

konecta

A photograph of two men in a professional setting. The man on the left is wearing a blue denim shirt over a dark striped t-shirt and glasses, smiling. The man on the right is wearing an orange button-down shirt over a grey t-shirt, glasses, and a backpack, holding a coffee cup and pointing at a tablet held by the first man. They are standing in front of a wooden table with some papers on it.

Human resources framework policy

Corporate Policies 2025

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01

Purpose

The objective of this Human Resources Framework Policy (hereinafter, the “Policy”) is to define, design, and disseminate the sustainable People management model 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”), necessary for the development of its business strategy and the implementation of its corporate culture and values, ensuring a safe, fair, and inclusive work environment, promoting the well-being and enhancing the development of its workers wherever it operates, respecting local particularities.

This Policy is an extension of Konecta's regulatory framework and includes basic guidelines that complement the contents of the Code of Ethics regarding sustainable human capital management and covers the policies on Health and Safety at Work, Human Rights and Diversity, Equity and Inclusion Likewise, it responds to the expectations of its stakeholders (employees, clients, partners and shareholders, investors, financial entities, suppliers, public administration, and regulatory entities), with reference to all company actions in this matter, ensuring scrupulous compliance with the laws and regulations in force in each country, its own requirements, and international standards.

This Policy will be available on the corporate website (www.konecta.com) to ensure it can be consulted by all interested parties.

As a signatory of the UN Global Compact, which Konecta joined in 2004, and to contribute to the agenda set by the United Nations for sustainable development, the company, for the sustainable management of its human capital, assumes the Guiding Principles of the United Nations Global Compact and its Sustainable Development Goals (SDGs) 3, 4, 5, 8, 10, 16, and 17, approved by the United Nations within the framework of the 2030 Agenda. All this is in line with fundamental principles such as the Universal Declaration of Human Rights, those established by the International Labour Organization (ILO), and the OECD.

Konecta's commitments are:

- To attract, manage, promote, and retain the best talent, valuing merit and intellectual capital.
- To promote ethical and responsible behavior.
- To guarantee equal opportunities and non-discrimination.
- To promote a diverse, inclusive, and respectful professional environment.
- To prevent harassment and promote work-life balance.
- To train workers and boost their professional and personal development.
- To guarantee a safe and healthy work environment.
- To respect free association.

02

Scope of application

This Policy is of global application for all Konecta entities as part of its Compliance Program, and is supported by the company's general management.

Consequently, its content must be strictly observed for all Konecta workers, regardless of their position or function or 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.

Given that many of Konecta's companies are domiciled outside the European Union, the internal regulation will be adapted to the specific regulations of each State, respecting and ensuring the basic principles collected here, aspiring to obtain continuous improvement to guarantee the well-being and professional development of the workers, as well as equal treatment and opportunities, gender equity, diversity, and inclusion of workers, directly or indirectly hired, and zero tolerance for discriminatory behaviors or practices or those that violate human rights.



03

General principles of action

This Human Resources Framework Policy reflects the express commitment of the company to determine and establish the guidelines and adequate support for the development of actions that guarantee the aforementioned commitments in relation to its workers. Thus, Konecta's human capital management is guided by the following principles:

- **Ethical Behavior At Work:** Promotes and drives compliance with its Code of Ethics, which includes the catalog of ethical principles and rules of conduct that must govern the actions of all company workers, including communication through the Information Channels of any suspicion, doubt, or information related to deviations from what is established in said Code or non-compliance with the guidelines of this Framework Policy and its related policies.
- **Protection Of Human Rights:** Respects and protects human and labor rights recognized in international legislation and the regulations in force in each country, as well as international standards and good business practices in the field of managing workers.

In this regard, Konecta maintains a zero tolerance policy against the violation of fundamental human rights and any form of modern slavery—understood as forced or compulsory labor, servitude, child labor, and human trafficking, as well as deceptive hiring of labor and services—both in its operations and in its commercial activities and supply chains.

The specific policy related to human rights is attached in Annex 1.

- **Selection And Hiring:** Guarantees rigorous and impartial processes, avoiding biases, so that selection and hiring are carried out attending exclusively to criteria of merit and ability, with the purpose of attracting the talent the business requires and incorporating people whose values are aligned with those of the company.

