



2021

Closer to you

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

Contents

	ABOUT US	03
	Letter from the Director	
	Our strengths	
	Milestones 2021	
	Business divisions	
	Governing bodies	
	TECHNOLOGY	09
	Suite PRO	
	Advances in Next Conta and Next Laboral	
	Our Projects	
»»»»	WORKFORCE	16
	Better trained	
	Ambassadors Project	
	More staff	
	Closer to young talent	
	Wellness and safety policies	
	Ethics and transparency	
	QUALITY	24
	Our customers	
	GD Company	
	More efficient	
	Very international	
	New services	
	COMPANY	33
	Solidarity projects	
	Environment	
	Suppliers	
	Associates	
	MOVING FORWARD	38
	CONTACT	40
	ANNEXES	41

ABOUT US

LETTER FROM THE DIRECTOR
OUR STRENGTHS
MILESTONES 2021
BUSINESS DIVISIONS
GOVERNING BODIES

Letter from the Director

2022 will see my 25th anniversary with this great business project. We have given it a huge amount of effort, intelligence, and, above all, a lot of love. Applying very clear ideas, knowing where we had to go, consolidating each step forward, anticipating and taking care of the interests of all our fellow travellers, even if they sometimes come into conflict with one another. Now seeing the end of the 2021 financial year, the object of this corporate report, I can only feel proud of the work done and the challenges met by all of us who have participated in it.

Since 1998, when I joined, there have been many economic, social, and technological developments that have shaped our sector, society, and the world. From the birth of Google in 1998 to the recent COVID-19 pandemic. All of them diverse and challenging. We have adapted and overcome all of them, turning Gesdocument into a benchmark in the business consulting sector.

Our corporate memory is a sample of this. It shows us how far we have come, what we have been able to do, and how far we can go in the coming years. I never had any doubts about it. For this reason, we once again undertake this exercise in transparency for our stakeholders with the aim of explaining what we do, who we are, and what our purpose is. In this seventh issue of our corporate memory we essentially highlight what makes us different and what motivates us to continue working every day as if it were the last.

For some years, we have been immersed in a process of digital transformation which has given birth to the technological development of internal portals and platforms in order to provide service in an agile and effective way. This process has been consolidated this year with GD SUITE PRO, the first technological platform on the market that combines service and technology.

While technology has given us a boost to improve the quality of our service, the return to face-to-face activities in the five offices in which we are based has allowed us to restore personal ties with teams and with our customers, giving way to a flexible way of working, but without losing the bonds between the professionals who make up GD.

We have continued to innovate and dare to carry out projects that make us proud and make a difference. We have launched a digital newspaper GD Empresa with information of interest to companies and Stories for our clients and associates; we have streamlined internal processes, created a specific knowledge management department; and we have implemented a platform aimed at training, convinced that internal professional development is in the interest of everyone.

In short, we continue to look to the future.



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 geographical coverage with **our own offices** in Barcelona, Bilbao, Madrid, Valencia, and Zaragoza and an advanced technological infrastructure that allows your consultancies to be connected and act as a single office.

We have a **team** of more than 200 professionals with extensive experience in their areas of activity encompassing business management and 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.

Our way of working is governed by our **code of ethics** which affects both professionals and our clients, who are also subject to compliance with our values and principles. Every year, we carry out specific training and update this internal policy.

Likewise, we believe that our work contributes to **social and economic progress**, since we offer advice to companies, a source of wealth, regarding the taxes that they need to pay, as well as the keeping of accounts and hiring of personnel in accordance with current laws.

Finally, as part of our commitment to providing quality information, in 2021 we launched the new online magazine **GD Empresa** with news of interest about the business world, interviews with our clients (stories), and trends in marketing, finance, HR, technology, and legislative developments, and which we add to our commitment to keep our clients and online community up to date through guides, webinars and periodic publications in the press, blogs, and social networks.

Values

EXCELLENCE



Ask ourselves every day how to improve what we do, reviewing our standards of quality, diligence, and professionalism in order 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 in order 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 in order to build and apply all the improvements that result in added value for our clients.

