



Protocol for identification and monitoring of gender-based violence, workplace harassment, sexual harassment, and domestic violence.

Objetivo

Facilitate access to care channels by providing timely and accurate information that allows victims to find effective measures for reporting, support, and accompaniment; this aims to promote all people's life, autonomy, and integrity.

Scope

This protocol is corporate and therefore applies to all businesses and brands of Grupo Exito.

The Diversity and Inclusion Committee, the Health and Safety at Work team, Business Partners, Human Resources Managers, Human Resources Assistants, Transparency Line Agents, and active members of the Labor Coexistence Committee are the teams trained to deliver the information corresponding to the routes of care and monitoring by government entities and through the Employees' Fund Present.

The Diversity and Inclusion area is committed to train the people designated here as information channels and to deliver the necessary material to facilitate this exercise, as well as to work together with Internal Communications to inform, raise awareness and permanently disseminate the routes and channels of attention and promote affirmative actions to minimize these behaviors.

The teams mentioned above are committed to manage the information about the people who contact them confidentially and to refer them to the attention routes with total effectiveness.

General information

In Grupo Éxito, we recognize the importance of developing life in harmonious and respectful environments that promote all people's mental, physical, emotional, and social health. We are committed to guarantee trust spaces

where we can guide the security, protection, and support mechanisms established for victims of gender-based violence, workplace harassment, sexual harassment, and domestic violence.

Guidelines

1. Women's human rights - legal and normative framework:

As subjects of law, women are holders of human rights and fundamental rights enshrined in multiple legal instruments, both at the international, national, and local levels.

The Universal Human Rights System, the Inter-American Human Rights System, and the Colombian legal system have consolidated different normative provisions on women's human rights, their protection, and guarantee.

International compacts ratified by Colombia:

- Convention on the Elimination of All Forms of Discrimination against Women - CEDAW (1979).
- International Covenant on Civil and Political Rights (1976).
- International Covenant on Economic, Social and Cultural Rights (1976).
- Convention on the Rights of the Child - CRC (1990).

Universal Declaration:

- Beijing Declaration and Platform for Action (Revised 2015): Constitutes an agenda favoring women's empowerment in 189 States through strategic objectives and actions for women's advancement and achieving gender equality in 12 crucial areas, including violence against women.
- Declaration on the Elimination of Violence against Women (1993).

Regional compacts ratified by Colombia:

- American Convention on Human Rights (1969).

- Inter-American Convention on the Prevention, Punishment, and Eradication of Violence against Women - Belem do Para (1994).

 **Regional Declarations:**

- Declaration on Femicide (2008))

 **National Declarations:**






- Political Constitution: Article 43 Women and men have equal rights and opportunities. Women may not be subjected to any discrimination.
- - Judgment T-012 of 2016. The jurisprudential bases are laid to protect women from economic violence.
- - Judgment T-735 of 2017. Determines that the State becomes a second aggressor when its officials do not take protective measures against gender-based violence within reasonable periods.
- - Judgment T-126 of 2018. Emphasizes that judicial authorities must reevaluate the use of language in processes of violence against women. On the other hand, it recalls some guarantees when presenting this conduct.
- - Judgment T-338 of 2018. Protection to women victims of violence and the gender perspective in the administration of justice..

 **Colombian Penal Code of July 24, 2000:**


- Law 1257 of 2008, By which rules are issued for awareness, prevention, and punishment of forms of violence and discrimination against women.
- Law 1761 of July 06, 2015, Whereby the criminal type of femicide is created as an autonomous crime and other provisions are issued (Rosa Elvira Cely).
- Law 1719 of 2014, Whereby measures are adopted to guarantee access to justice for victims of sexual violence, especially sexual violence due to armed conflict.


- Law 1639 of July 02, 2013, Whereby measures to protect the integrity of victims of acid crimes are strengthened.
- Law 1959 of 2019, Whereby articles of Law 599 of 2000 and Law 906 of 2004 are modified and added concerning domestic violence.
- Law 1010 of 2006 establishes what is considered workplace harassment in Colombia and what its modalities are.
- Judgment SP-2190 (41457) of March 2015 of the Supreme Court of Justice of Colombia. It applies for the first time the aggravating circumstance of homicide against a woman "because she is a woman," introduced by Law 1257 of 2008..


