



MICROSEGUR

SOCIAL RESPONSABILITY POLICY

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The MICROSEGUR Corporate Social Responsibility Policy includes the values of its activity model as a responsible and sustainable company, articulating around the following main areas of commitment:

Commitment to the Human Team

- Ensure equal opportunities, diversity and non-discrimination in an environment of equality in which we respect and promote social and cultural diversity.
- Promote professional development through continuous training and internal promotion.
- Ensure the reconciliation of family, work and personal life thanks to our telecommuting plan that seeks to promote the efficiency of people, equipment and company, as well as a “traffic jam” policy (avoid the peak hours of mobility with the car) to ensure a better quality of life for Microsegur employees.
- Apply the necessary measures to reach the highest level of safety and health in all jobs.
- Foster communication and participation in the work environment.
- Ensure an environmentally sustainable working environment by promoting behaviors such as waste separation or electric recharging points for electric vehicles.
- Promote healthy living habits among workers, thanks to the adherence to the “Habits of healthy living” program of the mutual Umivale.

Commitement to the community

- Actively participate in governmental and non-governmental social initiatives aimed at satisfying the vital needs of the population, both in Spain and in other countries where MICROSEGUR may be present. MICROSEGUR is currently collaborating with the Red Cross, finding us especially sensitized with children who are in unfavorable situations.
- Establish strategic alliances with universities, foundations, business organizations, etc. to share knowledge and contribute to the transfer of knowledge, good practices, and sustainable and inclusive management models.
- MICROSEGUR currently collaborates with the Polytechnic University of Madrid, ICAI and the Francisco de Vitoria University. And during 2018/19 more than 80% of the fellows who were part of our team were subsequently hired and incorporated into the workforce.
- We have a collaboration agreement with the NGO Norte Joven, to develop the social and labor integration of people with a social disadvantage, giving them access to a quality work opportunity within MICROSEGUR.

Commitment to the enviroment

- Move towards a circular economy model, efficiently managing the resources used and the waste generated, establishing as a priority the organizational measures, the human and technical resources and the economic resources necessary to achieve it.
- Strengthen the commitment of MICROSEGUR in the fight against climate change by launching initiatives that have an impact on reducing emissions and raising awareness among its workers.



- Minimize the environmental impact of the actions, applying preventive measures, compensating for their negative effects and seeking new environmentally friendly alternatives that contribute to the preservation of the environment and the conservation of biodiversity.
- Influence the continuous improvement of the integrated system of quality and environmental management and the incorporation of environmental criteria in MICROSEGUR processes.

Commitment to the client

- Provide immediate and effective responses.
- Ensure rigor and efficiency in the material execution of the works and services awarded.
- Provide the highest quality standards in their activities, and seek continuous improvement of processes and services.
- Establish processes, structures, evaluation systems and solvent communication channels that meet customer expectations and requirements.
- Promote research, development and innovation and the incorporation of the most innovative technologies.

Commitment to the suppliers and collaborators

- Establish transparent, objective and impartial processes with the suppliers of products and services.
- Contribute to the socio-economic development of the territories where MICROSEGUR operates, through the generation of employment.
- Encourage suppliers and collaborators to introduce improvements in their economic, environmental, social and ethical behavior, collaborating with them and coordinating joint actions to ensure their alignment with the CSR policy and with the MICROSEGUR Code of Ethics.
- To give priority to the development of initiatives for the continuous improvement of the processes of the MICROSEGUR supply system, with special emphasis on the criteria of responsible public procurement.
- Encourage the incorporation of social criteria in the MICROSEGUR purchasing processes.

The business activities carried out by MICROSEGUR guarantee respect for fundamental human rights, rejecting any practice that violates individual or collective dignity, and reinforcing the commitment to the application of the Universal Declaration of Human Rights, with the Global Compact and with the United Nations Sustainable Development Goals.