

HARASSMENT PROTOCOL



CONTENT

1. DECLARATION OF PRINCIPLES.

2. SCOPE.

3. VALIDITY PERIOD.

4. DEFINITION OF HARASSMENT.

4.1 SEXUAL HARASSMENT.

4.2 GENDER-BASED HARASSMENT

4.3 DISCRIMINATORY HARASSMENT.

4.4 EXTERNAL AND INTERNAL HARASSMENT.

4.5 OTHER EXPRESSIONS OF VIOLENCE AT WORK.

5. PREVENTATIVE MEASURES

5.1 EVALUATION AND PREVENTION OF PSYCHOSOCIAL RISKS.

5.2 DISSEMINATING THE PROTOCOL.

5.3 RESPONSIBILITY.

5.4 TRAINING.

6. INVESTIGATION COMMITTEE.

7. PROCEDURE.

7.1 COMPLAINT.

7.2 EXTERNAL HARASSMENT PROCEDURE.

7.3 INTERNAL HARASSMENT PROCEDURE.

1.

DECLARATION OF PRINCIPLES



Dignity, the right to physical integrity and non-discrimination are guaranteed in the Spanish Constitution, European Union Regulations and Spanish Employment Legislation, which also include a set of effective measures to act against harassment in any of its manifestations.

The most effective way to deal with this matter is to prepare and apply a policy in the business environment; helping to guarantee a work environment in which harassment is unacceptable and undesirable, in collaboration with the legal trade union representation, where this exists. For this purpose, DANOSA GROUP has established this procedure and declares the following:

- As harassment attitudes represent an attack on the dignity of workers, any offences and other conduct against sexual freedom at work will not be allowed or tolerated, especially those regarding sexual and gender-based harassment.
- All sexual, gender-based and discriminatory harassment in all its forms and modalities is to be rejected, regardless of who the victim or offender is or their hierarchical rank.
- Any action or conduct of this nature is expressly prohibited and considered as misconduct, giving rise to the sanctions determined in this Protocol.
- As harassment attitudes represent an attack on the dignity of workers, any offences and other conduct against sexual freedom at work will not be allowed or tolerated, especially those regarding sexual and gender-based harassment.
- Any action or conduct of this nature is expressly prohibited and considered as misconduct, giving rise to the sanctions determined in this Protocol.
- DANOSA GROUP will especially protect workers who are victims of such offences and, when necessary, will adopt the necessary precautionary measures to ensure this protection, while maintaining confidentiality and professional secrecy and not violating the presumption of innocence for the alleged harassers.
- All DANOSA GROUP personnel are responsible for helping to guarantee a work environment where harassment is undesirable and unacceptable, while managers are specifically obliged to ensure that no harassment occurs in the organisational units under their responsibility using the means at their disposal.
- If harassment occurs, help must be guaranteed to the victim and the situation must be prevented by all possible means.
- It is up to each person to determine any behaviour they consider unacceptable and offensive and must inform the person causing the harassment, either by themselves or via third parties they trust. They may also use any of the procedures established in this Protocol, irrespective of what these procedures finally conclude.
- Via this Protocol, DANOSA GROUP undertakes to regulate the problem of harassment at work, establishing both a method of training, responsibility and information to prevent it and also to resolve any harassment complaints, with due guarantees, taking into consideration constitutional and employment standards and declarations relating to fundamental principles and rights at work.
- DANOSA GROUP will include the knowledge and respect for the principles established in this protocol in the conditions agreed with subcontracting companies.

2.

SCOPE



This Harassment Protocol applies to any person, involved either as an active or passive subject in a situation such as those described, who is a worker under the corporate responsibility of:

DANOSA GROUP, tax ID No.: A28127918

COMPANY DOMICILE: C/ LA GRANJA, N°3 – ALCOBENDAS – 28108 (MADRID)

Active subjects are those who may cause a situation of this type, while passive subjects are those who may suffer them. Examples of such persons are:

- DANOSA GROUP employees.
- Any director, management staff or owner of DANOSA GROUP (including those with no employment link)
- Customer company personnel and individual customers
- Supplier personnel
- Contract or subcontracted personnel
- Interns or personnel with a collaboration agreement
- Volunteer staff in the company.