WORKFORCE



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

Milestones 2021

INCOME FROM AREAS OF PRACTICE

37%

ACCOUNTING - TAX

18%

COMMERCIAL

1%

HR • CONSULTANTS

27%

LABOR

8%

GLOBAL MOBILITY

9%

LEGAL

ECONOMIC GROWTH



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 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 ASESORÍA

comprehensive tax advice

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

www.gdasesoria.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

Governing bodies

Members of the Board

Board of Directors

General Management of Organization

Management

Assistant Management

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.

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

Finance

IS

Business Development and Communication

HR

Management Control

Knowledge Management

TECHNOLOGY

SUITE PRO
ADVANCES IN NEXT CONTA AND NEXT LABORAL
NEW PROJECTS

Technology

Innovation and a commitment to technology is a pillar within our company. The goal we pursue with this is twofold: on the one hand, we want to improve **efficiency internally**, automating repetitive processes and tasks that do not add value and that are time-consuming; on the other hand, we want to add **more value for the client** by developing tools and platforms to improve communication, the sending of information, and the management of their data in order to be able to monitor their business in detail.

In relation to **technological development**, the big news this year has been the launch of Suite PRO, the first technological platform on the market that combines service and technology.

Suite PRO

For years, we have been internally developing different **portals and applications** to make it easier to manage the different business areas of a company (labor, accounting, commercial, and international mobility). In addition to the Laboral PRO and Legal View PRO solutions, created and consolidated as a **technology that is linked to the service** we offer our clients, we launched two additional platforms in 2021: Conta PRO and Mobility PRO. As such, we have closed the circle of integral management of companies in the digital format with everything being under the umbrella of Suite PRO.

As we say, this platform includes a set of applications – **Conta PRO** (accounting and tax), **Mobility PRO** (management of expatriates), **Legal View PRO** (management of commercial documentation) and **Laboral PRO** (a comprehensive solution for HR) – that allows for the centralization of the management and control of data and files, freeing up time for the professional to carry out personalized monitoring and give advice concerning the needs, doubts, and queries of the client.



Technology

Conta PRO

This web portal was launched over the course of the last year for the **accounting area** of clients, allowing them to extract all their basic accounting information in a fast and usable way, and carry out financial analysis with the KPIs available in the portal. Likewise, it also adds value for the internal professional, generating a new communication channel, as well as letting the client take control of their obligations.

“GD is constantly working to develop tools that make the day-to-day life of our clients and professionals easier.” ”

Francisco Navarro,
Product Owner GD Asesoría



Mobility PRO

Our **international mobility** service includes the Mobility PRO technology, which allows you to view the status of each file, so that both employees and managers have all status updates of processes in real time for fluid online communication.

The IT team has innovated an integration between TrackerCorp (portal used by Immigration) and the internal systems of GD so that the information flows between both environments giving better control of files and payments.

“Mobility PRO automates the management of files and communications between GD Global Mobility and companies, reducing HR department interventions in routine tasks.” ”

Jordi Roca,
Director of GD Global Mobility



Technology

Legal View PRO

Legal View PRO is the cloud platform for corporate management of internal legal advisory services for businesses, "it's legaltech applied to corporate management." It includes the **company file**, which unifies all the commercial information of each company with its history.

The IT team has newly added **control of company sales** for better supervision of that process within Legal View PRO, in addition to improvements in the digitalization of the GD Gestión Corporativa Mercantil division and the design of controls needed for it.

"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 labor management** with the best in-house technology and specialized labor advice made up of the following:

- employee portal (**Nomina PRO**)
- HR portal (**RRHH PRO**)
- digital signature of documents (**Firma PRO**)
- flexible remuneration (**Plan PRO**)

The IT team added **new functionalities** in 2021 that the client or professional demands, such as:

- Registrations, deletions, and changes to an employee's file in our systems through RRHH PRO and the development of an API.
- Design of new Dashboards to control pay records and equality plans, and add value for the HR professional.
- Optimization and improvement of the campaign process for the withholdings certificate.



"We are driving change in the workplace by creating a safer and more digitized way of working by simplifying people management processes." ”

Sira Talamantes,

Labor Coordinator of GD Asesoría

Advances in Next Conta and Next Laboral

We continue to move forward with the **Next Conta** project that involves our five offices and which was launched in February 2020. This project is transforming the **accounting area**, working on a new organizational model that allows us to improve efficiency in work procedures, the quality of our services, and the management of our clients.

