

# Corporate Ethics and Rights Policy

## 24x7 Scale Labor

May 2024.  
Second Review.

## Introduction.

This policy establishes the 24x7 Scale guidelines to ensure a safe and secure environment, ethical and respectful work for all its employees, regardless of their location. Our objective is to comply with international labor rights standards and exceed the legal expectations of each country where we operate. Our purpose is "Cloud Done Right", and we firmly believe that a true "Cloud Done Right" cannot be achieved without ensuring the ethics and labor rights of our people.

Escala 24x7 is committed to respecting and promoting human rights and labor, ensuring a work environment free from any form of coercion, discrimination or abuse. Our culture is based on respect, trust, and well-being. We are guided by our core values, the 3Hs: Honesty, Humble, Hungry and Smart. These values inspire us to act with integrity, humility, and ambition, while We value intelligence and continuous learning.

## **1. Legal Compliance in each Country.**

At Escala 24x7, we are firmly committed to fulfilling all the laws and regulations applicable in each country where we operate. We understand that Our global operations require constant adaptation to legal frameworks local, and therefore, we ensure that our policies are not only aligned, but also complement and strengthen national legislation. This commitment is extends to all our collaborators, ensuring that each of them works under a framework that respects and protects your labor rights. We work closely with our local legal advisors and Country Coordinators to ensure that each practice and procedure comply with current laws, adapting quickly to any legislative changes.

## **2. Prohibition of Forced Labor and Retention of Documents.**

At Escala 24x7, we firmly believe in the dignity and freedom of each and every one of us. our employees. We recognize that work should be a source of satisfaction and personal growth, not an imposition or a burden. Therefore, we are absolutely committed to eradicating all forms of forced labor and practices that threaten against the freedom of our employees.

### **a. Declaration of Principles:**

- i. At Escala 24x7, we guarantee that no employee will be forced to work under duress. Our policy is clear and firm: we reject any form of forced labor.
- ii. We respect the autonomy of our employees and do not require delivery of identity documents, deposits or any other property staff as a condition of employment. We believe that trust and Mutual respect is the cornerstone of a healthy working relationship.

### **b. Verification and Compliance Mechanisms:**

- i. Internal Audits: We carry out periodic internal audits to ensure compliance with this policy. These audits are rigorous and seek to identify any signs of improper practices.
  - ii. Feedback and Development Conversations: The People area, through of the HRBP (Human Resources Business Partners), carries out regular feedback and development conversations with leaders and the staff. These conversations are designed to verify the employee well-being and ensure that they are not being carried out carry out coercive practices.
- c. Corrective Actions: In case of detecting any non-compliance with this policy, we will take immediate corrective action. This includes investigation comprehensive incident, protection of the affected employee and implementation of disciplinary action against those responsible. We are committed to reviewing and continually improve our processes and policies to ensure that we always We are at the forefront of protecting the labor rights of our workers. employees.

### **3. Non-Discrimination and Non-Harassment Policy.**

At Escala 24x7, we stand firmly in favor of gender equality. opportunities for all our employees. We believe that everyone, regardless of their origin, race, caste, religion, disability, gender, sexual orientation, union or affiliation politics, or age, deserve the same opportunities for growth, development and salary.

- a. Promote Equal Opportunities: We ensure that all decisions employment-related, including hiring, promotion, development and compensation, based on merit, performance and suitability for roles and projects. We never make decisions to the detriment of social factors that limit these opportunities.
- b. Promote an Inclusive and Respectful Environment: We promote a work environment inclusive where all employees are treated with respect and dignity. At Escala 24x7, everyone has equal value and deserves to be heard and supported.

- c. **Prevent and Address Discrimination and Harassment:** We are committed to preventing any form of discrimination and harassment. The People team through its HRBPs will ensure that any incident is investigated in a confidential and prompt by the People team and Country Coordinators. To this end, the 24x7 Escala collaborators are made available to following email: [people@escala24x7.com](mailto:people@escala24x7.com) or directly through with your trusted HRBP by following any means of communication provided by Scale and generate greater confidence and comfort.

#### **4. Policy against Verbal Abuse, Corporal Punishment and Coercion.**

At Escala 24x7, we strongly believe that a healthy and Productive development can only be achieved in the absence of any form of abuse. Therefore, We are absolutely committed to maintaining a workplace environment free of verbal abuse, corporal punishment, and physical or mental coercion.

- a. **Promote a Respectful and Safe Work Environment:** We promote a safe and respectful work environment. of respectful and safe work where all employees feel valued and protected. At Escala 24x7, we believe that mutual respect is essential for a positive work environment. We support all employees and managers in implementing the practices appropriate treatment in the workplace, ensuring that everyone understands the importance of maintaining a friendly, well-being, productive and free from abuse.

#### **5. Mechanisms for Receiving Claims and Complaints.**

At Escala 24x7, we have established clear and accessible mechanisms so that our employees can present their claims and complaints safely and confidential.

- a. **Description of the Claims System:** Employees can submit their claims and complaints through their direct leaders (if they are not involved

in the affectation) and/or the HRBP of the People area, or directly through the channel email [People@escala24x7.com](mailto:People@escala24x7.com).

- b. Procedures for Filing and Managing Complaints:** Each complaint will be reviewed by the People team and if necessary and as appropriate, directly informed and validated the final decision of the case with the board. A maximum period of 14 days will be established for the initial investigation and resolution of the complaint.
- c. Confidentiality and Whistleblower Protection:** We guarantee that the identities whistleblowers' information remains confidential and no retaliation is taken against them.

## **6. Scope and Limitations of the Plan.**

This ethics and labor rights plan provides a general framework to ensure a safe and respectful work environment. However, this plan does not replace the regulations and legislation specific to each country. The Country Coordinators, together with the People team and local legal advisors will ensure compliance with all local regulations. This plan should be understood as an additional complement that strengthens and expands the protections established by national legislation.



## Conclusions.

At Escala 24x7, we are committed to ensuring an ethical work environment, safe and respectful for all our employees. Our no-smoking policies, Forced labor, non-discrimination, non-harassment, and non-abuse reflect our commitment to the highest standards of labor rights and ethics. By following these guidelines, We promote a culture of respect, inclusion and well-being that is essential to our "Cloud Done Right" mission.

We remain vigilant and adaptable, regularly reviewing and updating our policies and procedures to ensure that we continue to provide an environment workplace where all our employees can thrive and achieve their full potential potential. Through these policies, we reinforce our commitment to ethics, respect and social responsibility in all the countries where we operate.

This policy not only reflects our legal obligations and our values fundamental, but also our commitment to creating a work environment where every employee can feel safe, valued, and respected. We invite everyone our employees to familiarize themselves with these guidelines and to actively collaborate to maintain a positive and productive work environment. Together, we can ensure that Escala 24x7 remains a place where everyone can reach their full potential, always respecting the dignity and rights of each individual.