

## Human Rights Matrix - RIMAC

N°	Area	Topic	Related Risk	Related Human Right	Affected rightholder	Area that rated the risk
1	Health & Safety	Health & Safety	Affectation of physical and mental health in employees, suppliers or customers who are within the company due to the lack of controls or security plans.	Right to life Right to health	Collaborators Suppliers Clients	- Supplier Management (Health, Vehicle and Administrative) - Customer Experience
2	Health & Safety	Discrimination	Impediment of access and performance of activities to employees, suppliers or customers with a disability condition due to the absence or poor conditioning of physical spaces managed by the company and its suppliers	Rights of persons with disabilities Right to work and favourable and just conditions of work	Collaborators Suppliers Clients Persons with disabilities	- OSH/Social Welfare - Supplier Management (Health, Vehicle and Administrative) - Customer Experience
3	Diversity and Inclusion	Discrimination	Damage to the dignity and integrity of employees, suppliers or customers due to situations of discrimination based on ethnicity, gender or gender identity, religion, political orientation, nationality, age, disability status, socioeconomic status, etc., between employees and between them and third parties.	Right to equality and non-discrimination	Collaborators Suppliers Clients Community	- Climate and Culture - Supplier Management (Health, Vehicle and Administrative) - Customer Experience
4	Diversity and Inclusion	Harrasment	Damage to the dignity and integrity of employees, suppliers or customers due to situations of harassment, intimidation or disturbance (sexual, physical or psychological) in person or virtually.	Ending violence against women and girls Right to equality and non-discrimination Right to work and favourable and just conditions of work Right to life Right to health	Collaborators Suppliers Clients Women	- Climate and Culture - Supplier Management (Health, Vehicle and Administrative) - Customer Experience
5	Labour relations	Freedom of expression	Barriers to employees, suppliers and customers to express their opinions, needs and thoughts freely without any restriction or sanction that harms them.	Right to freedom of expression and opinion	Collaborators Suppliers Clients	- Supplier Management (Health, Vehicle and Administrative) - Customer Experience

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6	Labour relations	Freedom of association	Impediments or impairment of freedom of association and collective bargaining due to restrictions imposed by the company or its suppliers	Right to organize Right to freedom of association Right to collective bargaining	Collaborators Suppliers	-Labour relations - Supplier Management (Health, Vehicle and Administrative)
7	Talent Management	Discrimination	Acts of discrimination based on ethnicity, gender or gender identity, religion, political orientation, nationality, age, disability status, socioeconomic status, etc., in decisions regarding recruitment, selection and professional development.	Right to equality and non-discrimination Right to just and favourable conditions of work	Collaborators Suppliers	- Talent Management - Supplier Management (Health, Vehicle and Administrative)
8	Talent Management	Labor rights	Failure to comply with working conditions by the company and suppliers (remuneration, social benefits, insurance, length of the working day, among others)	Right to just and favourable conditions of work Right to a salary sufficient to meet basic needs Right to rest and holidays Right to an adequate standard of living	Collaborators Suppliers	- Talent Management - Supplier Management (Health, Vehicle and Administrative)
9	Compensation	Equal Pay	Salary differences between men and women with similar levels of responsibility and experience due to the absence of objective criteria in the evaluation of positions of the company or its suppliers.	Right to equal pay Right to just and favourable conditions of work	Collaborators Suppliers	- Compensation
10	Healthcare Provider Management	Quality of services	Harm to physical and mental health in clients as a result of poor care by health care providers	Right to life Right to health	Clients	- Management of Health Providers
11	Healthcare Provider Management	Due diligence with suppliers	Harmful acts in the field of human rights due to the absence or non-compliance with controls in the processes of evaluation, selection, contracting and supervision of suppliers.	Prohibition of child labour Prohibition of slavery, forced labour and trafficking in persons Right to the protection of personal data	Clients	

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12	Health Product Subscription Vehicle Product Subscription Life Product Subscription	Discrimination	Impediments to access to products and services provided by the company due to some type of discrimination.	Consumer rights Right to equality and non-discrimination	Clients	- Subscription of products: Health, Vehicular, Life.
13	Customer Experience	Quality of services	Complaints and claims from customers for incomplete, outdated or erroneous information regarding the product or service offered by the company.	Consumer rights Right to access timely, sufficient and truthful information	Clients	- Customer Experience.
14	Compliance	Effective grievance mechanisms	Low accessibility to the company's reporting channels due to lack of knowledge of the guidelines and procedures for filing and resolving complaints	Right of access to justice and due process	Collaborators Suppliers Clients	- Compliance
15	Information Security	Information Security	Violation of the security of the personal information of customers, collaborators and suppliers due to exposure, loss or any other lack of security controls of the company and its suppliers	Right to the protection of personal data Right to privacy	Clients Collaborators Suppliers	- Information Security
16	Investments	Responsible Investment	Negative impacts on human rights and the environment due to the non-existence or non-compliance with environmental, social and governance criteria, including respect for human rights, in the evaluation of the projects it finances.	Right to a healthy environment Right to drinking water Right to life, liberty and security of person	Community	- Investments

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17	Sustainability Logistics	Environment	Pollution or negative impacts on the environment due to the company's operations: -electrical energy - water consumption - Paper consumption - waste management	Right to a healthy environment Right to drinking water Right to an adequate standard of living	Community	-Sustainability - Logistics
18	Consulting and Contracts	Child Labour	Child employment situations by providers that affect the education and development of minors.	Prohibition of child labour Rights of the Child Right to education	Suppliers Children and adolescents	- Consulting and Contracts
19	Consulting and Contracts	Forced Labour	Damage to the integrity of a person, due to restrictions on freedom of movement by suppliers (retention of documents, non-consensual discounts, among others).	Prohibition of slavery, forced labour and trafficking in persons Right to work and favourable and just conditions of work Right of migrant workers to equal working conditions	Suppliers Migrants	- Consulting and Contracts
20	Risks Corporate Affairs	Transverse	Reputational damage due to human rights violations due to ignorance of the rules governing the matter and lack of training for employees and suppliers in human rights	Right to life Right to equality and non-discrimination Right to work and favourable and just conditions of work Prohibition of child labour Prohibition of slavery, forced labour and trafficking in persons	Collaborators Suppliers Clients Community	- Corporate Affairs -Risks