

Identification and Support Protocol

for Gender-Based Violence, Workplace Harassment, Sexual Harassment and Domestic Violence

Objective

To facilitate access to care channels by providing timely and accurate information that enables victims to find effective reporting, support and assistance measures, with the aim of protecting life, autonomy and the integrity of all people.

Scope

This protocol is corporate in nature and applies to Almacenes Éxito S.A.

The Employee Care team, Business Partners, Human Resources Managers, Human Resources Assistants, Transparency Line Agents, active members of the Labor Coexistence Committee and the Committee for Handling Sexual Harassment Complaints are the teams trained to provide the corresponding information on care and support pathways through government entities and through the Presente Employee Fund.

The teams mentioned herein undertake to manage information about the people who contact them confidentially and to refer them to the care pathways with full effectiveness.

General Considerations

At Grupo Éxito, we recognize the importance of life unfolding in harmonious and respectful environments that promote the mental, physical, emotional and social health of all people. We are committed to guaranteeing spaces of trust where we can guide people on the safety, protection and support mechanisms established for victims of Gender-Based Violence, Workplace Harassment, Sexual Harassment and domestic violence.

Guidelines

Women's human rights – legal and regulatory framework

Women, as rights holders, are entitled to the human rights and fundamental rights enshrined in multiple legal instruments at the international, national and local levels.

Different regulatory provisions on women's human rights, their protection and guarantee have been consolidated within the Universal Human Rights System, the Inter-American Human Rights System and the Colombian legal system.

International treaties 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 declarations

- Beijing Declaration and Platform for Action (Reviewed in 2015): It constitutes a program for women's empowerment in 189 States, through a series of strategic objectives and measures for the advancement of women and the achievement of gender equality in 12 critical areas, including violence against women.
- Declaration on the Elimination of Violence against Women (1993).

Regional treaties ratified by Colombia

- American Convention on Human Rights (1969).
- Inter-American Convention on the Prevention, Punishment and Eradication of Violence against Women – Belém do Pará (1994).

Regional declarations

- Declaration on Femicide (2008).

National declarations

- Political Constitution: Article 43. Women and men have equal rights and opportunities. Women shall not be subjected to any form of discrimination.
- Judgment T-012 of 2016. Establishes jurisprudential bases to protect women from economic violence.
- Judgment T-735 of 2017. Determines that the State becomes a second aggressor when its officials fail to take protection measures against gender-based violence within reasonable timeframes.
- Judgment T-126 of 2018. Emphasizes that judicial authorities must reassess the use of language in cases of violence against women. It also recalls certain safeguards when this conduct occurs.
- Judgment T-338 of 2018. Protects women victims of violence and incorporates the gender perspective in the administration of justice.

Colombian Criminal Code of July 24, 2000

- Law 1257 of 2008. Establishes rules for awareness, prevention and punishment of forms of violence and discrimination against women.
- Law 1761 of July 6, 2015. Creates femicide as an autonomous criminal offense and issues other provisions (Rosa Elvira Cely).
- Law 1719 of 2014. Adopts measures to guarantee access to justice for victims of sexual violence, especially sexual violence in the context of armed conflict.
- Law 1639 of July 2, 2013. Strengthens measures to protect the integrity of victims of acid crimes.
- Law 1959 of 2019. Amends and adds articles to Law 599 of 2000 and Law 906 of 2004 in relation to the crime of domestic violence.
- Law 1010 of 2006 clearly establishes what is considered workplace harassment in Colombia and its modalities.
- Judgment SP-2190 (41457) of March 2015 of the Supreme Court of Justice of Colombia. Applies for the first time the aggravating circumstance of homicide against a woman "because she is a woman," introduced by Law 1257 of 2008.

Types of Violence / Harassment

- Physical violence: Understood as any act of aggression that, through the use of force or any other mechanism, causes internal and/or external physical harm and puts at risk or diminishes the victim's bodily integrity.
- Psychological violence: Refers to any action or omission intended to degrade or control another person's actions, behaviors, beliefs and decisions, causing harm to psychological health, self-determination or personal development, and producing feelings of devaluation and low self-esteem in the victim.

- Economic violence: Any act that disregards or restricts a person's right to income, property, and the use and enjoyment of goods and services.
- Sexual violence: Understood as any act that violates sexual freedom, integrity and formation by imposing acts of a sexual nature on a girl, adolescent or woman against her will, without consent, or to the detriment of the development of her sexuality.
- Workplace abuse: Any act of violence against the physical or moral integrity, physical or sexual freedom, and the property of someone who works as an employee or worker; any insulting or offensive verbal expression that harms the moral integrity or rights to privacy and good name of those involved in an employment relationship; or any behavior aimed at undermining the self-esteem and dignity of someone involved in an employment relationship.
- Workplace persecution: Any conduct whose repeated or clearly arbitrary characteristics allow the purpose of inducing the resignation of the employee or worker to be inferred, through disqualification, excessive workload and permanent schedule changes that may produce work demotivation.
- Workplace discrimination: Any differentiated treatment based on race, gender, age, family or national origin, religious belief, political preference or social situation that lacks any reasonableness from a workplace perspective.
- Work obstruction: Any action aimed at obstructing the performance of work, making it more burdensome, or delaying it to the detriment of the worker or employee. Work obstruction actions include, among others, the deprivation, concealment or disabling of supplies, documents or work instruments, the destruction or loss of information, and the concealment of correspondence or electronic messages.
- Workplace inequity: Assignment of duties in a way that belittles the worker.
- Sexual harassment: Conduct based on sex that is unpleasant and offensive to the person experiencing it.

