



## Corporate Manifesto for Diversity, Equity and Inclusion

**PUBLIC USE**



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# 1. Introduction

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The Redsys Group, consisting of the companies Redsys Servicios de Procesamiento, S.L., Redsys Salud, S.L.U., Gefrasan, S.L.U. and Redsys Servicios de Procesamiento Latinoamérica, S.A.C. (hereinafter the Redsys Group, or the Group), has identified the importance of supporting diversity, equity and inclusion (hereinafter DE&I) in its business activities and wishes to reflect that importance through this document. It demonstrates the Group's commitment to respecting and promoting these values in its workforce, as well as in its products and services, in line with the principles of the United Nations Global Compact and the Sustainable Development Goals of the 2030 Agenda, applicable within its scope of action.

Enhancing diversity, equity and inclusion in the business context means respecting and valuing the uniqueness of every member of the company equally, which fosters unity and a sense of belonging within the organisation. The Redsys Group believes that diversity, equity and inclusion are three aspects that not only contribute to the Group's respect for human rights and sustainability, but also enhance its competitiveness, reputation and business value. Diversity, equity and inclusion are assets that drive the innovative capacity of companies, apart from being factors of attraction and retention of talent, by visualizing that there is a welcoming and tolerant environment and are related to an increase in productivity and better performance. In addition, all this translates into new business opportunities, better risk management and greater stakeholder satisfaction.

## 2. Scope of application

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This Manifesto applies to the four companies that form part of the Redsys Group, as listed above, and must therefore be observed and respected by all directors, managers, employees and collaborators of the companies in the Group.

The scope of application of this manifesto also covers the group's suppliers that are or may be related, throughout their supply chain, to geographic areas where respect for the values of diversity, equity and inclusion is not sufficiently demonstrated.

Indirectly, but no less importantly, this manifesto applies to all other interested parties, in accordance with the Group's corporate CSR strategy. That is, partners, governance of the organization, clients and different regulators of the matter.

The Redsys Group will duly publicise this manifesto and promote its knowledge and promotion among its different stakeholders.



### 3. Definition of Diversity, Equity and Inclusion

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To internalize Diversity, Equity and Inclusion in the organization, it is necessary to have a clear definition of each of these concepts.

In the first place, **diversity** refers to the differences and variations of every human being, whether inherent or acquired. This is why diversity must be understood from a broad perspective, integrating all its dimensions: personality (the essentially unique way of being and acting of an individual), the internal dimension (those physical and psychological characteristics such as age, ethnicity, sexual orientation, sexual identity, gender expression or sexual characteristics, disability or gender), the external dimension (those personal aspects that can be controlled by the individual such as education, hobbies, marital status, political opinions, trade union membership, religion or place of residence) and, finally, the external dimension (those personal aspects that can be controlled by the individual such as education, hobbies, marital status, political opinions, trade union membership, religion or place of residence), hobbies, marital status, political opinions, trade union membership, religion or place of residence) and, finally, the corporate dimension (those aspects of the individual as part of an organisation such as professional category, position, experience, seniority, specialisation or department to which one belongs). Therefore, there is diversity by gender, race, generation, nationality, sexual orientation, social origin, education, mental and physical abilities, among others. These characteristics may pose a risk of exclusion, preferential treatment or discrimination.

In the case of **Equity**, it is that all people have the same opportunities, considering their differences and circumstances. It is important to highlight its definition as opposed to equality, which involves treating everyone equally, regardless of differences.

Finally, we speak of **Inclusion** when each person, whatever their difference, is culturally and socially accepted and treated equally.

Consequently, if we put all these concepts together we can deduce that an **organisation is diverse, equitable and inclusive** when it makes its best efforts and puts the right means in place to have different people, offering equal opportunities and making people count, being part of the organisation.

For the record, in accordance with Law 15/2022, of July 12, comprehensive for equal treatment and non-discrimination, in its Title I, Chapter I, art. 4.1. A **violation of the right to equal treatment and non-discrimination** is considered to be "discrimination, direct or indirect, by association and by mistake, multiple or intersectional discrimination, denial of reasonable accommodation, harassment, inducement, order or instruction to discriminate or to commit an act of intolerance, retaliation or failure to comply with affirmative action measures arising from statutory or treaty obligations, inaction, dereliction of duty, or failure to perform duties.