2. Types of Violence/ Harassment:


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Physical violence: Any act of aggression that causes internal and/or external physical damage through force or any other mechanism and endangers or diminishes the victim's bodily integrity.
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Psychological violence: refers to any action or omission aimed at degrading or controlling the actions, behaviors, beliefs, and decisions of another person, which implies damage to psychological health, self-determination, or personal development and produces feelings of devaluation and low self-esteem in the victim.
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Economic violence: Any act that denies or restricts a person's right to income, property, and the use and enjoyment of goods and services.
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Sexual violence: Understood as any act that violates sexual freedom, integrity, and formation, imposing on a girl, adolescent, or woman acts of a sexual nature against her will, without consent, or to the detriment of the development of her sexuality.
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Labor Mistreatment: Any act of violence against the physical or moral integrity, physical or sexual freedom, and property of an employee or worker; any insulting or outrageous verbal expression that harms the moral integrity or the rights to privacy and good name of those who participate in a work relationship or any behavior


that tends to undermine the self-esteem and dignity of those who participate in a work relationship.

 **Labor Persecution:** Any conduct whose characteristics of reiteration or evident arbitrariness allow inferring the purpose of inducing the resignation of the employee or worker through disqualification, excessive workload, and permanent changes of schedule that may produce labor demotivation.

 **Labor Discrimination:** Any differential treatment based on race, gender, age, family or national origin, religious creed, political preference, or social situation that lacks any reasonableness from the labor point of view.

 **Labor Hindrance:** Any action aimed at hindering the performance of work or making it more burdensome or delaying it to the detriment of the worker or employee. Among others, the deprivation, concealment, or rendering useless of supplies, documents, or instruments for the work, the destruction or loss of information, and the concealment of correspondence or electronic messages constitute labor hindrances.

 **Labor Inequity:** Assignment of functions to the detriment of the employee.

 **Sexual Harassment:** Behavior based on sex, unpleasant and offensive to the person who suffers it. (If your complaint is Sexual Harassment, mark with an X what type of Sexual Harassment it is.

- **Types of Sexual Harassment:**

- Physical contact, non-consensual or non-accepted hugs, and kisses.
- Non-consensual or non-accepted observation, leering or lascivious looks
- Non-consensual or non-accepted comments, jokes, or jokes with sexual connotations.
- Non-consensual or unacceptable sexually explicit pictures, posters, advertisements, or objects
- Intimate questions about private life or physical appearance that are not consensual or not accepted.

- Non-consensual or non-accepted e-mails, text messages via cell phone, contact through social networks, or virtual chats with sexually explicit content.
- Physical contact that is consensual but "over the line."
- Non-consensual or unwanted requests or pressure for sex or sexual acts.
- Non-consensual or non-accepted attempt or occurrence of a sexual act (carnal knowledge).
- Other non-consensual conduct of a sexual nature.

3. Identification alerts:

- Persistent disabilities.
- The employee's physical health changes include permanent chronic pain, digestive problems, heart problems, and migraines.
- Visible physical injuries.
- Changes in mental health: depression, anxiety, sleep disorders, sudden addictions, changes in the perception of body image, behavioral changes, eating disorders.
- Sudden mood or behavioral changes, social isolation.
- Sexual health impacts: vaginal tearing or bleeding, sexually transmitted infections, abortions or unwanted pregnancies.
- Recurrent absences from work.
- Unjustified quitting.

