



POLICY FOR PREVENTION AND SANCTION OF VIOLENCE AND DISCRIMINATION

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1. OBJECTIVE

This document seeks to adopt measures to prevent and sanction violence in all its forms: harassment, hostigating, and discrimination in all its ways for all people who work at INTERSEGURO.

2. SCOPE

This policy applies to all persons with an employment relationship with INTERSEGURO and any natural or legal person who interacts, provides, or receives services inside and outside our facilities.

3. LEGAL BASIS

- Law No. 27942, “Ley de Prevención y Sanción del Hostigamiento Sexual” (Law on the Prevention and Sanction of Sexual Harassment).
- Law No. 29430, that amends Law No. 27942, “Ley de Prevención y Sanción del Hostigamiento Sexual “ (Law on the Prevention and Sanction of Sexual Harassment).
- Legislative Decree that incorporates the Crime of Harassment, Sexual Harassment, Sexual Blackmail and Diffusion of Images, Audiovisual Materials or Audios with sexual content into the criminal code and modifies the procedure for the Sanction of Sexual Harassment, Legislative Decree No. 1410.
- Regulation of Law No. 27942, “Ley de Prevención y Sanción del Hostigamiento “(Law on prevention and sanction of harassment), Supreme Decree No. 010-2003-MIMDES.
- Ministerial Resolution No. 222-2019-TR – “Lineamientos del servicio de orientación y acompañamiento para los casos de hostigamiento sexual en el trabajo “(Guidelines of the guidance and accompaniment service for cases of sexual harassment at work).
- Ministerial Resolution No. 223-2019-TR – Practical Guide for the Prevention and Sanction of Sexual Harassment in the Workplace in the Private and Public Sector.
- Political Constitution of Peru.
- INTERSEGURO's Internal Work Regulations.
- INTERSEGURO Code of Ethics.
- Law 30364, “Ley para Prevenir, Sancionar y erradicar la violencia contra las mujeres y los integrantes del grupo familiar.” (Law to Prevent, Sanction and Eradicate Violence against Women and Members of the Family Group).

4. PRINCIPLES

4.1 Tolerance 0: in INTERSEGURO, we reject violence in all its forms, so under zero tolerance, we assume the commitment that any reported case is duly investigated.

4.2 Principle of Confidentiality: in INTERSEGURO, we are committed to generating safe workspaces and guaranteeing the care of our collaborators' physical and psychological integrity. Therefore, under this principle, only the people authorized to participate in the investigation of the cases have access to the information, complaints, or denunciations reported anonymously. We keep these cases confidential, assigning each of them a code.

4.3 Culture of prevention: we actively promote the implementation of practices and the development of training in the form of workshops, campaigns, discussions, and other formats in which we address these concepts and reinforce the knowledge of our policy so that they are translated into the behaviors and interactions of our collaborators.

5. DEFINITIONS

5.1 Discrimination: any action of distinction, exclusion, restriction, or preference made by a person or through third parties that incite or promote the annulment or impairment of the recognition, enjoyment, or exercise of any right of a person or group of people based on and argued based on any of the areas mentioned in point 5 of the INTERSEGURO Diversity and Inclusion Policy.

5.2 Harassment: a form of violence that occurs through behaviors that may be continuous or habitual de, intimidation, persecution, siege, harassment, or forced attempts to establish contact or closeness with a person without their consent, as well as exercising some type of abuse through any verbal, physical and virtual means, that could affect the dignity of a person, and that can alter the normal development of his or her daily life.

5.2.1 Virtual harassment: It is the action or conduct carried out by a person or a group of people to threaten, embarrass, intimidate, or criticize, with or without sexual connotation, through digital media to a person who rejects these actions as affecting or violating their right to dignity, integrity, to health or the freedom to a life free of violence. It can manifest itself in the following ways:

- Offensive messages with or without sexual connotation in social networks or messaging applications.

- Substitution by using the victim's access to online accounts for personal purposes.
- Electronic insults towards another person that may or may not have a sexual connotation.
- Cyberpersecution/ cyber threat, frequent sending of threatening messages, intimidation, humiliation, and other content that may cause discomfort.
- Happy Slapping: publication on social networks of some physical aggression recorded with digital media.
- Sexual extortion: blackmail with images, audio, messages, or videos of sexual connotation.
- Stalking: obsessive persecution of the person with whom it is intended to establish personal contact against their will.

