

Generali Seguros S.A.

# **CODE OF GOOD PRACTICE FOR THE PREVENTION AND COMBATTING OF HARASSMENT IN THE WORKPLACE**

**2020**

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Compliance Officer  
Code of Conduct Generali Seguros S.A.

## Executive Summary

Generali Seguros S.A. (hereinafter referred to as “Generali”) conducts its business in compliance with the law, internal regulations, and professional ethics.

In the context of developing an environment based on respect for fundamental human and labor rights, aims to ensure in the work the pursuit of Prevention and Combat of Harassment at Workplace.

“Sexual harassment and moral harassment in the workplace, as ways of attacking the dignity of people, cannot be detached from more general forms of inequality of access to resources, powers and prestige. On the one hand, the world of work is immune to a gender order and a gender ideology that reproduces inequalities between men and women. Vulnerability to gender inequalities is a key factor to promote harassment situations, because they allow the objective and symbolic devaluation of the place occupied by women. On the other hand, the hierarchical nature of the world’s work organization enhances situations of moral and sexual harassment, insofar as determines unequal access to resources, powers, authority and prestige (Torres et al, 2016).”<sup>1</sup>

In this sense, it is important to develop alert actions, to foster global awareness, to promote the denunciation of these types of situations and to obtain the commitment of all Employees to best value their colleagues, promote their development and recognize individual contributions to the organization’s success.

In pursuing the purpose of repudiating any form of moral or sexual harassment, both in the workplace as well as outside of it, Generali issued this Code of Good Practice for the Prevention and Combatting of Harassment in The Workplace. This Code covers the principles and rules to have into consideration in day-to-day life.

In short, this Code aims to strengthen the defense of the values of non-discrimination and combating harassment at the workplace, by considering harassment at the workplace as a violation to the concept of decent work.

<sup>1</sup> “Guide for the Development of a Code of Good Conduct for the Prevention and Combat of Harassment at Work” - CITE

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**01.**

# **>> Objectives**



The present Code, among with others, aims to help in the identification of behaviors likely to constitute harassment at work, define preventive measures to combat them, and reinforce that any harassment practices are not admissible or tolerated.

Any violation of the Code by an Employee may result in disciplinary measures in accordance with locally applicable regulations. The violations they may also result in indemnity or criminal liability.

**02.**

**>> Scope**



This Code applies to all Employees of Generali regardless of contractual link and their position in the company, including, inter alia, management staff and members of the Board of Directors.

Likewise, whenever Generali's Agents, Service providers and Suppliers act on behalf of Generali, they must respect the ethical principles and values in this Code.

Any violation of the Code by an Employee may result in disciplinary action in compliance with locally applicable regulations. Violations could also result in indemnity or criminal liability.

All Employees must be aware of this Code and participate in the actions training that are prepared by the Company for its dissemination.

**03.**

# **>> Definitions**





## Workplace

Generali guarantees a healthy, safe and protected workplace.

Generali guarantees its Employees good working conditions, providing a safe and healthy environment. Employees are asked to avoid conducts that could endanger the health or safety of others.

Employees must support Generali's efforts to protect the environment and minimize the environmental impact of their professional activities.

## Characterization of harassment

Regardless of the form, these are the most common characteristics of a harassment practice:

- Repetition - harassment presupposes the repeated practice of a set of acts / behaviors;
- Intentionality - the acts / behaviors are directed at the victim with the intention affect their dignity and deteriorate their moral and / or physical integrity, and may cause decreasing the victim's ability to resist or repel a situation a in a position of embarrassment, subjection or fragility;
- Taking advantage of a fragility - harassment reflects taking advantage of the fragility of victimor professional / hierarchical position.

The following situations do not constitute harassment:

- a) hierarchy decisions legitimized in the rules of work organization and in the employment contract;
- b) the legitimate exercise of hierarchical or disciplinary power (ex: performance evaluation, disciplinary procedure, etc.);
- c) the pressure resulting from the normal exercise of functions.

## Harassment at Work

It is an unwanted and repeated behavior, namely one that is based on a discrimination factor, with the purpose or effect of disturbing or embarrassing the target person, affecting his dignity, or creating an environment for him intimidating, hostile, degrading, humiliating or destabilizing.

Among others, the following are considered as forms of harassment at work:

- Discrimination
- Unjustified difficulties in accessing employment, work or vocational training.

## Sexual harassment

Sexual harassment consists of unwanted sexual behavior, whether verbal or non-verbal or physical, with the purpose or effect of disturbing or embarrassing the person, affecting his dignity, or creating an environment intimidating, hostile, degrading, humiliating or destabilizing.

Among others, the following are considered as forms of sexual harassment:

- Sexual innuendo;
- Jokes or comments about your appearance that have offended you;
- Offensive jokes or comments about your body;
- Offensive jokes or comments of a sexual nature;
- unwanted sexual attention;
- Invitations to unwanted encounters;
- Explicit and unwanted proposals of a sexual nature;
- Unwanted proposals of a sexual nature through email, sms or through websites and social networks;
- Offensive phone calls, letters, sms, emails or images of a sexual nature;
- Insinuating looks;
- Intrusive and offensive questions about private life;
- Physical contact and sexual assault;
- Unwanted physical contacts (touching, moving, grabbing, touching, kissing or trying to kiss);
- Aggression or attempted sexual assault;
- Grooming;
- Requests for sexual favors associated with promises of obtaining employment or improving working conditions.