Given its success and that it has been well-received, we have extended the project to the work area with **Next Laboral**, which has allowed us to establish a basis for change and work on a new model of operational efficiency. In this sense, it aims to improve internal processes so as to be more efficient in daily management and focus on added value tasks for the client. It includes our team of “**superusers**” who help us in the task of disseminating and reinforcing this initiative led and coordinated by the management control department.

“We are able to optimize our internal processes and share our knowledge, looking to the future with the aim of providing new value-added services and increasing the loyalty of our clients.” ”

Carlota Baselga,
Head of Management Control Area



New projects

In addition to the above, our IT team continues to develop and innovate improvements and processes to exploit data and facilitate reporting for professionals.

We highlight below some of the most important:

Compliance

New Dashboards based on **Qlik Sense** have been generated for better control of Compliance processes, as well as a new version of our Money Laundering prevention web portal.

Security Awareness and Security

Over the year, the technology department focused on system security, implementing a new and more advanced version of the antivirus software that we had, both on servers and endpoints, as well as starting a **training webinar on cybersecurity**.

In this first year, the training was gamified and **Marc O'Neill**, of the Accounting department in Barcelona, won.



Evolution of the management control environment

More data sources have been added to this work framework based on **Qlik Sense**, in order to be able to exploit more information from the Labor area, as well as start analyzing the Commercial area. In addition, the GD financial department has been provided with a Qlik Sense dashboard to keep track of the budgets of the different areas and synchronize items to be invoiced.

OKN

For the new company **training platform**, the automated integration of GD and OKN was carried out, producing the required data for current workers, as well as their status in the company, and automatic access with Windows credentials.

"We have started an ambitious project of process analysis and optimization throughout the company."

David Quesada,
CIO



WORKFORCE



BETTER TRAINED
AMBASSADORS PROJECT
MORE STAFF
CLOSER TO YOUNG TALENT
WELLNESS AND SAFETY POLICIES
ETHICS AND TRANSPARENCY

Workforce

In this time of learning and **adapting to change**, we want to make an express recognition of the people who are part of GD. They are our best **ambassadors**. Thanks to them, we continue to work and give our best to make this company a place to learn, improve, and develop professionally.

Professional development is one of the focuses on which management and relationships with the team has been based. Our eagerness to **share knowledge** and reach all professionals, regardless of the position they hold, has given birth to the area of knowledge management.

Furthermore, we continue to develop **policies that promote well-being and work-life balance**, such as the flexi-work policy, and maintaining and promoting others that improve working conditions, such as flexible remuneration, our language policy, the equality plan, thus complying with current labor regulations, or the development of the performance evaluation system that will be launched in 2022.



Better trained

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

Along the same lines set out previously, we have continued to promote **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 crisis.

We have newly launched **GD AVANZA (OKN)**, an e-learning training platform to independently and comprehensively manage and implement all corporate training and knowledge processes.



** 77% of professionals have a university degree or master's degree.*

In addition to internal training, many of our professionals take funded **external training** courses or master's degrees in study centers (CEF, General College 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. This year, 5% of our professionals underwent training to improve their English skills.

New area of knowledge management

As we pointed out, the training of our professionals results both in the improvement of their knowledge and in the improvement of the **quality of the service** provided to the client. However, until now, there was no specific department within the company that unified, managed, and channeled all this knowledge towards all the professionals, regardless of the office in which they carry out their activity.

Patricia Rodríguez, until now head of the accounting area of GD Asesoría in our office in Barcelona, takes charge of this new mission as head of the Knowledge Management Area of GD at a national level.



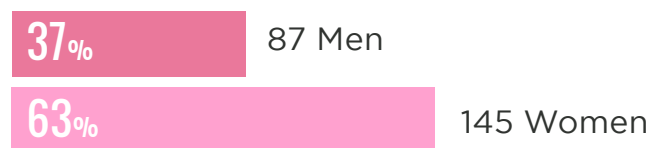
"This newly created area will be responsible for designing and implementing systems to identify, capture, and share knowledge throughout GD."

