

## HEALTH, SECURITY, ENVIRONMENT, QUALITY, AND SOCIAL RESPONSIBILITY POLICY

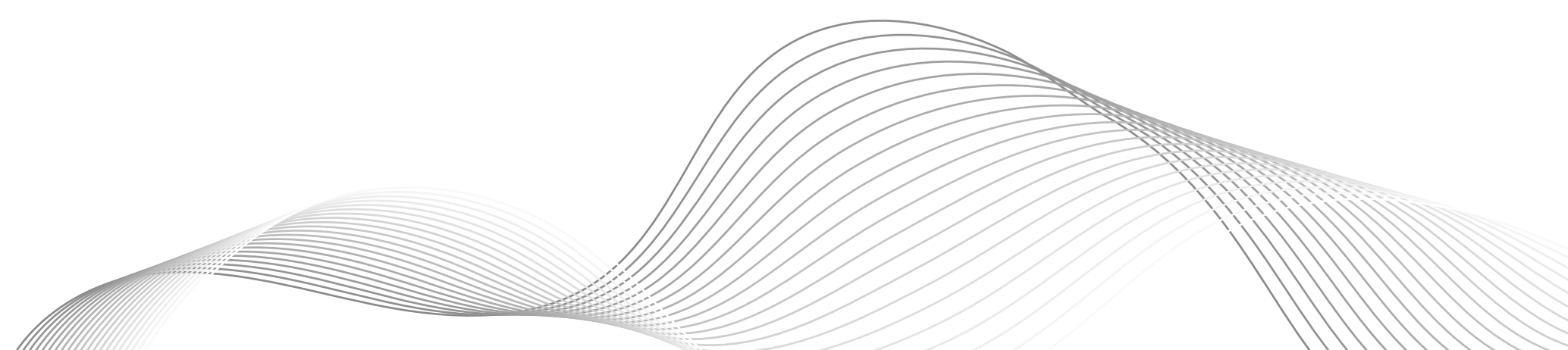
At TELEPERFORMANCE MIDDLE AMERICAS REGION (TP MAR), a leading multinational company in innovation, technology, and development, we always offer an exceptional experience, the result of our passion and dedication to excellence. We are committed to:

1. Prevention of occupational injuries and illnesses.
2. Environmental protection and sustainable development.
3. The satisfaction of our customers and continuous improvement.
4. Equity, inclusion, diversity, non-discrimination, job sustainability, ethics, and transparency.
5. The confidentiality, integrity, and security of the information.

### To achieve our commitments, all levels of the organization take responsibility for:

- Continuously improve processes through the implementation and maintenance of the Integrated Management System for Occupational Health and Safety, Environment, Quality, Corporate Social Responsibility, and Information Security (HSEQ+CSR+IS-IMS), ensuring compliance with applicable legal requirements (national and international), regulatory, organizational, and contractual (of the client), of human and labor rights determined by the International Labor Organization (ILO).
- Promote working conditions in safe and healthy environments for the prevention of injuries and deterioration of health, promoting a social appropriation of care, avoiding the occurrence of incidents, accidents, and diseases in any form of work.
- Reduce or eliminate occupational health and safety risks through hazard identification, risk assessment and assessment, as well as the establishment and compliance with controls.
- Adopt health protection and promotion measures for the prevention of diseases associated with biomechanical, psychosocial, biological (including COVID-19), physical and chemical risk, as well as control mechanisms for the prevention of accidents associated with safety conditions.
- Maintain processes for communication, consultation, and participation of workers, through easily accessible channels, as well as cooperation with the different committees of the organization.
- Promote an environment of good coexistence for the prevention of workplace harassment and sexual harassment behaviors.
- Mitigate the negative environmental impacts generated by the activities developed in the organization and prevent environmental pollution to contribute to the protection of the environment.

- Promote environmental awareness, thus ensuring the integral management of solid waste (use and final disposal), the rational use of water and energy resources, adaptation, and contribution to climate change.
- Promote sustainable and sustainable development, promoting social actions in communities and the environment, forging commitment to the development of social initiatives that benefit and generate high impact in communities.
- Promote confidentiality, integrity, and availability as fundamental principles of Information Security.
- Implement technological innovations that help improve tasks and processes related to Information Security.
- Identify, mitigate, and manage risks based on strict compliance with corporate security controls, aligned with local legislation, international standards, privacy regulatory requirements, and information security.
- Promote the user's awareness of the organization about possible threats and situations that may negatively affect the fundamental principles of Information Security.
- Maintain a system of continuous improvement to the technological infrastructure of the organization, which allows to have the necessary resources to carry out an effective risk management.
- Meet customer requirements and provide innovative solutions to our customers' services.
- Implement strategies that ensure the monitoring and measurement of the performance of the management system.
- Review and update annually the strategic objectives for the continuous improvement of the organization.
- Train and develop staff according to the requirements, needs and technological innovations that the organization considers pertinent, for the execution of the work and the continuous improvement of quality levels.
- Promote strategies to mitigate social and labor risks with emphasis on extreme poverty, equality, gender equity, non-discrimination, and applicable labor legal requirements.
- Develop strategies that guarantee compliance with international covenants and commitments related to social responsibility, the United Nations Global Compact, sustainable development goals, principles of sustainability, principles of equity and protection of human rights.
- Implement good governance guidelines based on ethics, transparency, equity, and diversity, objecting to any illegal and fraudulent practice contrary to the organization's code of ethics and conduct.
- Promote a culture of equity and respect for the opportunities of workers, allowing them to develop professionally, guaranteeing the right to equal opportunities and non-discrimination based on gender, age, race, disability situation or any differential element, maintaining transparency in selection, hiring and promotion processes or other elements of action that allow and seek the improvement of the worker.



## To meet these commitments, the organization:

- Promote sustainable and sustainable development, promoting social actions in communities and the environment, forging commitment to the development of social initiatives that benefit and generate high impact in communities.
- It provides mechanisms, time, training and information for the consultation and participation of all workers and their representatives, providing spaces for sustainable and sustainable development.
- Implements all hygiene and sanitation measures, complying with high biosecurity standards.
- Defines safety and quality standards for best practices in our services.
- It trains and permanently develops the knowledge and skills of workers both in the functions of their activities and in HSEQ+CSR+IS-IMS topics.
- Ensures mechanisms for reporting hazards and events that compromise the safety of people and information.
- Promotes a culture of safety that leads to the adoption of safe practices.
- Implements various strategies to mitigate environmental impacts.
- It establishes actions that make contributions in the environmental environment, social environment, and economic environment, as well as the consideration of the objectives of sustainable development.
- Verifies compliance with the requirements for contractors and suppliers, monitoring and promoting mutual responsibility, adhering to the code of ethics and added value towards socially responsible management.
- It provides innovation and transformation of services towards continuous improvement and meets customer expectations and requirements.
- It promotes the execution of social projects for the fulfillment of solidarity actions that allow to lead to an improvement in society.
- It guarantees the protection of human rights, prohibition of child and forced labor to provide justice and coexistence in a healthy and egalitarian environment.

Compliance with this policy is mandatory for all workers, contractors, suppliers, visitors, and other interested parties, who will be responsible for knowing and applying the corresponding Occupational Health and Safety, Environment, Quality, Corporate Social Responsibility, and Information Security rules and procedures.

This policy should be permanently available and disseminated to all levels of the organization and other relevant stakeholders on the different work fronts. Its review shall be carried out at least once a year by senior management, in conjunction with workers' representatives and members of the integration committee and the committees or commissions on health and safety and hygiene at work.

*Andrés Bernal*

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