



INTERNAL WORKPLACE REGULATIONS

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INTERNAL WORKPLACE REGULATIONS

To all our Employees:

INTERSEGURO considers good labor relations to be the result of the effort of everyone who forms a part of the work team, always maintaining a spirit of cooperation, harmony, readiness and participation so as to achieve the economic objectives that have been laid out and the wellbeing of all company employees.

For this purpose, it is necessary to establish the basic rules by which labor relations in the company will be governed and thus achieve the expected harmony and development.

INTERSEGURO's Internal Workplace Regulations establish the rights, obligations, prohibitions and other provisions with regard to work ethics, order, discipline, health and safety to which all employees will be subject.

CHAPTER I

1.1 GENERAL PROVISIONS

Art.1 These Internal Workplace Regulations are issued under law D.S. N° 039-91- TR and establish the general regulations that guide the personal conduct of all INTERSEGURO employees in their daily work, regardless of their contract type, category or hierarchical level.

The rules established in this document are formulated based on the application of current legislation and are, at the same time, complementary with regard to the legislation and to the conditions agreed to in each employment contract.

Art.2 All workers providing services at INTERSEGURO are obligated to abide by current legal regulations, by what is established in this Document, and by what is agreed to in each employment contract, as well as to comply with the policies, complementary regulations, instructions and orders, whether verbal or written, issued by INTERSEGURO through its Management.

Art.3 All workers shall receive a copy of this Document, and shall provide written confirmation of receipt, so as to ensure they are aware of their rights, duties and obligations and shall commit to respecting and complying with all the regulations contained herein.

Consequently, no worker may claim ignorance, whether in part or in whole, to justify the failure to observe or to comply with this Document, given that the regulations contained herein are mandatory in nature.

CHAPTER II

2.1 STAFF SELECTION

Art. 4 The staff selection process is the responsibility of INTERSEGURO and is conducted through the Human Resources Management and the competent management.

Any individual who begins to work at INTERSEGURO must abide by the policies, regulations and procedures established in this regard by INTERSEGURO and must in particular comply with providing all requested documents, which must be authentic and contain truthful information. The act of providing false information on the part of any worker who has already been hired shall be considered a breach of good faith in employment, which can give rise to discipline in accordance with current legal regulations and with what is set forth in this Document.

Employment opportunities at INTERSEGURO shall be provided equally to all persons, without discrimination based on race, color, sex, age, religion, social status, marital status or any other subjective condition.

Art. 5 INTERSEGURO shall evaluate the technical and professional capacity, experience and work history, as well as police records and the moral qualities of the applicants, verifying that these are consistent with the post for which the applicants are applying and with the current principles and tenets at INTERSEGURO, reserving for itself the right to contract and/or admit the candidate.

CHAPTER III

3.1 RIGHTS, OBLIGATIONS AND PROHIBITIONS OF EMPLOYEES

Art. 6 INTERSEGURO'S workers have the right to:

- a) Receive treatment that is fair, equitable and respectful of their dignity in their daily work relationships and their relationships with their superiors.
- b) Receive their pay on the corresponding date.
- c) Enjoy all the rights and benefits provided by current legislation, as well as those granted by INTERSEGURO.
- d) Receive from INTERSEGURO the materials, equipment, supplies, instruments and tools necessary to properly perform the work entrusted to them.
- e) Receive, in accordance with INTERSEGURO'S policies and in the opportunities and under the conditions determined by the company, appropriate training and development programs, both administrative and technical, to allow for a better performance of their duties.
- f) Have a suitable environment designated by INTERSEGURO to carry out their work activities, within the available physical space and with proper health and safety conditions.
- g) Have any private information which INTERSEGURO may have regarding them kept private.
- h) Be heard when presenting claims, taking into account current legal provisions and procedures.
- i) Other rights set forth by INTERSEGURO and established by law.

Art. 7 INTERSEGURO'S workers have the obligation to:

- a) Report to work complying with regulations regarding personal decorum and health.
- b) Visibly display their ID Badge or other method of identification established by INTERSEGURO.
- c) Receive and sign the memorandums and any other documents sent to them by INTERSEGURO. A worker's refusal to do so shall be considered a labor infraction and will be evaluated in accordance with the Infractions

and Penalties as regulated in Chapter VIII of this Document. Where applicable, the employee shall have the right to present a defense within a period not exceeding three calendar days.