Patricia Rodríguez,
Head of the Knowledge Management area of GD

More staff

In January 2021, we registered our **Equality Plan** in compliance with current labor regulations and with the aim of eliminating any type of discrimination based on sex, as well as showing our commitment to continue working for equal opportunities within the company. As such, of the 19 people who received a **promotion** this year, 13 of them were women.

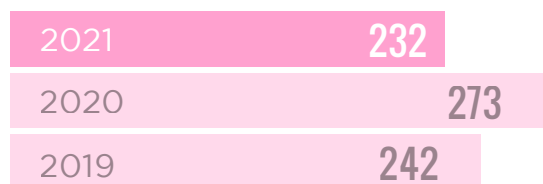
GENDER OF EMPLOYEES



*Total number of employees = 232**

* This figure includes internships

TOTAL NUMBER OF EMPLOYEES*



We also highlight the **diversity** of our workforce. 2.3% of our professionals have disabilities. In terms of cultural diversity, we have professionals of **various nationalities** such as Argentina, Brazil, Mexico, Colombia, Poland, USA, Romania, Ukraine, Venezuela and the Dominican Republic.

PROFESSIONAL CATEGORIES

		EMPLOYEES	STAFF
ASSISTANT	ASSISTANT 1	6	3%
	ASSISTANT 2	54	25%
	ASSISTANT 3	39	18%
	TOTAL	99	46%
SENIOR	SENIOR 1	46	22%
	SENIOR 2	26	12%
	SENIOR 3	19	9%
	SENIOR 4	10	5%
	TOTAL	101	47%
MANAGER	MANAGER 1	6	3%
	MANAGER 2	2	1%
	MANAGER 3	2	1%
	TOTAL	10	5%
EXECUTIVE	EXECUTIVE 1	2	1%
	EXECUTIVE 2	0	0%
	EXECUTIVE 3	1	0%
	TOTAL	3	1

99% of the recruitment is permanent

The average age of the staff is 36 years old

Closer to 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 situation, we attended the **virtual job fairs** (ESERP Business School, CEF, ICAB, etc.), as well as the one held at the Universidad Carlos III de Madrid in October on *Tips to Boost Your Employability* with our colleague Sergio Rodriguez from Talent & Recruitment in GD.

Number of interns: 19, of which 10 have been permanently incorporated into the company.



Agreements with universities

These are the universities with which we have collaborated by incorporating internship students during 2021:

- » Complutense University of Madrid.
- » University of Barcelona.
- » UPF-BSN.
- » 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.

Wellness and safety policies

Due to an improvement in the indicators of the pandemic, from June onwards we started our particular de-escalation with a return to the office on a shift basis. To ensure, above all, the well-being and safety of all the team when returning, a **Manual of Safe Return** to the office was developed, in addition to the COVID protocol, focusing mainly on the prevention measures that we must adopt during our professional activity.

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, for use in the office, five FFP2 masks, for traveling to the office and back home, and sanitizing gel was made available to professionals.

Flexiwork

With a view to returning to 100% face-to-face activity, since November we have been governed by the **GD Flexiwork** policy, under the premises of flexibility, autonomy, and trust, in order to promote the well-being of professionals and optimize working time and rest. It is voluntary and emphasizes the company's commitment to facilitate and implement measures that favor the balance of family life with professional activity.

“GD Flexiwork is a company policy that allows professionals to voluntarily take advantage of certain hours of their work at home during the official working day.” ”

Ana Isabel Martín,
Director of Human Resources

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. In particular, with the flexible remuneration system you can allocate up to 30% of your gross annual salary to contracting any product or service.

Services included in the plan include paying for childcare, travel cards, meal vouchers, training, and health insurance.

In 2021, 65% of our employees contracted at least one of these services in the plan (138 workers), with the most in-demand service being the restaurant card.

FLEXIBLE REMUNERATION CONTRACTS

PRODUCTS	New contracts	% of contracts vs total workers
Day care	7	5%
Health insurance	31	23%
Training	19	14%
Restaurant card	44	33%
Travel card	37	28%
Total Contracts	138	

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, who are equally 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 money laundering, or that they do not conflict with any of the points included in our code of ethics.

Internal Control Body (ICB)

We have an Internal Control Body (ICB) and a Technical Unit whose objective is to monitor compliance with money laundering prevention processes, through the detection of risks in each of their mandates. We also have the supervision of a representative of the Executive Service for the Prevention of Money Laundering (SEPBLAC), an independent body of the Bank of Spain, and an ongoing internal training plan on prevention.

