

# Diversity and Inclusion Policy of the Línea Directa Aseguradora Group



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Name of policy	Diversity and Inclusion Policy
Related section of the Code of Ethics	VI.1 Human rights and civil liberties VI.2 Respect, dignity and non-discrimination
Related section of other policies	-
Rules and standards superseded	-
Related rules and standards	Code of Ethics, Human Rights Policy, Selection Policy, Gender Equality Policy, Supplier Code of Conduct
Business unit or function affected	The entire Línea Directa Group
Personnel affected	The entire Línea Directa Group
Main person responsible for monitoring	People & Internal Communication
Approved on	15 October 2020
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Created by	People & Internal Communication, Compliance & Corporate Governance
Approved by	Board of Directors of Línea Directa Aseguradora S.A.

## **DIVERSITY AND INCLUSION POLICY**

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### **1. INTRODUCTION**

The European Union is founded on the values of respect for human dignity, freedom, democracy, equality, the rule of law and respect for human rights, including the rights of persons who belong to minorities. These values are common to all Member States in a society characterised by pluralism, non-discrimination, tolerance, justice, solidarity and equality between women and men.

Spain, as part of this diverse community, has undergone profound social changes in recent years, with the result that no group can feel alienated from the consolidation of women in the workplace, the increase in the immigrant population and the implementation of policies to respect the unique qualities of certain segments of the population. The Company therefore guarantees the utmost respect for the heterogeneity of society and the eradication of any conduct that may be viewed as discriminatory.

For Línea Directa Aseguradora S.A. ("Línea Directa" or the "Company"), diversity is a competitive factor that brings us closer to today's diverse and rapidly changing society. It favours empathy, innovation and plurality, generating value and positively impacting the Company's results. Diversity within the organisation must be governed and promoted through a global policy that applies equally to all companies that make up the wider Group.

With this goal in sight, the Board of Directors of Línea Directa Aseguradora S.A. has approved this *Diversity and Inclusion Policy* to govern all related actions and activities at the Company.

This Policy embodies the vision, approach and commitment of Línea Directa to diversity and inclusion. This policy helps to accomplish corporate objectives and reflects the value and richness that diversity brings to the culture and values of Línea Directa, while also providing a framework for action to ensure effective compliance.

For Línea Directa, the talent of the people who make up the Company is its most prized asset, and it is convinced of the need to have a diverse internal structure that reflects society and current needs. It therefore encourages respect for cultural, gender, sexual orientation, generational and functional diversity, among other dimensions.

Línea Directa's commitments under this *Diversity and Inclusion Policy* also make a valuable contribution towards the Sustainable Development Goals (ODS), a universal initiative of the United Nations (UN) within the wider scope of the 2030 Agenda that seeks sustainable development to eradicate poverty, care for the planet and guarantee peace and prosperity for all. More specifically, Línea Directa contributes to SDGs #5 (Gender equality), #8 (Decent work and economic growth) and #10 (Reduced inequalities).

## **2. PRINCIPLES OF ACTION**

Línea Directa has pledged to create and guarantee a diverse and inclusive working environment, in which all of its people are and feel that they are treated fairly and with respect.

For the Company, diversity relates to those aspects or characteristics that make each person different and unique. When this is fully integrated across all management processes and there is no room for discrimination of any kind (race, religion, politics, nationality, language, sexual orientation, age, abilities, etc.) we can speak of genuine inclusion.

For all these reasons, Línea Directa supports compliance with the following principles of action:

- As a fundamental value, to ensure a culture of respect for people and behaviour conducive to diversity among employees (or any person providing services for Línea Directa).
- Ensuring fair selection, recruitment, training, promotion, remuneration and severance processes for employees. In short, these processes should be based exclusively on merit, skill, performance or professional experience, without any kind of discrimination.
- Promoting the inclusion of the most vulnerable groups, facilitating their proper integration into the Company and ensuring a respectful working environment.
- Championing a culture of diversity and inclusion supported by programmes, actions and protocols that facilitate the integration of all employees, focusing on the inclusion of people with disabilities or victims of gender-based violence.

### **3. SCOPE**

The principles set out in this document apply to all employees, managers and directors of all companies that make up the Línea Directa Aseguradora Group, as well as the Línea Directa Foundation, in accordance with applicable law and regulations. The Company shall also seek to ensure that its collaborators, partners and any other persons related to its operations, products and services likewise honour the principles and commitments contained in this Policy.

