

AUTONOMOUS ACTION PROTOCOL
IN CASE OF WORKPLACE AND SEXUAL HARASSMENT

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1. PURPOSE OF THE PROTOCOL

The purpose of this document is to intervene before the appearance of abnormal functioning of the social organization, the presence of interpersonal conflicts in work environments.

An action procedure is established to follow in the event of conduct that may involve moral or sexual harassment in the workplace of this company. In this sense, it must be taken into account that harassment carried out within the organization will be considered a psychosocial occupational risk and, consequently, the necessary corrective measures will be adopted so that such behaviors cease. In addition, measures to protect the victims will be adopted.

Work organizations include the relationships that must be established between different individuals and groups to carry out the assigned task. However, the existence of other types of relationships, other than merely productive, between the different individuals of a company, as well as the formal development of all relationships in general, can give rise to an abnormal functioning of the social organization, which it can be translated into consequences that are much broader than simple discussions or disagreements, affecting both the worker (bad work environment, dissatisfaction at work, demotivation,... ..) and the operation of the company.

MARSEIN S.A. Aware of the responsibility of the Management and of the command to avoid the generation of interpersonal conflicts, and to intervene in the resolution of those that may occur, it is committed to favoring hierarchical and functional communications, ascending and descending, as well as facilitating collaboration between the members of the working group.

The objective of this study is, therefore, exclusively preventive and wants to serve as an instrument for a correct planning of preventive actions aimed at protecting the health of workers, in compliance with the general obligations indicated in the Law on Prevention. Of Occupational Risks (Law 31/1995).

2. SCOPE OF APPLICATION

The provisions of this Order shall apply to employees of the company MARSEIN S.A. Employees of external companies that share the workplace (cleaning staff, temporary employment agencies, etc.) are excluded from its scope, as long as the company staff are not involved in the conflict.

3. JUSTIFICATION

Law 31/1995, of November 8, on Occupational Risk Prevention (BOE No. 269 of 11.10.95), aims to promote the safety and health of workers through the application of measures

and the development of activities necessary for the prevention of risks derived from work. (Art. 2).

The art. 16. Occupational risk prevention plan, risk assessment and preventive activity planning.

The prevention of occupational risks must be integrated into the general management system of the company, both in all its activities and at all hierarchical levels thereof, through the implementation and application of an occupational risk prevention plan to which the following paragraph refers to.

This occupational risk prevention plan must include the organizational structure, responsibilities, functions, practices, procedures, processes and resources necessary to carry out risk prevention action in the company, in the terms established by law.

The essential instruments for managing and applying the risk prevention plan, which may be carried out in phases on a scheduled basis, are the evaluation of occupational risks and the planning of the preventive activity referred to in the following paragraphs:

- ❑ The employer must carry out an initial assessment of the risks to the health and safety of workers, taking into account, in general, the nature of the activity, the characteristics of the existing jobs and the workers who must perform them. The same evaluation must be made when choosing the work equipment, the chemical substances or preparations and the fitting out of the workplaces. The initial evaluation will take into account those other actions that must be carried out in accordance with the provisions of the regulations on the protection of specific risks and particularly dangerous activities. The evaluation will be updated when the working conditions change and, in any case, it will be submitted for consideration and will be reviewed, if necessary, on the occasion of the damage to health that has occurred.
- ❑ When the result of the evaluation makes it necessary, the employer will carry out periodic controls of the working conditions and the activity of the workers in the provision of their services, to detect potentially dangerous situations. If the results of the evaluation provided for in paragraph a) reveal risk situations, the employer will carry out those preventive activities necessary to eliminate or reduce and control such risks. Said activities will be the object of planning by the employer, including for each preventive activity the term to carry it out, the appointment of those responsible and the human and material resources necessary for its execution.
- ❑ The employer must ensure the effective execution of the preventive activities included in the planning, carrying out a continuous monitoring thereof.
- ❑ Prevention activities must be modified when the employer appreciates, as a consequence of the periodic controls provided for in paragraph a) above, their inadequacy for the required protection purposes.
- ❑ When there has been damage to the health of workers or when, on the occasion of the health surveillance provided for in article 22, indications appear that the prevention measures are insufficient, the employer will carry out an investigation in this regard, in order to detect the causes of these events.