Internally, the Code of Ethics will be reviewed periodically by the group's Ethics Committee, which will update it if necessary.

Internal complaints channel

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



"Every year we conduct an ethics course for all professionals to inform them about our code of ethics, as well as our internal control procedures for the prevention of money laundering and financing of terrorism."

Ana Ortiz,
Director of Compliance

QUALITY



OUR CLIENTS
GD EMPRESA
MORE EFFICIENT
VERY INTERNATIONAL
NEW SERVICES

Quality

Following on from 2020 in which we became **transmitters of knowledge** with daily blog posts, press collaborations (*Expansión, Cinco Días, El País, El Economista*, etc.), as well as delivering seminars to provide news that has an impact on the company, in 2021 we culminated this trend with the launch of the online magazine ***GD Empresa***.

Likewise, internally, we continue to promote the development of different **technological tools** that allow us to automate processes, and be more efficient in management and in relationships with clients, which results in the quality of the service provided, and the offering of personalized and high-level advice.

Likewise, in response to the demand and needs of the market, we have promoted **new services** such as the one for foreign clients (Business in Spain) or the one relating to the preparation of a non-financial report that will be mandatory for companies with more than 250 workers from this year (EINF).

This quality also translates into **certifications** as an AECA Accounting Expert both individually and at the company level, as well as the ISAE protocol for improving the quality of internal processes in the labor area.

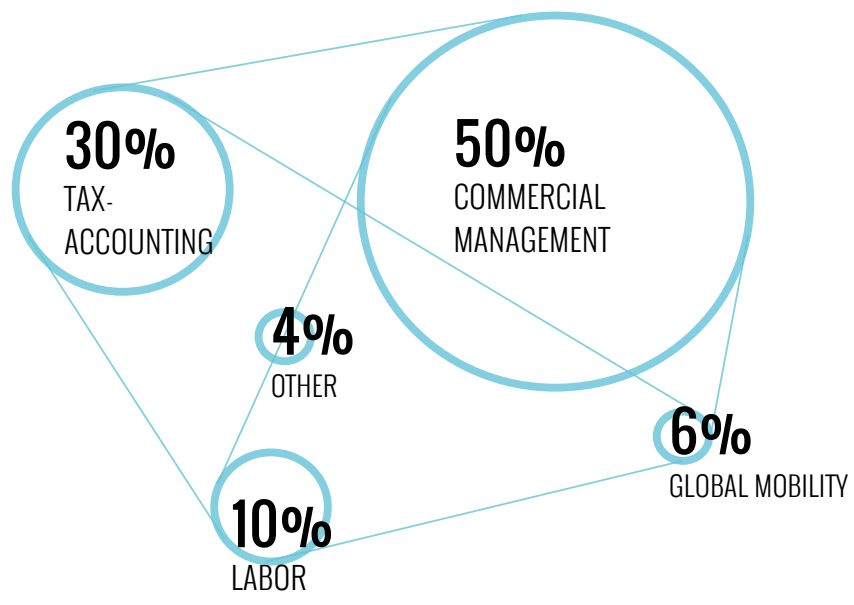


Our clients

Once again, 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 us in order to focus on their strategic objectives.

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

In 2021 we increased the new client base by 4% compared to the previous year.



more than 5,000 CLIENTS

90% national clients.

10% international clients.

COUNTRIES BY CLIENT VOLUME

our main international clients within Europe

EUROPE	376	
UK	68	18%
GERMANY	65	17%
NETHERLANDS	35	9%
FRANCE	31	8%
LUXEMBOURG	30	8%
OTHERS	147	40%

COUNTRIES BY CLIENT VOLUME

our main international client is the USA

INTERNATIONAL	155	
UNITED STATES	60	39%
MEXICO	14	9%
ARGENTINA	10	6%
PERU	9	6%
COLOMBIA	8	5%
OTHER	54	35%

GD Empresa

GD Empresa is an **information space** about the legal-business world, with current news, the latest ideas, and trends. The aim of the magazine is to show the Spanish business landscape, highlighting those innovative projects that serve as a reference for other entrepreneurs, and legal news that may affect or interest the business world, using easy and accessible language for the whole of society.