5.3 Harassment: an exercise of power over a person, relationship of authority or absolute subordination of the victim to the aggressor.

- *Harasser (person denounced):* any person who performs an act of harassment and who can be denounced.
- *Harassed (complainant):* any person who is a victim of harassment and can report it.

5.4. Sexual Harassment: it is configured through the behavior of a sexual or sexist nature or connotation unwanted by the person against whom it is directed; it can create an intimidating, hostile or humiliating environment resulting in an affectation of its activity. Likewise, for sexual harassment to be configured, it is not necessary to prove that the conduct of the harasser is repeated or that the rejection of the complainant is expressed.

5.4.1 Manifestations of sexual harassment:

- Implicit or express promise to the denouncer of preferential or beneficial treatment concerning their current or future situation in exchange for sexual favors.
- Threats by which unwanted conduct by the denouncer is implicitly or explicitly demanded, which threatens or aggravates their dignity.
- Use of terms of a sexual or sexist nature or connotation (written or verbal), sexual advances, sexual propositions, obscene gestures, or display through any means of images of sexual content, which are unbearable, hostile, humiliating, or offensive to the denouncer.
- Body approaches, rubbing, touching, or other physical behaviors of a sexual nature that are offensive and unwanted by the denouncer.
- Offensive or aggressive treatment for the rejection of the behaviors previously indicated.
- Other conduct that fits into the concept regulated in Law No. 27942 (subject to changes in the law).

5.5 Violence: any action or conduct that intentionally causes harm, affects or violates the physical or psychological integrity of a person. It can manifest itself in the following ways:

- *Physical violence:* is the action or conduct which causes damage to the corporal integrity or health. It includes abuse due to negligence, disregard, or deprivation of basic needs, which have caused physical harm or may cause it, regardless of the time required for recovery.
- *Psychological violence* is the action or conducts tending to control or isolate the person against his or her will, to humiliate or embarrass them, and that can cause psychic damage.
- *Sexual violence:* actions of sexual nature that are committed against a person without their consent or under duress. They include acts that do not involve penetration or physical contact. Likewise, exposure to pornographic material is such that they violate the right of people to decide voluntarily about their sexual or reproductive life through threats, coercion, use of force, or intimidation.
- *Symbolic violence:* these messages transmit and reproduce domination, inequality, and discrimination in social relations, intersecting with ethnicity, class, and gender.

5.5.1 Gender-based violence: any action or conduct that causes death, harm, or physical, sexual, or psychological suffering, both in public and private spheres, based on her gender and status as a woman. It is considered violence: physical violence, verbal violence, psychological violence, sexual harassment, and cyberbullying, among others.

5.5.2 Homophobia, lesbophobia, biphobia, and transphobia: acts of discrimination and violence in their different forms (mockery, jokes, comments about physical appearance) exerted on people of the LGBT+ community, mainly homosexual people (gay and lesbian), bisexual and transsexual.

5.6 Relationship of Authority: any link existing between two people through which one of them has direct power over the activities of the other or has an advantageous situation over the other.

5.7 Advantageous situation occurs when there is no position of authority in a relationship but a power of influence of one person over the other, even when such persons immersed in sexual harassment are of equal rank, level, or hierarchy.

5.8 Conduct of a sexual nature: Physical, verbal, gestural, or other sexual behaviors or acts, such as comments and insinuations; observations or lewd looks; exhibition or exhibition of pornographic material; touching, rubbing, or body approaches; sexual demands or propositions; virtual contact; among others of a similar nature.

5.9 Conduct of a sexist nature: Behaviors or acts that promote or reinforce stereotypes in which women and men have attributes, roles, or spaces, implying the subordination of one sex or gender concerning the other.

5.10 Vulnerable groups: groups of people who are at risk or disadvantage. We consider children, the elderly, people with disabilities or functional diversity, and the LGBT + community members within this group.

