

CIERTO CODE OF ETHICS AND CONDUCT



CIERTO

CIERTO Code of Ethics and Conduct.

Second update: June 2026.

CIERTO Guatemala - CIERTO Mexico - CIERTO United States.

Prepared by: CIERTO's Impact Department

In collaboration with the Recruitment and Training, Visas and Human Mobility and Verification Department.

Design and layout: Adriana Lozano Ruiz.

www.ciertoglobal.org

Citation:

This publication should be cited as:

"CIERTO Code of Ethics and Conduct ".

All photographs, images, and information contained in this document are the property of CIERTO.



CONTENT

Introduction	4
Objective	6
Organizational Statement	6
Scope	7
Values	7
Guiding Principles	7
Regulatory Framework	8
Commitment to our collaborators and recruited staff	9
Compliance with current regulations	10
Human Rights	11
Prohibition of forced labor and trafficking in persons	11
Prohibition of child labor	11
Diversity, inclusion, equal opportunities and respect	12
Safety and health	12
Spaces free from violence, harassment and substances	13
Commitment to the management of our resources and	14
Those who collaborate with us	
Personal information and personal data	14
Information security	14
Organizational communication and social networks	15
Dissemination of information and contractual transparency	15
Commitment to the community and the environment	16
Social responsibility and commitment to communities	17
Environmental responsibility and sustainability	17
Commitment to our customers	18
(Producers, contractors, etc.)	
Processes with employers and temporary labor mobility programs	18
Skilled workforce, responsible selection and employee well-being	19
Third-party contracting and management processes	20
Due diligence and risk management	20
Code of ethics and conduct complaints and grievance procedure	21
Mechanism for addressing complaints and alerts present in the process of selection, recruitment, training and transfer of recruited personnel	23
Complaints and alerts mechanism	24
Letter of commitment	26

INTRODUCTION



CIERTO is a leading international organization in circular labor mobility and ethical recruitment, connecting talent from Guatemala, Honduras, and Mexico with formal employment opportunities in the United States and other countries. Through transparent recruitment, training, verification, monitoring, and support processes, it promotes safe, orderly, and regular labor migration, generating value for workers, companies, and communities of origin.

In a context where international labor mobility is key to agricultural and supply chains, ensuring ethical, transparent, and legal recruitment processes is a top priority. While temporary work programs generate economic opportunities for thousands of families, they also expose migrant workers to risks such as fraud, misinformation, informal recruitment, various forms of labor exploitation, and the vulnerability of migrant workers.

In support of this commitment, CIERTO has developed a document entitled "Good Practices for Fair Recruitment", funded by the European Union and produced with the support of the International Labour Organization (ILO) and the REFRAME Project: Global Action to Improve the Recruitment Framework for Migrants. This document is aligned with the "General Principles and Guidelines" developed by the ILO in 2019.

CIERTO promotes ethical recruitment and responsible hiring practices aligned with international standards established by the ILO, IOM, the United Nations, and certifications such as IRIS and Clearview, which foster safe, regular, and human rights-based labor mobility.

This Code of Ethics and Conduct, based on international standards and the current legislation of each country, guides employees, employers, business partners, and all CIERTO personnel in promoting fair employment and recruitment practices. Although adherence is voluntary, its principles are based on mandatory national and international regulations.

OBJECTIVE

To establish the principles and commitments that guide responsible, transparent labor recruitment and mobility processes free from abusive practices, thereby contributing to more sustainable supply chains, increased productivity, reduced operational risks, and safe employment opportunities for workers.



ORGANIZATIONAL STATEMENT

CIERTO carries out its activities under the principles of human dignity, decent work, transparency, integrity, legality and non-discrimination, reaffirming its commitment to respect, protection and promotion of human and labor rights recognized by international standards.

We recognize that migrant workers may face vulnerabilities arising from economic, social, cultural, linguistic, or immigration-related circumstances. Therefore, we are committed to implementing responsible, safe, and transparent labor mobility processes at all stages of the migration cycle, including selection, recruitment, hiring, travel preparation, relocation, job placement, training, on-the-job support, and return.