This procedure applies to harassment situations either in or outside the company premises for all personnel with the right to initiate this procedure (anyone with a contractual relationship, people in training, dismissed staff, volunteer staff and people seeking employment who, for any reason, are in the company and who exercise authority). They may lodge a complaint if they perceive or feel they are victims of harassment and request the application of preventive or disciplinary measures considered appropriate.

This procedure applies to relationships that occur during work or in relation to or as a consequence of it in locations such as: the workplace (including all public and private areas in the workplace); places of rest or eating; within sanitary or toilet facilities and changing rooms. These may be during work trips, events, social or training activities related to work; and may be communicated through information and communication technologies, in accommodation provided by the company or in trips between the home and workplace.

3.

VALIDITY PERIOD



This Protocol will have the same validity as that of the equality plan, of which it is considered an appendix, from the date of its approval. This will be reviewed annually and changed if necessary, and be considered tacitly renewed for equal periods if there is no express request by either the company or the legal trade union representatives.

4.

DEFINITION OF HARASSMENT



Organic Law 3/2007, March 22, for the effective equality of men and women, defines both sexual and gender-based harassment in its article 7.

4.1 SEXUAL HARASSMENT

"Sexual harassment" is considered "any verbal or physical behaviour of a sexual nature whose purpose or effect is to violate the dignity of a person, particularly within an intimidating, degrading or offensive environment."

There are two types of sexual harassment:

(i) Sexual blackmail or "quid pro quo" harassment.

Sexual blackmail is considered as a demand for sexual favours from a person, whose refusal or lack of submission to them involves an implicit or explicit threat to negatively affect this person's access to vocational training, work, continuity of work, promotion or increased salary, for example.

Only those with the power to decide on an employment relationship are active subjects in this type of harassment; that is, those in a hierarchically superior position.

(ii) Environmental sexual harassment

Its main feature is subjects engaging in any type of sexual conduct, which has the intended or unintended consequence of producing an intimidating, hostile, offensive or humiliating context. The affected condition is the work environment.

In this case, work colleagues or third parties, related to DANOSA GROUP, may also be active subjects.

Examples of sexual harassment include, but are not limited to, the following behaviours:

- Quid pro quo (sexual blackmail).
- Deliberate, intentional physical contact or an excessive, unnecessary physical approach, not requested or consented to. For example, touching or slapping intimate areas; rubbing against a person's body; unwanted hugs and kisses; and bringing sexual organs closer to another person.
- Persistent invitations to participate in recreational social activities, despite the person being invited making it clear they are not desired, due to their possible sexual nature or intentions.
- Immodest or compromising invitations and requests for sexual favours; including associating such favours with improvements in the worker's working conditions or continuance in employment.
- Any other behaviour whose cause or objective is the discrimination, abuse, annoyance or humiliation of a worker due to their sex.
- Suggestive observations, sexual jokes or comments about the appearance or sexual condition of the worker.
- The use of graphic representations - e.g. vignettes, drawings, photographs, images or any other - with sexually explicit content.
- Phone calls, letters or messages of an offensive sexual nature.

- Sexual harassment is distinguished from freely accepted and reciprocal approaches, to the extent that they are not desired by the person who is the object of them who has expressed this as such. A single, unwanted episode can constitute sexual harassment.
- Verbal harassment: using comments that may be offensive, sexual, offensive compliments or jokes/stories of a sexual nature.
- Asking questions about the sexual life of employees.
- Lascivious looks, creating an intimidating or offensive situation for the person.

4.2 GENDER-BASED HARASSMENT

“Gender-based harassment” is defined as “any behaviour carried out on the basis of a person’s sex, with the purpose or effect of violating dignity and creating an intimidating, degrading or offensive environment.” This extends to harassment based on orientation, sexual identity and belonging to the LGBTIQ+ group.