6. COMPLAINT PROCEDURE

The company will inform all persons who have links with INTERSEGURO of the guidelines established in this document through the specified channels. Anyone who witnessed, participated in or received information about a case must report it. Requests for complaints (complaint, observation, etc.) can be submitted verbally or in writing, in person or electronically, and will be processed through the ethical channel or channeled through the Human Development Vice Presidency. This application must contain:

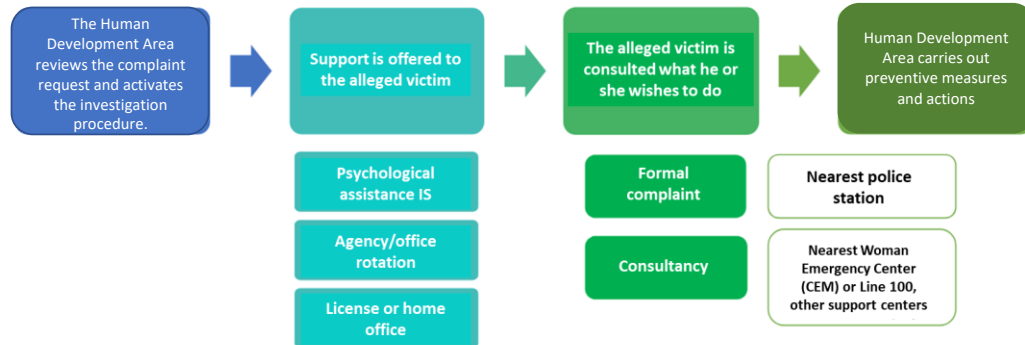
- Name, surname, and position held by the person denounced.
- Description of the acts that it considers as grounds for denunciation and the details of the action, such as circumstances, place, date, and any information that it deems relevant.
- Optional: Evidence to prove the complaint (texts, images, videos, testimonies, among others).
- Optional: If you want to receive a response about the complaint made, you must enter the following information: full name and email.

6.1 PROTOCOL OF ACTION

If the situation of violence occurs within interseguro, the following channels must be used:

Ethical channel (Mailbox or intranet form) or Human Development representative.

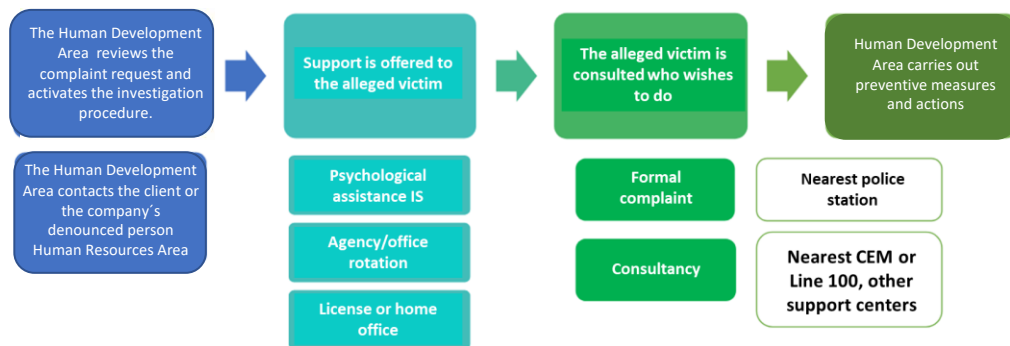
What's next?



If the collaborator is a victim of violence by a client or supplier:

Ethical channel (Mailbox or intranet form) or Human Development representative.

What's next?



6.2 SANCTIONS

- Any behavior that violates the principles and behaviors mentioned in our code of ethics (See Code of Ethics section 8.3.1) and acts of discrimination or violence that correspond to the definitions mentioned in this policy are subject to sanction.

- Depending on the severity and mitigating factors evaluated for each case by the Human Development Vice Presidency and assigned committees, it will be defined whether the sanction corresponds to a call for attention, reprimand, or suspension without pay or dismissal.

7. INVESTIGATION AND SANCTION OF SEXUAL HARASSMENT

When the denouncer is the victim of acts of sexual harassment in the workplace, the following applies:

a. The denouncer will be provided with the "Act of rights of the complainant" in physical formats (signature box and fingerprint) and virtually. Formats include the list of rights that correspond to a complainant and the formalities that the documents must contain according to Regulations. These documents are also available to be downloaded from the INTERSEGURO Portal (<https://sites.google.com/INTERSEGURO.com.pe/portal-INTERSEGURO/portal-INTERSEGURO>).

b. The denouncer will be offered the available protection measures (Art. 18), which can be requested by completing and attaching the format "Application form for protection measures" in the virtual form of the ethical channel (<https://canaleticoINTERSEGURO.lineaseticas.com/>) and physical format.

