

# Gender, diversity and inclusion policy

*We value human development as a part of our contribution to build a sustainable, equitable and fair society.*



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## Why is it important to develop a gender, diversity and inclusion policy?

CAPSUS has developed its gender, diversity and inclusion policy to **build a fair and inclusive business environment that protects our team and contributes to the construction of a fair society and business culture.**

The policy aims at contributing to fight against discrimination and unequal employment opportunities based on gender, sexual orientation, religion, belief, nationality, culture or various visible and non-visible factors that form a person's identity. By strengthening the role and participation of each member, we promote their visibility and growth as individuals in and outside the workplace.

# 3 Pillars to protect and empower individuals

CAPSUS acts on 3 pillars that promote social plurality within our team, clients, and affiliated partners.



## Non-discrimination, harassment or violence



We are committed to detecting, preventing and eliminating any negative impact on human rights inside and outside of the organization.

We believe in building a positive, fair and safe environment with zero tolerance for discrimination, segregation and violence (sexual, psychological, physical, emotional, among others).

## Gender equality



We promote gender equality by empowering those whose opportunities are diminished by stereotypes that hold back their development.

We seek a gender balance within our work team so that the voices, rights and needs of each group are represented.

## Sexual diversity and inclusion



We are committed to an inclusive environment in all aspects that allows to give visibility without prejudice to each group, facilitating free expression and demonstration in the workplace.

We respect the free will, identity and individuality of each person, as well as their need for confidentiality and / or privacy.

# Non-discrimination, harassment or violence

## Commitments

- **Implement impartial recruitment processes** without discriminating by gender, race, religion, physical appearance, sexual orientation, gender expression or identity, or any other aspect not related to the knowledge and professional capacities of the applicants.
- **Provide the same benefits, salaries, training or promotion opportunities** regardless of physical appearance, sexual orientation, gender expression and identity, religion, culture, beliefs, nationality, or other aspects not strictly related to the job, experience or performance.
- **Foster a respectful work environment**, eliminating the use of words that stigmatize or categorize a person or group of people, placing them in a situation of discrimination.
- **Train our staff** in the detection, identification and action in situations of harassment, violence or discrimination and raise awareness about respect for human rights.
- **Design and disseminate internal protocols** internal protocols to follow in case of violence, harassment and discrimination, including protection measures for victims and witnesses.
- **Open direct and anonymous communication channels** to report or prevent situations that put the physical or emotional safety of employees at risk.
- **Generate privacy standards** for people involved in situations of discrimination, harassment or violence without hindering the process of mitigating them.
- **Generate annual metrics** to monitor the performance of CAPSUS in matters of prevention and mitigation of situations of harassment, violence or discrimination.
- **Create a professional support network** (medical, legal and psychological help) to channel people on the team who have faced situations that compromise their integrity.

# Gender equality

## Commitments

- **Implement impartial recruitment, training and promotion processes**, eliminating stigmas attributed to gender and betting on the knowledge and professional capacities of the applicants.
- **Ensure that the costs that any person represents to the company are independent of their gender** to reduce bias at the time of hiring.
- **Offer equal salary levels and benefits** corresponding to the position, experience and responsibilities, as well as publicly celebrate achievements in an equitable manner.
- **Generate equal opportunities for professional growth and access to leadership** and decision-making job positions, seeking gender parity.
- **Facilitate the integration of maternity and paternity with working life** through strategies such as home-office, flexible hours, breastfeeding time, and days of leave longer than those indicated by law.
- **Use inclusive language with a gender perspective** for internal and external communication of projects, proposals and dissemination materials; especially those in Spanish.
- **Train and provide information** on issues of gender equity, empowerment of women and elimination of stigmas attributed to gender.
- **Define gender equity goals and generate annual metrics** to monitor their compliance. Make each CAPSUS member jointly responsible for their follow-up.
- **Conduct regular surveys on the internal perception of the work environment** regarding gender equality and suggestions for continuous improvement.
- **Encourage our business partners, contractors and suppliers to include gender equity principles** and generate policies that support them.
- **Collaborate with local and international institutions**, organizations and / or associations that promote female empowerment and gender equality in business activity.



CAPSUS has signed and supports the United Nations WEP-Women's Empowerment Principles.

We work to establish and promote initiatives for the empowerment of women, as well as share the lessons learned that help others to join this movement.