Examples of harassment include, but are not limited to, the following conduct or behaviour based on the sex or sexual orientation of persons, with the purpose of violating their dignity,

- Ignoring or excluding a person.
- Evaluating the person’s work in an unfair or biased manner.
- Assigning tasks or jobs below the person’s professional capacity or competence.
- Explicit or implicit conduct aimed at making decisions about the person’s access to vocational training and employment, job continuity, remuneration or any other decisions related to this matter.
- Unfavourable treatment due to pregnancy or maternity.
- Making offensive comments about the person’s sexual orientation, gender identity or appearance.
- Creating obstacles or difficulties so that that person does not carry out their work correctly.
- Imposing actions that are unreasonable to execute, due to their difficulty, immediacy, magnitude or cost, for example.
- Taking over that person’s work to take the credit for it.
- Imposing or hindering permits, training, reductions in working hours being obtained, for example.
- Carrying out actions that ruin a person’s job.
- Distributing Internet images (sexting) or compromised sexual content (whether real or false).
- Sending recordings via mobile phone or the Internet of people being intimidated, attacked or persecuted, for example.
- Digitally accessing a victim’s computer to control their communications with third parties.
- Spread rumours on social media about reprehensible behaviour attributed to the

victim.

- Appearing in areas on the Internet regularly frequented by the victim, with the aim of getting closer to him/her.
- Taking advantage of a person's position to get contact information to communicate via their personal accounts.

4.3 DISCRIMINATORY HARASSMENT

According to Law 15/2022, July 12, comprehensive for equal treatment and non-discrimination, discriminatory harassment is any discriminatory conduct for any reason (due to birth, racial or ethnic origin, sex, religion, conviction or opinion, age, disability, sexual orientation or identity, gender expression, disease or health condition, serological status and/or genetic predisposition to suffer pathologies and disorders, language, socioeconomic situation; or any other personal or social condition or circumstance) with the purpose or effect of attacking the dignity of persons or groups they are part of, establishing an intimidating, hostile, degrading, humiliating or offensive environment.

4.4 EXTERNAL AND INTERNAL HARASSMENT

Procedurally, a distinction is made between EXTERNAL and INTERNAL HARASSMENT, with the latter being any situation where the active subjects of the reported act are internal DANOSA GROUP staff (e.g. workers, managers or shareholders), with EXTERNAL comprising the rest of the situations.

A difference is made due to the limited capacity of DANOSA GROUP to act against the actions of people not related to it. This special situation requires a specific procedure.

4.5 OTHER EXPRESSIONS OF VIOLENCE AT WORK

Not every activity that creates tension or conflict in the workplace is considered harassment. There are other types of attitudes such as discriminatory acts, violent arguments, attacks or abuses of power that can occur in isolation, or with a certain frequency, which can be the subject of investigation and treatment as established in this protocol.

5.

PREVENTIVE MEASURES



Preventive measures need to be implemented to stop cases of harassment from occurring. Below are some examples:

5.1 EVALUATION AND PREVENTION OF PSYCHOSOCIAL RISKS

The prevention of inappropriate and unacceptable behaviour, such as harassment, must be considered as part of a general, proactive measure to prevent psychosocial risk in general. Different ways of organising work and relationships between people can promote or, alternatively, prevent inappropriate situations or behaviours, such as these.

Sexual violence will be included in the risk assessment for different jobs occupied by female workers among concurrent, occupational risks, and female workers must be trained and informed of this.

5.2 DISSEMINATING THE PROTOCOL

Effective knowledge of this Protocol will be guaranteed by all workers at all levels of DANOSA GROUP. This dissemination will influence management's commitment to guarantee work environments that prevent offences and other conduct against sexual freedom at work from being committed; especially those related to sexual, gender-based and discriminatory harassment.

5.3 RESPONSIBILITY

All DANOSA GROUP staff are responsible for guaranteeing a work environment in which the dignity of the person is respected. Managerial staff must be especially entrusted with the task of preventing any type of harassment from occurring within their area of the organisation.

5.4 TRAINING

DANOSA GROUP will promote training actions focused on the entire workforce in the field of comprehensive protection against sexual violence (especially for management and designated persons), clarifying the different concepts and seeking the involvement of all workers.

6.

INVESTIGATION COMMITTEE



A permanent Investigation Committee will be established for the prevention and treatment of harassment cases. This Committee will be made up of responsible people, independent in their decision-making and as highly trained as possible in this field (e.g. specialists in health and safety, human resources, medicine, psychology or law). It will preferably include:

- Company management representative
- Trade union representative
- A technical person (who may be external) with experience in equality, risk prevention and/or the law.
- A member of the company's Ethics Committee.