By the provisions of the Law and its Regulations, the worker can choose between the following alternatives:

7.1 CESSATION OF HOSTILITY PROCEDURE:

The denouncer may file a complaint to cease the sexual harassment behaviors against him or her, considering the following:

- Submit his or her complaint written or verbally following indications mentioned above and through the channels indicated in the Code of Ethics, the Complaints Procedure, and to a member of the Human Development Vice Presidency.
- The complaints received will be reviewed in the Human Development Vice Presidency. If any of its members is denounced as an alleged harasser, his or her evaluation will be raised to the immediate hierarchical superior in said Vice Presidency.
- The Human Development Vice President shall initiate the corresponding internal investigation process and guide the complainant in formulating the said complaint. If the information is requested on the steps to be taken in sexual harassment situations. In no case can the complainant be forced to file a complaint with the alleged harasser.
- The report issued because of medical, physical, mental, or psychological care is incorporated into the procedure and is considered a means of proof only if the complainant authorizes it.

- Any investigative action shall be documented in writing or other means to which the parties may have access. The due reservation of the complainant and alleged harasser will be kept from people outside the procedure.
- The waiver, cessation, or termination of the contractual relationship of the complainant does not exempt him or her from initiating or continuing the procedure until its completion and, if applicable, applying the corresponding sanction. Likewise, suppose during the process or as a result, the person denounced resigns, ceases to belong to the employing entity, or ends his contractual relationship with it. In that case, the procedure must continue and dictate the corresponding measures.

Of the evidentiary means

In applying the principle of presumption of innocence, it is for the person complaining of sexual harassment to prove what he or she states in the complaint filed, to the point of creating reasonable doubt in his or her favor so that it may be admitted for processing. The evidence that may be provided to the investigative procedure may be as follows:

- Witness statements.
- Public or private documents.
 - Recordings, emails, text messages, phone messages, photographs, objects, recordings, and tapes, among others.
 - Psychological, psychiatric, forensic, graphotechnical, biological analysis, chemicals, among others.
 - A confrontation between the parties if requested by the alleged harassed.
 - Any other suitable means of proof.

Of the preventive measures

To ensure the effectiveness of the Final Resolution and the protection of the whistleblower, preventive measures may be requested and issued:

- Rotation of agency and workplace of the alleged harasser.
- Temporary suspension of the alleged harasser. If the fault is configured, the days of suspension may be not paid.

- Rotation of the complainant at his or her request.
- License for the complainant at his or her request.
- Impeding the denounced person from approaching the complainant or his or her family environment, or from engaging in any type of communication with them.
- Protective measures in favor of witnesses, if they are strictly necessary to ensure their cooperation with the investigation.
- Psychological assistance.

Sanctions

In case the existence of the act of sexual harassment is determined, the applicable sanctions to the harasser may be the following, depending on the seriousness of the facts and following what is indicated in the Internal Labor Regulations:

- Written reprimand
- Suspension
- Dismissal

Payment of compensation

The victim of harassment has the power to terminate the employment contract and request the payment of compensation following article 35 of the Law on Productivity and Labor Competitiveness. This may occur in the following scenarios: the harasser is the employer, management or trust staff, owner, associate, director, or shareholder; or if the employer or the competent instance fails to initiate the investigation of the case of sexual harassment or to adopt the corresponding protection, prevention, and sanction measures.

Expiration period.

The deadline for filing the complaint about cessation of hostility or payment of compensation for arbitrary dismissal is thirty (30) calendar days counting from the day following the last act of harassment or indication thereof.

