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1. Purpose

Establish protection mechanisms in compliance with applicable legal regulations on occupational health and safety, by promoting a favorable organizational environment in the owned and leased facilities of the companies that make up Grupo Aeroméxico (GAM)

2. Reach

To all the collaborators hired in the companies that make up GAM and who work in their own or leased facilities

3. Effectiveness

Entry into force from March 1, 2021.

4. References

NOM-030-STPS-2009.Preventive health and safety services at work-Functions and activities.

NOM-019-STPS-2011.Constitution, integration, organization and operation of the safety and hygiene commissions.

NMX-R-025-SCFI-2015.On Labor Equality and Non-Discrimination.

NOM-035-STPS-2018.Psychosocial risk factors at work-Identification, analysis and prevention.
Federal Labor Law

5. Definitions

Severe traumatic event: That experienced during or as a result of work that is characterized by the occurrence of death or that represents a real danger to the physical integrity of one or more people and that can generate post-traumatic stress disorder for the person who suffers or suffers it. presence. Some examples are: explosions, landslides, large-scale fires; serious or fatal accidents, violent assaults, kidnappings and homicides, among others.

Social support: Actions to improve social relations at work in which mutual support is promoted in solving work problems between collaborators, superiors and/or subordinates.


Workplace: The place or places, such as buildings, premises, facilities and areas, where exploitation, exploitation, production, commercialization, transport and storage or provision of services activities are carried out, in which people who are subject to an employment relationship or a contract for the provision of services.

Collaborator: Any individual who is contractually linked to Grupo Aeroméxico who, in addition, through a series of skills and attitudes, works as a team, makes an integral contribution to their day-to-day activities and seeks to create value within the organization.

Diagnosis of safety and health at work: The identification of unsafe or dangerous conditions; physical, chemical or biological agents or ergonomic or psychosocial risk factors capable of modifying the conditions of the work environment; of the dangers surrounding the workplace, as well as the regulatory requirements in terms of safety and health at work that are applicable.

Favorable Organizational Environment: The one in which the sense of belonging of the workers to the company is promoted; training for the proper performance of the entrusted tasks; the precise definition of responsibilities for workers in the workplace; proactive participation and communication between workers; the adequate distribution of workloads, with regular working hours in accordance with the Federal Labor Law, and the evaluation and recognition of performance.

Psychosocial Risk Factors: Those that can cause anxiety disorders, non-organic disorders of the sleep-wake cycle and severe stress and adaptation, derived from the nature of the job functions, the type of workday and exposure to severe traumatic events or acts of labor violence against the worker, due to the work carried out.

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They understand dangerous and unsafe conditions in the work environment; workloads when they exceed the capacity of the worker; the lack of control over the work (possibility of influencing the organization and development of the work when the process allows it); working hours longer than those provided for in the Federal Labor Law, rotation of shifts that include night shifts and night shifts without recovery and rest periods; interference in the work-family relationship, and negative leadership and negative relationships at work.

Grupo Aeroméxico/GAM. It is the consortium made up of Grupo Aeroméxico, SAB de CV and its subsidiaries and affiliates.

Labor violence: Those acts of harassment, bullying or ill-treatment against the worker, which can damage their integrity or health, it should be clarified that it only applies to GAM workers and does not include collaborators who present their services under outsourcing schemes or service providers. Independent professional services.

- Harassment or psychological harassment: Those acts that damage the psychological stability, personality, dignity or integrity of the worker. It consists of systematic and persistent intimidation actions, such as: discredit, insults, humiliation, devaluation, marginalization, indifference, destructive comparisons, rejection, restriction of self-determination and threats, which lead the worker to depression, isolation, loss of self-esteem (Not considered sexual harassment).
- Sexual Harassment: Form of violence in which, although there is no subordination, there is an abusive exercise of power that leads to a state of defenselessness and risk for the victim, regardless of whether it is carried out in one or several events.
- Harassment: The exercise of power in a relationship of real subordination of the victim to the aggressor in the workplace, which is expressed in verbal, physical or both behaviors.
- Sexual harassment is the exercise of power, in a relationship of real subordination of the victim against the aggressor in the workplace. It is expressed in verbal, physical or both behaviors related to sexuality with a lascivious connotation.