This committee may be modified at any time by the Harassment Protocol modifying and updating procedure or by the company's directors if there is an urgent need for support following a complaint.

Once the committee is formed, all staff will be informed of its constitution and functions.

Investigation Committee Functions

- Reception of harassment complaints. The company has a complaints channel in its Compliance programme, so this will be given preferential status, as this channel complies with specific regulations and guarantees the anonymity of the complainant if required.
- Complaint Investigation and Investigation Report All necessary resources and access to all related information will be made available. Collaboration will be provided with company personnel, the people involved and witnesses.
- An Investigation Report which includes the evidence, indications and conclusions will be issued.
- Supervision of effective compliance with imposed sanctions.
- Compliance with harassment protocol provisions will be ensured.
- The Investigation Committee decisions will be adopted by simple majority (the procedures for member absence and a casting vote will be established when it is formed).
- An Investigation Committee member who may be actively or passively involved in the reported events of any complaint procedure will be prohibited from participating in it; as will anyone with a close personal relationship with any of the main passive or active parties (e.g. a relation or worker in the same department). Also, any member of the committee may be challenged by the majority of its remaining members if they consider there are conflicts of interest.

7.

PROCEDURE



- Even after adequate preventive action is taken, harassment or harassment situations may still occur. Therefore, a complaints procedure or protocol is required.
- The procedure must be responsive and fast, giving it credibility, guaranteeing the protection of the right to privacy and confidentiality of persons affected, while preventing the harassed person from being forced to repeat the explanation of the facts, unless strictly necessary. The health and safety of the victim must also be protected.

7.1 COMPLAINT

- The procedure begins with a written complaint submission to any member of the DANOSA GROUP Investigation Committee.
- If more feasible, the person may submit the written complaint to one of the company's executives, who will inform and automatically transfer the complaint in writing to an Investigation Committee member, provided this person is not actively or passively involved in the reported events. Any Investigation Committee member involved in the case must refrain from taking part and must pass the proceedings to another Investigation Committee member. This member may even be temporarily relieved of his/her Committee duties until the investigation is completed, with a substitute provisionally occupying that position.
- The complaint must include:
 - Name of the person lodging the complaint, unless filed through the internal information management system/complaint channel and the complainant opts for anonymity during the process.
 - Name of the person harassed;
 - Name of the person allegedly guilty of harassment;
 - Nature of the harassment suffered. Facts;
 - Dates and times of the events;
 - Names of any witnesses;
 - Actions that have been taken;
 - Signature of the person filing the complaint;
- The complaint can be lodged either by the person harassed or another in the work environment who is aware of and knowledgeable about a situation of this nature.

7.2 EXTERNAL HARASSMENT PROCEDURE

An EXTERNAL HARASSMENT case is when the active subject of the reported act is from outside the company. In this case, the company's capacity to act is very limited, so the actions will be based on the following:

- Adoption of precautionary measures, avoiding contact between the alleged victim and harasser as much as possible.
- Advice to the victim on the resulting possibilities of action.
- Accompaniment of the victim in any complaint procedure it is decided to file (in the harassing person's company, if the situation derives from a commercial relationship, or before a court or any other intermediary).
- Appeal to the company of the harassing person, if the situation arose during a commercial relationship, suggesting a possible interruption in this relationship if basic investigation measures and the corresponding resolutions are not taken.
- As deemed necessary to defend the physical integrity of DANOSA GROUP workers against third parties.

7.3 INTERNAL HARASSMENT PROCEDURE

If the active subject of the reported act is an internal staff member (e.g. a worker, director, manager or shareholder), this is considered INTERNAL HARASSMENT.

If, after initial analysis of the available information and submission of a written complaint, the Investigation Committee considers it is a conflict that can be resolved amicably through a mediator, provided the alleged victim gives permission, an INFORMAL PROCEDURE will be initiated to try to resolve the situation as soon as possible. If an informal procedure for the complaint is followed, it will not be expunged but be kept permanently in the company records.

In the INFORMAL PROCEDURE, the complainant or, if preferred, someone from the Investigation Committee or from senior management, clearly explains to the person guilty of the unwanted behaviour that this was not acceptable, but offensive, denigrating or uncomfortable, interfered with work and must not be repeated. If the undesirable behaviour does not stop, a FORMAL PROCEDURE will be lodged.