This Code establishes the minimum mandatory principles, standards, and guidelines that must be observed:

- Members of the CIERTO staff,
- Administrative and operational staff;
- Recruited workers;
- Verification partners¹;
- Employing companies;
- Suppliers;
- Transportation providers;
- Recruiters;
- Business partners;
- Any person or entity acting directly or indirectly on behalf of CIERTO.

1 Verification partners: Individuals or organizations from civil society, religious and academic institutions with a community presence and influence, who participate in verification and support processes. Source: CIERTO.



SCOPE

This Code applies to all activities, operations, services, contracts, processes and temporary mobility programs carried out by CIERTO in:

- USA;
- Mexico;
- Guatemala, and;
- Any other country of origin, transit or destination where the organization operates.

CIERTO maintains a zero-tolerance policy towards:

- Human trafficking;
- Forced labor;
- Child labor;
- Violence;
- Harassment and bullying;
- Labor exploitation;
- Retention or confiscation of workers' identity documents.
- Improper recruitment fees or unauthorized charges



VALUES

Our core values reflect CIERTO's commitment to transforming the way international labor mobility and ethical recruitment are carried out by building trusting relationships between workers, their families, employers, communities, and supply chains.

- Integrity;
- Transparency;
- Respect for human rights;
- Responsibility;
- Decent work;
- Inclusion and non-discrimination;
- Empathy;
- Professionalism;
- Social innovation, and;
- Collaboration.



GUIDING PRINCIPLES

- Respect for human rights
- Ethical recruitment
- Zero tolerance for labor exploitation
- Non-discrimination
- Labor transparency
- Due diligence
- Personal data protection
- Freedom of movement



REGULATORY FRAMEWORK

This Code of Ethics and Conduct is based on and aligned with international standards of human rights, decent work, ethical recruitment, regular labor mobility, due diligence and corporate sustainability.

- **IRIS Standard for Ethical Recruitment;**
- **Clearview Standard;**
- **Conventions, protocols and recommendations - ILO;**
- **11 Indicators of Forced Labor - ILO;**
- **General Principles and Operational Guidelines for Fair Recruitment – ILO;**
- **United Nations Guiding Principles on Business and Human Rights;**
- **Sustainable Development Goals (SDGs);**
- **United Nations Global Compact;**
- **International Conventions Related to Migrant Workers;**

As well as in CIERTO's internal policies and guidelines.

- **CIERTO Fair Recruitment Procedures Manual;**
- **Policy on the Prohibition of Child and Forced Labor.**
- **Policy on Prohibiting Hiring Fees and Related Costs.**
- **Verification and Grievance Mechanism Policy.**
- **Policy of Free Movement and Non-Retention of Passports.**
- **Policy on Freedom of Association and Trade Union Membership.**
- **Hiring Policy and Labor Transparency.**
- **Policy on Compliance with Applicable Laws and Regulations.**
- **Personal Data Protection Policy.**
- **Good Practices for Fair Recruitment.**
- **Mechanism for Handling Alerts and Complaints.**



**COMMITMENT TO OUR
COLLABORATORS AND
RECRUITED STAFF**



Compliance with current regulations

- I CIERTO will carry out its activities in accordance with applicable legislation and national and international standards related to human rights, decent work, protection of migrant workers, prevention of forced labor, human trafficking, corruption and ethical recruitment, considering the applicable provisions in the countries of origin, transit and destination.
- II The Organization will promote regular labor mobility processes and will reasonably verify that workers have the necessary documentation, immigration authorizations and legal requirements to participate in the corresponding temporary work programs.
- III CIERTO will maintain a commitment to continuous updating and regulatory compliance, promoting among its staff, suppliers, employers, contractors and third parties the knowledge and respect of applicable legal provisions, internal policies and ethical standards.
- IV The Organization will act with integrity, honesty and zero tolerance towards bribery, corruption, fraud, extortion, money laundering, theft or any unlawful conduct or conduct contrary to the principles of this Code of Ethics.
- V CIERTO rejects any practice related to forced labor, human trafficking, labor exploitation, coercion, threats, violence, withholding of documents, fraud, corruption or improper charges against workers.
- VI No person may offer, solicit, authorize or receive money, gifts, commissions, favors, undue benefits or any other advantage for the purpose of improperly influencing decisions, processes or relationships related to CIERTO's activities.

