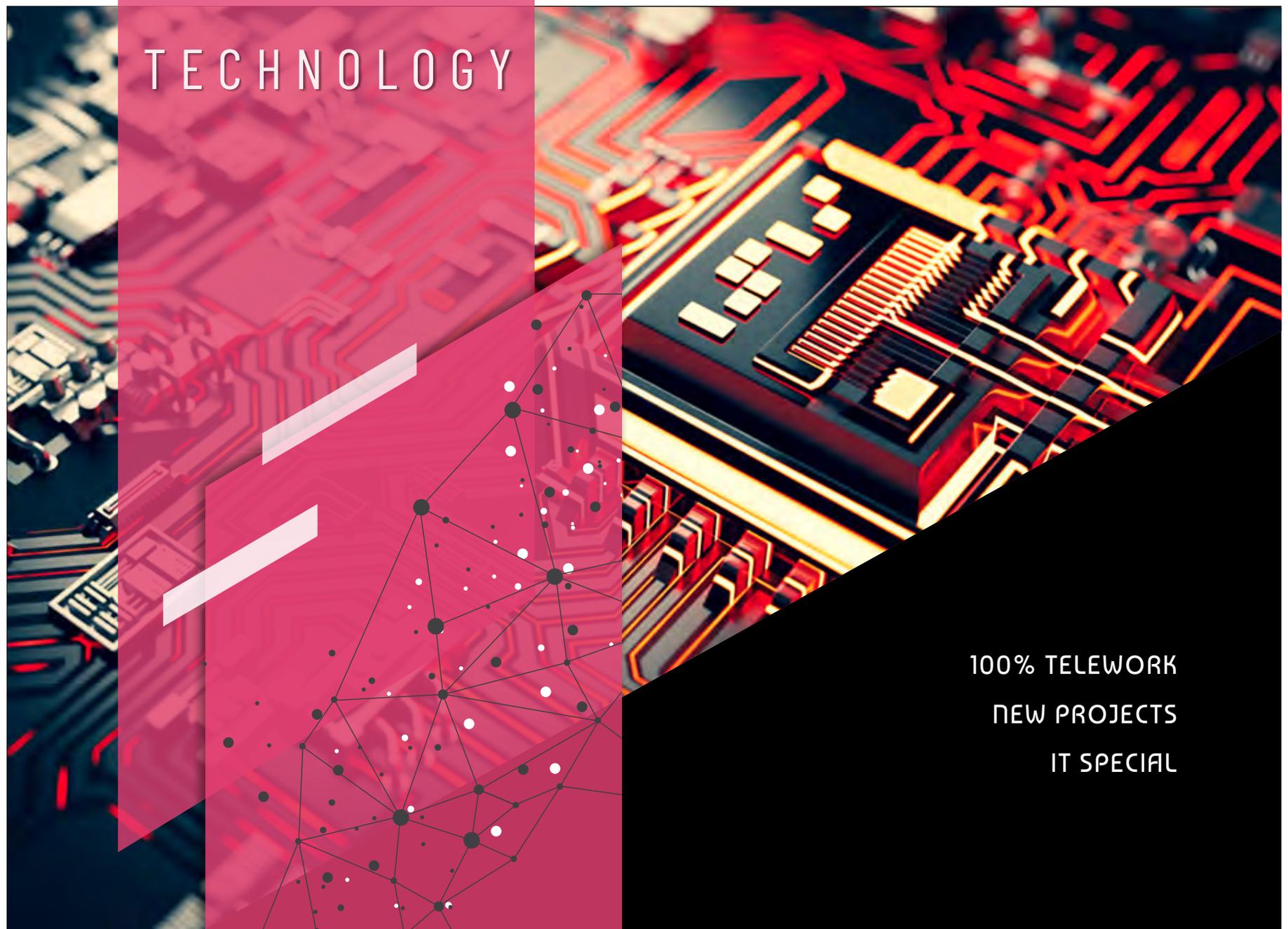
Areas	BARCELONA	BILBAO	MADRID	VALENCIA	ZARAGOZA
Tax	Tax	Tax	Tax		
Accounting	Accounting	Accounting	Accounting	Accounting	Accounting
Labor	Labor	Labor + + + +	Labor	Labor	Labor
Commercial	Commercial	Commercial + + +	Commercial	Commercial	Commercial
International Mobility	International Mobility	International Mobility	International Mobility	International Mobility	International Mobility
Law			Law		
Executive Search & Selection	Executive Search & Selection		Executive Search & Selection		

Finance	IS	Business Development and Communication	HR
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Gesdocument y Gestión, S.A.U. is a public limited company that belongs 100% to the Cuatrecasas group, Gonçalves Pereira S.L.P., depending on its governing bodies.



TECHNOLOGY



100% TELEWORK
NEW PROJECTS
IT SPECIAL

Technology

Innovation and commitment to technology is the flagship of our company, and the work of our IT team over many years has prepared us to face any eventuality, including a pandemic of magnitudes and consequences never imagined.

As such, as well as relating about the projects we have carried out and the experience of having the entire staff working 100% remotely, in this section we want to pay tribute to our IT colleagues for having done their homework on time, for having anticipated, for having allowed us to continue providing the same service to our clients, and for having given support to the more than 200 professionals that are part of GD today.



100% Telework

In 2019 a selection of people already teleworked periodically one day a week, as part of a pilot test and to check what worked and what we needed to improve, in order to have teleworking positions.

The applied technology had to meet **security prerequisites**, based on two-factor authorisation, as well as securing both the workplace and communications.

In 2020 we only had to scale it up for the more than 200 people that form part of GD today.

“GD has not only been able to maintain excellence in the service of each of the areas relying on the technological infrastructure, but it has also been aware of the human capital that makes up the company, something fundamental in the year 2020.” ”

David Quesada,
IT Director

New projects

As we said, this unprecedented situation has not only not stopped us, but we have continued to move forward with new technological projects with the aim of being more efficient and productive.

NEXT Conta

In this context, we have promoted with the collaboration of all the offices, the Next Conta project, which was launched in February in Zaragoza.

This project is transforming the **tax and accounting area**, working on a new organizational model that allows us to improve the efficiency of work procedures, the quality of our services, and the management of our clients.

How are we doing it?