# Sexual diversity and inclusion

## Commitments

- **Create a culture of respect for the human rights of the LGBT+ community** within the work environment, promoting free expression, demonstration and eliminating situations of stress or anxiety that compromise their well-being.
- **Establish impartial recruitment processes**, betting on the knowledge and professional capacities of applicants regardless of their sexual orientation and gender identity and expression.
- **Provide salaries, benefits and supports for professional development without discrimination** on the basis of sexual orientation, gender identity and expression.
- **Eliminate stereotypes attributed to gender identity and expression**, use inclusive and respectful language.
- **Promote and express the value of diversity and inclusion** in the company's external communications.
- **Train CAPSUS members to raise awareness and educate** on matters of sexual diversity, gender identity and expression. Include such training as part of the induction process of the company, addressing the resources and available support channels.
- **Establish a group of collaborators** who work in favor of sexual diversity, gender expression and identity, following the CAPSUS policies.
- **Collaborate with local and international institutions**, organizations and / or associations that promote the inclusion of the LGBT + community in business activity.

## Metrics CAPSUS 2023



## CAPSUS' Goals for 2024

1

Plan and moderate at least **3 informative sessions and/or discussion panels.**

2

Create a **Supplier Diversity Policy** to incorporate strategies within CAPSUS that enhance job opportunities for diverse groups.

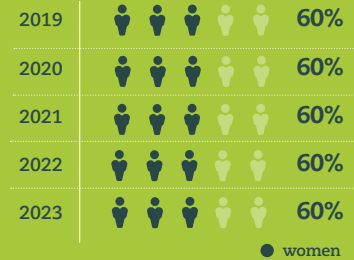
3

Work as a team to **create a safe and diverse work environment, following the HRC Equidad MX certification guidelines.**

## Statistics

in the last 5 years

### Women in leadership



### CAPSUS TEAM





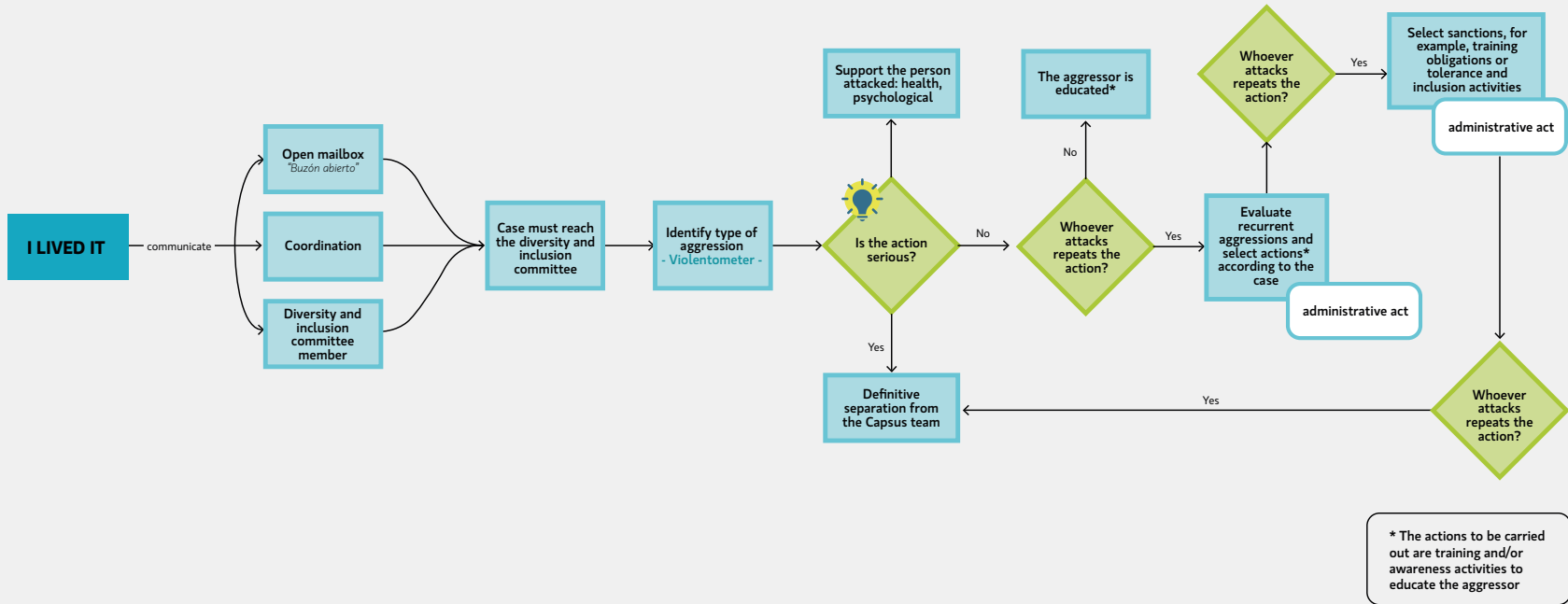
## Action routes in case of incidents

For the prevention of incidents within the organization, **CAPSUS, together with the Gender, Diversity and Inclusion Committee, organized a collaborative activity** where CAPSUS colleagues proposed the actions to be followed in case of witnessing any act of violence, harassment, discrimination or any event that threatens the safety of the team members.