Also in art. 4 of the Workers' Statute Law in its section 2 establishes in the employment relationship, workers have the right:

- a) To the effective occupation.
- b) To the promotion and professional training at work.
- c) Not to be discriminated against for employment, or once employed, for reasons of sex, marital status, age within the limits set by this Law, race, social condition, religious or political ideas, affiliation or not to a union, as well as for language reasons, within the Spanish State. They may not be discriminated against because of physical, mental and sensory impairments, provided that they are fit to perform the job or job in question.
- d.) To their physical integrity and to an adequate safety and hygiene policy.
- e.) Respect for their privacy and the consideration due to their dignity, including protection against verbal or physical offenses of a sexual nature.

Law 62/2003 of December 30, on fiscal, administrative and social order measures.

TITLE II On the Social.

CHAPTER III

Measures for the application of the principle of equal treatment

SECTION 1 GENERAL PROVISIONS

Article 27. Object and scope of application of this chapter.

The purpose of this chapter is to establish measures for the real and effective application of the principle of equal treatment and non-discrimination, in particular by reason of racial or ethnic origin, religion or convictions, disability, age or sexual orientation, in the terms that in each one of its sections are established.

This chapter will apply to all people, both in the public sector and in the private sector.

4. DEFINITION OF HARASSMENT AT WORK MORAL AND SEXUAL HARASSMENT AND SEXIST

Moral harassment at work is understood to be a situation in which a person or group of people exerts psychological violence on another or other people in the workplace, in order to destroy them personally or professionally, creating a work environment or climate hostile.

This violence must be systematic or habitual, that is, it is immersed in a process and it is not a single act, however serious and intense it may be. Harassment can be for work or non-work reasons, but it must occur in the workplace.

Sexist harassment at work is considered any unwanted verbal, non-verbal or physical behaviors directed against a person based on their sex, and that occurs with the purpose or effect of undermining the dignity of a person or creating an environment intimidating, hostile, degrading, humiliating, or offensive. When said harassment is of a sexual nature, it will be considered sexual harassment.

Exclusions:

The concept of moral harassment at work will exclude those interpersonal conflicts that are temporary and located at a specific moment, which can occur within the framework of human relations and which affect the organization of work and its development, but which do not have the purpose to destroy personally or professionally the parties involved in the conflict.

In these cases of conflict, in which the interests of two employees seem incompatible, the personnel management bodies must assume a leadership role and will take the necessary steps to resolve latent and present conflicts.

5. METHODOLOGY

Given that the objective of the present intervention process is in the first instance to prevent the anomalous functioning of the organization that can degenerate into conflicts that adopt very varied forms and degrees of intensity that are also highly variable, which can range from small disagreements to situations of open hostility. and even arrive at the manifestation of clearly aggressive behaviors, depending on the consequences that we want to avoid, action should be taken at three different levels.

Primary intervention: It refers to those measures whose objective is to avoid the appearance of this type of behaviors, they must be aimed at improving the organization and management of conflicts, and the favourable circumstances must be identified, evaluated and controlled. For which the steps to be taken can be summarized in four groups of measures:

- Setting moral standards
- Conflict management procedure
- Task design
- Leadership System

Secondary intervention: Its purpose is to avoid the consequences of the conflict, the pathology, with measures to be adopted on the workers as early as possible before the appearance of the conflict.

The steps to be taken can be summarized as:

- Definition of an alarm system
- Application of conflict management procedure

Tertiary intervention: It acts on the sequelae or complications after the appearance of the effects. In this case, the measures are taken mainly on the individual, stating the medical and psychological support to the affected worker, as well as emotional, instrumental and informative support.

