



**kovecta**

**Health  
and safety at  
work policy**

**Corporate Policies 2025**

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01

# Purpose

The objective of this Health and Safety at Work Policy (hereinafter, the “Policy”), which is part of the Human Resources Framework Policy, is to establish and disseminate the basic and general rules of Konecta, a multinational group of companies specializing in the provision of customer management services and digital solutions (hereinafter, “Konecta”, the “Enterprise”, the “Company”, or the “Corporation”), which serve as a framework for its management to guarantee safe and healthy working conditions, both for its own personnel and for contractors or persons under the supervision of the company.

This Policy responds to the expectations of its stakeholders (employees, clients, partners and shareholders, investors, financial entities, suppliers, public administration, and regulatory entities), referring to all company actions in this matter, within the framework of its activity, and will be available on the corporate website ([www.konecta.com](http://www.konecta.com)) to ensure it can be consulted by all interested parties.

As a signatory of the UN Global Compact, which the company joined in 2004, Konecta assumes the Principles of the United Nations Global Compact and aligns with its Sustainable Development Goals (SDGs), specifically SDG 3 in this matter. These are indispensable conditions for the defense of human rights, sustainable development, and the achievement of the 2030 Agenda.

To this end, it will responsibly manage the technical, human, and material resources necessary to achieve its objectives.



02

# Scope of application

This Policy is included within the scope of application of the Human Resources Framework Policy and extends to all Konecta entities, supported by the company's general management.

Consequently, it is mandatory for the members of the administrative bodies and for all Konecta workers, regardless of the position or function they hold within the organization or their geographical location.

Notwithstanding the foregoing, its scope of application may be extended, when necessary and possible due to the nature of the relationship, to all those natural and/or legal persons linked to Konecta by a business or professional relationship other than employment: suppliers, contractors, and workers in the supply chain, and business partners.

The Human Resources Department—specifically the area responsible for health and safety and the prevention of occupational risks in each country—is responsible for the management and monitoring of the plans and actions developed to guarantee the health and safety of workers in the development of their work activity.



**03**

# General principles of action

Konecta's objective is to reduce occupational risks. This commitment includes the prevention of occupational accidents, injuries, as well as the promotion of physical, social, and mental health in the workplace for workers, whether directly or indirectly hired, depending on the nature of the activity and the identified risks inherent to the company.

It relies for this on the participation and collaboration of the company's management, personnel designated by it in the different management departments, workers' representative bodies in those countries where this figure is formed, as well as the workforce itself.

The application of this Policy includes the following guiding principles:

- All workers, regardless of the position they hold, acquire the commitment to abide by the applicable safety rules according to the activity they carry out, respect them, and ensure their compliance.
- Protect people from the risks inherent to their job by identifying, evaluating, and managing them, always aimed at avoiding or mitigating them, improving working conditions and the environment.
- Develop, apply, and maintain a preventive culture for the continuous improvement of health and safety management and working conditions, incorporating the preventive aspects of the company's activity at all levels of decision and responsibility, and adopting the measures established in the applicable regulations in each country.
- Promote continuous health surveillance of its workers, both physical and psychosocial, to guarantee a correct match between the professional and their job. These preventive measures will also be required of suppliers who carry out their activity within the company's facilities.
- Foster the dissemination of this Policy and the principles contained therein, encouraging the participation and commitment of the workforce to ensure everyone's safety, making appropriate use of the facilities and ensuring their maintenance.
- Promote training, competence, and awareness in occupational safety and health matters for workers, enhancing a culture that promotes co-responsibility in this area. The information, consultation, and participation of workers will be fundamental for these principles to be known, understood, developed, and maintained.
- Guarantee interdepartmental collaboration, working on integration and accessibility projects, adapting positions to particularly sensitive personnel, ensuring equity among people, and considering diversity as a positive value that always adds up.
- Adapt working conditions, whether physical, organizational, or of any other kind, to the special needs of the employee collective made up of people with reduced mobility or other types of disability.
- Promote and collaborate in the design and improvement of processes that intervene in the psychological well-being of workers, such as assertive communication, motivation, training, personal promotion, as well as acting against any form of sexual or psychological harassment.

- Foster participatory leadership committed to occupational health and safety, which acts through positive modeling, promotes teamwork, and clear and fluid communication.
- Promote actions that favor healthy habits, physical and emotional well-being, and awareness of health and safety at all levels of the organization.
- Conduct systematic audits, when required, that allow verifying compliance, evaluating the effectiveness of preventive plans, and identifying opportunities for improvement, thus ensuring the constant evolution of performance in occupational health and safety.

The Health and Safety at Work Policy is developed in local prevention and emergency plans, adjusted to the risks and foreseeable scenarios in each work center, which guarantee a rapid, coordinated, and effective response, protecting the physical and psychological integrity of the workers, as well as the operational continuity of the organization.

Konecta informs all its suppliers of the need to actively commit to improving working conditions, developing the necessary protocols for the health and safety of workers, by incorporating aspects of occupational risk prevention into their selection and hiring processes so that the execution of works, acquisition and installation of equipment, and performance of activities by external personnel are carried out at appropriate levels of health and safety.

These principles of action respond to the impacts, risks, and opportunities (IROs) derived from the applicable material topics: occupational health and safety, diversity, equity, and inclusion, labor conditions and equal treatment and opportunities in the supply chain, compliance and corporate ethics, and supplier management.

Both workers and any third party who suspect or are aware of any behavior that contradicts the principles expressed in this Policy must transmit their information, doubts, or concerns, confidentially and without fear of reprisal, through the Information Channels available on the corporate website via the URL: <https://konecta.integrityline.com>, in accordance with the procedure PG COR 26 Information Channels, available in the same space, which specifies the different available channels and the nature of the communication that can be made through them.

This channel is available 24 hours a day, 7 days a week. No reprisal will be tolerated against anyone who, in good faith, communicates facts that could constitute a breach of this policy, and the guarantees and protections established by the applicable regulations and legislation will be applied to the communicators.

The pertinent disciplinary measures will be applied for non-compliance related to this policy in accordance with internal regulations and the legislation in force in each country, without prejudice to administrative or criminal sanctions that may also result therefrom, if applicable, and that may be imposed by the competent authority.

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# Update and review

The Health and Safety at Work Policy will be reviewed and updated periodically, or when necessary, to adjust it to the changes that the business model undergoes or that may occur in Konecta's field of action or as a consequence of the approval of directly applicable regulations, ensuring its effectiveness and compliance.

NOTE: This Policy has been reviewed and approved on 16 December 2025 by the highest governing body and replaces any previous version thereof, with only this document being valid from the date.

### Version Control

Version	Review date	Reviewed	Validated	Approved	Reason for change
2	06/22/2021	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	General Policy Review
3	12/19/2022	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	General Policy Review
2	12/16/2025	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	Alignment with legal requirements  Alignment with the new format and branding  Consolidation of the framework policy and its dependent policies into a single document