For this, throughout the entire process and in its final phase, all candidates who fit the profile of knowledge, skills, abilities, and competencies required for the different jobs will be included, promoting fair treatment during the process.

The use of any AI tool in people management processes, including recruitment, shall require prior evaluation and validation in accordance with the company's AI Governance and Management Policy and the Corporate AI Procedure (PG COR 34), ensuring compliance with the principles of:

- **Human supervision:** AI is a support tool; control and final decision-making will always rest with people.
- **Equity and non-discrimination:** Ensure that AI systems do not perpetuate existing biases and promote equal opportunities.
- **Transparency:** Inform workers and candidates about the use of AI in human resources processes.
- **Privacy:** Data management will be carried out in accordance with the company's privacy policy and current legislation, guaranteeing the confidentiality of the information.

- **Promotion And Equity – Talent Management:** Commits to internal promotion and talent retention. Development opportunities are based on objective criteria of performance, competence, potential, and merit. The company's people strategy includes a value proposition aimed at its professionals in order to foster the selection, hiring, promotion, and retention of the best talent, valuing internal talent in the process. A fundamental part of this commitment is the promotion of training as a fundamental aspect for the qualification and development of its human team, and as a gateway to promotion opportunities within Konecta.
- **Training:** Drives the professional development of its workers through training, providing them with the necessary means, programs, and tools to enhance their skills and competencies. The training offered must meet the needs of individuals according to their position and their functions in the organization, and must be aligned with the objectives and strategy of the company.

This allows both the execution of the assigned work with the quality and efficiency levels required by the company, as well as obtaining the necessary knowledge that allows staff professional promotion to other jobs and their personal improvement.

All employees must be involved in their professional development, participating in and taking advantage of the training actions that the company makes available to them to increase their competencies and keep their knowledge permanently updated.

- **Equal Opportunities And Non-Discrimination:** Commitment to developing guidelines and actions that guarantee equal treatment and opportunities, gender equity, and diversity and inclusion for workers, whether directly or indirectly hired.

To this end, it ensures fair, transparent, and unbiased processes—based on the qualification, performance, and conduct of individuals—in selection, hiring, development, promotion, salary policy, work-life balance, occupational health, and working conditions of workers that guarantee real equality between women and men, and the diversity of profiles for all positions and at all levels within the company.

Konecta declares zero tolerance for discriminatory behaviors or practices, contrary to its values and culture, associated with prejudice based on, among others, racial and ethnic origin, color, sex, sexual orientation, gender identity, disability, age, religion, political opinion, national ancestry, or social origin, or other forms of discrimination contemplated in European Union regulations and the local legislation of the countries where the company operates.

Furthermore, it fosters an environment free of harassment, ensuring that all its workers can carry out their activity in a work environment where dignity and respect prevail.

- **Diversity and Inclusion:** Promotion of an environment where generational, cultural, functional, and sexual diversity is respected and enhanced as a source of innovation and value, based on the contributions of a heterogeneous human team in which different cultures, generations, and abilities converge.

- Generational diversity: Integrating the contribution of all people regardless of their age.
- Gender diversity: Guaranteeing equal opportunities among all workers, regardless of gender, sex, sexual orientation, identity, and gender expression.
- Cultural diversity: Incorporating the value currently offered by cultural globalization.
- Functional diversity: Facilitating that people with disabilities can contribute their talent and abilities without limitations or barriers.
- Diversity of sexual orientation and identity: Ensuring the right of people not to be discriminated against for their sexual orientation and identity.

To this end, the company:

- Promotes diverse representation at all hierarchical levels of the organization.
- Establishes reasonable adjustments and universal access in processes and workspaces, in order to eliminate physical, technological, and attitudinal barriers.
- Encourages all levels of supervision to promote compliance with this policy among their teams by their example, demonstrating their commitment to diversity, equity, and inclusion through their behaviors.
- Guarantees equity, diversity, and inclusion in all talent management processes: selection, hiring, development, promotion, salary policy, work-life balance, occupational health, and working conditions of workers that guarantee real equality between women and men, and the diversity of profiles for all positions and at all levels within the company.
- Fosters neutral, inclusive, and non-discriminatory language in both internal and external communications.
- Promotes training aimed at the company's professionals in order to eliminate unconscious biases, prevent situations of labor and sexual harassment, and foster respectful and equitable coexistence.
- Disseminates and extends Konecta's commitment to diversity, equal opportunities, and inclusion to other interest groups, especially suppliers and contractors, through its Code of Ethics and purchasing processes.

