

Type of external issue	Positive impact	Negative impact
1 Competitors		
2 Society		
3 Culture		
4 Labor code		
5 Laws		
6 Regulations		
7 Finance		
8 Economy		
9 Technology		
10. Others		
Type of internal issue		
1 Corporate culture		
1.1 Vision		
1.2 Why we exist, purpose, mission		
1.3 Core values		
2 Our products and services		
3 Technological resources		
4 Staff skills		
5 Absenteeism		
6 Turnover		
7 External providers*		
8 Others		

Update (date and name)		

* It is our choice, so this is an internal issue (decisions depend above all from us)