

## Human Rights Policy

SM Contact is strongly committed to ensuring that the activities conducted for the purpose of business development comply with the Human Rights Policy and the applicable laws in all the countries in which it operates, particularly those laws and principles concerning human rights. SM Contact further believes in the principles stated in the [UN Guiding Principles for Business and Human Rights](#). SM Contact integrates commitment to respecting human rights worldwide into operations and supply chains. The fundamental principles of human rights assumed by SM Contact during activities are listed below:

### I. Labor principles

- ***Fair working conditions***

SM Contact strictly complies with the labor regulations applicable to each of the areas in which it operates and, specifically:

- to adjust salaries and work benefits to the applicable legislation in the relevant territory and the business sector in order to benefit its employees as much as possible and guarantee a minimum level of social welfare;
- promote productivity, but also respect for daily and weekly working hours, weekly rest periods and annual leave;
- guarantee job security for employees who go on maternity or paternity leave;
- protect personal and family privacy and employees' good name, credit, honor, and reputation, and
- encourage employees' personal and professional development.

- ***Equality and non-discrimination***

SM Contact expressly commits to not discriminate based on race, religion, sex, age, nationality, sexual orientation, gender identity, civil or family status or disability, or any other personal and/or social condition.

Likewise, it will maintain a rigorous and objective recruitment policy that exclusively focuses on the academic, personal, and professional merits of candidates and the requirements of SM Contact. In particular, it will foster gender equality as regards access to employment and professional promotion opportunities and will respect wage parity for similar positions.

SM Contact fosters the training of its employees. The training guarantee equal opportunities and professional development and actively contribute to achieving the objectives of the Company. Furthermore, promotion is based on the merit, ability, and performance of individuals.

- ***Decent employee treatment***

SM Contact ensures to guarantee a working environment in which mutual trust and respect

prevail among employees and condemns all types of cruel or inhumane treatment, as well as any form of bullying (whether verbal, physical, sexual, or psychological), threats or intimidation in the workplace.

- ***Eradication of forced labor and other forms of modern slavery***

SM Contact respects the freedom of its employees to terminate their professional relationship and shall under no circumstances resort to force or obligatory labor, which encompasses all work or services demanded under threat of any type of punishment and for which said individual has not voluntarily offered their services.

- ***Condemnation of child labor***

SM Contact respects children's rights and, as such, condemns child labor, thus complying with the applicable legislation in the countries in which it operates and, in any case, with ILO Convention 138 on the minimum age for employment.

- ***Health and safety in the workplace***

SM Contact ensures that its workplaces respect the strictest safety and occupational health conditions, by implementing specific action plans and commitments applicable to all employees regardless of their role in the Company.

In addition, SM Contact informs its employees of the existing risk in their workplace, as well as the internal procedures and rules established to minimize and/or eliminate them.

- ***Freedom of association and the right to collective bargaining***

SM Contact respects the principle of freedom of association and the right of employees to decide whether or not they want to support or join a trade union or other organizations.

SM Contact respects the right of employees to choose their own representatives when such right is provided for by applicable regulations. Likewise, SM Contact works with its employees' representatives within the legal framework.

## **II. Matters relating to the work environment**

- ***Freedom of expression and opinion of employees***

SM Contact respects its employees' right to express, either verbally, in writing or symbols, their worries, understanding and ideas in relation to the context and reality in which they live and encourage dialogue as a way to solve any internal differences which may occur with respect to opposing or mixed opinions.

- ***Foster local employment***

SM Contact contributes to the economic and social development of the communities in which it operates, by creating sources of stable employment and collaborating with local agents in matters in which it can add value.

- ***Physical safety of employees in complicated contexts***

SM Contact shall guarantee the physical protection of the people involved in complicated social contexts, characterized by violent situations and conflicts which negatively impact human rights.

- ***Decent work and rights regarding migrants***

SM Contact understands the vulnerable status of migrants and their families, as well as their legal status and offers opportunities for development by respecting their rights and guaranteeing dignified work.

SM Contact takes responsibility as a business to respect human rights seriously. SM Contact encourages anyone with concerns to speak up and report potential violations. Concerns can be reported CEO Christophe Roshardt [christophe.roshardt@smcontact.fr](mailto:christophe.roshardt@smcontact.fr).

This statement has been adopted and approved by SM Contact, including all our subsidiaries, on 30/12/2021.

A handwritten signature in blue ink, appearing to read 'Roshardt', with a stylized flourish at the end.

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Christophe Roshardt  
CEO of SM Contact