## Moral Harassment

Moral harassment consists on verbal attacks of offensive or humiliating content, or physical, or more subtle acts, may include physical and / or psychological violence, in order to reduce the victim's self-esteem and, ultimately, his disconnection from the job.

Among others, the following are considered as forms of moral harassment:

- Social isolation;
- Have promoted their isolation or lack of contact with colleagues;
- Have promoted their isolation or lack of contact with managers;
- Professional pursuit;
- Definition of objectives that are impossible to achieve;
- Systematic devaluation of work;
- Inadequate functions;
- Bullying;
- Systematic threats of dismissal;
- Have been subject to stressful situations with the aim of causing uncontrolled;
- Personal humiliation;
- Being humiliated due to psychological or other physical characteristics.

**04.**

# **>> Prevention**



It is everyone's duty to strongly reject any behavior that shows a lack of respect, by making very clear that harassment is determined by how others perceive our actions, regardless of our original intentions.

Generali is committed to:

- Encourage good relations in the work environment, promoting a climate of tolerance diversity and respect for difference, managing conflicts properly;
- Disclose this Code internally to all Employees, who hold positions directors and the Board of Directors;
- Updating this Code;
- To promote training and awareness actions on the topics of prevention and combat harassment at work;
- To provide support to Employees who are victims of harassment at work;
- To signal, monitor and forward all situations that indicate the practice of harassment, namely through the Occupational Medicine service;
- To answer questions and suggestions related to harassment at work;
- To deal with complaints of harassment at work and to institute proceedings discipline whenever the legal requirements for that purpose are fulfilled.

**05.**

**>> How to report  
breaches  
of this Code**

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The Employee who considers that they are the target of harassment at work must report the situation to the Human Resources (or the Compliance Function in the event of a breach in the Human Resources), through the following contacts:

- **Human Resources:** [recursos.humanos@general.pt](mailto:recursos.humanos@general.pt)
- **Compliance Function:** [compliance@general.pt](mailto:compliance@general.pt)

If you think you are being victimized by any type of harassment:

- Put in writing what happened (date, time, place, situation, witnesses);
- Keep evidence of any inappropriate conduct (e.g. materials, conversations written, etc.);
- Make it clear to the harasser that this type of conduct is unacceptable and that must stop, remembering that Generali firmly opposes to any type of harassment, and that such behavior is severely punished;
- Report the situation, as it is a violation of this Code;
- The reporting here described does not prejudice the right of Employees to resort to competent national authorities, in particular the Authority for the Conditions of Labor, the Commission for Equality in Labor and Employment and the General Inspection of Finance.

**06.**

**>> Procedures  
for investigation  
and resolution**



The process of investigation and resolution is conducted by the Human Resources with external legal support, ensuring the impartiality, equality and transparency of all procedures for all persons involved (complainant, alleged harasser and witnesses).

Whenever it becomes aware of alleged situations of harassment, the Company will commence an initial investigation procedure or another appropriate procedure, within the time limits and in accordance with the terms provided for in the Employment Code, and, in this context, carry out all investigations that are necessary to ascertain the truth. Confidentiality is guaranteed in relation to complainants, witnesses and in relation to the complaint, until any finding of guilt.

All persons involved in the process of investigation for alleged Harassment shall carry out their actions in strict compliance with the principle of equality and the duty of secrecy and confidentiality, and are obliged not to disclose any information to which they have access in the context of the same, with respect to any of the people involved (complainant, alleged harasser and witnesses).



**07.**

# **>> Sanctions**

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Employees involved in the behaviours prohibited by this Code, as well as those who make allegations in bad faith, are subject to disciplinary action, which may lead to disciplinary sanctions, including dismissal without damages or compensation.

Harassment by people without an employment relationship with Generali may confer the right to termination of the contractual relationship.

Harassment gives the victim the right to compensation for damage to property or personal injuries, in accordance with the provisions of the Employment Code, in respect of compensation for a discriminatory act.

Harassment is also a very serious administrative offence, as provided for in the Employment Code, without prejudice to possible criminal liability provided for under the law, and may give rise to the respective procedures to be established by the competent authorities.

**08.**

**>> Confidentiality  
and guarantees**



Within the scope of the complaints made to Generali, it is guaranteed:

- Respect for the Principles of Confidentiality, Non-Retaliation and Protection Data and Information Security;
- Sending information to the complainant about the status of the process;
- That the whistleblower and witnesses appointed by him cannot be sanctioned disciplinarily, unless they act with intent, based on statements or facts contained in the judicial, administrative or administrative proceedings, triggered by harassment until final decision, final and unappealable, without prejudice to the exercise of the right to contradictory;
- The reasons for the decision to close the procedure.

**09.**

# **>> Roles and Responsibilities**

Roles	Responsibilities
Local HR & Organization Function	Receives all reports foreseen in this Code Processes all necessary inquiries with external legal support Processes the disciplinary sanctions foreseen
Local Compliance Officer Function	Receives all reports foreseen in this Code Processes all necessary inquiries with / without external legal support

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