Human Rights

- VII The Organization respects, protects and recognizes internationally recognized human rights, in particular the right to freedom of association and collective bargaining, the prevention and elimination of forced labor, child labor, discrimination in employment and occupation, access to justice mechanisms, rights to decent conditions, the right to complain and the right to leave employment in accordance with the Law.
- VIII This Organization does not withhold or destroy identity documents or contracts of workers without prior consent.
- IX The right to freedom of movement² is respected.
- X Any agreement between workers and the terms and conditions of employment and work is voluntary, free from deception or coercion³.

Prohibition of Forced Labor and Trafficking in Persons

- XI CIERTO strictly prohibits any form of: forced labor, debt bondage, human trafficking, labor exploitation, and modern slavery.
- XII Prohibited practices include: retention of passports or visas, restriction of movement, undue wage withholding, immigration threats, physical or psychological violence, intimidation, blacklisting, confiscation of cell phones, restriction of communication, coercive indebtedness⁴, contractual fraud, undue charges, and coercive surveillance. These are in addition to the 11 indicators of forced labor implemented by the ILO.

11

Prohibition of Child Labor

- XIII CIERTO strictly prohibits any form of child labor in accordance with ILO international conventions and applicable legislation.
- XIV No minors will be hired.
- XV The participation of minors in dangerous, unhealthy or activities incompatible with their physical, mental or educational development is prohibited.

2. "Freedom of movement" is the right of everyone to move freely, choose their residence and leave any country, including their own, as well as return to their country, without undue restrictions, in accordance with internationally recognized human rights. Based on: United Nations, Universal Declaration of Human Rights, Article 13. Available at: <https://www.un.org/es/about-us/universal-declaration-of-human-rights>

3. "Coercion" includes any form of pressure, threat, intimidation, abuse of power, or use of physical, psychological, economic, or migratory force used to compel a person to act against their will or to limit their freedom of choice. Based on: International Labour Organization (ILO), Forced Labour Indicators. Available at: https://www.ilo.org/global/topics/forced-labour/publications/WCMS_203832/lang--en/index.htm

4. "Coercive indebtedness" refers to any situation in which a worker incurs debts, financial obligations, or payments related to recruitment, transportation, documentation, accommodation, or other employment-related costs in a way that limits their freedom, increases their vulnerability, or creates dependency, coercion, or a risk of labor exploitation or forced labor. Based on: International Labour Organization (ILO), General Principles and Operational Guidelines for Fair Recruitment and Definition of Recruitment Fees and Related Costs. Available at: <https://www.ilo.org/global/topics/fair-recruitment/lang--en/index.htm>

Diversity, inclusion, equal opportunities and respect

- XVI CIERTO recognizes and respects ethnic, cultural, linguistic, social and gender diversity, promoting labor mobility processes and labor relations based on human rights and dignified treatment.
- XVII Decisions related to recruitment, hiring, training, remuneration, promotion, assignment of activities or permanence must be based on objective, transparent criteria related to the competencies, skills, experience, performance and requirements of the position, in accordance with applicable legislation and CIERTO's internal policies.
- XVIII Under no circumstances may aspects such as sex, language, religion, age, gender, sexual orientation, gender identity, ethnicity, origin, nationality, disability, pregnancy, HIV status, immigration status, health status, marital status, sexual identity or any other reason for discrimination, be factors that determine decisions related to occupying any position within the Organization.
- XIX Inclusion of ethnolinguistic criteria in the recruitment and hiring process, as well as translation services during the pre-selection and selection processes of applicant workers when there are indigenous people.