5.1. PRIMARY INTERVENTION

5.1.1. Setting of moral standards / Commitment of the Directorate.

Commitment of the Company's Management aimed at preventing interpersonal or organizational conflicts that may lead to situations of psychological harassment or harassment behaviors.

"The management of MARSEIN S.A. undertakes to ensure that there are no situations of psychological harassment to workers within it, initiating appropriate actions as soon as it becomes aware that situations of this type may be occurring that may lead to the application of the regime. disciplinary".

Definition of behaviors.

The first step to avoid the appearance of harassing behaviors is to know them, spread them and explicitly establish that they are not acceptable, it must be known what intolerable behaviors are.

There are three rights that are basically at stake within psychological harassment: the right to privacy, the right to equal treatment and non-discrimination, and the right to dignity at work. In all three cases, these are rights that have a certain trajectory in terms of protection against certain offensive acts, taking into account not only specific acts but also conducts and behaviors.

Protection against specific particularly offensive acts.

- Words or verbal offenses (insults and insults), humiliating acts, acts of professional discredit before co-workers or in the field of the employment relationship will be considered offensive acts.
- Acts of retaliation against a worker that are due to the exercise by them of his legitimate rights.

Protection of the right to equal treatment and non-discrimination.

The principle of equal treatment assumes the absence of any direct or indirect discrimination based on racial or ethnic origin, religion or belief, disability, age, sexual orientation of a person or affiliation and participation in the union organizations.

Differences in treatment based on a characteristic related to any of the causes referred to in the previous paragraph will not constitute discrimination when, due to the nature of the specific professional activity in question or in the context in which it is carried out, this characteristic constitutes an essential and determining professional requirement, provided that the objective is legitimate and the requirement proportionate.

The criteria for defining professional categories and groups will conform to common rules for workers of both sexes.

The criteria for promotion in the company will be adapted to common rules for workers of both sexes.

The management of MARSEIN S.A. In exercise of its organizational powers, recognized both by the constitution and in the workers' statute, within the scope of the autonomy of

the will exercised through a private agreement or unilateral decision of the employer, it may adopt both organizational and salary decisions that respecting legal or conventional minimums and not having a clear discriminatory meaning, they cannot be considered as violating the principle of equality.

Protection of non-discrimination for reasons of disability.

The management of **MARSEIN S.A.** undertakes to uphold a principle of equality based on the absence of all direct and indirect discrimination based on disability.

It is understood that there will be direct discrimination when a person is treated less favorably than another in a similar situation because of their disability. Indirect discrimination will exist when a legal or regulatory provision, a conventional contractual clause, an individual agreement or a unilateral decision of the employer, apparently neutral, can cause a particular disadvantage to people with disabilities compared to other people, provided that they do not objectively respond to a legitimate purpose and that the means to achieve this purpose are not adequate and necessary, or unless the employer is obliged to adopt adequate measures, depending on the needs of each specific situation and in accordance with article 37 bis of law 62 / 2003.

Protection of the right to privacy.

The management of **MARSEIN S.A.** may adopt the measures it deems most appropriate of surveillance and control to verify compliance by the worker of their obligations and work duties, committing to keep in their adoption and application the consideration due to their human dignity and taking into account the real capacity of the workers. handicapped workers where applicable.

The management is committed to defending the right to the inviolability of the worker's person and respect for their privacy, in the terms set forth in the workers' statute, and defined in the terms: "Only records may be made on the worker's person, in their lockers or personal effects, when they are necessary for the protection of the business assets and that of the other workers of the company, within the workplace and during working hours. In its execution, the dignity and privacy of the worker will be respected to the maximum and there will be the assistance of a legal representative of the workers or, in his absence from the workplace, another worker of the company, whenever possible.