- d) Attend and participate in meetings, talks, trainings, working sessions and group-building sessions scheduled by INTERSEGURO.
- e) Be aware of, comply with and ensure compliance with current regulations, the regulations contained in this Document, the policies, internal provisions, the procedures, circulars and directives that are regulated at INTERSEGURO, with the acknowledgment that the Company has the right to manage and administer.
- f) Abide by and comply with work-related orders and instructions given by their supervisors and/or superiors, being responsible for the work entrusted to them.
- g) Behave themselves properly and carry out their work with readiness and good will, with total dedication and the greatest effort, remaining at their post throughout their workday.
- h) Maintain a good credit and personal image, as an employee of INTERSEGURO, always adopting responsible financial measures in keeping with their financial capacity.
- i) In the case of non-exempt employees (i.e., who are subject to verification), comply with the work hours established by INTERSEGURO at the workplace.
- j) Maintain strict confidence and not disclose any information and/or documents prepared, originating, provided or obtained as part of the work carried out at INTERSEGURO or to which, in any way, they would have had access, being prevented from providing any type of information regarding INTERSEGURO'S operations or activities.
- k) Show due respect and consideration towards their superiors and co-workers, both inside and outside the workplace, and no matter their level.
- l) Provide attentive and courteous treatment to clients, the public and third parties in general with whom they interact while providing services at INTERSEGURO.
- m) Correctly and properly use, and maintain in good condition, all office equipment, media and assets provided by INTERSEGURO strictly for the performance of their duties or obligations.
- n) Follow all information security policies contained in INTERSEGURO'S Information Security Management System manual.
- o) Report any activities or operations that could harm INTERSEGURO, notifying their superiors immediately of the same.
- p) Notify INTERSEGURO of any change in personal information (marital status, home address, etc.) within 5 days of the change.

Should the employee fail to do so, the most recently provided information will be considered valid for all purposes.

- q) Fulfill all obligations contained in the labor regulations, in this Document and in any policies and instructions of INTERSEGURO, as well as those that are derived from their condition as an employee and from the functions and activities they carry out at INTERSEGURO.

Art.8 INTERSEGURO employees are prohibited from:

- a) Introducing or distributing publications of any kind within the company without the authorization of General Management.
- b) Making duplicate copies of keys of INTERSEGURO facilities or taking them to their homes, unless expressly authorized.
- c) Carrying out or performing any non-work or third-party tasks during working hours.
- d) Carrying weapons of any kind.
- e) Intentionally slowing down the pace of work or stop work in an untimely manner, as well as refusing to comply with orders made by their superiors with respect to their work.
- f) Being absent from work without duly justified cause, arriving frequently late, being absent from their work post or abandoning their post before the scheduled time without proper authorization of their immediate boss or supervisor.
- g) Showing disrespect, threatening, sexually harassing, insulting, defaming or attacking, whether physically or verbally, their superiors or co-workers, and in general becoming violent and/or discriminating inside and outside the workplace, as well as causing moral or physical damage to other employees or to the property of INTERSEGURO.
- h) Improperly using the telephone service, external and internal e-mail, internet service, fax service, photocopiers, computers, etc., which, being tools of work, must be used exclusively for carrying out activities related to the functions assigned to each employee. These may only be used for personal purposes with the prior authorization of INTERSEGURO, and provided that they are used in a reasonable manner.
- i) Conducting within the company or during work hours any commercial, credit or other profit-making activities on their own behalf or on the behalf of third parties other than the tasks assigned by INTERSEGURO.
- j) Entering the offices, installations or, in general, premises of INTERSEGURO or remaining inside these outside working hours or permitting the entry, whether during or outside regular working hours, of unknown third parties without prior authorization.

- k) Coming to work under the influence of alcohol or the effects of narcotic substances as well as ingesting these in the workplace.
- l) Providing false information to INTERSEGURO, causing damage or harm to personnel, equipment or the operations and activities of the same.
- m) Communicating or disseminating by any means expressions that affect the good name of INTERSEGURO and/or of its different levels. Undermining the morals or harmony of the workplace, as well as issuing or disseminating information regarding matters related to INTERSEGURO with out express authorization.
- n) Any failure to comply with or observe any legal regulations, this Document, internal policies and regulations, and any other provision of INTERSEGURO, as well as any infraction of the obligations arising from the employment contract and the functions of each collaborator.

