



**CORPORATE PROTOCOL FOR  
PREVENTING AND ADDRESSING  
HARASSMENT AT  
MAPFRE**

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## **1. INTRODUCTION**

This document defines and outlines MAPFRE's Corporate Protocol for Preventing and Addressing Harassment (hereinafter "***the Protocol***") to be implemented at the different companies and entities in the countries in which MAPFRE operates.

This Protocol is intended as a global mechanism to prevent, avoid or eliminate any type of harassment in the workplace, except in cases where a specific protocol may be required in a country according to the type of harassment and to local legislation.

## **2. DECLARATION OF PRINCIPLES**

Based on the conviction that MAPFRE's culture and values must protect the dignity, privacy, health, physical integrity and non-discrimination of the people who make up its organization, this Corporate Protocol for Preventing and Addressing Harassment at MAPFRE establishes the guidelines to prevent and, where applicable, correct any behavior that may constitute harassment.

Through a series of principles and measures, the Protocol is intended, firstly, to help maintain harassment-free labor environments. Secondly, it aims to guarantee that, should such situations arise, the appropriate procedures and channels are available to report, investigate and correct such behaviors by taking the necessary measures in each case.

To this end, the Protocol shall be implemented in every country under the following corporate principles:

- Compliance with the applicable internal and external regulations in each country regarding harassment and protection against harassment will be ensured.
- The entire MAPFRE workforce must help to ensure a labor environment in which people's dignity is respected.
- MAPFRE is expressly against any type of harassment at work, and it expressly categorizes any form of harassment in the workplace as intolerable, regardless of who the victim or the harasser may be in the reported situation.
- Workplace harassment is absolutely unacceptable and inappropriate, so MAPFRE as a whole shall act against it, as it does with any other form of inappropriate behavior.

- All personnel, as well as other people who fall within the scope of application of the Protocol, are entitled to make use of the procedure established therein with all its guarantees, and they must not be subjected to intimidation or to unfair, discriminatory or unfavorable treatment as a result of its use. Such protection shall be extended to anyone involved in the handling of procedures derived from the application of the Protocol.
- MAPFRE undertakes to investigate all complaints of alleged conduct constituting harassment that are handled under this Protocol with the utmost respect for privacy and absolute confidentiality. Likewise, objectivity and neutrality are guaranteed by the measures established therein.

Behaviors constituting harassment shall be considered very serious offenses, prompting MAPFRE to take the appropriate measures in accordance with the local laws of each country.

### **3. PURPOSE**

The purpose of this Protocol is to maintain a labor environment in which the fundamental rights of individuals are respected and any type of harassment is avoided.

To this end, MAPFRE has established principles and measures to ensure that behavior of this nature is neither allowed nor condoned under any circumstances, helping to create and maintain a healthy labor environment in which people's freedom and dignity are respected.

For these purposes, the Protocol includes:

- Definitions and key components of each type of harassment with the aim of identifying behaviors that could give rise to them.
- Prevention measures.
- Guiding principles for the response procedure in case of complaints concerning acts that may constitute harassment.
- The response procedure may be adapted in each country in compliance with applicable local regulations.

### **4. AREA OF APPLICATION AND SCOPE**

The Protocol shall apply to the following persons, regardless of the company, country and location in which they provide services:

- a) All workers in MAPFRE GROUP companies, regardless of the type of employment contract they have.
- b) People doing internships under any contract modality in force at any time, or with a work scholarship, as well as collaborators employed by subcontracting companies or temporary employment agencies.
- c) Members of the administrative body and bodies derived from it or to which it delegates, and members of the management or supervision bodies of MAPFRE GROUP companies, including non-executive members.
- d) People whose employment relationship with the MAPFRE GROUP has ended, regardless of the circumstances.
- e) People whose employment relationship with MAPFRE GROUP companies has not begun and who are participating or have participated in a selection process (candidates).

The procedure established in this Protocol shall not be initiated when the reported person does not fall within any of the groups indicated in the previous sections. However, in these cases, MAPFRE's Human Resources Division in the country in which the affected person performs their activity shall take the necessary measures to guarantee a harassment-free labor environment.