Types of Sexual Harassment

- Non-consensual or unaccepted physical contact, hugs and kisses.
- Non-consensual or unaccepted observation or leering looks.
- Non-consensual or unaccepted comments, jokes or teasing with sexual connotation.
- Non-consensual or unaccepted photos, posters, advertisements or objects with explicit sexual content.
- Non-consensual or unaccepted intimate questions about private life or physical appearance.
- Non-consensual or unaccepted emails, mobile text messages, social media contact or virtual chat messages with explicit sexual content.
- Consensual physical contact that exceeds the limits set.
- Requests or pressure to have sex or sexual acts that are non-consensual or unaccepted.
- Attempted or actual non-consensual or unaccepted sexual act (carnal access).
- Any other non-consensual conduct of a sexual nature.

Identification Alerts

- Persistent disabilities or medical leaves.
- Visible physical injuries.
- Changes in mental health: depression, anxiety, sleep disorders, sudden addictions, impacts on body image perception, behavioral changes, eating disorders.
- Sudden changes in behavior or mood, social isolation.
- Impacts on sexual health.
- Recurrent absences from work.
- Unjustified resignations.

Care Pathways

Path way and Terri tory	Colo mbia	Bogotá	Medellín
Healt h Path way	Women victims of gender-based violence may go to the emergency service of any healthcare provider institution, where the necessary protocols and care must be activated at no cost.		
Justi ce Path way	National line of the Office of the Attorney General of Colombia (FGN) : 122 or 01800 09197 48, and the specific lines operating for each city.	- Immediate Reaction Units – FGN Bogotá. Directory: https://www.fiscalia.gov.co/colombia/wp-content/uploads/2012/01/Centros-de-Atenci%C3%B3n-Ciudadana.pdf - Comprehensive Care Center for Victims of Sexual Abuse (CAIVAS) Bogotá. Carrera 33 No. 18–33. Phone: 601 375 4272 - Care Center for Victims of Domestic Violence (CAVIF) Bogotá. Carrera 33 No. 18–33. Phone: 601 570 2000	- Immediate Reaction Units – FGN Medellín. Directory: https://www.fiscalia.gov.co/colombia/wp-content/uploads/2012/01/Centros-de-Atenci%C3%B3n-Ciudadana.pdf - CAIVAS Medellín. Carrera 44 A No. 31–156. Phone: 4 3852600
Prote ction Path way	N/A	- Family Police Stations of the Bogotá District. Directory: https://bogota.gov.co/sites/default/files/tys/2017/11/Directorio-comisarias-de-familia.pdf - Bogotá Police Inspections. Directory: https://www.gobiernobogota.gov.co/contenidos/localizacion-inspecciones-policia	- Family Police Stations of Medellín. Directory: https://www.medellin.gov.co/irj/go/km/docs/pccdesign/medellin/Temas/Seguridad/Publicaciones/Shared%20Content/Documentos/2018/Listado%20de%20Comisar%C3%ADas%20de%20Familia%20de%20Medell%C3%ADn.pdf - Medellín Police Inspections. Directory: https://www.medellin.gov.co/irj/portal/medellin?NavigationTarget=navurl://15f83f5c2a74c777cb0c15f25e86ec7f
Guid ance and Supp ort Mech anisms	Line 155 and the specific lines operating for each city.	Bogotá Purple Line: 3007551846 and 018000112137.	- 123 Metropolitan Women's Line – Antioquia. - 123 Women's Agency Line – Medellín.
For Work place Haras smen t Case s	Labor Coexistence Committee.		
For Sexu al Haras smen t Case	Committee for prevention, protection and handling of sexual harassment complaints, Office of the Attorney General of Colombia, and the specific lines operating for each city.		

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Psychological Support	Presente and ARL care lines.

Care Protocol

- Initial contact is established, either through inquiry or because the person is seeking support.
- A suitable space is established to actively listen to the victim.
- Information is provided on the possible pathways where she or he may obtain support, care, safety and protection of their integrity and health.
- Decision-making is supported and respected.
- Activation of the appropriate pathway is guided.
- Case follow-up and confidentiality are ensured.

Follow-up

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

- Workplace Harassment: Labor Coexistence Committee.
- Sexual Harassment: Committee for prevention, protection and handling of sexual harassment complaints.
- Gender-Based Violence and Domestic Violence: Human Resources Team.