Developing new automation tools for accounting processes:

- Applying new automation tools to processes.
- Analyzing and evaluating new trends in technology in the market, to advance in the future.
- Detecting the best practices implemented in the organization in order to extend them to the rest of the organization.
- Creating a team made up of professionals from the accounting/tax, administrative control, and IT areas to detect and implement continuous improvement in the process.
- Creation of a team of super-users.



Super-Users

To monitor and strengthen the project, a team of experts has been created in the use of each application who will be the gurus and guides during the challenge of automating the accounting service.

“Thanks to IT advances, the help of the SUPER-USERS team, and the support of the Administrative Control Department, this year we have become more involved in automation processes and have managed to direct our efforts towards the processes or clients that needed it most.” ”

Carlota Baselga,
Head of Administrative Control Area



New Administrative Control Department

The Administrative Control Department, carried out through the collection of **necessary data**, was created with the aim of:

- Facilitating decision-making
- Increasing turnover
- Eliminating inefficiencies
- Detecting and reducing administrative tasks
- Helping to distribute teams and workloads



New projects in technology

Application of Office 365 apps ecosystem

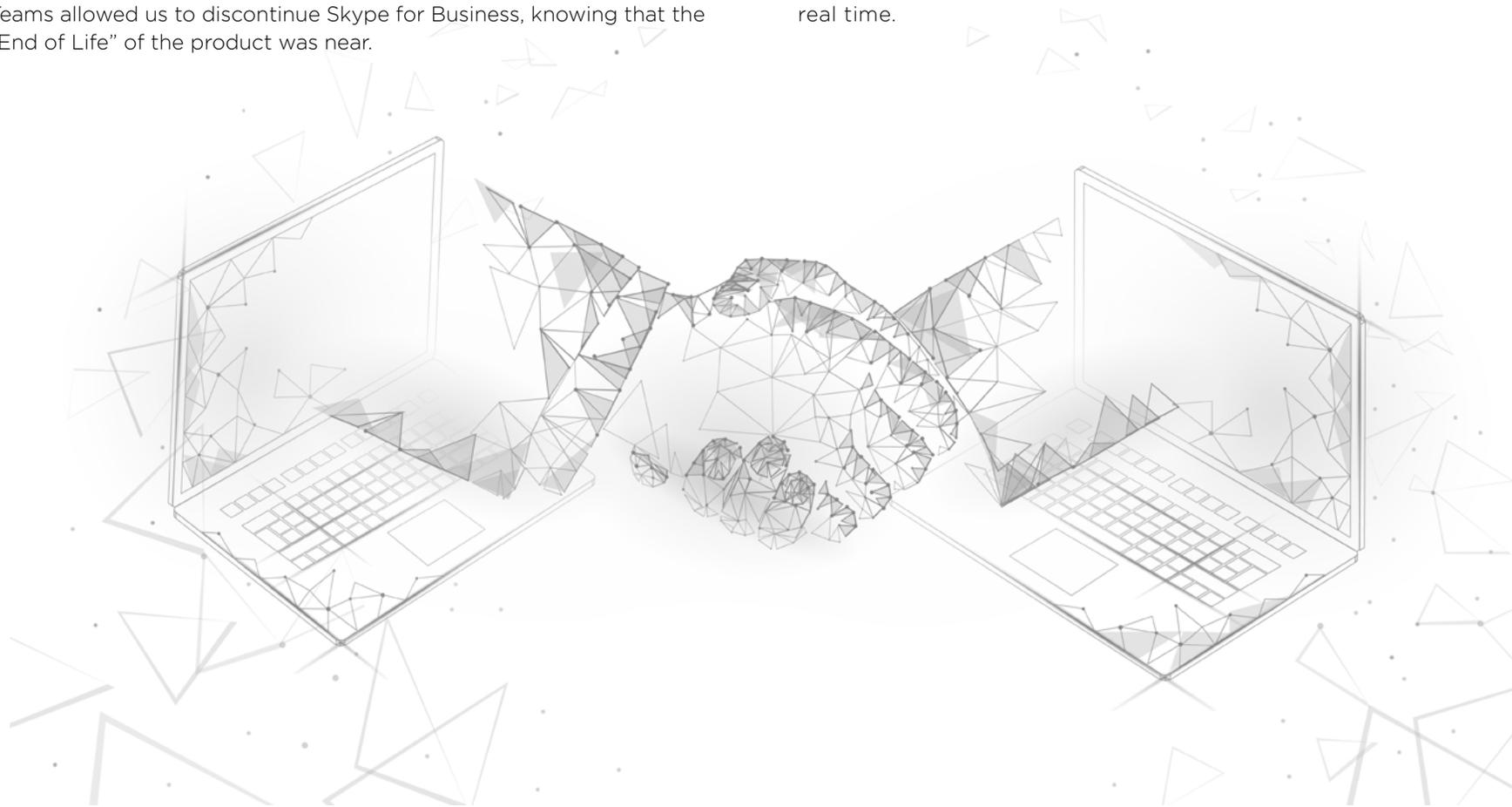
Although at the beginning of 2020 we were aiming to deploy certain applications of the Office 365 suite (and since 2019 we have had Skype for Business deployed) the pandemic accelerated this process, with applications such as Teams, Sharepoint Online, Planner, and much more, being implemented, which have helped us to work as a team and be more connected.

Teams allowed us to discontinue Skype for Business, knowing that the “End of Life” of the product was near.

Implementation of new tracking software for Global Mobility

We have given support to the staff of the Global Mobility area to find software with which to give the best customer service and that meets the quality standards of the department.

After analysis and testing of various software, it was decided to choose one that, in addition to facilitating the presentation of the service, allows both the client and the employee to track files 24/7 in real time.



IT Special

From connecting machines to connecting people

We already knew that we had a great IT team. We have always called them “facilitators”, who save us in those moments when technology works against us. The magicians of the organization. They have always been essential, because they were in charge of connecting machines, but their great achievement has undoubtedly been another type of connection. They have been in charge of connecting people.

If we had to define them today, they would be the “anticipators”. The reality was that the IT team were a few years ahead of the situation.

In some way, we have all shared our admiration and gratitude, but this year you deserve special recognition for the great work you have done. You are a great example of a well-made team and a job well done.

Thanks to **David, Marco, Rober, Víctor, Pedro, Irene, Carlos, Cristina, and Jordi** we have been able to have everything prepared so that the rest of us could continue moving forward.