Likewise, Konecta's strategy includes a strong commitment to equal opportunities, favoring the integration of people at risk of exclusion into its workforce by applying a specific hiring process that includes selection, adapted training, and particular follow-up of each person until their full integration.

To this end, appropriate awareness and training mechanisms are fostered to help teams understand the needs of these groups, incorporate best practices associated with this dimension of diversity, and expressly reject any direct and indirect discrimination at all levels.

The specific policy related to Diversity, Equity, and Inclusion is attached in Annex 2.

- **Work-Life Balance:** Konecta is committed to work-life balance, promoting the organization of working conditions and implementing measures that facilitate the best balance, especially those related to workplace flexibility.

In this regard, it establishes measures that guarantee that workers can effectively enjoy their rest time and vacations, likewise, that their personal and family privacy is preserved, regardless of the workday they have established or whether they perform their work partially or totally in the remote work modality, better known as “non-presential modality”.

Konecta will guarantee the right to digital disconnection for both workers who perform their workday in person and in cases of total or partial remote work.

All this without prejudice to those cases in which circumstances of force majeure or that suppose a serious, imminent, or evident prejudice to the company concur, and that, therefore, require some precise action from its workers at that specific moment, or even if by their functions they must be on call, especially in positions with special responsibility within a productive or organizational unit of Konecta (platform directors, department heads, or similar), as well as for those people with directive positions.

- **Occupational Health And Safety:** Guarantees a safe and healthy work environment with the observance of a policy that ranges from the prevention of occupational accidents, injuries, as well as the promotion of physical, social, and mental health in the workplace, depending on the nature of the activity and the identified risks inherent to the company, developing actions for their management and initiatives for well-being at work.

The specific policy related to health and safety at work is attached in Annex 3.

- **Retribution:** Konecta promotes in the establishment of working conditions the principle of equal pay for work of equal value, guaranteeing adequate salaries in accordance with the legislation in force locally, ensuring that all people, regardless of their gender, race, sexual orientation, gender identity, ethnic origin, disability, age, religion, or other condition, receive fair and equitable compensation.
- **Rights Of Association And Negotiation:** Guarantees the rights of freedom of association of workers, promoting a fluid and constructive dialogue between the company and workers' representatives, and respecting the constitution of representative bodies that facilitate communication and collaboration, ensuring that workers can exercise this right.
- **Communication:** Establishes channels of communication and dialogue with workers, adapted to the particularities of each country. These include: committees with the participation of workers or their representatives in geographies where this figure exists, meetings with leaders, specific meetings, and the corporate website and other local internal communication media.

Likewise, active listening to the opinions and proposals of workers will be promoted through channels such as climate surveys, interviews, or any other means of communication that serves this purpose.

- **Globality:** Given that Konecta provides its services on an almost global scale, local laws and practices must be respected everywhere. Likewise, the evolution of each market and its capacity to progress in everything related to human resources management is taken into account.

Aware that each of the countries in which the company operates has a different social context and needs, this Human Resources Framework Policy is articulated through procedures, plans, and actions adapted to the reality of each of its local operations, as well as to what is stipulated in the different collective or company agreements to which Konecta is ascribed in those countries where this condition applies, to achieve a fair and respectful work environment.

Both workers and any third party who experience or witness discrimination, harassment, or any behavior that contradicts the principles expressed in this Policy, may 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.

These principles of action respond to the impacts, risks, and opportunities (IROs) derived from the applicable material topics: generation of quality employment; attraction, retention, and development of talent; diversity, equity, and inclusion; occupational health and safety, non-discrimination, and human rights.

04

Update and review

This Human Resources Framework 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
4	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



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Annex 1. Human rights policy

Corporate Policies 2025

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ANNEX 1. HUMAN RIGHTS POLICY

PURPOSE

SCOPE OF APPLICATION

GENERAL PRINCIPLES OF ACTION

UPDATE AND REVIEW

Purpose

Annex 1

The objective of this Human Rights 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 business operations to be governed by processes and procedures aimed at guaranteeing respect for internationally recognized human rights, in any case and under any premise, in line with the values and principles that guide its activity.

