



# Human Rights Policy Statement



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## ***SMU: A Culture of Integrity***

At SMU, the values and principles that guide our actions are expressly defined in our CERCA culture: Closeness, Excellence, Respect and honesty, Collaboration internally and competition externally, and Agility. These values and principles, in turn, make up the foundations on which we build in order to fulfill our corporate purpose: To make life easier for our customers.

At SMU, through our CERCA culture, our Code of Ethics and Business Conduct, and our Corporate Sustainability Model, we are committed to respecting, promoting, and protecting human rights in our actions and our value chain. In the event that violations of human rights are identified, we have established mechanisms for reporting and sanctioning such violations, in order to mitigate and remedy the impacts. Our Code of Ethics and Business Conduct is part of the employment contract between the Company and our employees. It is also part of the commercial contract between SMU and our suppliers, and it applies to third parties that do business with or are related to the Company.

We fully support the UN Universal Declaration of Human Rights, International Covenant on Civil and Political Rights, Guiding Principles on Business and Human Rights, and International Covenant on Economic, Social and Cultural Rights, as well as the ILO's Declaration on Fundamental Principles and Rights at Work. We recognize that all human beings are born free and equal in dignity and rights and have the right to life, liberty, and security of person; to not be held in slavery or servitude; to equal treatment before the law; and to a fair trial.

At SMU we recognize inclusion and diversity as fundamental values in our relations with people and in our way of operating. We reject all forms of discrimination and commit to respect and not discriminate against our customers, shareholders and investors, employees and unions, suppliers, communities, trade associations, regulatory authorities, and in general any person who interacts with the Company, on the basis of age, race, ethnicity, nationality, language, religion, marital status, gender identity, sexual orientation, political opinion, economic situation, disability, illness, or any other unjustified distinction, exclusion, or preference that violates principles of equal opportunities.

At SMU we maintain fair work conditions and expressly prohibit child labor and forced labor. This commitment extends to our suppliers, contractors, subcontractors, and partners. We recognize freedom of expression, freedom of association, the right to privacy, and the right to collective bargaining, and we strive to ensure occupational health and safety and equal pay.

At SMU we care about the environment and promote policies in line with this commitment, striving to avoid potential negative impacts on people and the community, and promoting initiatives that have a positive impact on the environment.

SMU and its employees are committed to providing the Company's customers with quality products and services, in accordance with both legal standards in force and internal policies and procedures, and which satisfy customer needs in an environment of respect, transparency, dignity, and equality. Customers should not receive any discriminatory treatment.

At SMU we recognize the importance of corporate social responsibility and the objective of having a positive impact on the communities in which we operate, and we work every day to be a good neighbor.

At SMU we oppose corruption in all its forms, including extortion and bribery, money laundering, and financing of terrorism. We are diligent in the preparation of our financial accounting records, and we strive to always work in strict compliance with all legal regulations in force.

At SMU we are committed to treating data in compliance with legal regulations in force and in accordance with the fundamental rights and freedoms of all people, and in particular, the fundamental right to the protection of personal data.

As part of our commitment to human rights, and as stipulated in our Code of Ethics and Business Conduct, SMU does not accept any forms of corruption, extortion, bribery, money laundering, financing of terrorism, manipulation or falsification of accounting records, unmanaged conflict of interest, human rights violations or infringement of legal regulations from its supplier or contractors. The Company expressly prohibits violence and/or harassment in the workplace; child labor, forced labor, and human trafficking.

At SMU we believe that we are all responsible for upholding a commitment to human rights, which is why we encourage our stakeholders to adhere to and respect these principles. As part of our commitment, our processes include due diligence in human rights matters in order to identify, prevent, and mitigate any negative impact on human rights, assessing risks that may exist and the necessary remediation and/or mitigation measures. Through due diligence processes we seek to prevent potential negative externalities impacting people and the environment, identifying parties affected by our actions throughout all of our processes.

SMU has a Whistleblower Form that is available to both employees and third parties (including customers and the community in general) and guarantees confidentiality, transparency, ease of access and anonymity in order to report any violations of or threats to human resources or our corporate values. All reports made through the Whistleblower Form are reviewed under principles of good faith, and retaliatory actions are expressly prohibited by the Company's Code of Ethics and Business Conduct. The Whistleblower Form is available on the Company's website.