A highlight of the magazine is the **Stories** section where we interview

clients, so they can show us their projects, and other entrepreneurs eager to share their ideas and experiences within the entrepreneurial ecosystem. Since its launch in April, more than 20 companies, entrepreneurs, and organizations linked to the business world have participated in this section.



Information for clients

In 2021, we gave a record number of seminars and publications. In particular, the number of **webinars** held during the year was striking, either through collaborations with other suppliers (ORH, IHR Providers, etc.) or through our own means, both for our clients and open to the public, with the intention of becoming a point of reference on current regulations while making the seminars very practical and down-to-earth, such as question and answer sessions to resolve all queries.

Also during the year we updated **guides** such as *Doing Business in Spain*, *Brexit Guide*, the *Covid Guide* or our *Top 100 Legal Sector Rankings*, among many others. Without forgetting frequently publishing current news in our **blogs** and explaining it in a simple way so that the information is understandable for all our readers.

In addition, our number of followers on **social networks** is growing, with accounts on Twitter, Telegram, Flipboard, Facebook, LinkedIn, YouTube, Instagram, and TikTok.



More efficient

One of the ways to become more productive and efficient is to implement systems that allow you to spend time on value-added tasks and automate others that take a long time to complete, and which are routine and without value. To this end, internally, we have launched an **operational efficiency project** to gain in productivity.

Thanks to **"SoC Methodology"** (System on Chip), we have been able to detect up to 34 specific improvement actions in the labor area that allow us to reduce execution times while maintaining the same quality of service. In this respect, we continuously work on its implementation and on transferring knowledge to all professionals in the area. Examples of these are the "dashboards" that are published periodically on the intranet and the more than 40 podcasts that have been recorded to date.



Process automatization

We integrate **RPA technology** (Robotic Process Automation). RPA allows us to run recurring processes automatically 24/7, freeing us from mechanical and repetitive tasks. Six transversal processes in the area that consumed many hours have been analyzed concisely and have begun to be optimized through the use of this technology.

Currently, the **labor area** is the first within the company that has begun to use this technology. It is already integrated into the Contracts and Certification processes, which saves us more than 50 hours per week.

Comprehensive client management

Likewise, this year an **end-to-end process** of client management has been established from the identification of the opportunity to the closure of the contract after the completion of the service so that the efficiency of the business and the profitability of the client can be measured with an adequate exploitation of the information that allows for improvements in decision-making.

Credentials

As we said at the beginning, this quality also translates into **certifications** as an AECA Accounting Expert both individually and at the company level, as well as the ISAE protocol for the labor area.

In this respect, GD has had the **AECA accreditation** as an accounting expert since 2018, thus joining important companies such as BBVA, Banco Santander, and Bankinter, among others; and is the third company in the audit and consulting sector that has this accreditation.

In addition, we are accredited with **ISAE certification**, as an additional guarantee of quality and control of our labor service.

Very international

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

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.

In this respect, and despite the fact that face-to-face meetings have been drastically reduced by the restrictions, **an LEA session on taxes was held in Malaga** in April, after two years of virtual meetings. It covered an update on developments in EU tax legislation and a discussion on the legal aspects of international teleworking.

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.

Likewise, in 2021 we formalized an alliance for content with **IHR Providers**, a knowledge community specialized in HR services at an international level. It is made up of the main firms that provide services in more than 20 categories related to **International Management of People**.

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.



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



Jordi Roca
Director of GD Global Mobility

New services

Business in Spain

In order to continue providing a comprehensive service to **international clients**, we have launched the new Business in Spain service from the GD Global Mobility division that includes comprehensive support and advice to foreign clients, either because they wish to establish themselves in Spain, need help to set up a company in our country, advice on the accounting of their company, payment of salaries under the Spanish system, or require the hiring of local workers through a recruitment and selection process.

To give impetus to this service, we have updated our report **Doing Business in Spain**. This is a country report that stresses the benefits of opening a business in Spain, explaining in detail and step by step how to proceed to open a headquarters in our country, as well as other aspects of our labor, tax, and commercial legislation.