The scope of this Protocol is global, and it shall apply to situations of harassment occurring not only during working hours and in the workplace, but also outside the workplace and working hours in relation to the work or as a result thereof, which may take place, among others, in the following areas:

- a. in the workplace, including public and private spaces used as a workplace;
- b. in places where workers take their breaks or eat, or in sanitary or restroom facilities;
- c. during journeys, trips, events or social or training activities related to work;
- d. in the framework of work-related communications, including those sent using computer and communication technologies;
- e. on the commute between home and the workplace.

## **5. DEFINITIONS**

By way of example, the types of harassment that may be considered as such within the framework of the Protocol are listed below.

Depending on who is carrying out the harassment, it can manifest in various forms:

- a) Top-down harassment: the harasser is the victim's superior.
- b) Horizontal harassment: occurs between people of the same level.
- c) Bottom-up harassment: the harasser is the victim's subordinate.

- **Workplace bullying**

Workplace bullying is understood as any conduct, practice or behavior that systematically and recurrently constitutes, in the context of the employment relationship, the undermining or infringement of a person's dignity, aimed at subjugating them emotionally and psychologically and seeking to sabotage their success, promotion opportunities or continuity in the job, creating a hostile, intimidating or degrading atmosphere and negatively impacting the labor environment.

The key components of workplace bullying behaviors may be summarized as follows:

- There is an intention to harm or a harmful effect: there is a real intention to harm an individual's professional and personal dignity or a harmful effect.
- Persistence over time.
- Violation of a person's fundamental rights.

- **Harassment based on sexual orientation**

In countries where this type of harassment occurs, any behavior carried out on the grounds of a person's sexual orientation, with the purpose or effect of infringing their dignity or creating an intimidating, hostile, degrading, humiliating and offensive environment, shall be considered as such.

- **Discriminatory harassment**

Any behavior constituting any of the illegal grounds of discrimination with the aim of infringing a person's dignity or creating an intimidating, hostile, degrading, humiliating, offensive or segregating environment.

- **Sexual harassment**

Without prejudice to the legal definition that may exist in each country, sexual harassment shall be understood as any verbal, non-verbal, physical or unwanted

behavior of a sexual nature that has the purpose or produces the effect of infringing a person's dignity.

- **Gender-based harassment**

Gender-based harassment is understood to be any behavior carried out according to a person's gender for the purpose or with the effects of infringing their dignity or creating an intimidatory, hostile, demeaning, humiliating and offensive environment.

## **6. PREVENTION MEASURES**

In order to avoid and prevent any infringement of the dignity, privacy and other fundamental rights of people in the labor environments of the MAPFRE GROUP, any behaviors that could be considered to fall within the aforementioned definitions are strictly prohibited.

In this regard, in each country where it operates, MAPFRE shall promote measures to prevent and avoid situations of harassment, based on the principle that all individuals have the right to privacy, dignity and non-discrimination in labor relations.

Specifically, MAPFRE undertakes to implement the following prevention measures in all countries where it operates:

- ✓ To distribute the Protocol to all members of MAPFRE, guaranteeing its accessibility.
- ✓ To inform and train its entire workforce on the content of the Protocol and raise awareness of the values of respect for dignity on which it is founded.
- ✓ To integrate actions for workplace harassment prevention and resolution into human resource management.
- ✓ To inform the Management and other team leaders of the need to apply these principles and take the necessary actions to guarantee their enforcement, also ensuring that the people under their supervision are not victims of workplace harassment.
- ✓ To inform the entire workforce of the obligation to ensure a suitable working atmosphere free of behaviors that could constitute harassment; as well as the obligation to observe the provisions of the Protocol and to use the procedure established therein responsibly.

- ✓ To promote an environment of respect in the workplace, instilling the values of equal treatment, respect, dignity and free expression of personality in the entire workforce.
- ✓ To prohibit insinuations or expressions contrary to the outlined principles in language, communications and attitudes.

## **7. GUIDING PRINCIPLES OF THE HARASSMENT RESPONSE PROCEDURE**

The internal Response Procedure at MAPFRE established in the Protocol (hereinafter the "**Procedure**") is intended to investigate and clarify the reported or known facts that may correspond to behaviors or acts constituting harassment, as well as, where appropriate, to propose measures to resolve the potential situation. The guiding principles of the Procedure, which constitute a common framework of guarantees, are thus defined as follows:

- Complaints filed in good faith: Anyone who reports behaviors that could constitute harassment must act in good faith and refrain from deliberately making false accusations.

A complaint filed in good faith is made without malice or the intention of obtaining any personal gain or harming the reported person, provided that the filer has reasonable grounds to believe that a situation constituting harassment may be taking place.

