

## TABLE OF CONTENTS

<b>1 INTRODUCTION.....</b>	<b>1</b>
<b>2 TERMS AND DEFINITIONS.....</b>	<b>2</b>
<b>3 LEGAL APPROACH TO THE WORKING ENVIRONMENT.....</b>	<b>3</b>
<b>4 PRESENTATION OF WORKERSHIELD.....</b>	<b>4</b>
4.1    CONCISE HISTORY OF WORKERSHIELD.....	4
4.2    SOCIAL IMPACTS OF THE IMPLEMENTATION OF THE SYSTEM.....	5
<b>5 OBLIGATIONS OF THE EMPLOYER.....</b>	<b>6</b>
5.1    COMMITMENT TO EQUAL TREATMENT OF EMPLOYEES.....	6
5.2    POLICY TO TACKLE WORKPLACE ABUSE.....	7
5.3    COMMITMENT TO FREEDOM OF EXPRESSION FOR EMPLOYEES.....	7
5.4    ENCOURAGEMENT OF EMPLOYEES' PARTICIPATION IN THE COMPANY'S CRITICAL DECISIONS.....	8
5.3    SOCIAL AWARENESS.....	9
<b>6 CONSTRUCTION AND IMPLEMENTATION OF THE SYSTEM.....</b>	<b>10</b>
6.1    SETTING TARGETS TO TACKLE ABUSE IN THE WORKPLACE AND MEANS OF ACHIEVING THE OBJECTIVES.....	10
6.2    RECOGNITION OF THREATS AND OPPORTUNITIES.....	11
6.2.1    RECOGNITION OF THREATS AND OPPORTUNITIES FOR THE EMPLOYEES' MENTAL HEALTH.....	12
6.2.2    RECOGNITION OF THREATS AND OPPORTUNITIES ABOUT ECONOMIC DISCRIMINATIONS AND PHYSICAL ABUSE.....	13
<b>7 BEHAVIOR PATTERNS.....</b>	<b>14</b>
7.1    DIVERSITY MANAGEMENT.....	14
7.2    DECLARATION OF ZERO TOLERANCE FOR VIOLENCE AND HARASSMENT.....	15
7.3    MEASURES TO PREVENT, CONTROL, LIMIT AND ADDRESS THE RISKS OF VIOLENCE AND HARASSMENT IN THE WORKPLACE.....	16
<b>8 TRAINING AND SUPPORT.....</b>	<b>18</b>
8.1    TRAININGS FOR THE HANDLING OF ABUSE IN THE WORKPLACE.....	18
8.2    VISITS BY PROFESSIONALS OF MENTAL HEALTH AND OTHER SPECIALITIES.....	19
<b>9 ENSURING THE EMPLOYEES' SATISFACTION.....</b>	<b>20</b>
9.1    EMPLOYEES' SALARY SITUATION.....	20
9.1.1    ACCEPTANCE OF THE AGREED REMUNERATION.....	21
9.1.2    ENSURING THE DIGNIFIED LIVING OF THE EMPLOYEES.....	22
9.2    WORKING HOURS.....	23
9.2.1    HARMONIZATION OF THE COMPANY WITH THE AGREED WORKING HOURS.....	23
9.2.2    OVERTIME.....	24
9.3    PSYCHOLOGICAL PRESSURE AND PRESSURE OF EMPLOYEES TO ACHIEVE THE OBJECTIVES.....	25
<b>10 DEALING WITH PHYSICAL ABUSE OF AN EMPLOYEE.....</b>	<b>26</b>

10.1	DEALING WITH EMPLOYEE'S SEXUAL HARASSMENT .....	26
10.2	PHYSICAL EXHAUSTION WHILE WORKING .....	27
<b>11</b>	<b>CONFORTATION OF AN EMPLOYEE'S ABUSE INCIDENT .....</b>	<b>28</b>
11.1	GENERAL TREATMENT .....	28
11.2	COPING MECHANISM OF A SUDDEN INCIDENT OF PHYSICAL OR MENTAL ABUSE .....	29
<b>12</b>	<b>COMMUNICATION .....</b>	<b>30</b>
12.1	INTERNAL COMMUNICATION .....	31
12.2.1	EXTERNAL COMMUNICATION .....	31
12.2.2	EMPLOYEE'S COMMUNICATION WITH COMPETENT AUTHORITIES .....	32
<b>13</b>	<b>ASSESSMENT AND MEASUREMENT OF SYSTEM .....</b>	<b>33</b>
13.1	SIMULTANEOUS INTERNAL AUDIT OF ADMINISTRATION AND EMPLOYEES .....	34
13.2	CONCLUSION DISCUSSION ABOUT INTERNAL AUDIT .....	35
13.3	REPORTING OF A NON COMPLIANT BEHAVIOR AND HANDLING SOLUTIONS .....	35
<b>14</b>	<b>RESOURCES .....</b>	<b>36</b>
14.1	HUMAN RESOURCES .....	36
14.2	RESPONSIBILITIES AND ROLES .....	37
14.3	ETHICAL RESOURCES .....	37
<b>15</b>	<b>CONSTANT IMPROVEMENT OF SYSTEM .....</b>	<b>38</b>
15.1	AWARENESS .....	38
15.2	DOCUMENT INFORMATION .....	39
15.2.1	GENERAL .....	40
15.2.2	CREATING AND UPDATING .....	40
15.2.3	CONTROL OF DOCUMENTED INFORMATION .....	41
<b>16</b>	<b>OPERATION .....</b>	<b>42</b>
16.1	OPERATIONAL PLANNING AND CONTROL .....	43
16.2	ELIMINATING HAZARDS AND REDUCING RISKS .....	43
16.3	EMERGENCY PREPAREDNESS AND RESPONSE .....	44
<b>17</b>	<b>MANAGEMENT REVIEW .....</b>	<b>45</b>
17.1	MANAGEMENT REVIEW PROGRAMME .....	45