In defence of the right to communication between people, as well as its secrecy, the company management undertakes to defend the protection of illicit knowledge by third parties of communications by email, except judicial authorization. Committing not to carry out computer monitoring in order to obtain the knowledge of the occupants of the personal emails of their workers.

Access to labor content emails, inherent to work procedures, may be made when there are well-founded suspicions of the existence of serious non-compliance by workers and will always be developed within the framework of the conflict management procedure agreed with the employees. workers.

The management of the Company is committed to respecting the confidential use of the anonymous surveys that are carried out by the company or collaborating companies as a

result of business management systems, such as quality management, management of the prevention of occupational risks, etc.

Protection of the right to effective occupation.

The management of the Company undertakes to protect the right to an effective occupation of workers, maintaining the assignment of functions in such a way that taking into account the capacities of each worker and their personal characteristics, it can favor the use of different capacities, the opportunity for new learning through work that allows increasing levels of job satisfaction.

The protection of the right to an effective occupation has as a contrast the organizational needs derived from the objectives of each school year and the personal interests of each of the workers, being aware that the impossibility of attending to all the personal interests of Each one of the workers, the effort in the work of conciliation of these aspects, is framed in an active policy on the part of the direction of the company to obtain the maximum use of the capacities of the workers.

Protection of the right to define the functions and tasks of the worker.

The management of MARSEIN S.A. Within the framework of the right to the power of direction and control of the labor activity contained in the workers' statute, it undertakes to assign tasks within the professional classification established in the collective agreement and agreements with the workers, understanding that the professional categories They cannot be understood as watertight compartments and the functions or tasks assigned to a worker must be adapted to the needs of the advancement of the technique, the business objectives and needs of the organization, always within the framework of their reciprocal benefits and in good faith. Undertaking to deal in a reasoned manner with the claims presented by the workers, considering that their assignment constitutes a substantial modification of their working conditions.

Protection of workers' rights regarding organizational and function changes.

The management of MARSEIN S.A. Aware that organizational changes and the functions assigned to workers may constitute one of the most important and complex psychosocial risk factors, it undertakes to:

- Develop the exercise of the managerial power of the employer, respecting the limits established in articles 39, 40 and 41 of the workers' statute, relating to functional mobility, geographical mobility and substantial modifications of working conditions.
- The management of the company will communicate the modifications of functions and / assignment of tasks, respecting the established deadlines and based on objective reasons for a more adequate organization of its resources.

5.1.2. Conflict Management Procedure

Preamble.

The purpose of this procedure is to establish a method with the co-participation between the company and the workers' representatives, which is applied to the prevention and rapid resolution of complaints related to all forms of harassment or conflict in the organization, with the due Impartial guarantees and procedures taking into consideration the defence of the rights of each person in the organization and establishes the complaint procedure, the rights, duties, obligations and responsibilities of each person or section of the organization clearly and explicitly.

Guiding principles.

Everyone has the right to receive courteous, respectful and dignified treatment. By virtue of this right, the company recognizes the need to adopt measures to ensure that all staff members enjoy equal opportunities and treatment. The parties recognize that all forms of harassment constitute not only an affront to fair treatment, but also a serious offense that cannot and should not be tolerated.

The term "harassment" includes any act, conduct, statement or request that may be considered discriminatory, offensive, humiliating, intimidating, or violent, or an intrusion into privacy. It includes the assumptions that have been defined in the section on setting moral standards.

The expression "mediation" refers to the process by which a mediator encourages the parties to resolve the issues in dispute between them and reach a mutually acceptable conclusion, logically, in those matters that they can freely dispose of without affecting rights of third parties.

In the mediation itself, the mediator from a neutral place has power and control over the procedure, is responsible for creating the space that can be a facilitator for the parties to be able to put the conflict into words and evaluate whether they will be able to walk together the path towards the search for consensus.

