



**PSYCHOSOCIAL RISK
PREVENTION POLICY**



PSYCHOSOCIAL RISK PREVENTION POLICY	Code: PSRIS
	Version:
	Pages: 1 to 6

INTRODUCTION

Evolution of the right to work in Mexico has been marked by different key moments. However, all of the advances or improvements have been centered on the physical well-being of the worker and the worker's family, and except matters related to discrimination, bullying and harassment, none contemplated the emotional, psychological and social well-being of the worker.

NOM-035 proposes a methodology to decrease psychosocial risk factors at work, and to move towards a favorable organizational environment. The first phase of this standard took effect on October 23, 2019, and the second phase of compliance took effect on October 23, 2020, including the following requirements:

- Businesses of up to 15 workers: conduct a survey to identify psychosocial risk factors
- Companies from 16 to 50 workers: conduct a survey to identify psychosocial risk factors and evaluate the organizational climate
- Companies with more than 50 employees: perform medical exams and psychological evaluations on workers exposed to work-related violence and/or to psychosocial risk factors when there are signs or symptoms that denote a change in their health

The survey evaluating the psychosocial risk factors and organizational climate must be performed at least every two years, and indicate a level for each risk factor of: null, low, medium, high, or very high. If any risk factor results in a level higher than "low," the employer must implement a two-year program to address the psychosocial risk factors, after which the survey will again be conducted to measure the program's effectiveness.

The objective is to create a favorable organizational climate, meaning: *"one that provides the company's workers with a feeling of belonging; training so they can perform their tasks adequately, and precisely defining workers' responsibilities."*

Furthermore, proactive participation and communication between workers, proper distribution of jobs, and recognition of performance should be encouraged.

I. PURPOSE AND SCOPE

FibraShop created and distributed a psychosocial risk prevention policy that addresses work-related violence and information on the mechanisms available to present complaints and accusations regarding acts that might harm the organization, in line with the scope of Standard 35.

Application of the standard is vital to the organization, as it promotes safe and healthy working environments, ensuring that workplaces are transformed into places where people can grow professionally, and be recognized for that growth.

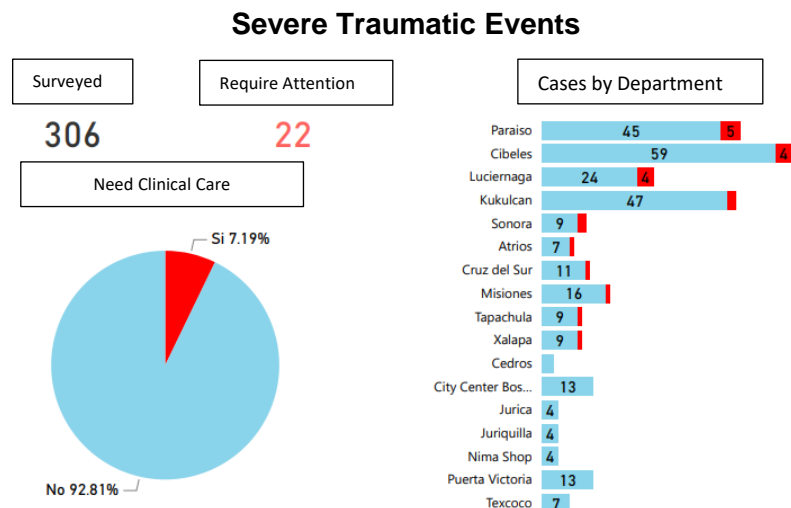
II. POLICY

A) PRINCIPLES

FibraShop is committed to properly implementing Standard 035, through of the following steps:

- 1) Sending out questionnaires that comply with numbers 7.2 and 7.3 of Nom-035-STPS-2018 Ensuring that conditions at facilities and properties are suitable for handling questionnaires electronically
- 3) A presentation was made in each session, the objective of the evaluation was explained, and the psychosocial risk factors and the importance of the policy of prevention in the organization were discussed. The objective of evaluating the organizational climate was explained, as well as its importance in evaluating and designing measures that will lead to improvements within the organization
- 4) The protection of privacy and confidential handling of data was emphasized, as was the use of information provided by the worker and their results
- 5) It was explained that there are no correct or incorrect answers; that their concentration is necessary; that the conditions of the last two months should be considered in the surveys; and that their opinion is extremely important, so they were asked to respond honestly
- 6) A respectful and trusting environment was created for conducting the questionnaire
- 7) Fluid communication between the workers and the evaluator was encouraged
- 8) Questions were answered, and help was given to workers who needed it
- 9) Guidance, persuasion or coaching on how to respond to the questionnaire was prohibited