Any worker who knowingly or negligently files a complaint that is manifestly false or in bad faith may be subject to the appropriate disciplinary measures.

In contrast, any worker who files a complaint in good faith shall not be subject to any disciplinary action, even if it is later demonstrated that the complaint filed was inaccurate or unfounded.

- Respect and protection of people: Actions or proceedings shall be carried out with due respect for the people involved, who may in no way receive unfavorable treatment for their participation in the Procedure.
- Confidentiality: All parties to the investigation Procedure are required to maintain strict confidentiality and secrecy, without disclosing or sharing information about the investigation carried out.



- Diligence: The reported behavior must be investigated and resolved without delay, so that the Procedure may be completed as quickly as possible.
- Comprehensive investigation: A rigorous investigation of the reported events is guaranteed.
- Collaboration: All parties summoned in the course of the Procedure have the duty to be involved in it and to cooperate with it.
- Due process: An impartial hearing and fair treatment must be guaranteed to all parties involved. All parties must seek, in good faith, the truth and the clarification of the allegations.
- Proof of accreditation: No action shall be taken against any person who is accused of committing harassment, in any of its forms, until the facts are effectively accredited.
- Health protection: On its own initiative or at the request of the alleged victim, the Investigating Body may adopt the measures it deems necessary to guarantee the affected workers' right to health protection. Any measures adopted must be recorded in the case file under investigation.
- Prohibition of retaliation: Retaliation against anyone who files a complaint, appears as a witness, or assists with, participates in, or is required to conduct an investigation of alleged harassment is expressly prohibited.
- Adoption of measures: MAPFRE may adopt disciplinary or any other measures deemed appropriate against the reported person if the facts are accredited, and against anyone who files false complaints or complaints in bad faith.

## 8. RESPONSE PROCEDURE

In the event that a complaint is filed or there is knowledge of behavior that may constitute harassment, the internal response procedure at MAPFRE (hereinafter the "**Procedure**") is set forth as follows:

The Procedure shall have the purpose of investigating or clarifying the allegations, as well as, when applicable, proposing measures to resolve the potential situation.

In the event that MAPFRE has evidence that any of the aforementioned behaviors or actions have allegedly been committed, it shall be required to complete the Procedure in order to take disciplinary action or adopt the measures it deems appropriate.

## **8.1. Complaint Process**

### **8.1.1. Complaint channel**

Any employee who believes that they are being harassed or subjected to behavior that could be considered harassment must report it to the local Human Resources Division of the corresponding company. In turn, the local Human Resources Division must send the complaint to the MAPFRE Corporate People and Organization Area, which shall receive it in strict observance of the confidentiality and data protection principles.

In addition, complaints regarding potential harassment may be filed with any legal representative of the workers, who shall immediately report it to the company's local Human Resources Division, attaching the documentation that, if applicable, has been submitted to them.

If the complaint is not filed directly by the person allegedly affected, this point must be made known to them.

The complaint must be made in writing. However, verbal complaints may be submitted in countries where they are legally enforceable under local regulations, provided that the person to whom the complaint is made collects it in writing, and it is signed by the filer.

Any employee who is aware of conduct that may constitute harassment must immediately notify their Human Resources division.

If MAPFRE becomes aware of a situation that could potentially constitute harassment, it may encourage, on its own initiative, this internal response procedure to be carried out through the local Human Resources division without a complaint being filed in this regard.

Complaints relating to matters corresponding to other types of claims will not be processed through the Procedure and must be handled through the appropriate mechanisms.

The Procedure shall be applied regardless of the legal actions that the filer may initiate before any administrative or judicial authority.

### **8.1.2. Complaint requirements**

The complaint must contain the following information:

- Identification of the filer and their contact information.

- Identification of the reported party and position held.
- Identification of the alleged victim and position held.
- A chronological and detailed description of the facts (since when have the facts been known, people involved, origin of the conflict, events that occurred, specifying places and dates, etc.)
- Identification of potential witnesses.
- Copy of the documentation proving the facts or other information deemed pertinent.
- Request for the presence and participation of the workers' legal representatives.
- Filer's signature as proof of their agreement with everything included in the complaint.

Anonymous complaints will also be allowed in countries where required by local legislation.

## **8.2. Investigating Body**

The Investigating Body shall be appointed by the local Human Resources Division.