Safety and health

- XX CIERTO promotes safe, dignified and adequate working, transport, housing and food conditions for migrant workers, in accordance with applicable legislation and the principles of decent work and integral well-being.
- XXI The Organization will promote training and guidance processes to strengthen risk prevention, the protection of physical and emotional integrity, and access to care and support mechanisms during all stages of labor mobility.
- XXII CIERTO will reasonably verify that employing companies and workplaces have adequate conditions regarding hiring, housing, transportation, food, health, safety, hygiene, access to drinking water, sanitary facilities and mechanisms for handling complaints, conflicts or disputes.
- XXIII Work areas must be kept safe, clean, and free from conditions that endanger the health, safety, or dignity of workers. Any unsafe situation or act must be reported promptly according to established procedures.

Spaces free from violence, harassment and substances

XXIV CIERTO promotes safe, respectful and violence-free work environments, free from harassment, intimidation, discrimination and offensive conduct, whether verbal, physical, psychological, visual or through digital media.

XXV Any form of sexual harassment, abusive conduct, threats, assault, non-consensual contact, or behavior that affects the dignity, integrity, or well-being of individuals is prohibited.

XXVI Likewise, the entry, possession or use of weapons, illegal drugs, controlled substances or alcohol is prohibited during the development of work activities, recruitment processes, transfer, placement or within the facilities of CIERTO, when this may put at risk the safety, integrity or performance of people.





COMMITMENT TO THE MANAGEMENT OF OUR RESOURCES AND THOSE WHO COLLABORATE WITH US

Confidential information and personal data

- I CIERTO protects the personal, immigration, financial, biometric, medical, operational and confidential information of employees, members of the Organization, clients, suppliers, allies and strategic actors, in accordance with applicable laws and the principles of ethics, confidentiality and data protection.
- II Anyone with access to information or documentation must safeguard it properly and prevent its disclosure, misuse, commercialization, alteration, falsification, loss or leakage, except with express authorization or applicable legal requirement.
- III Personal data must be obtained and used only for legitimate and authorized purposes, ensuring its security, integrity and confidentiality.

14

Information security

- IV CIERTO's equipment, systems, digital platforms, emails, software, and other technological resources must be used exclusively for authorized work purposes and in accordance with internal information security policies.
- V It is forbidden to:
 - To create, alter or use false or apocryphal documents;
 - Accessing or sharing information without authorization;
 - Installing unauthorized programs or licenses;
 - Manipulating institutional systems;
 - Using resources or the name of CIERTO for personal or improper purposes.

- VI Every user must contribute to the safeguarding and protection of the Organization's technological systems and resources.

Organizational communication and social networks

- VII All communication related to CIERTO must be carried out in a responsible, truthful, professional manner and in accordance with institutional principles and guidelines.
- VIII Only authorized personnel may issue official statements or provide institutional information to media outlets, authorities, social networks, or third parties.
- IX Staff must make responsible use of social media and digital media, avoiding sharing confidential information or content that could affect the integrity, security or reputation of the Organization or of people related to its activities.

Dissemination of information and contractual transparency

- X CIERTO will only publish job openings when there are formal agreements with the employing companies, ensuring that the information provided is clear, truthful, verifiable and transparent.
- XI Workers must receive clear and timely information about: job functions; salary and working conditions; working hours; housing, transport and food; occupational risks; benefits; job location; contract duration; and applicable labor rights.
- XII Contracts must be provided in a language understandable to the workers and, where necessary, may be translated to ensure informed consent.
- XIII CIERTO will promote transparent and accessible recruitment processes through reliable and previously verified channels, in order to prevent fraud, deception and improper recruitment practices.