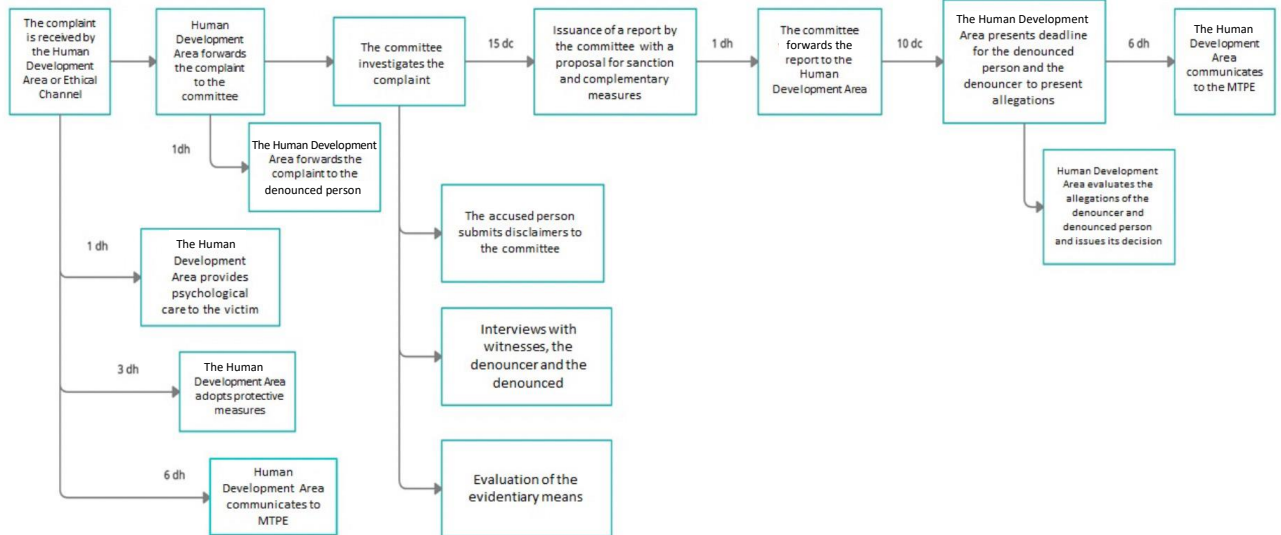
Effects of false reporting.

When the complaint of sexual harassment is declared unfounded by the Final Resolution, the alleged harasser has the right to file judicial actions against the person reporting the harassment, who will be obliged to pay the compensation fixed by the respective judge. In parallel, it will be investigated internally whether it was a mistake or a complaint made to affect the accused.

7.2 STAGES AND DEADLINES OF RESEARCH

- Within a period not exceeding one (1) business day, the Human Development Vice Presidency must make available to the complainant, medical, physical, mental, and psychological care channels that it has and derivate him or her to a public service support center.
- Suppose the information or complaint arrives by other means about acts that possibly constitute a situation of sexual harassment. In that case, the persons involved or possible witnesses are obligated to inform the Human Development Vice Presidency within a period not exceeding one (1) business day of knowing the fact.
- Within a period not exceeding one (1) business day of receipt of the complaint or request for a complaint, it will be transferred to the Committee on Intervention against Sexual Harassment to initiate the investigation.
- Within a period not exceeding three (3) business days from the date the request for a complaint was filed, the Human Development Vice Presidency must issue and implement the preventive measures to protect the complainant.
- Within a period not exceeding fifteen (15) calendar days of the request for a complaint, the Committee issues a report that must contain, as a minimum, the description of facts, assessment of evidentiary means, proposal for sanction or filing duly motivated and recommendation of additional measures to avoid new cases of harassment. Within that period, the Committee grants the complainant or the accused person a period to formulate his or her defenses.
- The report must be brought to the attention of the sanctioning body within a maximum period of one (1) business day.
- The Human Development Vice Presidency issues a decision within a period not exceeding ten (10) calendar days of receiving the report regarding the sanction and the recommendations for preventive measures to avoid new cases of harassment. Within this period, the Human Development Vice Presidency must transmit the Committee's report to the denounced person and to the person complaining of harassment and give them a period to present their allegations if they consider it necessary.
- Finally, within a period not exceeding six (6) business days of receipt, INTERSEGURO must inform the Ministry of Labor and Employment Promotion that it has received a complaint or denunciation or has initiated an investigation for sexual harassment and precautionary measures applied. Likewise, the complaint or denunciation decision must be informed to the above-mentioned ministry within six (6) business days of its issuance.

7.3 PROTOCOL OF ACTION



MTPE: Ministry of Labor and Employment Promotion

*For more details on the investigation, consult [the guide for dealing with cases of sexual harassment \(Annex 1\) and model report \(Annex 2\)](#).

8. INSTITUTIONS AND SUPPORT CHANNELS:

8.1 Internal

- Ethical Channel: canaletico@INTERSEGURO.com.pe (please also review the INTERSEGURO Code of Ethics).
- Intranet: <http://portalINTERSEGURO/> "Ethical Channel" button

8.2 External

- **Chat 100**

It is a personalized online and real-time service of the National Program Against Family and Sexual Violence. It works with specialized professionals in information and psychological counseling to identify situations of risk of violence in relationships of infatuation and courtship. It also serves people affected by family and sexual violence. Its purpose is to prevent risky situations and physical, sexual, or psychological violence. Chat is confidential.