The results obtained from the survey were as follows:

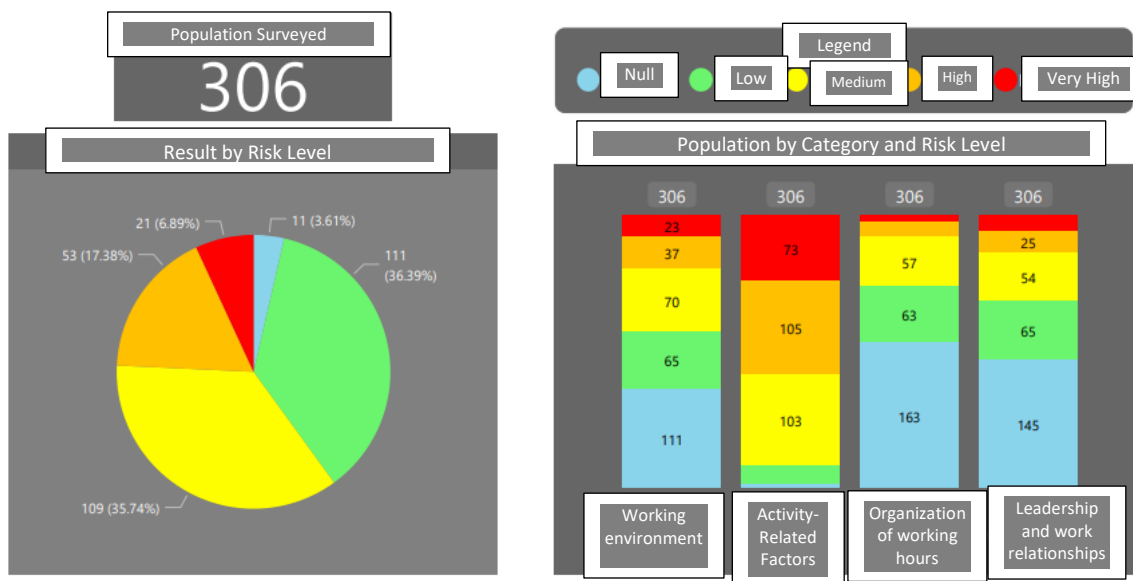


As a result of the survey, qualified mental and physical healthcare personnel will hold an initial series of in-depth interviews with the employees indicated in the report, and a proposal will be created on how to address the issues based on the results obtained.

The models of care may include short-term therapy, or follow-up until their release from public or private institutions, informing the institution on the progress, follow-up, and release of the worker.

A general report on the physical health of the cases to be handled will be attached, and support will be provided to assess the need for employees to be listed to receive the appropriate medical care.

Psychosocial Risk Factors



Activity-Linked Factors will be prioritized for attention, with respect to work roles and lack of control over work. Furthermore, a critical spirit will be encouraged for middle- and upper-level management regarding assignments for their work teams, the hours they work, and the responsibilities they assume. This may be through short interventions that allow the activities of each department or area, and the distribution of their functions, to be evaluated adequately.

Within this scope, activities may be carried out including review of jobs, activities, functions and responsibilities, and their congruency with their hours worked. Awareness campaigns may be included, with the possibility of including such campaigns in the risk prevention policy, for later distribution.

Important areas of focus are leadership, working relationships, and violence. It will be necessary to perform in-depth personal interviews for every case that indicated a high level of risk, and to immediately and quickly address such cases.

This may be through mediation or intervention by upper management, which may take measures and actions according to the area's needs.

Protocols were created to prevent and address bullying and workplace violence, as well as interventions in all areas. This will heighten the awareness of all workers on the matter, the consequences, prevention, and active or passive participation.

The remaining "HIGH" indicators may be worked on according to a schedule, which will allow the necessary measures for handling events to be established, according to the situation of each department or position.

1. REFERENCE DOCUMENTS:

DOCUMENTS	CODE
Annual Sustainability Report	IAS

2. RECORDS:

RECORDS	RETENTION TIME	RESPONSIBLE FOR RETENTION	RECORD CODE
FSIntranet	Undefined	Systems Management	Does not apply

3. CHANGES TO THIS VERSION:

VERSION NUMBER	DATE UPDATED	CHANGE DESCRIPTION
1	January 2022	Does not apply

Authorization date:

PREPARED BY:	REVIEWED BY:	AUTHORIZED BY:
Miriam Reyes Sánchez Internal Control	Irvin Garcia Millán Assistant Comptroller	Gabriel Ramírez Fernández Chief Financial Officer