COMMITMENT TO THE COMMUNITY AND THE ENVIRONMENT



14



Social responsibility and commitment to communities

- I CIERTO recognizes the importance of strengthening relationships of trust and collaboration with the communities of origin of migrant workers, promoting ethical labor mobility processes with a positive social impact.
- II The Organization will promote support, training, monitoring and evaluation actions in coordination with community organizations, local institutions, verification counterparts and other strategic actors, in order to:
 - strengthen access to clear and transparent information;
 - promote decent work and regular migration;
 - prevent fraud, abuse and exploitation risks;
 - assess the social and migratory impact on the communities of origin;
 - and strengthen protection and welfare mechanisms for workers and their families.
- III CIERTO will promote accessible, inclusive and intercultural⁵ training processes, considering the linguistic, social and cultural characteristics of the participating communities, especially in indigenous communities.
- IV The Organization will promote practices with a human rights approach, gender equality, non-discrimination and inclusion, respecting community customs and traditions as long as they are compatible with human rights and the dignity of people.
- V When necessary, CIERTO may rely on translators, community facilitators or previously identified and validated local actors to strengthen communication and effective access to information.

Environmental responsibility and sustainability

- VI CIERTO recognizes the protection of the environment and the responsible use of resources as part of its commitment to sustainability and social responsibility.
- VII The Organization will promote practices aimed at:
 - reduce unnecessary consumption of resources;
 - promote recycling and reuse;
 - optimize the use of water, energy and materials;
 - reduce paper usage through digital tools;
 - and to generate a culture of environmental responsibility in its activities and operations.
- VIII CIERTO will promote continuous improvement actions that contribute to sustainable development and the strengthening of responsible supply chains.

5. "Interculturality" is understood as the equitable interaction between diverse people, communities, and cultural groups, based on mutual respect, recognition of differences, dialogue, and inclusion, fostering relationships free from discrimination and inequality. Based on: United Nations Educational, Scientific and Cultural Organization (UNESCO), UNESCO Guidelines on Intercultural Education. Available at: https://unesdoc.unesco.org/ark:/48223/pf0000127905_spa



COMMITMENT TO OUR CUSTOMERS (Producers, Contractors, etc.)

Processes with employers and temporary labor mobility programs

- I CIERTO will promote transparent, ethical and responsible relationships with employers, contractors and other actors involved in temporary labor mobility programs, guaranteeing respect for human rights, legality and decent work.
- II The Organization will provide technical, operational and administrative advice related to recruitment, hiring and international labor mobility processes, in accordance with applicable legislation and the requirements of the corresponding migration programs in each destination country.
- III CIERTO will promote ethical recruitment and responsible hiring processes through:
 - reasonable verification of employers and working conditions;
 - validation of vacancies and hiring needs;
 - identification and selection of workers with profiles suited to the required activities;
 - guidance and training on working conditions, contracts and migration processes;
 - support during the different stages of the labor mobility process;
 - logistical coordination related to transfers, documentation and communication;
 - and mechanisms for addressing and resolving labor disputes.
- IV CIERTO will promote transparent and exploitation-free practices within labor supply chains, fostering relationships of trust, regulatory compliance and continuous improvement with participating companies.
- V The Organization will be able to implement monitoring, evaluation and feedback mechanisms with employers, workers and community actors to identify risks, strengthen good practices and continuously improve international labor mobility processes.

Skilled workforce, responsible selection, and employee well-being

- VI CIERTO will promote transparent, equitable and non-discriminatory selection processes, aimed at identifying workers with profiles compatible with the required work activities and with a willingness to participate in temporary labor mobility programs.
- VII The selection processes may consider criteria related to:
- experience, knowledge or skills required for the work activities;
 - availability and willingness to participate in labor mobility programs;
 - compliance with applicable immigration and legal requirements;
 - participation in training and guidance processes;
 - and conditions that allow work activities to be carried out safely and appropriately.
- VIII CIERTO will promote preventive measures aimed at protecting the health, safety and well-being of workers, as well as training actions for the prevention of occupational risks and occupational diseases, in accordance with applicable legislation and the principles of decent work.
- IX The Organization will promote adequate and dignified transport, food, accommodation and services during the various stages of labor mobility, in coordination with employers and authorized providers.