The Investigating Body shall consist of at least two people, and in countries where the Investigating Body is required to be made up of more than two people, it shall be composed of the number of people established by local legislation. The members of the Investigating Body may be MAPFRE employees or external professionals who have, in any case, the proper training in this matter. The persons who make up the Investigating Body at any time, whether internal or external, must meet the conditions of eligibility, objectivity and impartiality required by the procedure.

The Investigating Body shall take the necessary actions to investigate and clarify the allegations and to prevent the alleged harassment that has been reported from continuing, for which the appropriate measures will be taken.

The Investigating Body may seek the collaboration or assistance of external professionals during the Procedure when it deems it appropriate.

No person with a relationship of kinship, friendship or manifest enmity, or of immediate hierarchical superiority or subordination with respect to the affected person or the reported person may participate in the investigation.

### **8.3. Precautionary measures**

At any time, for the duration of the procedure, the Investigating Body may adopt the precautionary measures it deems appropriate based on the severity of the reported behavior and the apparent veracity of the evidence provided.

Such measures shall have the purpose of facilitating the investigation and normalizing or preventing harm to the labor environment, as far as possible, for the duration of the investigation.

In addition, any precautionary measures that may be adopted, where applicable, must be reasonable and proportionate to their intended objective, that is, to prevent further events from occurring during the investigation that may aggravate the situation, generating greater harm to the persons allegedly involved.

The Investigating Body may adopt, among others, the following precautionary measures based on the severity of the reported conduct and the apparent veracity of the evidence provided: the temporary physical separation of the affected persons or the granting of paid leave to one or all of the affected persons.

### **8.4. Steps in the Procedure**

#### **8.4.1. Preliminary actions**

The Investigating Body shall make initial contact with the filer within a maximum of five business days of receipt of the complaint.

Through said initial contact, the Investigating Body and the filer shall carry out a joint analysis of the reported facts, after which the filer shall confirm or refute the complaint.

If the filer is different from the person who is allegedly suffering from harassment (hereinafter "**the affected person**"), the Investigating Body shall hold a meeting with the affected person to analyze and confirm or refute the facts reported by the filer.

Once the complaint is confirmed, the Investigating Body:

- ✓ Shall inform the affected person that they will be able to access any information that may be required for the Procedure.

- ✓ Shall inform the affected person that the information to which the Investigating Body has access in the course of the Procedure and the minutes drawn up shall be treated confidentially and shall remain confidential, without prejudice to the fact that they may be used by the company in a judicial or administrative proceeding.
- ✓ May agree, from this initial phase, to adopt precautionary measures in those cases in which the circumstances make them advisable.
- ✓ Shall offer the affected person the option of attempting to resolve the problem through a mediation procedure, if the allegations so allow and it deems it appropriate. Otherwise, the formal investigation procedure will be opened.

#### 8.4.2. Mediation procedure

The mediation procedure aims to resolve the dispute in an agile, simple, discreet and confidential manner, provided that the Investigating Body, after an appropriate assessment of the complaint received, considers that the dispute may be adequately resolved through this means.

If the circumstances allow such mediation, the actions of the Investigating Body would focus on one interview with the reported person and another with the affected person, in order to mediate in the process, providing advice and proposing practical solutions to both parties.

The Investigating Body shall assess the suitability of holding a joint meeting and, where appropriate, propose it to the reported person and the affected person for their consideration and, if both parties agree, for it to be held.

The Investigating Body shall draw up a short statement with the conclusions reached during the mediation, indicating whether or not it has been possible to reach an agreement to put an end to the dispute.

- If an agreement has been reached: the Investigating Body shall terminate the process and, when applicable, adopt the measures it deems appropriate to prevent the reported events and situations from occurring in the future.
- If an agreement has not been reached: the mediation procedure shall be concluded and the formal investigation procedure shall be initiated.

The preliminary proceedings and mediation procedure shall last a maximum of 10 business days. However, the Investigating Body may decide to extend this period based on the complexity or progression of the matter.

#### 8.4.3. Investigation procedure

The investigation Procedure shall be initiated when the mediation process has not been considered appropriate, or when the mediation has taken place without reaching an agreement that puts an end to the situation that gave rise to the complaint.

The investigation Procedure shall have a duration of 10 business days from the date when the Investigating Body decides to initiate it.

