

CORPORATE MANAGEMENT POLICY
COMPENSAR
VERSION 2018-03-01

Social protection is our field of action in Compensar; we understand that transparency, preventive action and collective construction with our stakeholders are key to achieving sustainability and driving social transformation and the collective prosperity of the society we serve. All of our actions reflect a commitment to legal requirements, continuous improvement and social, economic and environmental performance.

In particular, the following commitments complement our actions under the management models implemented in Compensar:

As a **Corporation committed to the family**, under the framework of a **balance between family, personal and work life**, we have created policies related to the lines of action that reflect our commitment to:

- ✓ Job quality
- ✓ Professional development
- ✓ Work and spatial flexibility
- ✓ Family support services

Under **Safety and Health in the Workplace**, our commitment to:

- ✓ Implement the Workplace Safety and Health Management System for the management of work-related risks
- ✓ Identify hazards and conduct risk assessments
- ✓ Control critical risks for our associates, suppliers, contractors and visitors during the course of their activities
- ✓ Control and reduce work-related accidents, and prevent the incidence of work-related diseases
- ✓ Continuous improvement of the living conditions of the workers through the creation of safe and healthy environments

Under the **Strategic Road Safety Plan (SRSP)**, our commitment to:

- ✓ Lower accident rates through the SRSP
- ✓ Implemente prevention programs among stakeholder groups and develop habits and behaviors that favor safe mobility

Under **management of Information Security (27001) for the Information Operator and Financial Services cycles**, our commitment to:

- ✓ Ensure the satisfaction and assurance of our customer and stakeholder groups regarding adequate management of their private information
- ✓ Ensure compliance with regulatory and contractual requirements related to the management of information
- ✓ Incorporate information security check-points as part of all corporate activities
- ✓ Achieve adequate control of risks associated with third parties
- ✓ Apply adequate information security controls as part of strategic IT projects
- ✓ Information protection and access
- ✓
- ✓ Manage risks pertaining to the confidentiality, integrity and availability of information
- ✓ Protect data processing facilities

Under the management of **Sustainable tourism, including the protection of girls, boys and adolescents from all forms of exploitation**, our commitment to:

- ✓ The development of sustainable tourism from the environmental, sociocultural and economic perspectives in the destinations where we operate our vacation resorts, the Compensar Travel agency, and in all events, that we manage as professional operator of congresses, shows and conventions/events (PCO)
- ✓ The stated commitment to sustainability as part of the rights and duties of our associates, suppliers, customers and guests
- ✓ The development of sustainability-centered programs that will contribute to our environmental, sociocultural and economic performance, represented in:
 1. The efficient use of natural resources and the adequate management of our environmental impacts
 2. Sociocultural management with a positive impact on our stakeholders
 3. A positive impact on the economic dynamics of our associates and suppliers
- ✓ Stated rejection and reporting of all forms of commercial sexual exploitation of children and adolescents (CSEC), involving all relevant stakeholders
- ✓ Organization of awareness, training and communication activities targeted to our associates and other influencers in order to contribute to the understanding and promotion of the rights of children and the prevention of sexual exploitation, urging them to report whenever it is required (know and activate reporting)

Under **Environmental Management**, our commitment to:

- ✓ Encourage associates and users to adopt environmental practices aimed at making a rational and efficient use of the natural resources needed for the sustainable provision of each of our services
- ✓ Implement good practices designed to eliminate, mitigate and control all critical risks identified
- ✓ Promote the development of environmental programs, initiatives and seals throughout the organizational culture and implement clean technologies that add value, under the program "With the Head on the Earth," reaching out to all other relevant stakeholders

Under **Patient Safety Management**, as part of the comprehensive health risk management centering on patients and families, our commitment to:

- ✓ Promote a patient safety culture based on the detection and prevention of risks associated with healthcare and administrative processes, in order to reduce the occurrence of adverse events
- ✓ Implement the necessary safety barriers, allocating resources to ensure a safe environment in healthcare

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