Third-party contracting and management processes

- X CIERTO will promote responsible, transparent and corruption-free relationships with suppliers, agencies, carriers, contractors and other third parties linked to its operations.
- XI The selection and hiring of third parties must consider criteria of legality, professional ethics, regulatory compliance, safety, quality of service, respect for human rights and prevention of fraudulent, abusive or labor exploitation practices.
- XII CIERTO may carry out reasonable evaluation, monitoring and verification processes of third parties and suppliers, particularly in services related to: transportation, accommodation, food, logistics, documentation, recruitment and services associated with international labor mobility programs.
- XIII Suppliers and third parties must comply with the policies, guidelines and standards for ethical recruitment, safety and human rights promoted by CIERTO.

Due diligence⁶ and risk management

- XIV CIERTO will implement due diligence processes to identify, prevent, mitigate and address risks related to human rights, forced labor, human trafficking, corruption, fraud, discrimination, security and regulatory compliance within its operations and labor supply chains.
- XV These processes may include:
 - evaluation and monitoring of employers, suppliers and third parties;
 - verification of working conditions, accommodation, transport and welfare;
 - operational and social risk analysis;
 - monitoring and follow-up mechanisms;
 - complaint handling and remediation;
 - and continuous improvement actions.
- XVI CIERTO will promote due diligence processes aligned with international standards of human rights, ethical recruitment, sustainability and decent work applicable to international labor mobility programs.

6. "Due diligence" is an ongoing process by which organizations identify, prevent, mitigate, and account for the actual or potential negative impacts that their activities, operations, or business relationships may have on human rights, labor, and other related areas. Based on: United Nations Guiding Principles on Business and Human Rights. Available at: https://www.ohchr.org/sites/default/files/documents/publications/guidingprinciplesbusinessshr_sp.pdf



CODE OF ETHICS AND CONDUCT COMPLAINTS AND GRIEVANCE PROCEDURE



Any person who has a direct or indirect relationship with CIERTO may file a complaint or grievance in the event of a violation of any of the guidelines established in this Code of Ethics and Conduct. To comply with this Code, each member of the CIERTO organization must be familiar with CIERTO's Code of Ethics and Conduct and sign the Letter of Commitment to comply with the provisions set forth in this document.

Situations not covered by the guidelines set out are governed by other policies within the organization, or by applicable legislation.

To report a complaint or report, the following procedure must be followed:

1

You can also file a complaint or report with our

grievance box



same as

It is monitored by trained personnel to address the complaint or report.

2

Whichever means you choose to file your complaint or report, rest assured that all information provided will be kept confidential.

3

An objective and thorough investigation will be conducted as appropriate. Retaliation against anyone who submits a complaint or participates in an investigation is strictly prohibited.

4

An investigation will begin promptly, and you will receive an update on its progress within 15 business days.

5

The parties involved will be informed of the outcome of the investigation and the measures taken to resolve the conflict. The entire process will be documented and stored in the Organization's confidential files.

MECHANISM FOR HANDLING COMPLAINTS AND ALERTS PRESENT IN THE PROCESS OF SELECTION, RECRUITMENT, TRAINING AND TRANSFER OF RECRUITED PERSONNEL

CIERTO has a Complaints and Alerts Mechanism, an instrument created for submitting claims or complaints and resolving conflicts without fear of retaliation. This mechanism has two procedures: the first is for resolving conflicts that arise during the selection, recruitment, training, and transfer of recruited personnel; the second is for identifying alerts issued through the verification platform.

First complaint collection procedure

Recruitment and training

In the event of intermediary fees, threats, or any violation of the Code of Ethics and Conduct guidelines during the selection, recruitment, and training process by individuals or organizations acting on behalf of CIERTO or the destination ranch. Any other violation related to your human rights.