4. Attention routes:

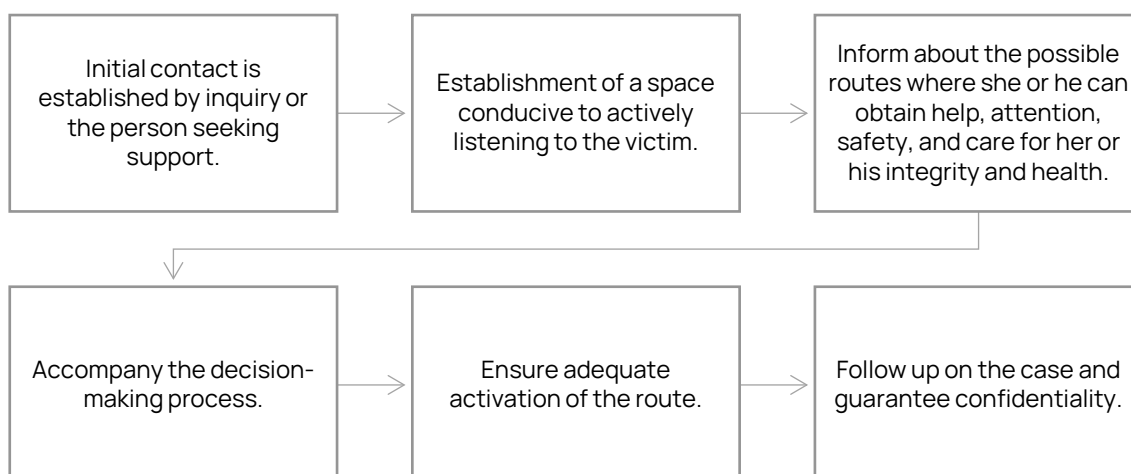
Route and Territory	Colombia	Bogotá	Medellin
Health Route	Women victims of gender-based violence can go to the emergency department of any healthcare institution, where the necessary protocols and care must be activated, free of charge.		
Justice Route	National Hotline of the Attorney General's	-Unidades de Reacción Inmediata FGN Bogotá. Directorio:	-Unidades de Reacción Inmediata FGN Medellín. Directorio: https://www.fiscalia.gov.co/c

Protocol For the identification and monitoring of GBV

	Office (FGN): 122 or 0180009197 48: 122 o 0180009197 48	https://www.fiscalia.gov.co/colombia/wp-content/uploads/2012/01/Centros-de-Atenci%C3%B3n-Ciudadana.pdf -Centro de Atención Integral a Víctimas de Abuso Sexual (CAIVAS) Bogotá. Carrera 33 No. 18 – 33. Teléfono: 601 375 4272 -Centro de Atención a Víctimas de Violencia Intrafamiliar (CAVIF) Bogotá. Carrera 33 No. 18 – 33. Teléfono: 601 570 2000	olombia/wp-content/uploads/2012/01/Centros-de-Atenci%C3%B3n-Ciudadana.pdf -CAIVAS Medellín. Carrera 44 A No. 31 – 156. Teléfono: 4 3852600
Protection Rout	NA	-Comisariás de Familia del Distrito de Bogotá. Directorio: https://bogota.gov.co/sites/default/files/ty/s/2017/11/Directorio-comisarias-de-familia.pdf -Inspecciones de Policía de Bogotá. Directorio: https://www.gobiernobogota.gov.co/contenidos/localizacion-inspecciones-policia	-Comisariás de Familia de Medellín. Directorio: https://www.medellin.gov.co/rj/go/km/docs/pccdesign/medellin/Temas/Seguridad/Publicaciones/Shared%20Content/Documentos/2018/Listado%20de%20Comisar%C3%ADas%20de%20Familia%20de%20Medell%C3%ADn.pdf -Inspecciones de Policía Medellín. Directorio: https://www.medellin.gov.co/rj/portal/medellin?NavigationTarget=navurl://15f83f5c2a74c777cb0c15f25e86ec7f
Mechanisms of Orientation	Línea 155	Línea Púrpura Bogotá 3007551846 y 018000112137.	-Línea 123 Mujer Metropolitana – Antioquia. -Línea 123 Agencia Mujer – Medellín.

and Complement			
For cases of Sexual and Labor Harassment Labor	Labor coexistence committee		
Acompañamiento Psicológico	Attention Lines Presente Found		

5. Protocol of attention



6. Follow-up:

Depending on the case or event received, issues will be followed up as follows:

Labor and Sexual Harassment. Labor Coexistence Committee

Gender-based and Domestic Violence: Human Resources Team