

CORPORATE RESPONSIBILITY AND SUSTAINABILITY POLICY



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Konecta



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This Corporate Responsibility and Sustainability Policy incorporates the Konecna's principles of action (hereinafter, Konecna, the Company, or the Organisation) that set the standards of behaviour related to Corporate Governance, the management of human capital, the Company's commitment to the Environment, in addition to the parameters under which the Company depicts its social action strategy.

1.- PURPOSE

Konecta is an organisation aimed at excellence in managing Customer Experience and innovation that provides comprehensive outsourcing services through a sustainable model that contributes to creating value for its shareholders, clients and employees, while maintaining a broad commitment to the environment and society.

Our guiding principles are:

- **Commitment to Clients:** We put our clients' needs at the core of everything we do. The client is our point of reference.
- **Trust and Respect:** We work together to create a culture that builds trust and respect.
- **Achievement and Contribution:** We strive for excellence. The contribution of each person is crucial to success.
- **Openness and Innovation:** We are creative when implementing changes in processes that improve the overall customer experience, ensuring the satisfaction of their needs. We guarantee the satisfaction of the client's needs.
- **Integrity:** We are open, honest and transparent in all our relationships.
- **Success and Collaboration:** We collaborate efficiently to provide an outstanding service that provides both our internal and external clients with exceptional experiences.
- **Flexibility and Speed:** We have the resources to deploy custom solutions and respond quickly to our clients' requirements.

In order to fulfill this commitment, Konecta integrates this policy in its business strategy, with the involvement of its senior management in the acceptance, promotion and implementation thereof. In parallel, the company has a Code of Ethics and a set of compliance policies that govern specific aspects contemplated herein.

2.- SCOPE OF APPLICATION

This Policy is globally applicable to all Konecta entities and is endorsed by the General Management and the Board of Directors. Each member of the Company is responsible for promoting the principles and commitments contained herein while performing their duties.

3.- GENERAL PRINCIPLES OF ACTION

The strengthening of Konecta's corporate responsibility, encompassed within its Compliance Programme and aimed at achieving its strategic goals as a company, goes through four main action areas that cut across the different areas of the company, which are the following:

- Corporate Governance
- Human Capital
- Social Action
- Commitment to the Environment

Konecta's business goals and human capital management strategy are aligned to ensure the sustained growth of the business, alongside the professional development of its employees and the progress of society.

3.1.- Corporate Governance:

Konecta lays the foundation of its corporate governance on the following principles:

- Sustainable business
 - o Encouraging the development of solutions tailored to our clients' requirements, in accordance with accessibility and sustainability criteria. Complying with the existing legislation applicable to the company in all countries where the Company operates, and also ensuring monitoring of all the commitments and international standards endorsed by the Company.
 - o Improving Konecta's competitiveness by implementing management practices based on innovation, equal opportunities, productivity, profitability and sustainability.
 - o Ensuring a thorough quality control in services, to seek compliance with the ratios agreed with each client.
- Ethical behaviour
 - o Ensuring compliance with the general principles of action set out in Konecta's Code of Ethics, mandatory for all the employees of the Company in the performance of their professional activity.
 - o Promoting initiatives linked to its area of expertise that contribute to the achievement of the UN Sustainable Development Goals.
 - o Disseminating and ensuring compliance with the Code of Ethics for Suppliers, as well as with the selection criteria, related to the scope of this Policy, required for approval.
- Transparency
 - o Disseminating relevant, clear and truthful information about the performance of the Company's activities and actions.
 - o Promoting dialogue and responsible, truthful, fluid and bidirectional communication, to build relationships of trust with stakeholders.

3.2.- Human Capital:

Konecta recognises the value provided by the presence of various profiles in its teams, by dedicating resources intended to provide a free and safe environment, where equality and integration of all employees are promoted.

To this end, the Company sets out and develops policies that integrate equal treatment and opportunities, and programmes for the integration of people at risk of exclusion, all linked to the following aspects:

- Respect for the fundamental human rights enshrined in the Universal Declaration of Human Rights and the guiding principles of the UN Global Compact, to which Konecta adhered in 2004.
- Promotion of staff training in line with the needs of the sector, as one of the basic pillars for professional development.

- Encouraging internal promotion and retention of talent as a cornerstone of the company's competitiveness.
- Promotion of non-discrimination, commitment to equal opportunities and respect for diversity, while promoting the social integration of groups at risk of exclusion.
- Ensuring a safe and healthy work environment.
- Promoting work-life balance of employees.

3.3.- Social Action:

Konecta promotes in-house and external programmes, aimed at achieving the socio-professional integration of people at risk of exclusion, on equal terms:

- Establishing strategic alliances with companies, institutions and organisations in the public and private sector to generate a multiplier effect of their initiatives and capitalise on the available business resources.
- Promoting corporate volunteering initiatives, enabling those working in the organisation to support social causes, by giving their time and professional expertise.

3.4.- Commitment to the Environment:

Konecta ensures compliance with the principles of action set out in its Corporate Environmental Policy, under the terms set out therein related to:

- The establishment of an effective Environmental Management System that contributes to the sustainable development of the business, mitigating its potential impact on climate change.
- The protection of the Environment, minimising the impact that could arise as a result of operations related to our activity.
- Promoting a sustainable use of resources, such as water and energy.
- Proper treatment of waste generated, as a result of the activity of the company, giving priority to prevention, reducing consumption, reusing and recycling goods.
- Promoting awareness and staff training in the care and respect for the Environment.
- Enhancing the use of environmental criteria, both in procurement patterns and in new developments.

4.- UPDATE AND REVIEW

This Corporate Responsibility and Sustainability Policy shall be reviewed and updated, where necessary, to adjust to the changes experienced by Konecta's business model, or to those which may be likely to occur in the company's field of action, or to those resulting from the adoption of rules of direct application, while ensuring its effectiveness and compliance.

NOTE: This Corporate Responsibility and Sustainability Policy was revised and approved on 19 December 2022 by the Konectanet Group's governing body, S.L.U.