“Personally, it has been a challenge to balance the professional demands that we impose on ourselves in the IT department, with the education and care of our children.” ”

David Quesada,
IT Director

“My incorporation into the communication team during the pandemic has been more than satisfactory. Equally important is having the technical equipment necessary to carry out your work from home, as well as feeling supported at all times.” ”

Antonio Moreno,
Communication



PEOPLE

GD CONTIGO
WE ARE MORE
ATTRACTING YOUNG TALENT
TRAINING AND DEVELOPMENT
WELLNESS AND SAFETY POLICIES
ETHICS AND TRANSPARENCY



GD TEAM

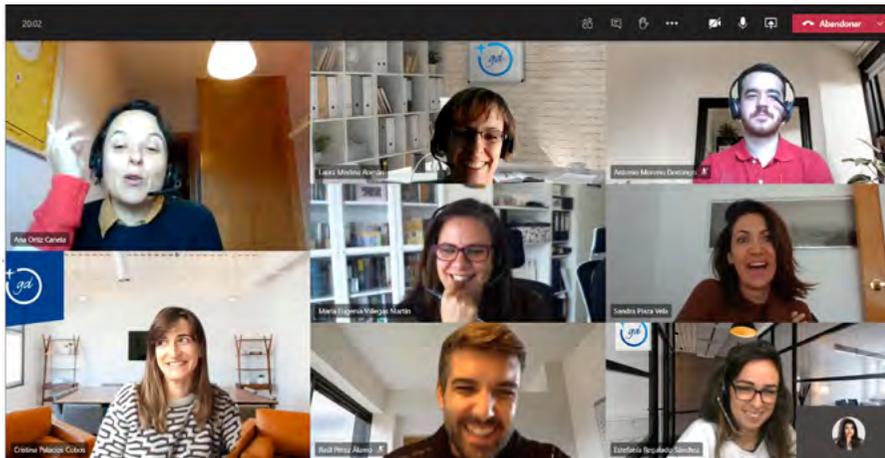
People

In this stage of overcoming and learning, but also of isolation, we have felt supported at all times. Since the beginning of the pandemic, we have felt like we are in the office, thanks to the **GD Contigo** project.

In addition, a great effort has been made so that no one is left out, so that we all continue to pull in the same direction and in the best conditions.

Online training has been extensively developed by and for the professional, in order to keep them up to date with all the regulatory changes derived from COVID-19.

But, above all, we have not stopped worrying about the **well-being and safety** of the entire team. And, for this reason, even though everyone was teleworking, a COVID-19 protocol was developed for those professionals who, due to work needs, had to go to the office so that they could do so with maximum guarantees.



GD Contigo

Our colleagues, **Alba Gamez and Sandra Plaza**, project leaders, have made possible what many of us miss the most: the family that we have at GD, the conversations, the coffee breaks, and everything else.

GD Contigo is the meeting place for the people who make up GD.

Thank you for having supported us, asking how we were, informing us of all the preventive safety measures in a moment of uncertainty, above all looking out for our health, and physical and emotional well-being.

“GD Contigo was created to regain contact between us; a virtual meeting space in which to share experiences and feel supported in a moment of uncertainty.” ”

Sandra Plaza,
HR



We are more

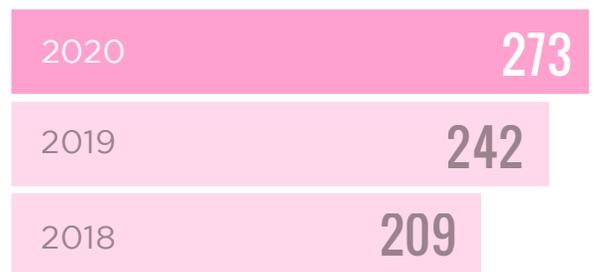
Likewise, we have not only maintained 100% of the staff, but we have also given **a boost to the recruiting area**: reinforcing an active search for specialized professionals in our different functional areas, in order to have as extensive a database of candidates as possible and to be able to incorporate excellent professionals in the shortest possible time if necessary.

*Total number of employees = 273**

*This figure includes internships

We increased the workforce by 12% compared to 2019

TOTAL NUMBER OF EMPLOYEES*



*Includes internships.

"In 2020, we have incorporated new collaborators into the company, selected with the same rigour and professionalism as always, by conducting tests and interviews online." 

Sergio Rodríguez,
Recruiting Manager

PROF. ACCORDING TO CATEGORIES

	Men	Women	Total
Director	1	-	1
Executive 3	1	-	1
Executive 1	1	-	1
Manager 3	2	-	2
Manager 2	1	2	3
Manager 1	4	3	7
Senior 4	3	8	11
Senior 3	6	12	18
Senior 2	11	9	20
Senior 1	12	25	47
Assistant 3	10	45	55
Assistant 2	16	26	42
Assistant 1	3	12	15
Runner	2	-	2
General total	73	152	225

*74% of professionals have a university degree or master's degree.

We are more

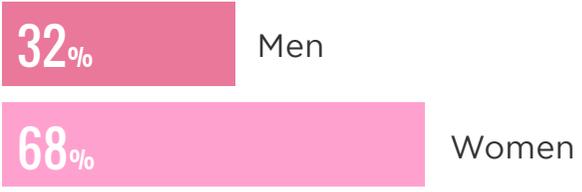
We also highlight the **diversity of our staff** with professionals from various countries such as Bulgaria, Colombia, USA, Mexico, Portugal, Romania, Venezuela, and the Dominican Republic.

OUR STAFF

Average age
36 years



GENDER OF EMPLOYEES



“Although we were already prepared in search and selection, e-recruiting and virtualization have marked this 2020 and are here to stay.” ”

Carles Bonastre,
Director GD Selection

GD Selección

We have improved and redesigned the **GD Selección space**, a service that is part of the GD Asesoría division where we provide personnel recruitment services with the aim of finding the best candidates for our clients.



¿Quiénes somos?

En GD Selección reconocemos el talento como nadie.
Nuestra misión es encontrar el encaje perfecto entre personas y organizaciones.
Confía en nosotros para emprender un nuevo camino.



Attracting young talent

To attract students and get our message across to them, we are present throughout the year at various job fairs organized at universities, both in Madrid and Barcelona. Due to the current context, we have attended **virtual employment fairs**, such as the 1st virtual employment fair of the Open University of Catalonia (UOC), the “UPFeina20” of the Pompeu Fabra University in Barcelona or the V Virtual Employment Fair of UNIR in Spain.

Number of interns: 48, of which 14 have been permanently incorporated into the company, which represents 29% of interns who were part of the GD staff.