As a result, the "**Action routes**" were generated, they show the process to follow in case of having heard, lived or witnessed an event that threatens the integrity and security of one or several people inside the organization.

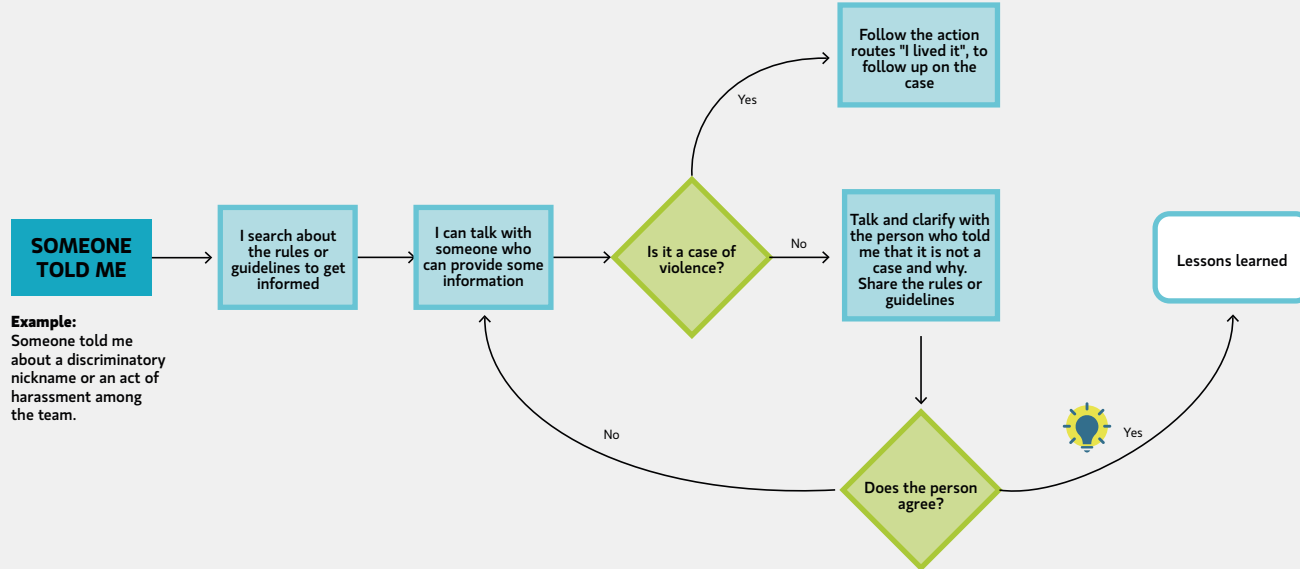
# Action routes

## I LIVED IT, what can I do?



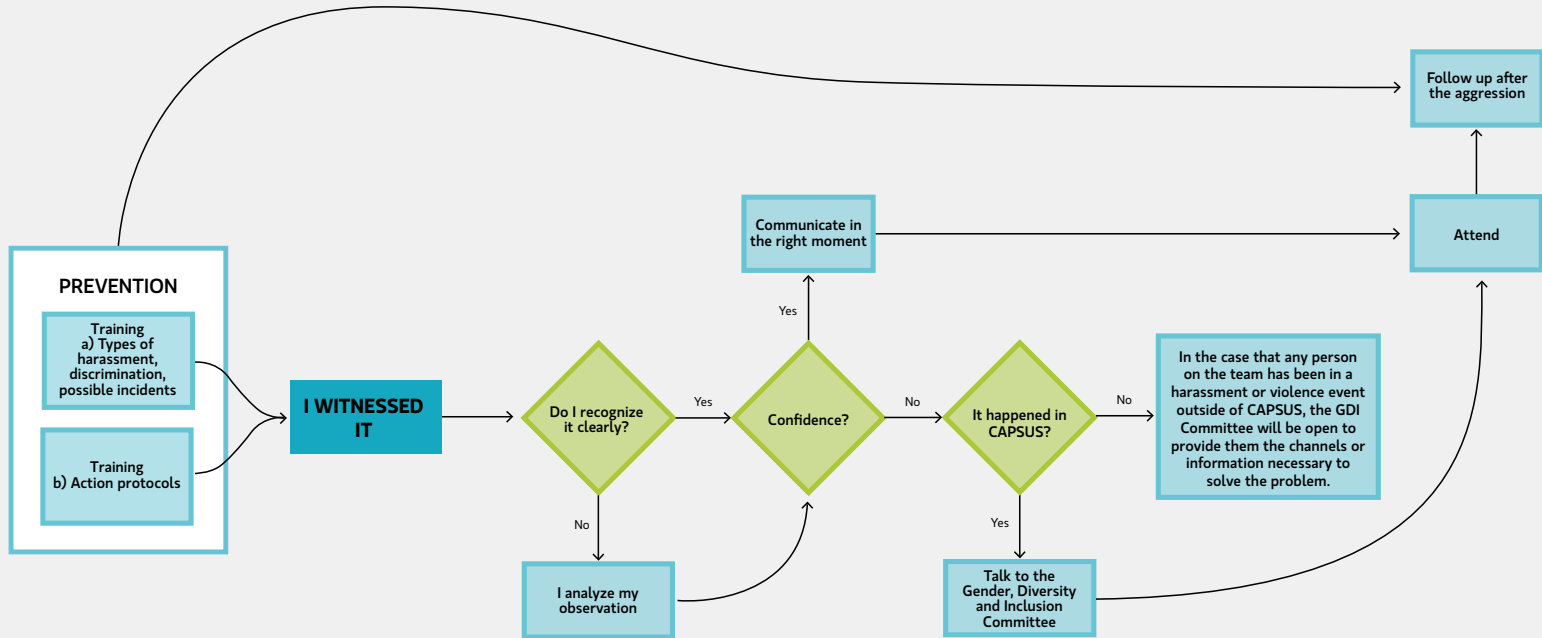
## Action routes

### SOMEONE TOLD ME, what can I do?



## Action routes

### I WITNESSED IT, what can I do?



Remember to  
communicate in an  
assertive, responsible  
and timely manner

Take this into account for  
your day to day at CAPSUS



**"Téndido" is our safeword.** In case of wanting to communicate something in a straightforward way to one of your coworkers, you can open the discussion using this word so the other person keeps an open and unbiased mindset.



**Use the open mailbox when you want to express something in a private and anonymous way.** A team member in a coordination position will receive your message and take action to help you.

## Recruitment process

As part of our efforts to build a more diverse, fair and inclusive work environment we have developed a methodology to **decrease biases that may influence the recruitment and hire process** of new team members such as: gender, gender identity and expression, sexual orientation, age, cultural background, disability or visible features that are part of a person's identity.

We are adding the following disclosure to all of our vacancies announcements:

*"According to our no discrimination, equitable and inclusive work environment policies, we ask you to do not include your name, photo or any other personal data such as birth date in your CV. Please, identify yourself using only your initials."*



**Phase 1.** A designated team member from the coordination department will receive the CVs and gather them into a folder, making sure none of them include names or any piece of information that may reveal the gender of the applicants.



**Phase 2.** Another designated team member will perform an exclusively competencies based pre-selection of the profiles and will place them into a folder. The applicants are informed about the results of this process.



**Phase 3.** The pre-selected CVs are revised. After that, a second round to select CVs is performed and the chosen applicants are invited to an interview.



**Phase 4.** After the interview process, the best suited profile is selected and informed so they can join our team.

## Supplier Diversity Policy

Committed to fostering a diverse and inclusive business environment, we have developed a **Supplier Diversity Policy to integrate in CAPSUS strategies a broader spectrum of suppliers, providing enhanced opportunities for those who have traditionally faced financial marginalization or underrepresentation**—both as business owners and employees.

