



RESPECT FOR PEOPLE POLICY

MAPFRE considers that respect to others must be a basic element of its employees' conduct. Therefore, it rejects any show of workplace harassment, and any other behavior that is violent or offensive to the rights and dignity of people, whenever these situations contaminate the workplace, have negative effects on health, well-being, confidence, dignity and the performance of the people who suffer it.

Respect for people is a responsibility of the entire organization at global level and it extends both to relationships between employees, regardless of their position in the company, and to relationships between employees and clients, providers, collaborators and other stakeholders. They must all contribute to ensuring a work environment in which people's dignity is respected

Therefore, MAPFRE states that it is expressly against and will not allow situations of harassment at work, regardless of who the victim or the harassed person is in the situation reported, and that any member of the company is entitled to report harassment if it occurs.

MAPFRE's general principles of action in this area are:

1. Contribute to maintaining a work environment that is free of harassment and behavior that is violent or offensive to people's rights and dignity, and guarantee that, if it occurs, there are appropriate procedures for dealing with the problem and correcting it.
2. Reject any manifestation of harassment, whether ethical, sexual, psychological or of any other type, and also any behavior that is violent or offensive to people's rights and dignity, and consider respect for people and their dignity one of the organization's basic principles of action.

Therefore, MAPFRE undertakes to:

- a) Establish appropriate procedures so that anyone who may suffer harassment or situations that affront their dignity at work can report it and be duly dealt with.
- b) Investigate any reports made in total confidentiality, carrying out the procedure with due consideration, seriousness and promptness, and adopting the applicable disciplinary measures against the harasser.
- c) Provide the help required for the parties involved and protect people from possible reprisal for having reported the event or having testified to it.

- d) Inform the whole staff of the present policy, and also extend and report this commitment to provider companies, clients, public administrations, business organizations, unions, and other business agents.
- e) Inform and train the whole staff on the procedures and protocols established for avoiding and reporting possible situations of harassment and ones that affront their dignity.

MAPFRE urges the Management and other persons responsible for managing teams to apply and guarantee compliance with these principles and to be an example in the area of respect for people. It, likewise, urges the whole staff to observe these principles of action and to ensure that all people are treated with respect and dignity.

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Approved on July 23, 2015