The role of the mediator is to reconcile conflicting claims and appease feelings of wrongdoing that may have arisen between workers and stranded estates.

For its part, the Organization undertakes to make the necessary training available to the mediator for the development of this activity, as well as the advice of experts in the field who will help him in the mediation task.

Its statutory functions are to: ensure respect for the rights and freedoms of the different members and provide and develop alternative, non-adversarial modes (Adversarial Methods -Competitive Model-: the parties resolve the conflict by competing, that is, they are contenders, and a third party substitutes the will of the parties and makes a decision. ... All parties benefit from the solution they have created together) and impartial, to prevent and resolve problems and conflicts related to collegiate activity in all its levels.

Workers who consider that they have been or are being harassed may try to resolve their complaints in this matter by going to any of the following instances:

- a) A meeting between the corresponding hierarchical superior and the complainant.
- b) Initiation of the process before the mediator.

Any complainant who wishes to invoke the procedures described must do so within a maximum period of two months from the occurrence of the incident that gave rise to the complaints regarding harassment or if the complaint regarding harassment refers to persistent conduct, within a period of three months from the last date you were affected by such conduct.

Unofficial resolution of harassment incidents.

Workers who believe they have been harassed are encouraged to first try to resolve the matter directly and unofficially with the individual or group in question.

In this sense, information and advice may be obtained from:

- The manager of the company.
- The hierarchical superior that corresponds to the staff member.
- The mediator or person designated by him.
- The Prevention Service or technician designated by it.
- A representative of the workers. Para entrevistarse con el/la demandado/a, el/la demandante podrá hacerse acompañar por cualquiera de las personas antes citadas o por otro trabajador, los cuales podrán si así lo solicita el/la demandante, tratar o facilitar el proceso de resolución extraoficial a través de la conciliación y la mediación.

In the unofficial resolution of the incidents contemplated above, the resolution period will be 10 days from the presentation of the complaint.

Role of Hierarchical Superiors.

In order to resolve a complaint regarding harassment, a complainant may request an informal and private meeting with any of the corresponding hierarchical superiors. If the request is made, the hierarchical superior must assist the complainant by providing information and advice regarding possible ways to resolve the complaint regarding harassment. Unless the plaintiff provides otherwise, the hierarchical superior must consider private and confidential, both any meeting of this type and the fact that it has been requested. No record of it will be kept.

Role of the Mediator.

When dealing with complaints related to interpersonal conflicts or with the organization and in matters of harassment, by virtue of this procedure, it will perform the following main functions:

- a) Investigation of complaints regarding harassment or interpersonal conflicts in order to establish the facts in such cases.
- b) The formulation of proposals for the solution of the complaints presented.
- c) The examination of acts or conducts referred to in this procedure.

In the development of his activities, the mediator will act independently with respect to the parties and will exercise the corresponding functions with full autonomy.

Beginning of the procedure.

The procedure will begin by means of a complaint that will be submitted in writing individually by the complainant or their union representative, either directly to the mediator, either when it does not seem appropriate to resort to the unofficial resolution of incidents process or they disagree with the result of it.

A plaintiff may refer a complaint to the mediator by means of a written statement presented within the previously stated period. The statement must include the following details:

- The name of the complainant and the way to communicate with him.
- The nature of the complaint that is submitted, indicating, if possible, the rights that it considers violated.
- If the complainant requests an express meeting with the mediator.
- Any other detail that the plaintiff wishes to provide.

Mediation procedure.

Once the mediator has received the written statement in accordance with the provisions of the preceding section, he may initiate the investigation in accordance with the functions assigned to him.

In the development of his investigation, the mediator may request statements from those people he deems appropriate, in relation to the complaint presented.

When fulfilling his mission, the mediator may require the presentation of any document or information that he considers pertinent.

The mediator may organize meetings with the plaintiff, the defendant or any other person that he considers appropriate by means of simple notification, with the following limitations:

- a) A joint meeting with the plaintiff and the defendant will only take place with their prior consent.
- b) When a plaintiff or a defendant requests a private meeting with the mediator, it will be granted.