CHAPTER IV

4.1 RIGHTS AND OBLIGATIONS OF INTERSEGURO

Art. 9 INTERSEGURO has, among other rights, the right to:

- a) Direct technically and administratively all workplace activities, through management representatives that it has expressly designated and shall be able to develop any aspect of this Document by way of policies, communications, internal memorandums, circulars, general announcements and orders as long as these comply with current legislation and do not infringe on the rights of the employees.
- b) Select, contract and designate the personnel necessary for carrying out its activities.
- c) Sanction any failure on the part of the employees to comply with work obligations and other instructions related to the provision of services and which originate from INTERSEGURO.
- d) Establish the obligations, tasks and responsibilities of each position or function and assign or determine the people to occupy and/or carry these out, in accordance with the needs of INTERSEGURO.
- e) Perform, both inside and outside the national territory, rotations, transfers or personnel changes, both temporary and permanent, in accordance with the operational needs and requirements of INTERSEGURO.
- f) Establish performance-management and remuneration policies, as well as grant promotions and pay increases.
- g) Establish, modify and eliminate working conditions (location, hours, functions, processes, etc.).
- h) Approve and enforce, by way of its managers, the instructions and orders, both generic and specific, issued to its employees.

The remunerations set forth in this article are not a complete list, but rather merely examples, such that INTERSEGURO possesses all other rights established in the legal regulations, in this Document and in the directives and policies issued by the company, as well as those derived from its condition as employer.

Art. 10 INTERSEGURO is obligated to:

- a) Act, as an employer, within the framework of applicable legislation.
- b) Comply with and enforce current legal provisions, the provisions of this Document and other internal provisions, respecting the dignity of the employee at all times (in accordance with the Diversity and Inclusion Policy).
- c) Pay the employees their remunerations and other rights or benefits in the agreed timetable, in accordance with the conditions established in each employment contract and current legal provisions.
- d) Provide employees with appropriate work environments, materials, equipment, supplies, tools, and instruments necessary for properly carrying out the work entrusted, always ensuring the safety of all its employees and demanding strict compliance with the guidelines and policies established by Interseguro. Others as established in this Document and in the legal regulations.

CHAPTER V

5.1 WORKING HOURS AND WORK SCHEDULE

Art. 11 The control of start and end times of non-exempt employees (those subject to verification) shall be conducted using the timekeeping system, whether mechanical or manual, provided by INTERSEGURO for this purpose.

Art. 12 The hours worked, both daily and weekly, as well as the weekly schedule shall be set and modified by INTERSEGURO, according to its needs and the nature of the work, within the current legal framework and to be carried out within the powers possessed by the employer.

Art. 13 The working hours at INTERSEGURO are a flexible 48 hours per week for workers subject to verification.

Given the nature of the position they occupy and the functions they hold, it is understood that the following are not subject to the maximum working hours, nor, therefore, to the work schedule: employees who are part of management, those who are not subject to verification and those with intermittent work hours.

INTERSEGURO will establish, for each location in which it has offices and in which it carries out operations, the respective hours of work and the work and break schedules.

INTERSEGURO will communicate individually to each employee, whether they are subject verification or not, their specific working hours by way of a memorandum, a copy of which will be kept in the employee's personal file.

Art. 14 Work schedules and breaks are adapted to the needs of each area and shall be posted in a clearly visible place in the workplace so as to ensure employees are aware of and comply with the same and to inform the Labor Authority. The break time will last 60 minutes.

Art. 15 INTERSEGURO shall be able to establish atypical, cumulative, alternative, rotating, flexible and compensatory working hours and differentiated work schedules, etc. based on its needs, always respecting the maximum hours of work as established by law.

Art. 16 Throughout the current workday at INTERSEGURO, employees will carry out the functions related to the activities of their positions, being obligated to remain at the same from the time their shift begins until it ends.

