

MANAGEMENT SYSTEM'S POLICY



Barcelona - Ciudad de México - Madrid - Palma

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MANAGEMENT SYSTEM'S POLICY

We want to be the best company of Total Compensation services to work with, open to all those professionals who follow and want to share our values, with the commitment to comply with the requirements of our certifications and regulations, and pursuing on:

- **Conciliation:** We understand the management of conciliation as the creation and management of the ideal organizational conditions that allow our employees to integrate their personal and professional life, while achieving the results committed to the organization, and see their welfare needs met (health, family life and social life).

With this, Compensa Capital Humano directs its model of Personal and Professional Life Integration towards the improvement of efficiency and productivity, in an environment rich in personal and professional relationships, in development opportunities and in life options.

In addition, Compensa Capital Humano looks forward to being recognized as an excellent place of work that appeal the best employees, retains talent and improves commitment with the goal of providing a different service to its clients with customized solutions.

This vision of the conciliation and development model will guide the efforts of the organization.

- **Equality:** We are committed to equal opportunities between women and men. Therefore, voluntarily, since we are not bound by regulations, we have drawn up an Equality Plan that conceives a series of measures aimed at guaranteeing equal treatment and opportunities for men and women in the organization, and to prevent any type of gender discrimination.
- **Security and privacy:** We apply security standards in our processes of design, implementation, communication and management of efficacy and retributive efficiency solutions, EVP and total compensation based on confidentiality, availability and integrity to ensure the secure handling of data.

We annually establish security objectives for the continuous improvement of the performance of our information system. To guarantee maximum confidentiality, privacy and integrity of the information of the critical services of our system, we have implemented an advanced system of perimeter and anti-intrusion security (high level Firewall, WAF, anti-ddos ...) for the prevention of cyber-attacks. We guarantee compliance of the legality in the matter of Data Protection, having special care with this matter and fulfilling with legal obligations, as well as other ISO regulations regarding the use and treatment of information and their processes. In this process, Compensa has created a Security Committee to monitor compliance with all the corresponding security requirements and, specifically, in terms of data protection, has appointed an external DPO to monitor compliance with the GDPR. We are committed to train and continuously raise the awareness of all our team in terms of security and privacy of information, being all our employees informed of their security functions and obligations with a system of evaluation and control of compliance.

- **Business continuity:** We apply business continuity standards in our processes of design, implementation, communication and administration of efficacy and retributive efficiency, EVP and total compensation solutions based on the availability of critical business services.

To guarantee the continuity of our critical services and those provided to our clients, we have implemented a DR system which includes the hiring of a second provider located 600 kilometers from the main provider.

We are committed to raising awareness, training and introducing the necessary measures to guarantee the physical integrity of all our equipment.

Annually, we establish continuity objectives for the continuous improvement of the performance of our system of information.

- **Quality and innovation:** We're looking forward to meeting the expectations placed on our work, assigning cross-cutting responsibilities for each of the processes. We seek that our employees have a process-oriented approach, increasing the satisfaction of the client and the value proposal offered by Compensa Capital Humano to the market, with a thought based in risks and in constant innovation.

We want our processes to be applied with defined criteria and methods and to follow up on through indicators that really evaluate the performance of each of these processes with the objective of that are effective and efficient. Our objective is to assess these processes and implement the necessary changes to ensure the expected result, addressing continuous improvement through risk analysis and opportunities and improvement sheets, where the main premise is to detect the necessary improvements in all its slopes, with a cost-benefit ratio satisfactory to the Organization.

Therefore, we keep all the information documented to support the operation, repetitiveness and analysis of each of the processes implemented with the commitment of each area defining its own objectives and indicators in their areas of responsibility and their teams. We analyze the satisfaction of our clients (employees and company) as well as the performance of our providers to ensure the best service and that all the requirements of our clients as well as all regulations applicable to Compensa Capital Humano are determined, understood and fulfilled.

We promote a culture of innovation to be one of the engines that extends our portfolio of services, monitoring the internal and external environment to be an effective source of ideas and aligned with the market and with the expectations of the interested parties. We ensure that the integration of the different management systems is uniform and successful in complying with the different regulations applied to the Integrated Management System. In short, we look forward to meeting the expectations placed on our work, by managing our processes with criteria of uniformity, continuous improvement and review of the indicators, evaluating our day to day and everyone's satisfactorio.



Conciliation and equality certificate by Másfamilia foundation



Information security certificate according to UNE-ISO/IEC 27001:2014 standard



Quality management certificate according to UNE-EN ISO 9001:2015 standard



R&D management certificate according to UNE 166002:2014 standard

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