Agreements with universities

These are the universities with which we have collaborated by incorporating internship students during 2020:

- » Complutense University of Madrid.
- » University of Barcelona.
- » BSN - UPF.
- » Rey Juan Carlos University.
- » ISDE.
- » Ilerna Formación FP.
- » CEU - ABAT Oliba - San Pablo.
- » UNIR.
- » UC3M.
- » ESIC-URJC.
- » CEF/UDIMA.
- » EAE/UPC.
- » ICADE.
- » Universitat de València.
- » UPF-BSM.
- » School of Business and Management - UEMC.
- » European University of Madrid.

And we maintain a collaboration agreement with:

- Open University of Catalonia.
- University of Zaragoza.
- Catholic University of Ávila.
- University of Girona.
- Ramon Llull University-ESADE.

Training and development

The training of our professionals is key to updating their specialized technical knowledge and developing skills, as well as to make full use of available tools.

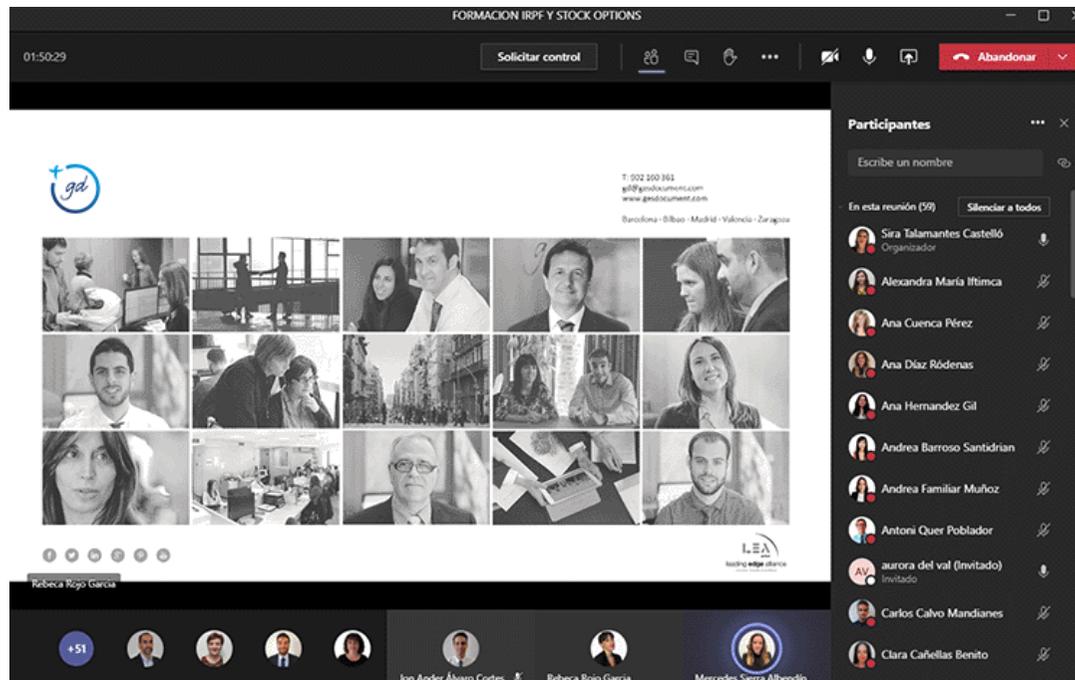
Furthermore, this year we have promoted **internal training** by and for professionals through tools such as TEAMS or Webinars to keep them up to date with all the regulatory changes derived from the COVID-19 crisis. This is not only reflected in the updating and improvement of knowledge, but also allows the client to be advised in the best possible way with updated information.

External training

In addition to internal training, many of our professionals take funded **external training courses** or master's degrees in study centers (CEF, General Council of Economists, Lefebvre, Wolters Kluwers, etc.).

We want to highlight our **language policy** that is expressed through the use of a fund for the study of languages to improve the communication skills of professionals.

*4% took language courses,
100% internal training and 14%
undertook external training.*



Wellness and safety policies

One of the main objectives this year has been to ensure, above all, the well-being and safety of the entire team. For this reason, from the beginning, a COVID-19 protocol was developed for the office for those professionals who, due to work needs and/or face-to-face meetings with clients, had to come in to work.

To do this, the **team was trained** to guarantee a safe return, following the recommendations of the Ministry of Health and the WHO, and an **“anti-COVID pack”** made up of 25 surgical masks was made available to professionals, for use in the office, 5 FFP2 masks, for traveling to the office and home, and sanitizing gel.



Flexible remuneration plan

We give our employees the possibility to benefit from the company's flexible remuneration program, an instrument that is an incentive for retaining talent and increasing productivity, and through which employees can decide how to receive part of their annual salary. On top of this there are the tax savings that come from choosing these flexible remuneration plans.

In 2020, 43% of our employees contracted at least one of these services in the plan (90 workers), the most in-demand service being the travel card.

FLEXIBLE REMUNERATION CONTRACTS IN 2020

PRODUCTS	New contracts	% of contracts vs total workers
Day care	7	3%
Health insurance	25	11%
Training	14	6%
Restaurant card	51	23%
Travel card	61	27%
Total Contracts	158	

Ethics and transparency

We encourage ethically responsible behavior given that it is consistent with another value that defines us, **integrity**. For this, we have a strict **code of ethics** that is mandatory for all people who are part of GD. However, this ethical commitment also affects our clients and associates, who are also subject to compliance with our values and ethical standards.

As such, we have a **client acceptance protocol** to ensure that they comply with regulations on the prevention of money laundering, or that they do not conflict with any of the points included in our code of ethics.

Maintain high ethical standards

To maintain high ethical standards in GD, we have equipped the necessary internal control bodies to ensure the policies and procedures that form our Ethical conduct model are applied, as well as their continuous review. These bodies are the Ethics Committee (ethical conduct) and the Internal Control Body in matters of Prevention of Money Laundering, both formed by professionals with extensive experience and the necessary training.

Likewise, this year the compliance department has been strengthened with the incorporation of a lawyer with the **CESCOM** certificate (*Certification of the Spanish Compliance Association*).

Internal complaints channel

Since 2018, we have implemented an internal complaints channel in compliance with the European directive commonly known as “whistleblowing”, which in 2021 requires companies with more than 50 workers to listen to all possible fraudulent practices or indications of crime. In 2020, **no complaints were processed through our internal channel**.