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) to ensure it can be consulted by all interested parties.

Konecta ratifies this commitment as a signatory company of the UN Global Compact, which it joined in 2004, in line with the United Nations Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work (“ILO Declaration”). Likewise, the company assumes the Sustainable Development Goals within the framework of the 2030 Agenda.



Scope of application

Annex 1

This Policy is of global application for all Konecta entities as part of its Compliance Program, and is supported by the company's general management.

Consequently, its content must be strictly observed for all Konecta workers, regardless of their position or function or 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.

Given that many of Konecta's companies are domiciled outside the European Union, the internal regulation will be adapted to the specific regulations of each State, respecting and ensuring the basic principles collected here, aspiring to obtain continuous improvement to guarantee the well-being and professional development of the workers, as well as equal treatment and opportunities, gender equity, diversity, and inclusion of workers, directly or indirectly hired, and zero tolerance for discriminatory behaviors or practices or those that violate human rights.



General principles of action

Annex 1

Aware that each of the countries in which the Group operates has a different social context and needs, this Policy is articulated through plans and actions adapted to the reality of each of its local operations to achieve a safe and healthy work environment.

Konecta assumes the commitment to guide its actions based on the following principles:

Non-labor Human Rights

- Respect for the rights of minorities and local communities in the areas where it operates, also respecting local laws, culture, and customs.
- Right to intimacy, data protection, and privacy of all people with whom it interacts, making appropriate use of personal data and information collected in all countries where it operates, with special care regarding the data of its employees and clients.
- Right to freedom of information and expression, within its scope of action, respecting the diversity of opinions and promoting communication with its stakeholders.
- Contribute to the fight against corruption, both directly and indirectly, in all its forms, including extortion and bribery, in accordance with Principle 10 of the United Nations Global Compact.
- Konecta has a global Compliance Program, which includes a criminal risk prevention model to avoid the commission of irregular or illicit conduct related to any type of corruption.
- Right to the environment, integrating criteria related to the natural environment, especially those related to the impacts of climate change in the development of its activities, and promoting environmentally responsible behaviors among its employees and suppliers.

Labor Human Rights

- Rejection of the use of forced and child labor in the scope of any of its operations, or any other form of modern slavery, which includes human trafficking, bonded labor, or deceptive hiring of labor and services. It commits to comply with the labor legislation of the countries where it operates and, where appropriate, to take corrective measures.
- Commitment to diversity and rejection of any type of discrimination based on, among others, racial and ethnic origin, color, sex, sexual orientation, gender identity, disability, age, religion, political opinion, national ancestry, or social origin, or other forms of discrimination contemplated in European Union regulations and the local legislation of the countries where the company operates.
- Zero tolerance for situations of harassment, abuse, intimidation, discrimination, lack of respect and consideration, or any other type of physical or verbal aggression at work, fully rejecting any behavior contrary to these principles.
- Respect for the legally recognized rights of unionization, freedom of association, and collective bargaining, as well as the activities carried out by

workers' representative organizations, in accordance with the functions and competencies legally attributed to them.

- Protection of the health and safety of its workers, promoting their physical, mental, and social well-being, as well as the prevention of occupational risks, scrupulously complying with the legal requirements in this matter that are applicable according to the national legislation of the countries in which it operates.
- Fair, equitable, and favorable working conditions, offering its workers decent employment and remuneration in compliance with the labor regulations in force in all places where it operates, also guaranteeing the right to rest, and respecting that the working hours do not exceed the limit established by local legislation.

Konecra promotes a culture of respect for human rights and the awareness of its professionals in this matter. To this end, it will disseminate its commitment to these throughout its value chain—suppliers and contractors—encouraging them to subscribe to the company's principles of action in accordance with the precepts included in this Policy, the Code of Ethics, and the Code of Ethics for Suppliers, as well as procedures established in the purchasing area.

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

Both workers and any third party who suspect or are aware of any type of non-compliance or violation of human rights may 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://konecra.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.