"We cover all the needs that an international company requires when establishing itself in Spain from an accounting-tax, labor, and commercial perspective." ”

Daniel Gil,
Head of international clients

Verification of the EINF

Law 11/2018, of December 28, requires certain organizations to provide a **State of Non-Financial Information (EINF)** report annually, including social issues, respect for human rights, issues with personnel, environmental matters, and the fight against corruption and money laundering, to increase the confidence of potential investors and consumers.

In addition, the Law establishes the format of the publication and the obligation to have the Report verified by an **independent expert**. The GD Asesoría division, with our experience and working methodology, has promoted this new service which includes not only advice during the process of preparing the Non-Financial Information Statement (EINF) and its verification, but also assistance in the implementation of improvement processes in the organization within the companies.

As such, throughout 2021, we published various times concerning this topic on our blog, as well as giving a webinar with the Human Resources Observatory in which we addressed these developments for companies with more than 250 workers, culminating all this dissemination work with an **EINF Guide** sent out to our clients and published on our website.



SOCIETY



SOLIDARITY PROJECTS
ENVIRONMENT
SUPPLIERS
PARTNERS

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. In 2021, we renewed collaborations with projects in favor of the most vulnerable, such as the Asociación Reyes Magos de Verdad or UNICEF.

In addition, we believe in a sustainable and **environmentally friendly** model and, for this reason, year after year, we improve our indicators on carbon footprint, paper, or electricity consumption.

Finally, we have renewed confidence in our network of **suppliers and partners** to continue to meet our strategic objectives and create synergies for a greater understanding of the environment around us.



Solidarity Trivial

Replacing the traditional Christmas gathering, this Christmas we played “solidarity trivial pursuit” that had the aim of raising funds for a cause for one of our associations and/or client foundations. Thanks to this initiative, we made a donation to the **Estimia Foundation**, a non-profit organization whose mission is to facilitate the development of people with disabilities and their families.

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.

Reyes Magos de Verdad

For the third consecutive year, we participated in this initiative with the help of the Asociación Reyes Magos de Verdad, with the aim of giving gifts to children and elderly people in vulnerable situations. Thanks to the exceptional participation of our professionals, a total of 25 children and elderly people had Christmas presents.



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 the public authorities of **mobility restrictions** measures has drastically reduced the use of planes as the usual means of moving in favor of rail, metro, or tram.

CARBON FOOTPRINT 2020-21

	2020 • kg/CO ₂	2021 • kg/CO ₂
Plane	3,081,330	586,560
Train	365,958	8,498,146
Difference	2,715,372	-7,911,586

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 2021 there has been a very noticeable decrease in consumption data compared to previous years, as can be seen in the following table.

PAPER CONSUMPTION

YEAR	2017	2018	2019	2020	2021
Total Kilos	3184	3336	3067	842	825
Per employee	18%	19%	18%	4%	4%

* The new office in Madrid uses 100% LED lights 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 2021 we worked with 97 suppliers. 87% were national suppliers and 13% international suppliers. The main categories were technology (22%) and training (9%).

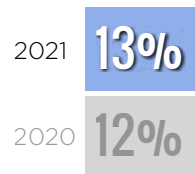


SUPPLIERS

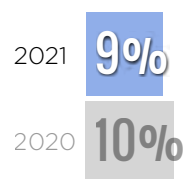
NATIONAL



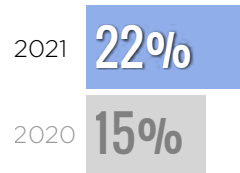
INTERNATIONAL



TRAINING



TECHNOLOGY



Partners

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



Moving forward

In the fiscal year of **2021 we invoiced more than 13.5 million euros**, which is 8% more than that invoiced in 2020. In relation to the business areas for which we have differentiated data, the figures show an increase in practically all areas, especially in commercial and immigration areas.