EVALUACIÓN

Prevención del blanqueo de capitales y la financiación del terrorismo

Formación domiciliación de sociedades y venta de sociedades preconstituidas 2020



“Training is key to ensuring the success of our ethical conduct model, which is why in this very atypical year, in which teleworking has been predominant, we wanted to reinforce it by giving special attention to new hires.” ”

Ana Ortiz,
Director of General Services and Organization

QUALITY

OUR CLIENTS
VERY INTERNATIONAL
ADAPTED AND RENOVATED
SPEEDS IN INFORMATION
NEW HORIZONS

Quality

This situation has led us to find the best in ourselves, positioning the client at the center of all our activity, adapting and creating new services, attending to the needs of the moment, keeping up to date with all regulatory developments, and communicating them to the client to keep them constantly informed of what was happening.

And, all this, from home, remotely, with absolute dedication, and at full capacity.

But we do not only think about the present; about this uncertain situation and for how long we will continue working remotely. We are also positive and we think that the end is near and that very soon we will be able to return to the office.

For this reason, as once again we anticipate events, we think about the return to normality. And what better way to celebrate it than by returning to a **new “covid-free” office** with all the necessary security measures, space and light, which is capable of housing the more than 100 professionals that are part of GD Madrid today.

“Maintaining active listening and closeness in our relationship with the client has been a priority for us, using all the technology at our disposal to be by their side at all times”. ”

M^a Eugenia Villegas,
Business Development



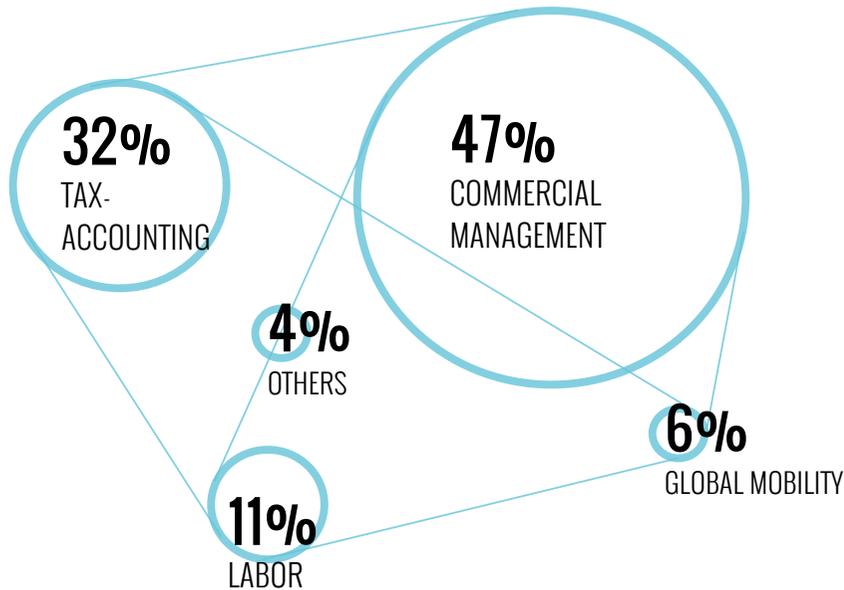
Our clients

In this especially tough year, we want to thank our clients for their **support and trust**. We continue to focus on excellence and quality of service that allow the client to delegate the daily management of the business to focus on their strategic objectives.

Thanks to this vision and the loyalty of our more than **5,000 clients**, we have managed to continue our activity, even increasing the number of clients, which has been an incentive to continue offering the best service.

This commitment to the quality of our service is reflected in our quality certifications. In addition to certifications in a private capacity, we have had AECA accreditation as an accounting expert since 2018.

In 2020 we increased the new customer base by 3.7% compared to the previous year.



more than 5,000 CLIENTS

93% national clients.

7% international clients.

COUNTRIES BY CLIENT VOLUME

our main international client is the USA

UNITED STATES	46
GERMANY	34
UNITED KINGDOM	26
FRANCE	25
NETHERLANDS	21

Very international

GD, through its GD Global Mobility division, experts in international mobility and immigration, is affiliated with several international associations.

“Membership of these international associations opens up a wide range of opportunities in relation to foreign clients.” ”

Jordi Roca
Director of GD Global Mobility

On the one hand, we have been partners of the **LEA** (Leading Edge Alliance) since 2010, the second largest international association of companies dedicated to advisory services, which allows us to coordinate the accounting and tax services of our clients between Spain and any country in the world.

We are also associated with **EuRA**, an international association of relocation and immigration service companies, which allows us to coordinate immigration services for our clients in any country in the world.

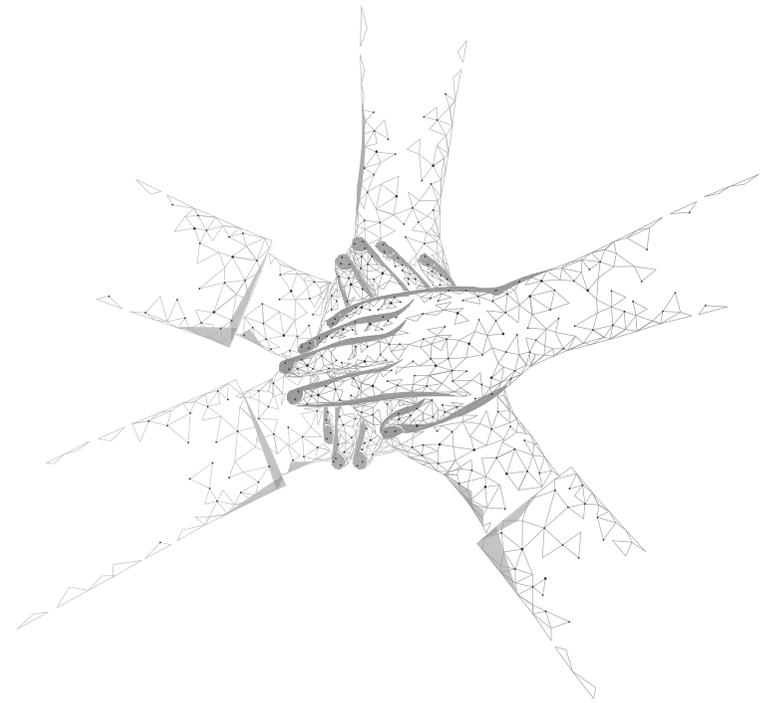
Finally, we belong to the **Worldwide ERC** (Employee Relocation Council) network, made up of 12,000 professionals from relocation, immigration, tax and international social security services, as well as relocation services, with a presence in more than 40 countries, which allows us to coordinate the international mobility of workers for our clients.