Mistreatment: Those acts consisting of insults, mockery, humiliation and/or ridicule of the worker, carried out continuously and persistently (more than once and/or on different occasions).

6. Responsible

The Senior Vice Presidency of Corporate and Air Safety through the joint work of Human Resources, Labor Relations and Occupational Health are responsible for keeping updated and promoting compliance with this policy

7. Documents

Code of Conduct.
Conflict of interest policy.
Internal regulations.


8. Restricciones

Does not apply.

9. Sanctions

Failure to comply with the provisions of this policy may generate sanctions of an administrative, legal or labor nature, which will be determined by the Vice Presidency of Human Resources, Labor Relations and the Senior Vice Presidency of Legal and Compliance, considering in a special way: the seriousness of the conduct, the damages and/or effects generated, the circumstances of

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manner, time and place, recidivism and the actions and considerations carried out to prevent major impacts, as well as any other than the Labor Relations department and/or the Vice Presidency of Human Resources deems pertinent or relevant to make a decision in accordance with its area of competence.

10. Policy

Through the guidelines and sanctions established in the code of conduct available on the internal portal "My Aeroméxico", in the "My AM Experience" tab, "Compliance" section, as well as in the internal work regulations that can be seen at the moment of recruitment; Grupo Aeroméxico applies measures aimed at preventing psychosocial risk factors; the prevention of workplace violence, and the promotion of a favorable organizational environment, to prevent its adverse consequences

10.1 Compliance


Grupo Aeroméxico assumes, in addition to the aforementioned, the following commitments:

- Effectively disseminates the psychosocial risk prevention policy.
- Performs medical examinations on newly recruited personnel to ensure and maintain their health.
- It does not tolerate acts of workplace violence, as well as any incident that motivates psychosocial risk factors or actions against the favorable organizational environment.
- Respect the exercise of the rights of the personnel related to race, sex, religion, ethnicity, age and any other condition that may give rise to discrimination.
- The participation and consultation spaces take into account the ideas of the collaborators, where the control and reporting is carried out in each meeting to identify the areas of opportunity and improvement.
- Promotes balance in the work-family relationship; the prevention of workplace violence and training and training through:
 - Forums, Let's take care of our wings
 - Activities, "Together from home"
 - Employee Care Program (PAE).
 - Emotional support hotline.
 - Training by training.
 - Schedule flexibility program according to the role.
- Promotes a fair culture, where reprisals are not allowed and guarantees the confidentiality of cases.

If you want to report any violation of the company's internal regulations or deviation from the applicable technical or operational regulation, remember that you have different reporting channels at your disposal:

- The Aeroméxico Ethics Line, where you can report deviations from the Code of Conduct and other internal policies on matters such as ethics, corporate integrity, harassment, discrimination, acts of corruption and bribery, among others, confidentially, anonymously and without fear of retaliation, in addition to be able to follow up on your complaint using the report number (folio) and code that is generated when saving it in the system.
- The Gam E-Report digital tool to report potential risks or safety omissions (safety, security, fatigue, internal safety and occupational health).
- If you have any impact on your psychological and/or emotional state that prevents you from carrying out your job duties as a result of exposure to psychosocial risk factors, contact:

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ygonzalezo@aeromexico.com, smarquezp@aeromexico.com (administrative and ground employees) and dgonzalezc@aeromexico.com, evallea@aeromexico.com (for crew)