## 4. DEI in the Redsys Group: objectives and guidelines

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The Redsys Group is committed to promoting diversity, equity and inclusion within its culture, with the aim of being an organisation that contributes to meeting the challenges of society, providing a framework for business action and protection of employees from discrimination, as well as being competitive in its sector.

This follows **Principle 6 of the UN Global Compact** to abolish discrimination in respect of employment and occupation. In turn, it contributes to the achievement of the following Sustainable Development Goals:

- **SDG1 : End Poverty.**
- **ODS 4: Quality Education.**
- **SDG 5: Gender equality.**
- **SDG 8: Decent Work and Economic Growth.**
- **ODS 10: Reducing inequalities.**

More specifically, the Group's commitment to diversity, equity and inclusion aligns with the following 2030 Agenda goals:

**5.1** End all forms of discrimination against all women and girls around the world<sup>1</sup>.

**8.5.** By 2030, achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.<sup>2</sup>

**8.8.** Protect labour rights and promote a safe and secure working environment for all workers, including migrant workers, in particular migrant women and those in precarious employment<sup>2</sup>.

**10.2.** By 2030, to empower and promote the social, economic and political inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion, economic or other status.<sup>3</sup>

**10.3.** Ensure equal opportunities and reduce inequality of results, (...) by promoting appropriate legislation, policies and measures in this regard<sup>3</sup>.

**10.4.** Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality<sup>3</sup>.

In accordance with this Manifesto, the Group **acts firmly and proactively in all its activities regarding diversity, equity and inclusion and in its relations with the various stakeholders, and, to this end, is aligned with the following recommendations in the field DEI:**

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<sup>1</sup>At <https://www.un.org/sustainabledevelopment/gender-equality/> > "Goal 5 targets".

<sup>2</sup>At <https://www.un.org/sustainabledevelopment/en/economic-growth/> > "Goal 8 targets".

<sup>3</sup>At <https://www.un.org/sustainabledevelopment/inequality/> > "Goal 10 targets".

1. **Consolidate an inclusive organizational culture.** That is, developing a culture favourable to inclusivity that includes the time of selection and hiring of personnel, the workplace itself, customer relationships, the supply chain and the community in which the company operates.
2. **Promote diversity in the workforce and ensure the principle of non-discrimination in all Group processes, especially in people management processes.** A workforce with different personal, sociodemographic and cultural characteristics means an increase in the points of view that exist in the organization, favouring the generation of ideas, critical thinking and innovation.
3. Establish **policies and procedures** for candidate search, staff selection, recruitment and reception, career development, training, appraisal and internal promotion **that focus exclusively on merit or job requirements** (qualifications, skills and experience), promoting meritocracy as part of the organisational culture.
4. **Assign responsibility for conflicts related to diversity, equity and inclusion at a high level**, which in turn drives the Group's vision on this to guide staff decision-making.
5. Ensure that **job requirements are commensurate with the job** and do not deny access to these jobs to certain groups. For example, requiring a driver's license when it is not necessary to perform the position excludes people with visual impairments.
6. Have up-to-date records on recruitment, training and promotion to provide **transparency on internal promotion opportunities**.
7. Ensure the maintenance of **complaint mechanisms and communication channels so that employees can, safely and confidentially, report discriminatory behaviour internally**. To do this, formal structures and cultural or personal characteristics (for example, some type of disability) that may make it difficult for employees to make use of these channels must be identified in advance.
8. **Raise awareness and train staff on diversity, equity and inclusion in the workplace**, progressively eliminating unconscious biases.
9. **Ensure the making of reasonable adjustments necessary to ensure accessibility** in the physical environment of the organization, ensuring the health and safety of employees, clients, suppliers and visitors with some type of disability.
10. **Respect the confidentiality**, the right to privacy and the privacy of the personal data of employees, collaborators, clients and suppliers.

11. **Encourage the formation of inclusive and heterogeneous teams**, striving for diversity among its members. In this way, their creativity and innovative capacity are stimulated.
12. **Participate in campaigns, observatories and projects** in the field of diversity, promoted by official bodies, academic institutions and other relevant social agents.
13. **Disseminate the value of diversity, equity and inclusion** in the Group's relations with its stakeholders.

Finally, Redsys Group will seek **to communicate its vision and approach to diversity, equity and inclusion throughout its supply chain in** order to achieve alignment with its suppliers on this issue.