Art. 17 Working overtime is voluntary and extraordinary. Therefore, should employees need to work overtime, it is necessary, in order to be valid, for these hours to have been formally agreed upon, with both the authorization and the provision of services being given voluntarily and, for this purpose, the employees must have prior express written consent of their immediate superior in the respective area. Likewise, the latter must complete the approval form for overtime hours already worked, which will be implemented and disseminated by INTERSEGURO in a timely fashion and which must have the approval of the Vice-President of the respective area.

Art. 18 Overtime work which has been validly provided in accordance with what is established in this chapter, shall be preferably be compensated with equivalent periods of rest as established by current legislation.

The mere voluntary presence of the employee at the workplace either before or after their workday and work hours does not constitute overtime.

Art. 19 All employees subject to verification are prohibited from remaining in INTERSEGURO's facilities after their workday is complete and/or

after registering their end time; i.e., as soon as the workday is complete the employees are to register their end time and leave the workplace; the failure to do so may result in disciplinary action based on this Document and on applicable legal regulations.

Art. 20 Time allocated to changing clothes, cleaning up, eating (breakfast, lunch, dinner), going to work, breaks or any other actions which might need to be taken do not form part of the actual workday.

CHAPTER VI

6.1 ATTENDANCE AND PERMISSIONS

Art. 21 It is the responsibility of every non-exempt employee to arrive at work punctually and to remain at their assigned place of work.

Arriving to work outside the established start time for each workplace shall be considered instance of tardiness. The Human Resources Management and Development office is responsible for informing the maximum allowable instances of tardiness per month and the amounts to be discounted from each employees pay.

Each employee is responsible for personally registering their start times. Employees are prohibited from registering the start and/or end times of other employees, even if taking their place. Should an employee alter or have a third party alter the timesheet to benefit themselves or another employee, the personnel involved shall be liable for the corresponding discipline.

Art. 22 Any failure to arrive at work will be considered an absence and is classified as either excused or unexcused. An unexcused absence is any absence that has not been granted permission, in accordance with what is set forth in this chapter or in the policies and procedures established by INTERSEGURO.

Art. 23 Every absence must be communicated by the employee, using any means, within the first two hours of the first day of absence, either directly or through the employees' department to the Human Resources Management and Development office, being responsible for presenting the pertinent documentation that justifies their absence on the day that they return to work. Should the employee fail to do so, it will be considered an unexcused absence. The

Human Resources Management and Development office shall be responsible for determining whether the absence is excused or unexcused, based on the documentation presented.

In the specific case of absences due to illness, these absences must be justified by way of a medical prescription issued by official health unit or by the employees' treating physician or with a copy of their health care appointment at ESSALUD hospitals or at hospital affiliated with the current Healthcare Plan.

Art. 24 In unforeseen situations in which it is necessary to be absent from work or to arrive to work after the established start time in order to attend to personal matters, the employee must notify the head of their area the day before the approved absence or excused tardiness who must then inform the Human Resources Management and Development office of said approvals. For this purpose, the employees must complete the form authorizing the excused absence or tardiness, being previously approved and disseminated by INTERSEGURO.

Art. 25 In the event that the employee arrives at workplace after the established start time or is absent from work without having justified it or without having been granted the corresponding permission or license, the sanctions provided for in this Document and those established by current legislation shall be applied and the applicable proportional remunerative discounts shall be made.

CHAPTER VII

7.1 PAY AND VACATIONS

Art. 26 The payment of wages and other rights and benefits established in current legislation or in internal regulations and provisions issued by INTERSEGURO shall be paid at the corresponding time and in the corresponding amounts in accordance with applicable legislation, with what is set forth in the employment contract and with the procedures established by INTERSEGURO. Likewise, deductions will be made in conformity with current legal provisions.

Art. 27 The granting of vacations to employees is governed by the applicable regulations. The opportunity to enjoy the respective vacation will be set by mutual agreement between INTERSEGURO and each employee, taking into consideration the needs and interests of both. In the absence of an agreement between the two parties, the INTERSEGURO shall have the right to decide.

CHAPTER VIII

8.1 INFRACTIONS AND PENALTIES

Art. 28 INTERSEGURO seeks to avoid as much as possible the application of disciplinary sanctions to its employees; to that effect and should the case merit it, INTERSEGURO, within its administrative powers, shall provide opportunities to employees to correct their offenses and behavior in the workplace.