10.2. Leadership and participation

- Area leaders encourage the application of this policy and lead by example.
- The performance of the workers is recognized, evaluating the fulfillment of objectives at least once a year, which is carried out personally through the supervisor or immediate boss in order that the results of the evaluation serve as a basis to determine recognition or benefits for outstanding workers .
- All GAM collaborators are familiar with the different reporting/communication channels at GAM , primarily those concerning workplace violence, organizational environment and psychosocial risk factors.
- All GAM employees are involved and participate in the identification and prevention of psychosocial factors at work to maintain a favorable organizational environment and social support through activities such as:
 - CX Tour: Communication forum where the executive committee attends the main GAM locations.
 - TownHalls: Forums of 10 people with 1 VP where an open and honest dialogue is encouraged.
 - Let's take care of our wings: Forums with experts on topics of interest to employees.
 - Independent initiatives according to the needs.
- All GAM collaborators report opportunely on practices contrary to the favorable organizational environment and reports of acts of workplace violence, through the Human Factor emails, Gam E-Report or the Aeroméxico Ethics Line.
- All collaborators undergo medical examinations and psychological evaluations when workers were exposed to workplace violence and/or psychosocial risk factors and when there are signs or symptoms that denote an alteration in integral health and they follow the recommendations of the professionals. .
- Collaborators give written notification to their immediate hierarchical superior and/or area manager and/or HRBP directly , immediately after having witnessed or suffered a severe traumatic event.
- The document must contain at least: the date of preparation; the name of the worker who prepares the writing; where appropriate, the name of the workers involved; the date of occurrence, and the description of the event(s)

10.3. continuous improvement

- Awareness-raising actions, dissemination and training programs are carried out with the purpose of preventing, identifying, mitigating and treating possible changes to health due to exposure to psychosocial risk factors for all GAM employees.
- GAM periodically records the identification of risks and their management, carrying out the pertinent evaluations and the consequent actions to eliminate or minimize them. Making the results public for the collaborators of the work centers.


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- Identifies workers subject to severe traumatic events during or as a result of work and, through the corresponding evaluations, applied by Human Factors, for their subsequent channeling to the social or private security institution, or to the doctor at the workplace or at the company.
- Performs medical examinations and psychological evaluations of workers exposed to workplace violence and/or psychosocial risk factors, when there are signs or symptoms that denote some alteration to their health as a result of the identification and analysis of psychosocial risk factors through the Occupational Health area. If necessary, the channeling for adequate attention to the corresponding specialist is carried out through the social or private security institution in accordance with the provisions of the official Mexican standards issued in this regard by the Ministry of Health and/or the Ministry of Labor. and Social Welfare.
- Factor Humano's "Psychosocial Care" program provides support for psychological and/or emotional discomfort in employees for immediate intervention and implementation of measures seeking to prevent its progression to a mental and/or behavioral disorder, thus promoting a timely establishment of psychological diagnoses and adequate referral, treatment and follow-up.
- Employees participate and are aware of the prevention and, where appropriate, control measures established by GAM for psychosocial risk factors, workplace violence, and a favorable organizational environment.

A record is kept of the collaborators who underwent clinical examinations or evaluations and who were found to be exposed to psychosocial risk factors, acts of workplace violence or severe traumatic events. These include: Full name, employee number and personal data. worker identification. (This information is treated confidentially by Human Factor)

10.4. Organizational culture

- GAM, in order to properly carry out the entrusted tasks, provides its collaborators with technical training through Aeroméxico Training based on the needs of each area and in compliance with the Federal Labor Law and internal labor regulations. Additionally, cross-functional training is provided such as CX Evolution where all the roles of the organization participate.
- To achieve the precise definition of responsibilities in the workers, the monitoring of the organization's manuals, compliance with the internal labor regulations (general obligations and by area) and job descriptions where indicated are disseminated and promoted through the HRBP specific job responsibilities from the time of hire.
- To achieve proactive participation and communication among its members, GAM, through the different platforms, publishes news and notices of interest to collaborators in my Aeromexico.com, Aeronews, Newsletters, Institutional Mail, Crew iPads, Boards, WhatsApp Chats and Teams Communicator.
- To promote decent work and achieve a favorable organizational environment, GAM carries out an adequate distribution of workloads, with work days in accordance with the Federal Labor Law, therefore, upon joining the company, the employee is provided with the schedule scheme that will be assigned, which can be consulted in My Aeroméxico, within the benefits section.
- In order to place each worker in the position for which they have the appropriate skills and preparation, GAM carries out psychological or psychometric tests.
- In order for all employees to be aware of the risks derived from psychosocial factors and the application of this policy and related policies, GAM carries out internal promotion and/or professional development plans through the Talent Planning process and as mentioned in the internal labor regulation

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