Transfer

Regarding the collection of fees or costs not mentioned within the training, requested by carriers or persons acting on behalf of CIERTO or the destination ranch. Any other violation related to your human rights.

Destination Ranch

Conflicts that arise at the destination ranch can be reported through the CiertApp application or via the verifying counterparts. These alerts will be classified as: minor, intermediate, or serious.

23

For cases presented throughout the entire process from selection to the return of workers, complaints can be sent to the following telephone numbers:



Office in Mexico
Tel. (55) 47744880



Office in Guatemala
Tel. (502) 23154128



Verification partners

COMPLAINT AND ALERT HANDLING MECHANISM

CIERTO has a verification and monitoring platform through which workers complete follow-up questionnaires during the various stages of the international work mobility process. These mechanisms allow for the identification of risks, the evaluation of working conditions, and the generation of alerts related to potential non-compliance, rights violations, or situations that could affect the safety, well-being, and dignity of workers.

The questionnaires and verification tools may address aspects related to the recruitment process, hiring, training, relocation, working conditions, housing, food, payments, treatment received, access to services, return and other elements related to the work experience and respect for human and labor rights.

This technological tool allows you to detect alerts related to:

- improper charges or unauthorized commissions;
- fraud or corruption;
- discrimination, harassment or violence;
- breach of working conditions;
- withholding of wages or documents;
- threats or reprisals;
- labor exploitation, forced labor or human trafficking;
- unsafe working, transport, housing or food conditions;
- and any other situation that affects the safety, dignity or rights of workers.

The identified alerts can be classified according to their level of risk and impact as follows:

- **Minor alerts:** situations related to operational conflicts, interpersonal differences, minor breaches or conditions that can be resolved through communication, guidance and peaceful conflict resolution mechanisms.

- **Intermediate alerts:** situations that affect the physical, emotional, labor, economic or social integrity of workers, including discrimination, harassment, withholding of wages, threats, abuses or significant breaches of working conditions.
- **Serious alerts:** situations that represent serious human rights violations or possible criminal conduct, including forced labor, human trafficking, labor exploitation, sexual violence, child labor, illegal retention of persons or documents, serious threats or any situation that puts the safety and integrity of workers at risk.