Update and review

Annex 1

This Human Rights 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 Koneccta'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
1	12/19/2022	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	Initial edit
2	12/16/2025	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	Alignment with legal requirements Alignment with the new format and branding

A close-up photograph of a man and a woman looking at a tablet together. The man, on the left, has dark curly hair, wears round glasses, a nose ring, and a dark shirt. The woman, on the right, has dark curly hair and is wearing a white top under a dark jacket. Both are smiling and looking at the tablet held by the man. The background is a blurred office setting.

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Annex 2. Diversity, equity, and inclusion policy

Corporate Policies 2025

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ANNEX 2. DIVERSITY, EQUITY, AND INCLUSION POLICY

PURPOSE
SCOPE OF APPLICATION
GENERAL PRINCIPLES OF ACTION
UPDATE AND REVIEW

Purpose

Annex 2

The objective of this Diversity, Equity, and Inclusion Policy (hereinafter, the “Policy”) is to establish and disseminate the basic and general rules of Konectanet S.L.U. (hereinafter, "Konecta" or the "Group") to promote diversity as a key competitive advantage, and equal opportunities and inclusion as fundamental pillars of its people management model. These are, furthermore, indispensable conditions for the defense of human rights, sustainable development, and the achievement of the 2030 Agenda.

This Policy is an extension of Konecta's regulatory framework to establish a reference system and respond 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, ensuring scrupulous compliance with the laws and regulations in force in each country, its own requirements, and international standards.

To this end, it develops what is established in the “Equal opportunities and non-discrimination” and “Work-life balance” sections of the Code of Ethics, is encompassed within the Human Resources Framework Policy, and supports the principles contained in this matter in the Group's Human Rights Policy.

As a signatory of the UN Global Compact, which the company joined in 2004, and to contribute to the agenda set by the United Nations for sustainable development, the Group assumes the Principles of the United Nations Global Compact and its Sustainable Development Goals (SDGs) related to Diversity, Equity, and Inclusion: 5 (Gender Equality), 8 (Decent Work and Economic Growth), 10 (Reduced Inequalities), and 16 (Peace, Justice, and Strong Institutions), approved by the United Nations within the framework of the 2030 Agenda.

Within the framework of this Policy, Konecta adheres to compliance with international laws and standards on human rights, guaranteeing respect for and protection of the fundamental rights of all people with whom it interacts.

Scope of application

Annex 2

This Policy is of global application for all Konecta entities as part of its Compliance Program, and is supported by the company's general management. For the implementation and promotion of its principles transversally throughout the organization, the Global Directorate of Diversity, Equity, and Inclusion has been created.

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 action and application may, when necessary and possible due to the nature of the relationship, be extended 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, business partners, as well as people who participate in our selection processes.

Given that many of the companies integrating Konecta are domiciled outside the European Union, the internal regulation will be adapted to the specific regulations of each State, respecting and ensuring the basic principles collected here, aspiring to obtain continuous improvement to guarantee equal treatment and opportunities, gender equity, and diversity and inclusion of workers, directly or indirectly hired, and 0 tolerance for discriminatory behaviors or practices.

This Policy governs all company actions, particularly in human resources matters: hiring and selection of candidates, remuneration and benefits, promotions, transfers, professional development, and training, among others.



General principles of action

Annex 2

General Principles Of Action

This Diversity, Equity, and Inclusion Policy reflects the express commitment of the company to determine and establish the guidelines and adequate support for the development of actions that guarantee equal treatment and opportunities, gender equity, and diversity and inclusion for workers, whether directly or indirectly hired.

Likewise, it declares zero tolerance for discriminatory behaviors or practices, contrary to its values and culture, associated with prejudice based on, among others, racial and ethnic origin, color, sex, sexual orientation, gender identity, disability, age, religion, political opinion, national ancestry, or social origin, or other forms of discrimination contemplated in European Union regulations and the local legislation of the countries where the company operates, and which is managed in accordance with its own requirements, international standards, as well as the laws and regulations in force in each country.

Aware that each of the countries in which the Group operates has a different social context and needs, this Diversity, Equity, and Inclusion Policy is articulated through plans and actions adapted to the reality of each of its local operations to achieve a fair and respectful work environment.