The plaintiff and the defendant shall have the right to be assisted in the meetings by their respective representatives or advisers.

After the meeting, the mediator may initiate new conversations or investigations that allow him to fulfill his functions.

Resolution of the procedure.

Within a period not exceeding 10 days, extendable at the request of the mediator, for another 10, up to a maximum of 30 days, after notifying the parties, the mediator will

prepare a detailed report on the results of the case referred and, if possible, will formulate a proposal. for the solution of the complaint. And / or agreement reached.

Copies of the mediator's report will be distributed to:

- a) The applicant
- b) The defendant
- c) The corresponding hierarchical superior if the complainant initially referred the complaint to said hierarchical superior.
- d) The manager of the company.

A copy of the solution proposals formulated by the mediator will be given to any person who requires the adoption of measures to carry out said proposals in practice.

People who receive a copy of a report have the obligation to respect its confidentiality.

The management of the company will decide, within a period of 15 days from the submission of the mediator's proposal, what action to take within the scope of its powers, in relation to the proposal of the mediator and will immediately communicate its decision to the participants.

When the company management does not accept the proposal, it will give detailed explanations to the parties and the mediator.

Constitution of the Investigation Commission.

This phase will start in the following cases:

- a) When either party has rejected the mediation phase or the measures proposed by the mediator.
- b) When the mediation phase could not be carried out due to force majeure.
- c) When the measures proposed in the mediation phase have not resolved the conflict.
- d) When the physical or mental state of the possible victim advises not to go to mediation.
In this case, the Medical Area of the Prevention Service will be informed immediately.

The management will constitute an Investigation Commission within ten business days from receipt of the letter from any of the parties of the corresponding mediator (s).

The Investigation Commission will be made up of:

- 1 Person designated by the Management.
- 1 Member of the Prevention Service Outside the company.
- 1 Representative of the workers or person designated by the affected

The management will inform the parties who are the persons designated to form part of the Investigation Commission within 5 business days from its constitution. Likewise, it will send them a copy of all the documentation in the file. From the date of communication, there will be a period of 7 business days for allegations.

Procedure of action of the Investigation Commission.

At its first meeting, which in any case will be held after the deadline for making allegations has ended, and after studying the documentation in the file, it will decide:

- Terminate the investigation considering that the facts do not constitute workplace harassment. This decision will be adopted unanimously, it must be justified, collected in writing and communicated to the parties appropriately.
- Continue with the investigation.

Investigation Commission investigation.

The Investigation Commission will carry out the pertinent actions in the investigation phase to determine whether or not there has been harassment.

The Departments included in the scope of this Order must collaborate with the Investigation Commission in everything that it requests, so that it can have all the necessary elements of judgment to conclude the investigation.

Meeting with the parties.

In addition to the investigation, the Commission will hold a meeting with the parties, either jointly or separately.

The Commission may invite people to attend the meeting who, although they are not part of the Commission, are directly related to the matter at hand, either because they have witnessed the situation or are experts in the matter. In this case, the parties will be told who will attend the meeting for which they have been summoned.

The parties may attend the meeting provided for in the previous article accompanied by a prevention or union delegate, or by any other person deemed necessary. In any case, they will not be able to attend accompanied by more than one person.

Resolution of the investigation phase

Within a maximum period of one month from the completion of the investigations, the Investigation Committee will prepare a report, which will indicate whether there has been, in the opinion of the Commission, harassment or not, as well as the measures that are proposed to solve the problem. The content of the report must be assumed unanimously by the members of the Investigation Commission to ensure its implementation. The Investigation Commission will communicate to the Manager of the company and to the SS Committee the conclusions of its report.

