

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 white 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 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