The application of this policy includes the following guiding principles:

Equal treatment and opportunities

- Ensure fair, transparent, and unbiased processes—based on the qualification, performance, and conduct of individuals—in selection, hiring, development, promotion, salary policy, work-life balance, occupational health, and working conditions of workers that guarantee real equality between women and men, and the diversity of profiles for all positions and at all levels within the Company.
- Eliminate all forms of direct or indirect discrimination based on, among others, racial and ethnic origin, color, sex, sexual orientation, gender identity, disability, age, religion, political opinion, national ancestry, or social origin, or other forms of discrimination contemplated in the regulations of the Union and the local legislation of the countries where the company operates.
- Develop Equity Plans in accordance with what is established in the regulations of each country.

Diversity as an organizational value

- Foster an organizational culture of inclusion, based on fair and equitable treatment, promoting a sense of belonging, promoting respect for workers from minority groups, where each worker has the opportunity to contribute from their individual abilities.
- Promote an environment where generational, cultural, functional, and sexual diversity is respected and enhanced as a source of innovation and value:
 - o Generational diversity: Integrating the contribution of all people regardless of their age.
 - o Gender diversity: Guaranteeing equal opportunities among all workers, regardless of gender, sex, sexual orientation, identity, and gender expression.

- o Cultural diversity: Incorporating the value currently offered by cultural globalization.
- o Functional diversity: Facilitating that people with disabilities can contribute their talent and abilities without limitations or barriers.
- o Diversity of sexual orientation and identity: Ensuring the right of people not to be discriminated against for their sexual orientation and identity.
- Promote diverse representation at all hierarchical levels of the organization.
- Establish reasonable adjustments and universal access in processes and workspaces, in order to eliminate physical, technological, and attitudinal barriers.
- Encourage all levels of supervision to promote compliance with this policy among their teams by their example, demonstrating their commitment to diversity, equity, and inclusion through their behaviors.

Communication and awareness

- Foster neutral, inclusive, and non-discriminatory language in both internal and external communications.
- Design and promote training aimed at the company's professionals in order to eliminate unconscious biases, prevent situations of labor and sexual harassment, and foster respectful and equitable coexistence.
- Promote appropriate awareness and training mechanisms to help teams understand the needs of these groups, incorporate best practices associated with this dimension of diversity, and expressly reject any direct and indirect discrimination at all levels.
- Promote active listening to the opinions and proposals of workers through channels such as surveys, interviews, or any other means of communication for that purpose.
- Disseminate and extend the Group's commitment to diversity, equal opportunities, and inclusion to other interest groups, especially suppliers and contractors, through the Code of Ethics for Suppliers and the valuation of DE&I commitments and parameters in purchasing and hiring processes.
- Disseminate the achievements, progress, and results of the Group's DE&I strategy through official channels to raise awareness among teams about the positive contribution of diversity.

Prevention and responsibility

Both workers and any third party who experience or witness discrimination, harassment, or any behavior that contradicts the principles expressed in this Policy, may transmit their information, doubts, or concerns, confidentially and without fear of reprisal, through the Information Channels available on the Konecta corporate website (<https://konecta.integrityline.com>), in accordance with the Corporate 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.

These principles of action respond to the impacts, risks, and opportunities (IROs) derived from the applicable material topics: attraction and retention of talent; equity, diversity, non-discrimination, and human rights.

The implementation of this policy is supported by the participation of the Diversity, Equity, and Inclusion Committee, which will be composed of:

- Chief Executive Officer.
- Group Chief HR Director.
- Secretary General, Chief Legal, Compliance and Sustainability Officer.
- Global Head of Diversity, Equity and Inclusion.

Update and review

Annex 2

The Diversity, Equity, and Inclusion 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 review of the Equality Policy and initial draft of the Diversity Policy
3	12/19/2022	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	General review of the Equality policies and initial draft of the Diversity Policy
4	12/16/2025	Human Resources Organization & Procedure	Legal Affairs	Board of Directors	Alignment with legal requirements Alignment with the new format and branding Merging Equality and Diversity policies into a single policy, incorporating the Inclusion component Unifying the Framework Policy and related policies into a single document



kovecta

Annex 3. Health and safety at work policy

Corporate Policies 2025

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ANNEX 3. HEALTH AND SAFETY AT WORK POLICY

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Purpose

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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) 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.



Scope of application

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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.



General principles of action

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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.

Update and review

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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

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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
4	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