

CSR POLICY

1- Objective

By means of this policy, TOLSA Management expresses its commitment to Corporate Social Responsibility (CSR) and the principles that support this initiative.

2- Scope of application

This policy is applicable to all TOLSA staff in addition to contracted companies and suppliers of these. The principles that are subject of this policy are the following:

1. Legal compliance

TOLSA in CSR context complies with all national laws and regulations, the sector's minimum standards, ILO agreements and UN conventions and any other regulatory requirement.

2. Rights of freedom of association and collective bargaining

TOLSA respect the right of every staff member to form a part of, organise and join the unions of their choice and to collectively negotiate on their behalf with the company. TOLSA will not prevent employee representatives from accessing employees in the work place or from interacting with them. In compliance with ILO Agreements 87,98, 135 and 154.

3. Non- discrimination

At TOLSA, discrimination in recruitment, remuneration, access to training, promotion, dismissal or retirement based on gender, age, religion, race, caste, birth, social origin, disability, ethnic origin, national origin, nationality, pertaining to employee organisations including unions, political affiliation or opinions, sexual orientation, family responsibilities, marital status or any other condition that may give rise to discrimination will not be tolerated. In particular, employees will not be harassed or sanctioned due to any of the aforementioned reasons. In compliance with ILO Agreements 100, 111, 143, 158, 159, 169 y 183.

4. Fair remuneration

Salaries paid for normal working hours, overtime and differentials for overtime are equivalent to/or exceed the legal minimums and/or minimums for the sector. Deductions that are illegal, unauthorised, or disciplinary in nature are not performed on salaries. All overtime will be paid at a special rate in accordance with national laws. Salaries will be paid regularly in a timely manner and in legal tender. In compliance with ILO Agreements 12, 26, 101, 102 and 131.

5. Dignified working day

TOLSA complies with all applicable national laws and sector regulations with regards to working hours and public holidays. The maximum limit of working hours and overtime permitted per week is established by national laws. Overtime will only be worked voluntarily, and it is to be compensated at a higher hourly rate. TOLSA employees have the right to at least one day off after working six consecutive days, save for those exceptions detailed in the CSR standard. In compliance with ILO Agreements 1 and 14 and ILO Recommendation 116.

6. Occupational Health and Safety

Company Management is obliged to provide a safe and healthy work environment and to take effective measures to prevent accidents or potential harm to the health of workers that may be associated with or occur during work, minimising, as far as possible, the causes of risk inherent to the work environment and considering current knowledge in the sector and any specific risk. TOLSA establishes a set of clear standards and procedures related to occupational health and safety, with particular concern shown to the provision and use of protective equipment, access to clean services and access to drinking water. In addition, TOLSA provides sanitary facilities for storage of food. All staff members have the right to move away from a serious and imminent danger without having to obtain permission from the company. In compliance with ILO Agreements 155 and 184 and ILO Recommendations 164 and 190.

Every TOLSA staff member will receive regular and documented training in health and safety. TOLSA has established a system to detect, prevent or respond to possible threats to the health and safety to all staff.

7. No to Child Labour

Child labour is prohibited at TOLSA and suppliers and companies contracted by TOLSA.

8. Special protection for Young workers

TOLSA guarantees that young workers will be protected from any working condition that may be harmful to their health, safety, moral integrity and development. It will also ensure that their working day does not hinder their educational attendance.

9. No to precarious work

TOLSA guarantees that its labour relations will not cause insecurity or social or economic vulnerability among its employees. TOLSA provides dignified working conditions for its employees.

10. No to forced labour

Forced labour and coercive measures are prohibited at TOLSA and suppliers and companies contracted by TOLSA.

11. Environmental protection

TOLSA has procedures and standards for the management of waste, the handling and removal of chemical products and other hazardous materials, and the processing of emissions and discharges.

12. Ethical business behaviour

TOLSA has implemented a Social Responsibility Policy and a management system to ensure that the requirements of the Code of Conduct are respected. It has also established an Anti-Corruption Policy applicable to all its commercial activities. Management is responsible for correct implementation and continuous improvement, taking corrective measures and periodically reviewing the Code of Conduct.