



HUMAN RIGHTS POLICY

Responsible Unit: Legal and People & Culture Divisions

APPROVED EVERTEC, INC.
BOARD OF DIRECTORS
MEETING HELD ON

October 21, 2022

A handwritten signature in blue ink, appearing to be "J. Ch.", written over a horizontal line.

SECRETARY

Corporate Statement

EVERTEC, Inc. (including its subsidiaries, “Evertec” or the “Company”) and its Board of Directors (the “Board”) believe respecting and furthering the pursuit and enjoyment of human rights is fundamental in developing the operations of the Company. That is why the Company’s commitment to human rights is a key principle of its organizational culture. Evertec promotes and protects this principle in its Code of Ethics and Code of Ethics for Vendors and Service Providers. The Company is committed to pursuing opportunities that support human rights and that have an impact in the communities it serves. This Human Rights Policy (this “Policy”), which is a part of and is incorporated into the Code of Ethics, apply to Evertec’s employees and all entities in which the Company holds a majority interest. Evertec pledges to consistently review and improve its approach to human rights according to the United Nations Guiding Principles on Business and Human Rights.

The Company reserves the right to interpret at its own discretion any clause contained in this Policy. This includes, but is not limited to, the interpretation of any ambiguous clause at its own discretion.

Purpose and Scope

Evertec has adopted this Policy to articulate Evertec’s understanding of, and approach to, the importance and enjoyment of human rights throughout Evertec and the communities in which we operate. The Company is focused on making continuous progress on its human rights efforts, including through:

- the adoption of principles under the United Nations Guiding Principles on Business and Human Rights for preventing and addressing the risk of adverse impacts on human rights linked to business activity;
- the disclosure of applicable Sustainability Accounting Standards Board (SASB) standards for the technology and communications sector, and United Nations Sustainable Development Goals (UN SDGs);
- the integration of human rights principles into all activities as an integral part of the Company’s business activities; and
- the adoption of this stand-alone Policy development of comprehensive internal control and assurance processes linked to key risks.

This Policy applies to the Company and its subsidiaries, as well as officers, employees, vendors and consultants of the Company and its subsidiaries, whether located in Puerto Rico or abroad. Failure of any individual to adhere to this Policy, or applicable law may result in appropriate disciplinary action by the Company (up to and including termination) and could endanger the viability of the Company’s business.

Policy Principles

Evertec has established a human rights framework which embodies the following key Policy principles:

- **Embedded in culture.** The protection of human rights is embedded in the Company’s business and corporate philosophy.
- **Fair employment practices.** Evertec believes in equality and impartiality among individuals in the Company, provides equal employment opportunities and strives for a diverse, equitable and inclusive workforce. Consequently, the Company complies with fair employment practices and applicable non-discrimination laws, as well as with affirmative action programs established by the Company.
- **Zero tolerance on forced or bonded labor.** Evertec has a zero tolerance on modern slavery, forced labor and human trafficking, ensuring that its operations are free from these unfair and illegal practices.
- **Child labor.** Evertec prohibits the hiring of individuals under the established legal age allowed in the countries and regions in which Evertec’s operations are located.

- **Work hours, wages, and benefits.** Evertec offers a competitive and balanced compensation package as compared to its industry and the various local labor markets in the regions in which it operates. The Company's commitment is to ensure full compliance with applicable wage, hours, and benefit laws.
- **Non-Discrimination, diversity and inclusion.** Evertec pursues a diverse talent pool and is an Equal Opportunity Employer that aims to hire the best-qualified candidates for available positions. We promote based on merit. Accordingly, we will not tolerate any form of discrimination, harassment or intimidation towards those working at Evertec, or against any colleague, applicant, customer, vendor, service provider or visitor, based on a person's race, color, religion, gender, gender identity, sexual orientation, age, national origin, political affiliation or beliefs, social status, marital status, functional diversity, genetic information, eligible veteran's condition, or as a victim of domestic violence, or any other classification protected by law. Our non-discrimination policies are enforced throughout the Company and cover all aspects of employment, including the hiring process, transfers, promotions, demotions, training and development, compensation, eligibility for benefits and dismissals, among others.
- **Training and development.** Evertec is focused on providing our employees the tools needed for their career development, including programs such as : Evertec University and Evertec Leadership Academy (part of Evertec's internal professional development platform), virtual or in person regulatory and compliance trainings, subject-specific trainings to target employees and work teams, onboarding trainings for new hires and new leaders, participation in external educational activities and industry conferences, health and safety educational sessions in liaison with external health professionals as part of our health and wellness education programs efforts, and a reimbursement program for employees who wish to obtain a professional certification or participate in professional courses as part of their career development plan at Evertec.
- **Access to safe water, sanitation, and environment.** Evertec recognizes the right of every individual in the Company to have access to safe water, sanitation and proper working conditions/environment, and considers the right to water as a fundamental human right. Thus, Evertec has taken responsible actions to ensure employees have proper access to clean drinking water. Further, the Company also supports water reduction efforts that will decrease its environmental footprint.
- **Privacy.** Evertec is committed to protecting the confidentiality of its information and will prevent unauthorized disclosure of non-public information about Evertec, its customers, collaborators, suppliers, vendors, service providers and other third parties. We use industry recognized security safeguards, such as firewalls, anti-virus, intrusion detection systems, and operational procedures to detect and preclude unauthorized parties from accessing our systems.
- **Security arrangements.** Evertec encourages a workplace that is safe for everyone and is proud of maintaining a secure and respectful work environment. Evertec has appropriate security protocols in place to support and protect employees that are victims of domestic or gender violence. The Company will not tolerate acts of violence, threats, harassment, intimidation, or intentional or reckless destruction of property. Nor will we tolerate disruptive behavior in the workplace, its premises, or any other place where an official event conducted or sponsored by Evertec takes place. Except for authorized security personnel, keeping weapons on property owned or controlled by Evertec is strictly prohibited. In addition, weapons may not be kept in vehicles parked at company-owned or controlled parking lots. Weapons include, but are not limited to, guns, knives, and/or ammunition.

Grievance and Reporting Mechanism

Evertec ensures that its employees have an effective mechanism to report grievances and that facilitates open communication between management and collaborators, and promotes an open-door policy where the direct opinion of Company employees is valued, without intermediaries or third parties.

Any employee who feels there is a conflict between any Company policy, including this Policy, and what is required by local or federal law, has a concern related to human rights, has any questions about any policy or would like to make a confidential report because of any illegal/prohibited activity or business-related human rights abuse, can raise these concerns to upper

management, the People & Culture team or the Legal Division. Employees can also report their concerns anonymously through the Evertec Ethics Line at www.evertcecethicsline.com, which is a secured internet website, or by calling the toll free numbers assigned to each country which are listed in the Ethics Line website. All reports will be investigated with an effort to keep the source of the report confidential, with the disclosure of information only as appropriate to facilitate the investigation and resolution of the matter. If you witness, are the subject of, or have knowledge of threatening behavior to human rights within the Company, please report it immediately to your supervisor, the Compliance Director, the People & Culture Team, the Legal Division or through the confidential Ethics Line at www.evertcecethicsline.com.