EXPERT INTERVIEW

EU IN THE COVID-19 WORLD : SPAIN

WED., MAY 27 AT 12 PM CET

EXPAT PARTNERS gd GLOBAL MOBILITY



Adapted and renewed

In addition to providing the same services with the same quality and rigor, we have adapted to the demands of the new situation by providing **new services**.

The ERTE, an instrument provided for in our legislation, but whose use was rare until 2020, has been the mechanism used by the Government to mitigate the socio-economic effects of the crises. As such, our team has focused on updating and working so that our clients can benefit from this mechanism.

ERTEs: ready for whatever may come

The work of the **GD Asesoría Laboral** area has been especially intense in this year of pandemic. The huge number of regulations published in the BOE and the successive extensions of the ERTes, among other extensions, have meant our labor advisers have been in the first line of fire and they have made a commendable effort to ensure the correct processing of files with the Public Administrations, the management of information, and resolution of queries and customer doubts.

As **Rebeca Rojo, director of GD Asesoría Laboral (Madrid)** points out: "it is not easy to summarize the experiences of these months, what we have learned and contributed... we have continuously studied the unrelenting publication of rules; the effort, the sacrifice, the professionalism; we have incessantly searched for alternatives in the face of the difficulties posed by the Public Administrations; the stoicism, the advice. I would even dare to say that we have provided a psychology service for our clients, and support and solidarity for colleagues in the sector. This is how we experienced it. And we still ready for whatever may come."

From March to June, 14 Royal Decree Laws and 13 RED Social Security Bulletins were published.

More services

We have also promoted from the GD Asesoría division:

- Foundations and associations.
- Inheritance and successions.
- The start of the EINF campaign (Non-financial information study) with the aim of communicating this new obligation, which will affect companies with more than 250 workers from 2021.

"I would even dare to say that we have provided a psychology service for our clients, and support and solidarity for colleagues in the sector." ”

Rebeca Rojo,
Director of GD Asesoría Laboral

Quick with information

Given the barrage of regulations published in the BOE due to the COVID-19 crisis, we understood that it was our duty to inform our clients daily of any new measures in the economic, labor, commercial, and taxation fields that affected them, as well as to communicate the impact on workers and the self-employed.

As a result of all this, we have carried out **webinars** (the key points of the new teleworking law, extension of ERTE, posted workers), **periodical publications** on our blogs and social networks, and we have launched a **new corporate newsletter** and collaborated on reports in the specialized national **press**.

We have also prepared a **COVID-19 guide with free access**, with updated regulations published ten times, plus a special edition on commercial management.

“We have positioned ourselves as experts in these matters and we have shared knowledge almost to the minute with a clear and accessible language for the whole of society.” ”

Cristina Palacios,
Director of Communications



GD NEWSLETTER

Recibe las últimas novedades de la actualidad legislativas comentadas por nuestro equipo de profesionales, nuestros webinars y las guías e informes gratuitos.

SUSCRÍBETE HOY



Jordi G. Leticia G. Laura. Antonio B. Alberto G.

RD Ley 24/2020. Continuidad ERTE. Fuerza mayor total.

Que hayan sido solicitados antes del 27/06/20 y, como máximo, hasta el 30/09/20

Las empresas y entidades afectadas por estos expedientes deberán reincorporar a las personas trabajadoras afectadas por medidas de regulación temporal de empleo, en la medida necesaria para el desarrollo de su actividad, primando los ajustes en términos de reducción de jornada

Se mantiene una redacción prácticamente idéntica al RD Ley 18/2020

TeamViewer

New horizons

As we said, this situation not only has not stopped us, but we continue to look to the future.

A new office awaits us in Madrid at C/ Velázquez, 64, with collaborative, bright spaces, several meeting rooms and complying with all **anti-covid measures** to guarantee a safe return for both our professionals and our clients.

Special thanks to the entire team who have made this happen despite the lockdown, for their involvement both in the design and in monitoring the different suppliers, so that the new office in Madrid became a reality.



“When I joined GD in 2000 there were 5 of us. Now we will move to an office of 1,500 m² with capacity for more than 100 people, and with the expectation of continuing to grow. What is the key? Believe, make others believe in the project, and surround yourself with people who are better than you and who contribute.” ”

