



# Sustainability And Social Responsibility Policy



Policy Owner	Reviewed by:	Authorized by:	Approved by:
Sustainability and Social Responsibility	Joint Management	Joint Management	Corporate Governance or Board of Directors

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## 1 OBJECTIVE

Develop La Caja's objectives and strategic guidelines based on a dynamic and innovative approach that integrates social, economic, environmental, and human responsibility with our various stakeholders in a long-term vision.

## 2 SCOPE

This policy applies to all employees of La Caja, and third parties.

## 3 CONCEPTS AND DEFINITIONS

- Violation of human rights: Not complying with a law, norm, pact, etc., that supports the inherent rights of the person, or acting against them.
- Degrading work: Depriving or lowering the employee of their rights, status, and dignity.
- Ethnicity: Group of people who belong to the same race and, generally, to the same linguistic and cultural community.

## 4 POLICY STATEMENT

- 4.1.** We must commit to being a more profitable, sustainable, more human, responsible for our impacts, and proactive towards our environment; that is, to be an excellent institution, with our priorities being:
- a.** Corporate Performance: La Caja's Corporate Governance is committed to ethics and transparency in the company's relationships with its stakeholders.
  - b.** Respect for Fundamental Human Rights: La Caja rejects any form of abuse or violation of these rights among employees, suppliers, and other stakeholders, contributing to effective equal opportunities and non-discrimination.
  - c.** Commitment to Employees: La Caja will provide a workplace that respects human and cultural diversity, promoting employees' professional development, and improving their quality of life<sup>1</sup>.
  - d.** Family Promotion: La Caja promotes work-life balance, advocates for life, and supports the eradication of child labor, slavery, and degrading work within all our stakeholder groups.
  - e.** Creation of Customer Value: La Caja ensures fair, respectful treatment, and provides accurate information for the customer.

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<sup>1</sup> Employee: Any person who works at Caja Arequipa, including personnel contracted through labor intermediation.

- f.** Environment, Health, and Safety: La Caja ensures a safe and healthy work environment, commits to future generations, and promotes efficient use of resources.
  - g.** Responsible Procurement: La Caja promotes the hiring of suppliers that adopt good practices with their employees, work on their environmental management, and promote the development of the country.
  - h.** Sustainable Business Development: La Caja promotes respect for our culture and ethnicities, considers social and environmental impact, human dignity, and truthfulness as central pillars of our advertising, generating advertising materials in accordance with our values.
  - i.** Dialogue with Stakeholders: La Caja maintains regular and fluid dialogue with stakeholders, collecting their expectations and concerns, seeking to incorporate the most relevant ones into strategic development.
  - j.** Transparency in Communication and Training: La Caja provides transparent, truthful, and rigorous information to its stakeholders, as well as training suitable for its employees for the proper performance of company activities.
  - k.** Compliance with Current Legislation: La Caja complies with applicable regulatory norms in the social, labor, and environmental spheres.
- 4.2.** This policy shall be known, understood, and applied by all employees who are part of La Caja, as well as by our clients, suppliers, and stakeholders. The Sustainability and Social Responsibility department is committed to ensuring its correct application, review, and update.



<b>HISTORICAL REFERENCE OF MODIFICATIONS</b>					
	<b>VER.</b>	<b>REALIZED BY</b>	<b>DATE</b>	<b>DESCRIPTION OF THE CHANGE</b>	<b>REVISIÓN</b>
MODIF.	03		28-06-2022	Memorando N° 248-2022-CMAC/GMAN. Nueva estructura orgánica.	Directory