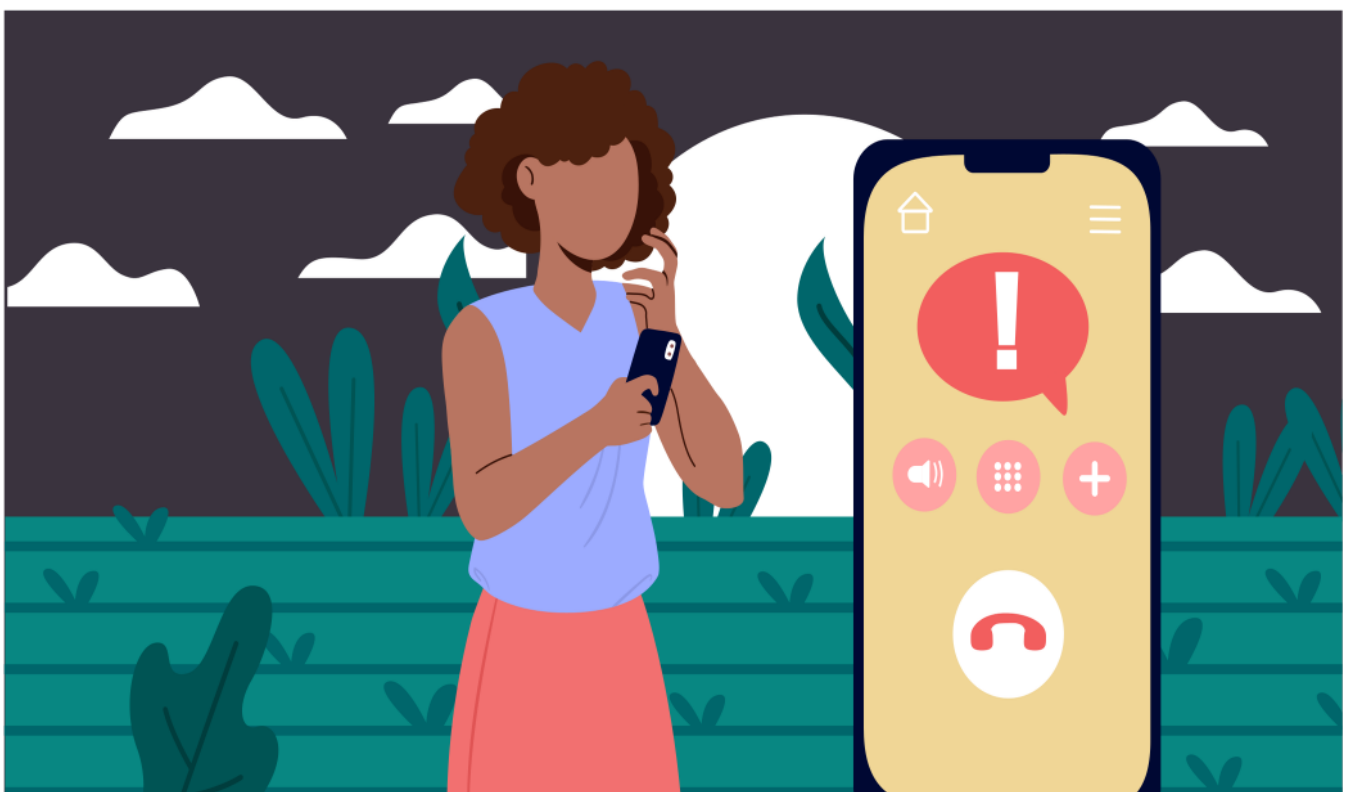
In general, the care procedure may include:

- receiving and registering the alert or complaint;
- risk assessment and classification;
- channeling and corresponding follow-up;
- guidance and support for the worker;
- coordination with employers, verification counterparts, allied organizations or competent authorities, when necessary;
- implementation of protection and remediation measures;
- and follow-up until the case is closed or resolved.

CIERTO will be able to coordinate actions with employing companies, verification partners, allied organizations and competent authorities for the care, monitoring and protection of the workers involved.

25

For more detailed information on the procedure, see CIERTO's "**Complaint and Alert Handling Procedure**" and other applicable internal guidelines.



LETTER OF COMMITMENT



I declare that I have read and understood this Code of Ethics and Conduct of CIERTO and I commit to complying with its provisions, as well as acting with integrity, legality and respect for human rights.

Name:

Position:

Date:

Business:

CIERTOGlobal.Org | H2A@Ciertoglobal.Org | 928-248-5558



**Oficina en
Estados Unidos**
PO Box 10095
Oakland, CA 94610

Oficina en Guatemala
10 avenida 15-72 zona 10
Cd. de Guatemala
No. 24, 01010

Oficina en México
Av. Coyoacán 1622.
Edif. 4. Piso 2. Interior A.
Del Valle, Benito Juárez.
CDMX, C.P. 03100





United States

Tacoma, WA: PO Box8295 Tacoma, WA 98419

Yuma, AZ: 3860 W. 24th St. Suite 106, Yuma, AZ 85364



928-248-5558



Mexico

Mexico City: Av. Coyoacán 1622. Building 4. Floor 2. Interior A. Colonia del Valle. Benito Juárez Delegation. CDMX, Mexico. C.P. 03100.



Guatemala

Guatemala City: 6th Avenue 12-24 Zone 10. HQ Building Fontabella Office 601. Guatemala City, Guatemala 01001



(502) 2315 4177



facebook.com/ciertoglobal/



instagram.com/ciertoglobal2014/



twitter.com/cierto2022