Antonio Bueno,
Director of the Madrid Office

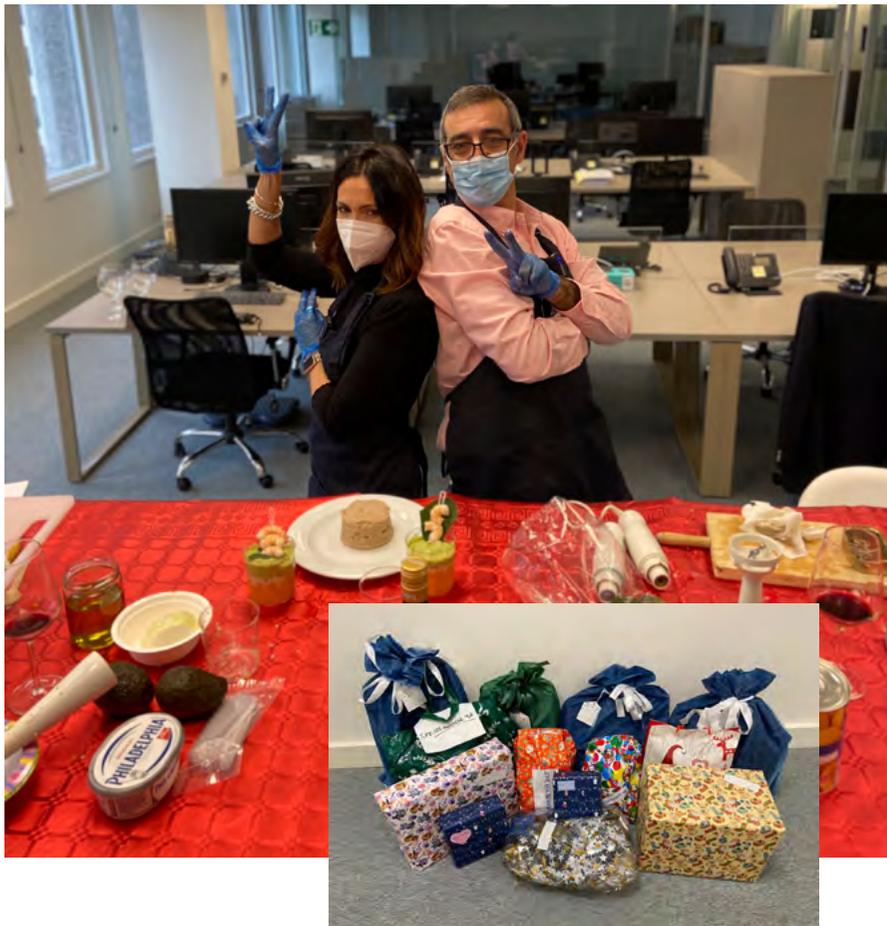
SOCIETY



SOLIDARITY PROJECTS
THE ENVIRONMENT
SUPPLIERS
ASSOCIATES

Solidarity projects

At GD we have signed a commitment to society and we seek to create value, year after year, through solidarity initiatives, involving our



professionals in activities that encourage work with other organizations.

Solidarity showcooking

Without a doubt, the pandemic has changed many things, but if we have learned something this year, it is that we are a team capable of adapting to new circumstances. So even though we can't be physically together, we can share an experience at the same time.

Replacing the traditional Christmas snacks, this Christmas we launched "solidarity showcooking". Thanks to this initiative, we collected a total of 450 kg of food for the **Food Bank**.

Collaboration with UNICEF

We renewed the collaboration we started in 2019 with UNICEF by giving a blue Christmas card to the entire team and the clients. With each greeting card sent, solidarity products were bought that have helped millions of children and mothers around the world. The Christmas greeting bought **maternity kits** that include HIV tests, tetanus shots, iron supplements, and folic acid.

Real Three Kings

For the second year in a row, we collaborated with the Real Three Kings Association to give gifts to children in need. Thanks to the collaboration of many colleagues, a total of 25 children had a gift for Christmas.

In addition to this, and aware of the situation of need in which many vulnerable families find themselves, GD participated in the delivery of **food baskets**.

Environment

Environmental criteria are gaining more weight in companies and in society in general. There is greater awareness in relation to the use of available resources, the elimination of paper, the use of less polluting energy sources, as well as the progressive reduction of carbon footprints by eliminating unnecessary travel.

As can be seen in the following table, the adoption by public authorities of measures **restricting mobility** has drastically reduced the use of public transport, such as the plane and the train.

CARBON FOOTPRINT 2019-20

	2019 • Kg/CO2	2020 • Kg/CO2
Plane	61,801,792	3,081,330
Train	7,725,224	365,958
Difference	54,076,568	2,715,372

PAPER CONSUMPTION

YEAR	2016	2017	2018	2019	2020
Total Kilos	4187	3184	3336	3067	842
Per employee	25	18	19	18	4

Likewise, the use of full-time teleworking since the beginning of the pandemic has greatly favored a decrease in paper consumption and **digitization**. Proof of this is that in 2020 there has been a very notable decrease in consumption data compared to previous years.

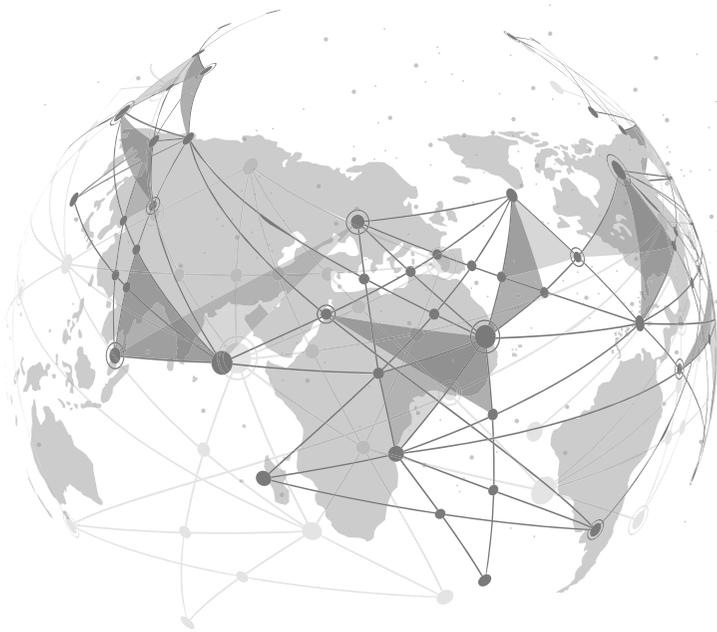
The new office in Madrid uses 100% LED lights that adjust their intensity according to the external brightness, in order to optimize the use of energy.



Suppliers

Suppliers are a vital element for GD. The relationships we establish with them are based on achieving the highest **quality of our services**, as well as the optimization of resources and mutual respect.

In 2020 we worked with more than 280 suppliers. 88% of them are national and 12% international. The main categories were **technology (15%)** and **training (10%)**.



SUPPLIERS

NATIONAL

2020 88%

2019 83%

INTERNATIONAL

2020 12%

2019 17%

TRAINING

2020 10%

2019 6%

TECHNOLOGY

2020 15%

2019 10%

Associates

We collaborate with different national and international associations and institutions in order to contribute to the progress of our society. We attend conferences and give presentations in order to share knowledge and create synergies.

Economic and Sectoral Associations:



Professional Associations:



LEA is one of the largest international associations of consulting firms. It is present in more than 100 countries.



EuRA is the body that promotes the benefits of professional relocation globally for relocation providers and affiliated services of the professional industry.



Worldwide ERC is a trade group in the relocation services industry, made up of 12,000 professionals from international tax and social security services, as well as relocation services, with a presence in more than 40 countries.



MOVING FORWARD

“These results, after the hard year that we have had, show GD's solidity and are a guarantee of continued service for our clients.”

Ana Ortiz,
Director of General Services and Organization



Moving forward

In the fiscal year of 2020 we invoiced more than 12.4 million euros, which is 2% more than that invoiced in 2019.

In relation to the business areas for which we have differentiated data, the figures show an increase in practically all areas, especially accounting-tax.

Regarding the **volume of business by offices**, Madrid's growth in relation to previous years stands out, coming to 45%, slightly surpassing for the first time, Barcelona, which remained at 44%.

