**OBJECTIVE**

Provide the right conditions, taking care and protection of the integrity and well-being of vulnerable workers of the company.

**INTRODUCTION**

The company will respect the human rights of vulnerable groups and protect them from situations of discrimination. It is necessary to offer free access to the different spaces where vulnerable workers can make use of resources just like any other worker in the company. This procedure is based on the provisions contained in the ETI Base Code, the Federal Labor Law, as well as official Mexican standards of the matter, among other laws.

**(Customize according to local laws in your country)**

DEFINITION. Vulnerable groups: Group of people belonging to minority groups or with a long-term deficiency, whether physical, mental, or sensory.

**RESPONSIBILITY**

* The Social Responsibility Committee should review this document and provide feedback, if any changes are applied.
* The Human Rights Manager will ensure that all personnel comply with the regulations and policies of the management of vulnerable workers.
* All staff will be responsible for the implementation of this SOO.

**PROCEDURE**

The following important points should be taken into account in compliance with this procedure at all times:

* Treat them with naturalness and respect for their dignity.
* In general, a natural and simple way of speaking will be adopted, avoiding technical or complex language, using direct and well-constructed phrases. Greet and say goodbye to them normally as is the case with anyone else.
* Persons in situations of vulnerability due to gender, age, race, sexual orientation, different capacities, membership of an indigenous ethnicity or people, pregnancy conditions, disease (AIDS), among others, will be included in all the activities of the company.
* Resolve your questions, doubts, and concerns with patience and understanding.
* Except for intellectual issues, treat them according to their age.
* Limit support to what is necessary, trying to ensure that they develop as independently as possible in their activities; avoiding overprotection and prejudices.
* Facilitate the relationship with others.
* The company will take action to protect human rights and prevent discrimination against its workers belonging to vulnerable groups.

**People with physical disabilities**

* Focus on a person's abilities and not their limitations. A disability is not an incapacity. The Social Responsibility Committee in conjunction with the General Manager and/or the human resources department will seek the most appropriate role or position where the person can perform properly with the highest possible level of autonomy.
* The internal labor regulations, individual contracts, benefits, rest hours, and other policies and procedures established by the company shall be respected as is done with the other workers.

**Pregnant women**

* The company will not fire any woman because of pregnancy or lactation status. Nor will it carry out pregnancy tests as a requirement for recruitment, as a condition for the stay in employment or any other work activity typical of the company.
* Pregnant women shall be entitled to maternity leave and benefits established by the Federal Labor Act.
* The company will allow the person in a state of pregnancy to leave work for prenatal examinations. There must be prior notice, apply for permission according to the company's procedure and carry proof.
* The time for breastfeeding that the law establishes will be provided.
* If necessary, the company will adapt spaces for breastfeeding.

**People with AIDS**

* The company will provide the same labor rights to all its workers, including those with Acquired Immunodeficiency Syndrome (AIDS).
* They will not be required for HIV testing for their entry, as a condition for the stay in employment or any other work activity typical of the company.
* Those with this condition have the right not to make their diagnosis known if they wish.
* The company will provide protection of personal data to workers, including personal medical information, through the company's confidentiality and non-disclosure agreement.

**Persons belonging to an indigenous ethnic group or ethnic group**

* The company will respect, promote, protect, and guarantee the human rights of workers belonging to indigenous groups, just as it does with other workers.
* The company will take action to protect human rights and prevent discrimination against its workers of indigenous origin.
* As long as it does not interfere with their work functions or poses a danger to their health or safety, they will be able to wear their own clothing and speak their own dialect.

**People of different sexual orientation**

* People with different sexual orientations regardless of gender identity, attire, or physical characteristics have the same rights and responsibilities as other workers. The company will protect and promote their rights and prevent their discrimination.
* Protection of personal data will be provided to workers, including personal medical information, identification documents according to their gender identity, birth certificate, marriage certificate, adoption of minors among others, through the confidentiality agreement and non-disclosure of information.
* The company will promote the free development of one’s personality in the workplace always keeping due respect for the rights of other workers and complying with the rules of the internal labor regulations, which apply equally to all workers.
* The company will take action against the person or those who harass or in any way discriminate against the worker on the grounds of sexual orientation, physical appearance, or attire.

**FREQUENCY**

As long as there are workers belonging to vulnerable groups.

**RELATED DOCUMENTS**

* Notice of data protection and privacy.
* Employee breach.
* Reference table for the application of sanctions.

**CORRECTIVE ACTIONS**

In case of non-compliance of the recommendations of this procedure, staff should be trained and/or seek awareness resources to avoid situations of harassment and discrimination to eliminate or decrease them.

If harassment and/or discrimination is recurrent based on the sanction implementation reference table, a report of non-compliance shall be applied, which shall be filed in the file of the controller.

In special, sensitive cases, or cases that may be considered or give rise to a crime or act of hatred, the human rights officer in conjunction with the Social Responsibility Committee shall give notice to the relevant authorities and the situation shall be followed appropriately. The company shall apply the appropriate internal sanction to the perpetrator(s).

**VERIFICATION**

* All procedures, documents and policies will be reviewed before each season or annually.
* The General Manager, in conjunction with the staff involved, will have to review annually the effectiveness and applicability of this document.

**Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­­**

**Head of HR Department General Manager**