The disciplinary measures are educationally oriented rather than punitively. Therefore, the principal objective of the disciplinary measures, except in cases of serious misconduct that justify dismissal, is to prevent repeated offenses and to focus on the welfare of the employees and on work relationships.

Art. 29 Violation of the regulations contained in this Document, in the current legal provisions and other provisions and other provisions and orders issued by INTERSEGURO will be sanctioned, taking into consideration the seriousness of the offense committed, the recidivism and/or the specific conditions/circumstances, using the following disciplinary measures:

- a) Verbal warning;
- b) Written warning;
- c) Leave without pay; or
- d) Dismissal.

The order in which the sanctions are listed does not mean nor does it obligate INTERSEGURO to apply them consecutively in the order given, as each sanction will be applied according to the circumstances, nature and seriousness of the offense and/or the employee's history. Throughout the process of investigation, the employee shall be obligated to provide necessary assistance.

CHAPTER IX

9.1 SOCIAL WELFARE

Art. 30 INTERSEGURO, through its Social Welfare policy, provides, in accordance with current legal provisions, the assistance benefits and support required by employees and their families, ensuring their participation in programs that prevent risk and prevent problems that may affect their well-being and job performance.

INTERSEGURO, also through the Social Welfare unit, promotes and carries out various recreational, cultural and sporting activities in which employees participate.

CHAPTER X

10.1 WORKPLACE HEALTH AND SAFETY

- Art. 31 INTERSEGURO shall establish the rules and measures for internal workplace health and safety that are necessary for the prevention, control and elimination of causes of accidents, the protection of facilities, equipment and work instruments and, in general, to preserve the life and health of the employees.
- Art.32 During the workday, all employees are obligated to comply with the established workplace health and safety measures; any employees infringe these or put their own lives and health or the lives and health of other employees in danger or endanger the security of the facilities or assets of INTERSEGURO may be subject to disciplinary action.
- Art. 33 Upon completion of their daily work, all employees shall proceed to turn off the computers, calculators, printers, air conditioners and other risky assets so as to prevent accidents and unnecessary consumption of energy. Likewise, they shall properly put away work documents and order their desk, maintaining order and hygiene at all times in their assigned location.
- Art. 34 All employees shall immediately report to their superiors the occurrence of any type of risky incident, whether personal (serious or minor) or material.
- Art. 35 When the circumstances require it, INTERSEGURO may subject employees to medical examinations, for which they are obliged to comply with the measures prescribed by the respective doctor.

CHAPTER XI

11.1 HANDLING CLAIMS

Art. 36 Claims must be related to employee-related labor issues. These claims shall be carried out under the principle of immediacy, as well as in accordance with the procedures and channels established for this purpose by INTERSEGURO.

Art. 37 Claims shall be addressed, processed and resolved under objective criteria by the Human Resources Management and Development Office in coordination with the employee's immediate superior.

Art. 38 The disciplinary measures of verbal and written warnings are applied directly by the employees immediate manager, communicating this act to the Human Resources Management and Development Vice-President. The measures involving suspension without pay are coordinate previously with the Compensation and Labor Affairs Coordinator and imposed by the Employee's immediate manager. Dismissals are previously coordinated with the Human Resources Management and Development Vice-President and are communicated by the Head of the Human Resources Management and Development office or by the employee's immediate manager.

CHAPTER XII

12.1 PREVENTION AND DISCIPLINE OF FORMS OF VIOLENCE AND/OR DISCRIMINATION

Art. 39 INTERSEGURO seeks to prevent, avoid and punish actions considered to be forms of violence and/or discrimination, which can appear in various forms. Behaviors that are sexual or sexist by nature or connotation and are not desired by the person to whom they are directed, which can create an environment of intimidation, hostility or humiliation and which can affect their activity, their work relationships, including by someone in authority or in a higher position regarding someone who is a dependent or subordinate.