Opening hours: Monday to Friday from 8 am to 10 pm.

Go here: <http://www.mimp.gob.pe/chat100>

- **Line 100**

It is a free telephone service of information, guidance, counseling, and emotional support for people affected or involved in acts of family or sexual violence or who know any case of abuse in their environment.

Opening hours: Call the 100 Line 24 hours a day, 365 days a year, with a landline, public, or cell phone.

Line 100 can refer the most severe cases, reporting them to the Women's Emergency Centers (CEM) or line 100 in Action, who will validate the information with a visit to the affected person or persons to insert them into the CEM specialized services. In addition, emergency calls can be made to coordinate urgent intervention of the police in a situation of abuse or family and sexual violence.

- **SAU - Urgent Care Service**

It is a free and specialized service whose purpose is to provide immediate attention to victims of family and sexual violence cases. The cases can be identified from a 100 Line call or reported by the media. These cases require urgent attention to protect the physical, emotional, and sexual integrity of the affected person. It attends to high-risk patients, moving a team of professionals to where the affected person is.

The Urgent Care Service comprises 14 interdisciplinary teams that provide specialized care through three professionals, a Psychologist, a Social Worker, and a Lawyer.

Opening hours:

The teams work seven days a week, i.e., from Monday to Sunday, including holidays. Monday to Friday from 7 am to 12 pm, and Saturdays and Sundays from 8 am to 8 pm in Lima and Callao.

- **CEM- WOMEN'S EMERGENCY CENTER**

These centers are specialized and accessible public services for family and sexual violence victims (regardless of age or sex). The professional services are admission, psychological counseling, social orientation, and legal guidance. Consult here the directory of CEMs all over the country:

<https://drive.google.com/file/d/1FpNo7f71dXFMgijKn7duZFQvulozXNaX/view?usp=sharing>

- **Temporary Shelter Homes**

Temporary Shelter Homes are temporary shelters for family violence victims; they are also called Shelter Houses. They provide protection, shelter, food, and multidisciplinary care, promoting the victims' comprehensive recovery. In addition, Shelter Houses offer women affected by violence safe spaces to analyze and decide on new projects of life in peace and without violence, after having received comprehensive and multidisciplinary care: legal, psychological, and job training.

List of help numbers of authorities:

Firemen	116
San Isidro Firefighters	012640339
Police	105
Serenazgo San Isidro	012645900
San Isidro Alert	013190450
San Isidro Police Station	014411275
Women's Police Station	014281556
Municipality of San Isidro	015139000
Ministry of Labor and Employment Promotion - MTPE	1819
SDependent Service of Public Health for Emergency Medicine (ambulance)- SAMU	106
Emergency Hospitals	117
Medical emergencies (municipal ambulance)	013190455

ANNEXES

ANNEX 1: Act of rights of the complainant (in case the victim is the one who makes the complaint about acts of sexual harassment in the workplace ¹)

ACT OF RIGHTS OF THE COMPLAINANT

1. I declare that, in the context of the investigation procedure giving rise to this complaint, I have been informed of my rights:

- a. To keep the due reservation of my identity and the confidentiality of the facts and evidentiary means against people outside the procedure.
- b. To guarantee equality and non-discrimination based on gender, regardless of sex, gender, gender identity, or sexual orientation.
- c. To have access to the protection measures that are appropriate to safeguard the dignity, integrity, and security of the victim, which may be:
 1. Rotation or change of place of the alleged harasser
 2. Temporary suspension of the alleged harasser.
 3. Rotation or change of the victim's work place, if requested by the victim.
 4. Order of impediment of approach, proximity to the victim or his or her family environment, or to enter into any type of communication with him or her.
 5. Other specific measures.
- d. To receive medical, physical, mental, or psychological care.
- e. To enjoy all the rights and guarantees inherent in due process, which includes the right to present arguments, present evidence, and to obtain a decision that ends the sexual harassment investigation and sanction procedure and, if considered pertinent, present arguments within the stipulated period.
- f. To go to other legal instances and complaint mechanisms that the victim considers pertinent to assert my rights. It does not exclude the possibility for the victim to directly claim damages suffered as a result of sexual harassment or to cite the action of the competent administrative authority.