However, the Investigating Body may decide to extend the aforementioned period in view of the particular complexity of the investigation process and the volume of evidence to be examined or analyzed. In such cases, it must inform both the affected person and the reported person of said extension.

- Investigation

The Investigating Body shall establish the work plan under the following guidelines:

- ✓ It shall re-assess the need to adopt precautionary measures.
- ✓ It shall determine the evidence to be examined, establish the procedure for obtaining it, and examine the determined evidence, duly storing it.
- ✓ It shall collect such information as it deems necessary about the environment of the parties involved.
- ✓ It shall determine the people to be interviewed, fundamentally based on the proposals of the affected person and the reported person.

Within the framework of the aforementioned interviews to clarify and investigate the allegations, the Investigating Body:

- Shall inform the interviewees about the possibility of accessing any information that may be required to complete the investigation procedure.
- Shall inform the interviewees that the information to which they have access in the course of the investigation and the minutes that are drawn up shall be treated as sensitive and confidential.

- Shall advise the interviewees that all statements made in the interviews, both by them and by the people leading the procedure, are confidential, and they shall therefore be instructed not to reveal the content of the interviews to anyone.
- At the request of the allegedly affected person or the reported person, the Investigating Body shall offer the interviewees the option of having a legal representative of the workers present during the interview. In this case, the Investigating Body shall remind the legal representative of the need for extreme secrecy given the confidentiality of the investigation.
- ✓ It shall draw up minutes of all the meetings and interviews that are held, guaranteeing the utmost confidentiality and secrecy of its content. These minutes, signed by the participants, shall remain in the possession of the Investigating Body.

The Investigating Body shall inform the parties directly involved (filer of the report and reported person) of the procedure to be followed.

#### 8.4.4. Resolution

Once the formal investigation Procedure has been completed, the Investigating Body, within a period of five business days, shall prepare a final report of conclusions (hereinafter the **Conclusions Report**) that shall be submitted to the Corporate People and Organization Area at MAPFRE and to the Human Resources Division of the company or companies in which the affected and reported parties provide services. In such report, the measures to be adopted will be proposed depending on whether or not harassment has been confirmed.

Furthermore, the Investigating Body shall inform both the affected person and the reported person in writing of the main conclusions reached in the Conclusions Report prepared for this purpose, as well as the legal representative of the workforce when the latter has been involved in the process at the request of any party involved (filer of the report and reported person).

**If the Conclusions Report confirms that harassment has taken place**, the Human Resources Department of the company in which the reported person carries out their activity shall impose the appropriate measures, in line with the applicable disciplinary system.

**If the Conclusions Report determines that no harassment has taken place, or concludes that it has not been possible to verify the allegations,** the case shall be closed, ending the process.

If, due to the investigation carried out, the Investigating Body confirms the absence of harassment, but it becomes clear that an underlying personal conflict has been generated in the workplace, the Investigating Body shall indicate this finding in its Conclusions Report so that the Human Resources Division of the company or companies in which the affected person and the reported person provide services may make the decisions it deems appropriate.

**If the Investigating Body determines that a false complaint was filed intentionally, or that it was filed with the intent of harming the reported person,** the Investigating Body may urge the Human Resources Department of the company in which the filer of the complaint is employed or provides services to take the measures deemed appropriate.

8.4.5. Measures to be adopted after an investigation procedure in which harassment has been confirmed.

Once the investigation has concluded and harassment has been verified, the Investigating Body may propose such measures as are appropriate with respect to the harassing person, as well as the measures that it considers necessary to facilitate the harassment victim's recovery, which may include the following:

- Psychological, medical and social support for the harassment victim.
- Modification of any working conditions that are deemed beneficial for their recovery, with the prior consent of the harassed worker.
- Training or retraining for the victim's professional development if the latter has remained on temporary disability for a prolonged period of time.
- Any other measure that is considered advisable.

8.4.6. Other considerations

The regulations and procedures established under this Protocol do not prevent, at any time, any other action to invoke the administrative, social, civil or criminal liabilities, as the case may be, derived from the harassment from being pursued and processed.

8.4.7. Communications

The Health and Safety Committee or the equivalent body in the country will be informed of cases of harassment that take place when required under local regulations.



## **9. APPLICATION AND ENTRY INTO FORCE**

The content of the Protocol is applicable globally and enforceable at all MAPFRE GROUP companies and entities, as well as for the persons who fall within the scope of application.

This Protocol replaces the previous one and will enter into force on March 1, 2023.