Art. 40 Acts of sexual harassment can be manifested through:

- a) Implicit or explicit promises of preferred or beneficial treatment in relationship to their current or future situation, in exchange for sexual favors.
- b) Threats through which unwanted behavior by the victim which threatens or harms their dignity is demanded either implicitly or explicitly.
- c) The use of terms of a sexual or sexist nature or connotation (written or verbal), insinuations, sexual propositions, obscene gestures or display through any means of images with sexual content, which are unbearable, hostile, humiliating or offensive to the victim.
- d) Leaning over into personal space, brushing against, rubbing, touching and any other behavior of a sexual nature, that are offensive and unwanted by the victim.
- e) Actions such as: disseminating, revealing, publishing or selling unauthorized images that have a sexual connotation
- f) Offensive or hostile treatment due to the rejection of the behaviors described in the preceding paragraphs.

Art. 41 Any person who witnesses, who has been a victim of or witness to and/or has participated or received information regarding any case of violence and/or discrimination has the obligation to report it. The reports regarding any claims (complaints, observations, etc.) that are received will be processed by the Human Resources Management and Development Area in accordance with the policy for the Prevention and Discipline of Violence and Discrimination. To this effect, it will take into consideration compliance with the investigation process, adopting necessary measures, including in cases in which the person being accused is an immediate supervisor or any other hierarchical superior within INTERSEGURO.

Art. 42 Employees incurring in any of these acts may be disciplined based on the seriousness of the facts, as stipulated in Chapter VIII of this Document.

If the harasser is part of management or works closely with management, an owner, associate, director or stockholder, the victim may opt to act as provided for in Law N° 27942.

CHAPTER XII

13.1 TERMINATION OF THE EMPLOYMENT CONTRACT

- Art. 43 Employment contract termination cases are regulated in accordance with what is set for in this Document, in the provisions issued by INTERSEGURO and the current legal regulations.
- Art. 44 Employees who decide to terminate their services shall send a simple or notarized letter communicating to INTERSEGURO their resignation at least thirty (30) days in advance. The decision regarding the exoneration of the notice period, whether in part or in whole, at the request of the employee shall correspond to the Office of Human Resource Management and Development.
- Art. 45 In light of the pending termination, the corresponding social benefits shall be liquidated, in accordance with current legal provisions, and the pertinent records that prove the absence of pending obligations towards INTERSEGURO on the part of the employee shall be collected from the corresponding area.
- Art. 46 Once process described in the previous articles has been completed, INTERSEGURO will provide the employee a certification of employment as well as any truncated and/or pending social benefits that may correspond.

CHAPTER XIV

13.1 FINAL PROVISIONS

Art. 47 This Document does not regulate every situation that may arise in labor relations. Should there be any doubt regarding its application or interpretation, the employee shall, in any case, make the respective inquiries to the person in charge of his or her area before acting.

Art. 48 This Document may be modified, with the knowledge and approval of the Labor Authority, when required and for the purposes of ensuring INTERSEGURO'S best development

Art. 49 This internal workplace regulations document, duly approved by the Labor Authority, shall come into force as of the date of its approval and provision to the employees.

APPENDICES

PERMISSION / JUSTIFICATION FOR TARDINESS

Interseguro employee Mr./Ms. _____ is authorized to arrive after the start time on (date), 20____ for personal reasons that have been duly and timely justified to the signatory.

San Isidro, _____ of _____, 20____ .

Approved by the Area Head

Signature of Employee

PERMISSION / JUSTIFICATION FOR ABSENCE

Interseguro employee Mr./Ms. _____ is authorized to be absent from work on ____ of _____, 20____, for personal reasons that have been duly and timely justified to the signatory.

San Isidro, _____ of _____ 20 ____.

Approved by the Area Head

Signature of Employee

OVERTIME WORK AUTHORIZATION

Mr./Ms. _____ is authorized today,
_____ of _____, 20____, to work from _____ am/pm to
_____ am/pm.

Signature of

Signature of Head and/or

San Isidro, _____ of _____, 20____

OVERTIME WORK COMPENSATION

Mr./Ms. _____ is authorized on _____ of _____, 20____
to work from ____ am/pm to ____ am/pm,
additional time that will be COMPENSATED on the following days and hours:

Mr./Ms. _____ expresses absolute acceptance and
agreement regarding
the compensation.

Signature of Employee

Signature of Manager

San Isidro, ____ of _____, 20____

TABLE OF CHANGES

Item	Page	Description
4.1	10	Item "Rights and Obligations of Interseguro" was updated.
12.1	22	Item "Prevention and Discipline of Forms of Violence and/or. Discrimination".