¹ In accordance with the procedure established by Law N° 27942, Prevention and Sanction Act of Sexual Harassment and its Regulations, approved by Supreme Decree N° 014-2019-MIMP.

2. About the medical and psychological care offered by INTERSEGURO, I declare the following:

(Mark with an X): I declare that the psychological report is reserved, and I authorize it to be incorporated into the investigation to consider it for evidentiary means. YES (<input type="checkbox"/>) NO (<input type="checkbox"/>)	
Signature	Fingerprint
Names and Surnames	
Date	

ANNEX 2: APPLICATION FORM FOR PROTECTIVE MEASURES

....., .. of..... of 20...

Dear:

**Human Development Vice President
INTERSEGURO**

At this moment, I write to you to request that I be granted the following protection measures by Law No. 27942, Prevention and Sanction Act of Sexual Harassment and its Regulations, approved by Supreme Decree N° 014-2019-MIMP.

(Mark with an X):

1. Rotation or change of workplace of the alleged harasser	
2. Temporary suspension of the alleged harasser	
3. Rotation or change of workplace of the victim, if requested by him or her	
4. Order of impediment of approach, proximity to the victim or his or her family environment, or to have any type of communication with it	
5. Medical, physical, mental, or psychological care	
6. Other protective measures (specify)	

(*) In case of presenting witnesses: I request that protection measures be guaranteed to the witnesses offered in order to avoid reprimand after the investigation procedure is completed, in

accordance with Law No. 27942, Law on prevention and sanction of Sexual Harassment, and its Regulations, approved by Supreme Decree No. 014-2019-MIMP.

Without another particular,

Signature	Fingerprint
Names and Surnames	

ANNEX 3: Sample report template

REPORT OF THE COMMITTEE ON INTERVENTION AGAINST SEXUAL HARASSMENT AT THE WORKPLACE

1. DESCRIPTION OF FACTS:

2. ASSESSMENT OF EVIDENTIARY MEANS:

a) Sexual nature conduct:

b) Unwanted conduct by the person receiving it:

c) Conduct resulting in an intimidating, hostile or humiliating environment:

3. PROPOSAL FOR SANCTION OR FILING:

4. RECOMMENDATIONS:

ANNEX 4: Guide for dealing with cases of sexual harassment

To define whether the complaint proceeds as sexual harassment or harassment, the presence of the following elements must be considered:

1. The reported conduct is sexual or sexist nature.
2. The behavior is unwanted by the recipient.
3. Intimidating environment, perform an analysis of the context: changes in behavior or habits in the victim (avoidance, reactions, etc.), the relationship of hierarchy, and the work situation of the person.

Recommended questions for gathering information:



Biases and prejudices to avoid:

- Women to be victims of sexual assaults must be innocent in the sexual sphere. Example: What did you wear?
- Excessive concern about the risk of false reports. Suspicions about the integrity of the complaint that raise the evidentiary standard. The idea of a good family man and a vengeful woman. Example: He does it to get revenge.
- Women must have apparent signs of abuse for the complaint to be credible. Example: Why didn't he or she say something earlier? Why didn't he or she react loud and clear?
- Women are not the only ones who suffer sexual harassment; men are also victims of harassment.

Tests that are considered valid:

- Witness statements
- Public or private documents
- Recordings, emails, telephone text messages, and photographs, among others.
- Psychological, psychiatric, forensic, graph technical, biological, and chemical analysis, among others.
- Any other means of proof containing information that contributes to the evaluation of the case.

Responsibility for the handling of information:

- The information given by the complainant cannot and should not be disclosed without the consent of this person.
- The information provided by the complainant must be shared only by the relevant persons in the procedure: INTERSEGURO Sexual Harassment Intervention Committee and VP of Human Development.
- The number of people with access to this information is limited.

TABLE OF CHANGES

Item	Page	Description of change
-	4	Added item 4. "PRINCIPLES."
5	5	Amended paragraphs 5.3 and 5.4
5	6	Amended paragraphs 5.5.1 and 5.5.2
6	8	Added item 6.2 "SANCTIONS."
7	12	Paragraph 7.2 was modified, and " <i>The Human Development Area will assume the role until its installation enters into force</i> " was deleted.
-	-	Replaced term victim by complainant person (all documents)
-	-	Replaced the term "The Human Development Area" with "Human Development Vice Presidency" (entire document)