However, if indications of a more serious case of harassment are derived from the information compiled, or an amicable solution has not been reached in the INFORMAL PROCEDURE, a FORMAL PROCEDURE and in-depth investigation will be initiated.

Immediately upon receipt of the complaint and depending on the circumstances, the Investigation Committee may adopt appropriate precautionary measures (e.g. a transfer or change of position). These measures will not entail any impairment or harm to the complainant's working conditions, nor will they substantially modify them. The accused person will be informed of the complaint and may submit allegations within a maximum period of 5 calendar days.

If, at any time during the procedure, the victim undertakes the legal actions provided for in the Spanish legal system, the procedures initiated in the company will be suspended until a final court ruling.

Investigation

The Investigation Committee will carry out an investigation to clarify the facts and may use all means it deems appropriate. The actions performed may be: a compilation of evidence, documents, notes, interviews with the people involved, confrontation between them (ensuring the protection of the victims via representation or the means deemed necessary) or any other action deemed necessary.

Involvement of the trade unions representing the parties concerned or witnesses must be confidential in nature, as they directly affect the privacy and honour of the people taking part. Due respect will be observed both for the person who has filed the complaint and the person who is the subject of the complaint, who will have the benefit of the presumption of innocence.

To ensure this, all staff, including trade unions, participating in the investigation or others with official knowledge of it, will sign a confidentiality agreement. To ensure documentary confidentiality, the people participating in the investigation may be anonymised using codes, with their real identities noted in a document of limited accessibility.

All Investigation Committee actions will be documented, with the corresponding minutes drafted, all testimonies or statements will be signed by the persons giving them, relevant persons from the Investigation Committee and by those who issued them; agreeing that what was transcribed corresponds faithfully with the allegations or statements made. Verification of personal statements will be allowed through any corresponding audio recordings.

Report result

After the complaint investigation is completed and within fifteen working days of its submission, the Investigation Committee will prepare and approve the final report on the alleged harassment, indicating at least the following:

- Names of the complainant, victim and accused
- Background relationship
- Summary of procedures and evidence
- Accredited facts
- Reasoned conclusions
- Any aggravating or mitigating circumstances
- Corrective measures proposal, possibly suggesting disciplinary proceedings against the person reported should be started.

The report result may be:

- Complaint dismissed: It was considered the evidence was not conclusive, with an indication of whether the complaint was made in good faith.
- Complaint upheld: A specific type of harassment was recognised, and classified as serious or very serious, taking into account the concurrent circumstances of the events and the conduct intensity, repetition and impact on the victim's work, for example.

If the complaint is dismissed, with an express declaration of the bad faith of the complaint, disciplinary proceedings will be initiated against the complainant.

If upheld, the sanction that the company deems appropriate will be recorded. If the event does not entail an enforced transfer or dismissal, DANOSA GROUP will take the appropriate measures so that the aggressor and victim do not work in the same environment.

If any retaliation or discriminatory acts by the aggressor or others against the complainant or any of those involved in the process are noted, this will be considered as misconduct, and the corresponding disciplinary proceedings will be started.

Disclosure of information from the procedure will be considered a serious offence, regardless of any other type of legal measure that could be taken.

Offences

Examples of offences include, but are not limited to, the following list of serious and very serious offences:

Serious misconduct:

- Environmental harassment.

Gross misconduct:

- Exchange (sexual blackmail)
- Recidivism or repetition of a serious offence.
- Any conduct classified as serious misconduct in a the final decision.
- Any conduct established in this Protocol whose intensity or social relevance is determined.
- Serious offences in which the offending person is superior in company hierarchy to the person who is the target of the attack.
- Discriminatory harassment behaviour

The following are considered aggravating circumstances:

- Recidivism in committing harassment.
- There being two or more victims.
- Demonstration of intimidating behaviour or retaliation by the aggressor.
- The aggressor has decision-making power over the victim's employment relationship.
- The presence of some type of physical or mental disability in the harassed person.
- Causing medically proven serious disturbances in the psychological or physical state of the victim.
- The victim being a temporary worker or on probation, including a trainee.

Sanctions

The sanctions will be those included in the Collective Agreement applicable to each centre or the higher standard in force at the time.



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