

**PREPARED BY:**  
Human Resources Management

**REVIEWED BY:**  
Audit and Risk Committee  
Executive Chairman Office  
General Management

**APPROVED BY:**  
Board of Directors

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# CORPORATE HUMAN MANAGEMENT POLICY

## 1. PURPOSE

This policy is intended to define the framework of action to attract and develop our human talent, based on clear, respectful, equitable and fair working relationships that generate a climate of trust and integral development in the human, labor and social aspects, in order to have competent and committed employees aligned with our strategy, considering that our employees are our main asset.

## 2. SCOPE

This policy applies to all our employees in subjects concerning human talent management and employees of outsourcing services contracts who have a continuous displacement within our facilities.

Hereinafter the term employees will refer the group of managers and their employees.

## 3. REASON

The belief that Human Talent is the central actor of business management requires us to establish guidelines for its management in order to provide our managers, employees and ourselves, a frame of reference, so that their actions and decisions in the development of their activities are aligned with good practices in human resources management and compliance with current labor legislation, always within a unified organizational culture that pursues a good organizational climate, generating value in each of its processes and sub-processes to help the organization achieve its goals in an environment of safety, respect and trust.

#### 4. RESPONSIBILITIES

LEVEL OF RESPONSIBILITIES	RESPONSIBLES
RESPONSIBLE FOR IMPLEMENTATION AND SUPPORT	HUMAN RESOURCES MANAGER
RESPONSIBLE FOR VERIFICATION	CEO/ HUMAN RESOURCES MANAGER
RESPONSIBLE FOR EXECUTION	HUMAN RESOURCES MANAGER

#### 5. REFERENCE FRAMEWORK

We comply with all labor laws in force in the country and we are respectful of the law.

The labor relations between us and our employees are regulated in the Internal Labor Regulations - ILR, in accordance with current legal regulations. The ILR includes, primarily, special provisions for us, as well as the rights and duties of our employees, so that they can fulfill their duties and obligations, as the laws establish general work rules that are binding for all companies and employees.

The ethical guidelines for the relationship between us and our employees are found in our Code of Ethics.

#### 6. DEFINITIONS

**Internal Labor Regulations - ILR:** The ILR is a document that regulates labor relations, establishes duties and rights of employees and others required by law.

**Competency Model:** It is a set of processes related to our human talent management to align them with the business strategy.

## 7. APPLICATION CRITERIA

The framework of action of our Human Management Corporate Policy is based on:

- Having a defined strategy to develop and maintain an organizational culture adapted to our needs.
- The code of ethics and the promotion of organizational values.
- Having a defined organizational structure based on our needs for the management of our economic activities and the achievement of our objectives. This structure is defined by the General Manager and approved by the Board of Directors.
- Having a strategy to guide our human resources management, which will be developed by the Human Resources Department and approved by the General Manager and the Board of Directors.
- Having a competency model aligned with our strategy, with indicators to measure its efficiency, which will be approved by the General Manager and the Board of Directors. The model incorporates elements of best practices from socially responsible and world-class companies.
- Promoting the professional development of our employees aligned with our goals, vision, mission, values, and needs.
- Embracing leadership as one of our values and ensuring that our employees are committed to developing their skills to efficiently manage, achieve responsible results, and lead by example.
- The effective responsibility and commitment of our employees, both at an individual and group level, to achieve continuous improvement of processes, operational efficiency and effectiveness, and the development of our management. Therefore, human talent is valued, and superior performance is encouraged and recognized, reflected in the development of the competencies required for each position within the organizational structure.
- In compliance with current legal regulations and internal policies.

## 8. ACTION FRAMEWORK

- To develop the strategy for human resource management aligned with our strategic objectives.
- To define an organizational structure with well-defined and agile processes that manage their risks and align with our needs, with the aim of promoting efficient and effective teamwork.
- To define a competency dictionary aligned with the human resource management strategy.
- To keep employees in our company, using the reference of the technical and human competencies dictionary required for each category in the organizational structure.
- To hire and retain highly skilled, aligned, and motivated employees who are crucial for our continuous success. To achieve this, indicators for measurement should be defined.
- To establish a scheme based on best practices in human resource management for the annual evaluation of competencies for all personnel, according to our competency dictionary, to identify and fill the gaps, and make decisions regarding promotions, recognition, transfers, and other matters associated with human resource management processes.
- We value and promote the development of technical and human competencies that lead to effective process management, enabling us to gain competitive advantages and make rational and optimal use of resources.
- Activities carried out by our employees in their roles should add value and be conducted efficiently and effectively. To achieve this, the workload of various processes should be analyzed to identify duplications and inefficiencies and address them promptly.
- To act with equal opportunities in the workplace and provide fair treatment.
- We stimulate, foster, and recognize the generation of ideas that positively impact value creation for our company.
- To promote competent employees in the performance of their duties.
- To define, formalize, and administer a compensation system that ensures internal equity and external competitiveness, which must be approved by the General Manager and the Board of Directors.

- To generate career line opportunities for our employees, prioritizing internal promotion when the technical requirements of a position demand it, based on stimulating high work performance and recognizing achievements, which must be substantiated.
- To seek continuously a favorable organizational climate that contributes to the good performance of our employees. Desired goals will be defined based on the human resource management strategy for measurement.
- To monitor compliance with our internal regulations.
- To promote an environment of safety, trust, and respect.
- To promote safe and healthy conditions in all operations to prevent work accidents, occupational diseases, and emergencies.
- To maintain strong labor relations based on respect, cooperation, dialogue, transparency, communication, and solidarity.
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