



ZERO-TOLERANCE POLICY ON
WORKPLACE HARASSMENT



INTRODUCTION

At FibraShop we are committed to the well-being of our employees, therefore any type of violence is prohibited, including physical, verbal, or written harassment that might affect the integrity, health, professional opportunities, and human rights of those being harassed.

I. PURPOSE AND SCOPE

To establish guidelines to identify, analyze, and prevent cases of harassment, bullying, discrimination, and workplace violence, and to promote a working environment of respect, freedom, equality, and dignity, providing a positive organizational culture that contributes to emotional well-being, and to improving the quality of life of employees, and increasing productivity.

II. DEFINITIONS

- **Bullying:** Exerting power in a relationship in which the victim is in a weaker position than the aggressor in the work environment, expressed verbally, physically, or both.
- **Workplace harassment:** Persistent and demonstrable conduct against a worker by an employer, boss, or a direct or indirect supervisor, a work colleague or subordinate, intended to inspire fear, intimidation, terror, or anguish, to cause harm in the workplace, create lack of motivation at work, or to induce a person to resign from their job.
- **Discrimination:** Any act or omission whose purpose is to prevent or negate the recognition or exercise of rights and equal opportunities, including distinctions due to ethnic or national origin, gender, age, disabilities, social status, health conditions, religion, opinions, sexual preferences, civil status, or anything else that violates human dignity and whose purpose is to nullify or undermine people’s rights and freedoms.

III. CONDUCT THAT CONSTITUTES WORKPLACE HARASSMENT

- Flirtatious compliments, sexual aggression, jokes, ridicule, or insinuations without consent or reciprocity
- Professionally degrading hostile and humiliating comments
- Unjustified threats of being fired Humiliation in the presence of work colleagues regarding work-related proposals or opinions Public ridicule of physical appearance or manner of dress
- Publicly alluding to intimate facts about someone Demands to work excessive overtime
- Imposition of disproportionate tasks that are not part of the work obligations stipulated in a person’s contract Discriminatory treatment due to ethnicity or race, gender, sex, sexual orientation, religion or beliefs, nationality, political



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ideology, disability, or illness Demand to be present in locations outside the office or work facilities

- Actions that prevent or delay a person in completing their work Assignment of functions without fulfilling minimum protective requirements

IV. PRINCIPLES

- FibraShop has zero tolerance for any behavior that might be considered direct or indirect harassment, bullying, discrimination, and workplace violence against employees
- All employees have the right to be protected against actions that impact their dignity in a safe and healthy environment that protects their physical and mental health, and that stimulates their professional development and performance
- All complaints filed by employees will be handled confidentially
- Reprisals and defamation will not be tolerated, and will result in the corresponding disciplinary measures, ranging from a warning or verbal reprimand to termination with cause of the work relationship, regardless of any investigation and its consequences by the appropriate authorities

V. PROCEDURE FOR HANDLING WORKPLACE HARASSMENT

1. **Reporting facts:** An employee may make a verbal or written complaint against any type of workplace harassment through our complaint channels (see Complaint System Policy)
2. **Receipt of complaints:** Once a complaint is received, it will be communicated to the person who engaged in the discriminatory conduct, who must provide their testimony and evidence, ensuring their right to be heard and their evidence to be considered
3. **Investigation process:** An investigation will be initiated, which must be concluded, if possible, within a period not to exceed 30 calendar days
4. **Conclusion:** Once the investigation phase has concluded, the final decision will be communicated to both parties

FibraShop may use its discretion, analyzing each case and the parties involved, such as their background, work trajectory, the specific circumstances, and the existence of hostile, humiliating, offensive, or unjustified conduct. However, in order to determine the seriousness of the behavior and the penalty, the impact to the victim must be considered, as well as intentionality, any position of advantage, recurrence, and the cited manifestations.

1. REFERENCE DOCUMENTS:



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DOCUMENTS	CODE
Complaint System Policy	PSD

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:

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