In said resolution, the precise corrective measures will be proposed to put an end or minimize the occupational risk that has occurred, in accordance with article 15 of Law 31/1995, on the Prevention of Occupational Risks, a sanctioning file may be requested by the commission of a very serious, serious, or minor offense based on the proven facts.

Control of the application of corrective measures.

The corrective measures will be incorporated into the Preventive Action Planning in which the person responsible for their implementation is determined. The Prevention Service will be responsible for controlling the effectiveness of the proposed corrective measures.

Additional issues.

The initiation of the procedure established by any of its channels, neither interrupts nor extends the time limits for claims and resources established in the current regulations.

Without prejudice to the precautionary measures adopted, the filing of a civil claim or a criminal complaint will suspend the procedure contemplated.

This procedure is agreed with the workers' representatives, considering, given its preventive nature, the Health and Safety Committee as the appropriate body for the presentation and discussion of the terms thereof.

One of the decisive characteristics of this procedure is the choice of the mediator

in charge of the investigation and resolution of conflicts. Person to whom the conflicts will be exposed and who will be in charge of adopting solutions.

This figure must meet a series of characteristics:

- Be neutral and be seen as neutral by the parties. You must belong to a different section than the section of the organization where the conflict occurs
- Be independent and act independently in the investigation of cases
- Possess authority to make decisions
- Possess specific training in conflict resolution and harassment management

La elección del mediador se realizará a propuesta de la gerencia de la empresa y previo acuerdo en el seno del comité de Seguridad y Salud.

To be agreed upon by a person who will be considered a mediator.

In any case, those determined by the Health and Safety Committee and the company will be considered as mediator.

5.1.3. Task design

The design of the task and the organization of the position and the company are the basic point to improve when fleeing from favourable circumstances, from conflicts in organizations.

Job design can sometimes become a stressor that encourages bullying behavior. The objective will be to design the tasks to avoid stress, we must act on the demand, the control of the work by the worker and the social support that the person receives.

5.2. SECONDARY INTERVENTION

5.2.1 Definition of an alarm system

Being aware that the best primary intervention can affect a decrease in conflicts, but it does not guarantee the absence of them and in order to tackle the problems before they overcome the conflict phase, before stigmatization occurs, before the appearance In a conflict, intervention measures must be prepared to act as early as possible.

In this sense, emphasis has been placed on the conflict resolution procedure in resolving the matter directly in the first instance unofficially, giving this phase all the support and interest on the part of management and hierarchical superiors.

5.2.2 Application of the conflict management procedure

The management of MARSEIN S.A. will guarantee at all times the right to invoke this procedure without fear of being intimidated, or of unfair, discriminatory or unfavorable treatment.

The mediator, within the functions assigned to him, may submit, through the Health and Safety Committee, reports on the activities undertaken, the recommendations made and the measures he has adopted during the exercise of his functions, within the limits imposed by confidentiality and the intimacy of the intervention processes.

Likewise, in order to monitor and evaluate the application of the conflict management procedure, the company's management may carry out anonymous surveys and studies, to make sure that the systems work and offer solutions.

5.3. TERTIARY INTERVENTION

As we have already expressed previously, all the measures contemplated have a preventive approach aimed at reducing the triggers of potential harassment situations or dysfunctions in the organization, a correct implementation of the same will considerably reduce the probability of the appearance of these situations, but does not guarantee the existence of conflicts or the appearance of potential damage to health whose origin may be in them. Before the appearance of any case, the individual must be acted upon, stating the medical and psychological support to the affected worker, as well as emotional, instrumental and informative support.

6. DISPOSICIÓN ADICIONAL

If a situation of workplace harassment occurs between workers of this company and of an external company, who share the workplace, the adoption of corrective measures will be carried out in a coordinated manner between the affected companies, in accordance with article 24 of the Law 31/1995, of November 8, on Occupational Risk Prevention.

7. FINAL PROVISIONS

This provision shall enter into force February 1, 2,021

In Tarragona, February 1, 2021

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