With this Policy we pursue corporate diversity goals while we build a philosophy that may be replicated by our costumers, allies and other companies.



The main categories of Diverse Suppliers considered within the CAPSUS Supplier Diversity Policy are:

- Minority-owned businesses.
- Woman-owned businesses.
- LGBTQ-owned businesses.
- Disability-owned businesses.
- Elderly / Senior-owned businesses.
- Micro-, small- and medium-sized enterprises (MSMEs).



## Objectives of the Supplier Diversity Policy:



**Enhance Diversity and Inclusion:** Increase the participation and opportunities for financially marginalized or underrepresented individuals, both as business owners and employees.



**Integrate Diverse Suppliers:** Make a proactive effort to include diverse suppliers in CAPSUS' strategic procurement process.



**Communication and Advocacy:** Communicate the value and process of the Supplier Diversity Policy internally and externally to all stakeholders.



**Encourage Diversity Among Suppliers:** Encourage all our suppliers to demonstrate inclusion and diversity within their own operations and supply chain.



**Meet Corporate Client Demands:** Utilize our supplier diversity outcomes to meet the supplier diversity demands of our corporate clients.

► Read more about the [Supplier Diversity Policy here](#)

A group of diverse people, including men and women of various ethnicities, are seated at a table in what appears to be a restaurant or cafe. They are looking towards the camera with neutral to positive expressions. The background features ornate, wrought-iron style metalwork. The entire image is overlaid with a gradient that transitions from a reddish-orange at the top to a bright green at the bottom. A semi-transparent text box is centered over the image, containing a paragraph of text with several words highlighted in a light green color.

Having an **open and inclusive environment** allows to **give visibility to all people without prejudice**, facilitates free expression and manifestation in the workplace, **eliminating stress or anxiety situations** that compromise the performance of employees.

# Gender, diversity and inclusion policy



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