BILLING BY AREA

Figures in million €

Area/Exercise	2019	%	2020	%	2021	%
Accounting • Tax	4,377,473	36%	4,635,011	37%	5,049,768	37%
Labor	3,119,196	26%	3,501,430	28%	3,625,362	27%
Commercial	2,118,694	16%	1,815,081	14%	2,427,240	18%
Immigration	1,048,124	9%	728,314	6%	1,131,470	8%
Legal	1,199,162	10%	1,613,580	13%	1,153,470	9%
HR • Consultants	340,393	3%	184,723	2%	114,295	1%
TOTAL	12,203,042	100%	12,478,139	100%	13,501,605	100%
Annual Variation	1,917,790		275,096		1,023,466	
% Annual Variation	19%		2%		8%	

In terms of **turnover by office**, Madrid was the office with the highest contribution this year (45%), surpassing Barcelona for the first time (44%). The rest of the offices are behind, Bilbao (5%), Valencia (3%), and Zaragoza (3%), contributing 11% in total.

BILLING BY OFFICE

Figures in million €

Office	2019	%	2020	%	2021	%
Barcelona	5,949,151	49%	5,465,076	44%	5,595,967	44%
Bilbao	628,618	5%	596,929	5%	643,950	5%
Madrid	4,913,010	40%	5,623,844	45%	6,357,354	45%
Valencia	336,883	3%	373,979	3%	410,963	3%
Zaragoza	375,381	3%	418,310	3%	493,371	3%
TOTAL	12,203,042	100%	12,478,139	100%	13,501,605	100%

GROWTH OF

8%

COMPARED TO 2020

13.5

MILLION € IN TOTAL REVENUE

EBITDA 2.7

Contact

Barcelona

C/ Roc Boronat 147, 10ª planta
08018 Barcelona
Tel: 932 702 405

Bilbao

C/ Ercilla 17, 3º planta
48009 Bilbao
Tel: 944 352 644

Madrid

C/ Velázquez 64, 4ª planta.
28001 Madrid
Tel: 915 247 150

Valencia

Av. Aragón 30, bajos
46021 Valencia
Tel: 963 391 117

Zaragoza

C/ Joaquín Costa 4, 3º izq.
50001 Zaragoza
Tel: 976 227 669

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



Cristina Palacios Cobos

Director of Communications

cristina.palacios@gesdocument.com

www.gesdocument.com

www.gdasesoria.com

www.gdconsultores.com

www.gdglobalmobility.com

www.gdhumancapital.com

www.gdgestioncorporativa.com

Annexes - GRI Indicators

GRI	DESCRIPTION OF INDICATOR	SECTION	REASONS FOR OMISSION
GENERAL BASIC CONTENTS			
Organizational Profile			
GRI 102-1	Name of the Organization	Gesdocument y Gestión, S.A.U.	
GRI 102-2	Activities, brands, products, and services	Business Divisions, GD Technology	
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 2021, We are more	
GRI 102-8	Information on employees and other workers	We are more	
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.	Letter from the Director, Ethics and Transparency, Wellness and Safety Policy, Environment, Solidarity Projects.	
GRI 102-13	Membership of associations	Partners	
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	Our strengths	
Governance			
GRI 102-18	Governance structure	Governing bodies	
Participation of interest groups			
GRI 102-40	List of stakeholder groups	Partners	
GRI 102-41	Collective bargaining agreements	Workforce	

Annexes - GRI Indicators

GRI	DESCRIPTION OF INDICATOR	SECTION	REASONS FOR OMISSION
GRI 102-42	Identification and selection of stakeholders	Partners	
GRI 102-43	Approach to stakeholder engagement	Partners	
GRI 102-44	Key issues and concerns raised	Partners	
Reporting practices			
GRI 102-45	Entities included in the consolidated financial statements	N/A	Not applicable
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	Table of 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	Year 2021	
GRI 102-51	Date of last report	Year 2020	
GRI 102-52	Report drafting cycle	Annual	
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 2021, Moving Forward	
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 more	
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	Training and development	
GRI 404-2	Programs to improve employee skills and transition assistance schemes	Workforce	
Diversity and equal opportunities			
GRI 405-1	Diversity in governing bodies and employees	We are more	



GRI	DESCRIPTION OF INDICATOR	SECTION	REASONS FOR OMISSION
Complaint mechanisms for labor practices			
GRI 103-2	a. An explanation of how the organization handles the issue.	Ethics and Transparency, Quality	
	b. A statement of the aim 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		
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 GLOBAL
MOBILITY

gd GESTIÓN CORPORATIVA
MERCANTIL

gd CONSULTORES

gd HUMAN
CAPITAL