Further back, are the other offices, Bilbao, Zaragoza, and Valencia, who contributed 11% in total.

BILLING BY AREA

*Figures in million €

Area/Exercise	2018	%	2019	%	2020	%
Accounting • Tax	3,887,173	38%	4,377,473	36%	4,635,011	37%
Labor	2,791,046	27%	3,119,196	26%	3,501,430	28%
Commercial	2,117,222	20%	2,118,694	16%	1,814,081	14%
Immigration	919,399	9%	1,048,124	9%	728,314	6%
Legal	478,184	5%	1,199,162	10%	1,613,580	13%
HR • Consultants	92,228	1%	340,393	3%	184,723	2%
TOTAL	10,285,252	100%	12,203,042	100%	12,478,139	100%
Annual Variation	921,189		1,917,790		275,096	
% Annual Variation	10%		19%		2%	

BILLING BY OFFICE

*Figures in million €

Office	2018	%	2019	%	2020	%
Barcelona	5,251,386	51%	5,949,151	49%	5,465,076	44%
Bilbao	533,692	5%	628,618	5%	596,929	5%
Madrid	3,867,498	38%	4,913,010	40%	5,623,844	45%
Valencia	267,729	3%	336,883	3%	373,979	3%
Zaragoza	364,949	3%	375,381	3%	418,310	3%
TOTAL	10,285,253	100%	12,203,042	100%	12,478,139	100%

GROWTH OF

2%

COMPARED TO 2019

12.4

MILLION € IN TOTAL REVENUE

EBITDA 2.2

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Valencia

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We invite the reader to send us their opinions, comments, and suggestions for improvements to future editions. Please contact:



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Annexes - GRI Indicators

GRI	DESCRIPTION OF INDICATOR	SECTION	REASONS FOR OMISSION
GENERAL BASIC CONTENTS			
Profile of the Organization			
GRI 102-1	Name of the Organization	Gesdocument y Gestión, S.A.U.	
GRI 102-2	Activities, brands, products, and services	Gesdocument y Gestión, S.A.U.	
GRI 102-3	Location of headquarters	Contact	
GRI 102-4	Location of operations	Contact	
GRI 102-5	Ownership and legal form	Governing bodies	
GRI 102-6	Markets served	Our clients	
GRI 102-7	Scale of the organization	Milestones, We are committed to people	
GRI 102-8	Information on employees and other workers	We are committed to people	
GRI 102-9	Supply chain	Suppliers	
GRI 102-10	Significant changes in the organization and its supply chain	N/A	There have been no significant changes in the organization and the supply chain
GRI 102-11	Precautionary principle or approach	N/A	Not applicable
GRI 102-12	External initiatives. List of statutes, principles, and other documents of an economic, environmental, and company nature developed externally and to which the organization subscribes or which they endorse.	Director's letter, Ethics and transparency, Social Commitment	
GRI 102-13	Membership of associations	Associations and institutions	
Strategy			
GRI 102-14	Statement of senior executives responsible for decision-making	Letter from the Director	
Ethics and integrity			
GRI 102-16	Values, principles, standards, and norms of behavior	Why us?	
Governance			
GRI 102-18	Governance structure	Governing bodies	
Participation of interest groups			
GRI 102-40	List of stakeholder groups	Associations and institutions	
GRI 102-41	Collective bargaining agreements	Team	



Annexes - GRI Indicators

GRI	DESCRIPTION OF INDICATOR	SECTION	REASONS FOR OMISSION
GRI 102-42	Identification and selection of stakeholders	Associations and institutions	
GRI 102-43	Approach to stakeholder engagement	Associations and institutions	
GRI 102-44	Key issues and concerns raised	Associations and institutions	
Reporting practices			
GRI 102-45	Entities included in the consolidated financial statements	N/A	Does not apply
GRI 102-46	Definition of the contents of the reports and the Coverage of the subject	The identification of material aspects is carried out based on the values and culture of GD	
GRI 102-47	List of material topics	Contents	
GRI 102-48	Restatement of information	N/A	There have been no significant changes in the scope compared to the previous report
GRI 102-49	Changes in drafting of reports	N/A	There have been no significant changes in the scope compared to the previous report
GRI 102-50	Period covered by the report	2019	
GRI 102-51	Date of last report	2018	
GRI 102-52	Report drafting cycle	Yearly	
GRI 102-53	Contact point for questions regarding the report	Contact	
GRI 102-54	Declaration of preparation of the report in accordance with GRI standards	This report has been prepared in accordance with the Essence of the GRI Standards option	
GRI 102-55	GRI Table of Contents	Annexes	
GRI-102-56	External verification	N/A	Not applicable
INDICATORS BY ASPECT			
Economy			
Economic performance			
GRI 201-1	Direct economic value generated and distributed	Milestones, Staying the course	
Energy			
GRI 302-1	Energy consumption within the organization	Environment	



Annexes - GRI Indicators

GRI	DESCRIPTION OF INDICATOR	SECTION	REASONS FOR OMISSION
Labor practices and decent work			
Employment			
GRI 401-1	New employee recruitment and staff turnover	We are committed to people	
GRI 401-2	Benefits for full-time employees that are not given to part-time or temporary employees	N/A	There are no differences
Occupational health and safety			
GRI 403-1	Representation of workers on formal worker-company health and safety committees	N/A	Due to the nature of the firm, there is no union and no such committee. However, there is an Occupational Risk Prevention Policy approved by the firm and applied to all groups.
Training and education			
GRI 404-1	The average hours of training that the organization's employees have had during the reporting period	We are committed to people	
GRI 404-2	Programs to improve employee skills and transition assistance schemes	Team	
Diversity and equal opportunities			
GRI 405-1	Diversity in government bodies and employees	Extraordinary professionals	
Complaint mechanisms for labor practices			
GRI 103-2	a. An explanation of how the organization handles the issue. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Objectives and goals iv. Responsibilities v. Resources vi. Formal complaint and/or claim mechanisms vii. Specific actions, such as processes, projects, programs, and initiatives	Ethics and transparency, Quality of service	
Human Rights			
Non-discrimination			
GRI 406-1	Cases of discrimination and corrective actions taken	N/A	There have been no discrimination cases



gd ASESORÍA *gd* LEGAL *gd* HUMAN CAPITAL *gd* GLOBAL MOBILITY
gd CONSULTORES *gd* GESTIÓN CORPORATIVA MERCANTIL