### **4. COMMITMENTS AND RESPONSIBLE PRACTICES**

The principles and responsibilities of Línea Directa under this Policy are supplemented by the following internal documents: Code of Ethics, Gender Equality Policy, Human Rights Policy, Selection Policy, Sustainability Policy, Social Contribution Policy, Protocol on the Prevention of Psychosocial Risks and Supplier Code of Conduct, among others.

The commitments acquired by Línea Directa under this *Diversity and Inclusion Policy* contribute to the Sustainable Development Goals, specifically the following: SDG #5 (Gender equality), SDG #8 (Decent work and economic growth) and SDG #10 (Reduced inequalities).

To deliver on these commitments, the Company is taking concrete steps in the following areas:

- **Generational diversity.** The Company leverages the competencies of each existing generation to drive innovation and creativity internally, promoting SDGs #8 and #10. In this regard, Línea Directa:
  - Fosters the labour integration of different generations, avoiding any bias in selection, promotion or development processes solely on the grounds of age.
  - Works to define new professional roles that improve the employability and job prospects of different age brackets.
  - Runs programmes to harness the experience of senior talent and pass down their knowledge.
  - Establishes a target-based performance process to meet the demands of younger generations for more flexible working relationships.
  - Plots a strategy to retain young talent to enable generational renewal.



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- **Functional diversity.** Línea Directa undertakes, through specific programmes, to promote the integration of people with different abilities from the moment they join the Company, thus ensuring their full involvement in the life of the company alongside all other employees and enabling better use of their talent. To achieve these goals, and to contribute also towards SDGs #8 and #10, Línea Directa:
  - Guarantees personalised attention and close support when they join the team, including continuous monitoring.
  - Seeks to build a respectful and non-discriminatory working environment.
  - Provides technical support to eliminate or reduce physical barriers and ensure an equal working environment.
  - It also offers its employees professional counselling programmes through specialised external companies.

- **Diversity of gender and sexual orientation.** Línea Directa is committed to fostering an inclusive and respectful environment among its employees and other stakeholders along the value chain, regardless of the identity, gender expression or sexual orientation of its people.

The Company therefore creates and promotes workplaces that are effective at fighting discrimination and promoting diversity and labour inclusion across all levels of the organisation.

- **Cultural diversity.** Línea Directa believes that the variety of cultures, backgrounds, knowledge and skills within the organisation helps unlock the full potential of its human talent. Therefore, the Company respects, values and harnesses these differences as an added value, promoting respect and integration of all employees through intercultural awareness and understanding.

The diversity and inclusion principles set out in this Policy will be managed through internal codes, plans, policies and protocols. Línea Directa also

expresses its commitment to diversity and inclusion by adhering to codes of good practice and initiatives on the subject.

## **5. MANAGEMENT MODEL**

Línea Directa guarantees the existence of communication and whistleblower channels, both *internal* (employee channel, ethics channel) and *external* (through specialised companies) so as to ensure that the Company is made aware of any action that infringes its position and status as a diverse company.

Specific internal plans are also implemented as part of the corporate communication strategy to raise awareness and sensitisation towards diversity and inclusion issues.

## **6. GOVERNANCE MODEL AND MONITORING**

Línea Directa has set up a *Diversity and Inclusion Unit* to oversee compliance with the commitments assumed under this Policy. The unit comprises employees from different areas and departments who have knowledge and responsibility in this realm.

To ensure that this policy functions as intended, the necessary indicators are monitored regularly. Any amendment to this document must be approved by the Board of Directors of Línea Directa Aseguradora S.A.

Whether or not changes have been made during the year, a review shall be carried out at least annually and the policy shall be updated accordingly if necessary.

The Board of Directors shall approve the *Diversity and Inclusion Policy of the Línea Directa Group* and will be ultimately responsible for the policy, ensuring due levels of compliance and overseeing good practices within the Company.





This Policy is developed and/or supplemented by other Group policies that are directly related to the principles of action set out herein.

## **7. COMMUNICATION OF THE POLICY**

This Policy will be communicated to all Group members and employees and will also be made available to stakeholders via the Intranet and on the corporate website.

This Policy will be effective from date of publication.

This Policy was approved by the Board of Directors of Línea Directa Aseguradora S.A. on 15 October 2020.