



LIBERTY LATIN AMERICA | NOVEMBER 2021

GENDER-BASED VIOLENCE IN THE WORKPLACE RESOURCES



A proud part of Liberty Latin America

INTRODUCTION

GENDER-BASED VIOLENCE IN THE WORKPLACE



INTRODUCTION

Liberty Latin America (LLA) has a diverse team of highly qualified people operating across many different countries in the Caribbean and Latin America. LLA recognizes the importance of security, dignity, and integrity of all human beings and the need to curb the increase in gender-based violence cases around the world. Accordingly, LLA and its employees pledge to engage in vigorous efforts to educate, prevent, protect, and support against gender-based violence in the communities we serve.



OBJECTIVE

GENDER-BASED VIOLENCE IN THE WORKPLACE | POLICY



This Policy also provides information and educational tools to ensure all employees can recognize gender-based violence and know how to respond upon learning about gender-based violence incidents impacting our workplaces. Finally, this Policy provides confidentiality parameters and guidelines to protect all involved.

OBJECTIVE

Given the prevalence of gender-based violence around the world and the regions where we operate, LLA has asked all employees to join the fight against gender-based violence in our communities and especially among our employees. This policy will provide guidelines and resources to support employees experiencing gender-based violence through proactive measures that allow us to assist when incidents occur or come to our attention.

This Policy also provides information and educational tools to ensure all employees can recognize gender-based violence and know how to respond upon learning about gender-based violence incidents impacting our workplaces. Finally, this Policy provides confidentiality parameters and guidelines to protect all involved.

DEFINITIONS

For the purpose of this Policy, the following terms are defined as follows:

Liberty Latin America or LLA means Liberty Latin America Ltd. and all of its affiliates, subsidiaries, and majority owned or controlled joint ventures or similar arrangements worldwide.

LLA Personnel means all directors, officers, employees and contingent personnel of Liberty Latin America.

Gender-Based Violence is violent conduct or acts directed towards an individual based on their gender identity. It can manifest itself in various forms such as physical, psychological, mental, economic, or sexual harm or suffering. The conduct acts can include injuries, beating, strangling, pushing, coercion, manipulation, economic violence, and blackmail, among others. The behavior may be physical, sexual, emotional, economic or psychological actions or threats of actions that influence another person. This includes, but is not limited to any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure, or wound someone. It can manifest itself as domestic abuse, physical violence, verbal abuse, sexual abuse, controlling behavior, stalking and cyber harassment among other ways.

Domestic violence or abuse can happen to anyone of any race, age, sexual orientation, religion, or gender. It can occur within a range of relationships including couples who are married, living together, dating or who by virtue of their gender identity suffer violence or abuse by others. Domestic violence or abuse affects people of all socioeconomic backgrounds and education levels.

SCOPE OF APPLICATION

The Policy shall apply to all employees.

Non-Discriminatory Policies to Assist Victims of Gender-Based Violence

Liberty Latin America shall not discriminate against any employee for disclosing their status as a victim of gender-based violence or for submitting a complaint about gender-based violence in the workplace.

Work Performance

We recognize that employees who are victims of gender-based violence may struggle with their work performance and fulfilling their work responsibilities to the best of their abilities. When evaluating the performance of employees, we expect all managers to consider all aspects of work execution and the overall situation following the principles established in this Policy.

Right to Refuse

While we hope that employees who are victims of gender-based violence will avail themselves of these resources we know this is a difficult situation and no two cases are alike. Therefore, employees can access these resources as required and while we will make them available, employees have the right to accept or refuse any or all services available.

POLICY DETAILS

GENDER-BASED VIOLENCE IN THE WORKPLACE | POLICY



We will provide financial support for employees who are victims of gender-based violence to have access to external legal support for any initial assessment/consultation of their situation.

SAFETY PLANNING

Any employee who discloses that they are a victim of gender-based violence will be encouraged to work with designated individuals to create a Safety Plan that meets the employee's specific needs. The Safety Plan will be designed specific to the respective work location and safety issues for the respective employee. It will recognize and encourage workplace modifications designed to reduce the risk of harm and increase security measures.

ACCOMMODATION

As part of the preparation of the Safety Plan, the People Team together with the employee who is a victim of gender-based violence and their manager, where applicable, may consider work related accommodations, on a case-by-case basis. Some possible examples are:

- flexible work schedule – a change in work schedules and changes in shifts.
- change in workplace – a temporary or permanent change in workplace where this is feasible.

SECURITY MEASURES

LLA may implement any or all the following safety precautions as required by the respective situation and where required with the permission of the employee:

- making the identity of the aggressor known to security personnel,
- improving building security and surveillance,
- arranging tele-commuting options,
- providing escort assistance to parking spaces,
- relocating of parking spaces,
- changing cellphone number or email,
- or other measures tailored to an individual's circumstances to increase safety.

LEAVE

Liberty Latin America recognizes that an employee who is a victim of gender-based violence may need time off to receive medical or legal assistance, counseling, or to attend to other matters. Any employee who reports being a victim of gender-based violence may be eligible for paid safe leave. For purposes of this Policy, paid safe leave can be granted for up to 15 aggregate days.

LEGAL SUPPORT

We recognize that in some cases employees may need to engage legal support or understand their options under the law. To supplement or in the absence of any legal options available under state provisions, we will provide financial support for employees who are victims of gender-based violence to have access to external legal support for any initial assessment/consultation of their situation.

RELOCATION

Where required, LLA will provide up to ten days of temporary accommodation to an employee who is a victim of gender-based violence. This includes immediate family members (living in same household) if required. In addition, LLA may provide relocation for an employee who is a victim of gender-based violence to another location. This includes relocation within the same country or to another country. External relocation will be managed in line with LLA's global mobility program. Each request will be considered on a case-by-case basis.

POLICY DETAILS

GENDER-BASED VIOLENCE IN THE WORKPLACE | POLICY



REPORTING

Any individual who needs support has three channels to request assistance:

- directly contact our [SpeakUp hotline](#),
- reach out to your local People leader,
- contact your direct manager.

Individuals should pursue whichever option they feel most comfortable with to receive support.

RESOURCES AND AWARENESS

Liberty Latin America will create alliances and have a list of community-based resources that can offer help for employees that are victims of gender-based violence. This list will be easily accessible through the LLA intranet. Employees who are victims will be referred to or provided with information about appropriate specialists and counseling.

At Liberty Latin America we do not tolerate any form of intimidation, discriminatory acts or violence. If you see, are aware of, or experience any instance of gender-based violence, you are encouraged to say something. Reach out to any of the resources internally or externally as outlined in this policy or contact our [SpeakUp hotline](#). This is a confidential hotline and will get you in touch with help.

COUNSELLING AND OTHER SERVICES

Where we have Employee Assistance Programs or other local counselling services, employees can continue to access this. By the end of Q1 2022, all employees will have access to an EAP. This will provide access to counselling services and support to our colleagues who have experienced gender-based violence, their children, and immediate family members (those living in the same household).

DISCIPLINE AND OTHER PROVISIONS

We take any violation of this Policy (or any other Liberty Latin America Policy or the Code of Conduct) very seriously. Violators may be subject to disciplinary sanctions up to and including termination. In addition, individuals may be subject to incarceration or fines if prosecuted by law enforcement authorities.

CONFIDENTIALITY

Information disclosed by an employee related to being a victim of gender-based violence should be kept confidential to the extent permissible by law unless LLA reasonably determines that maintaining the victim's confidentiality puts the victim or other employees at risk of physical harm, is required by law, is deemed necessary to enforce a Protection Order or a Safety Plan, or is necessary for the administration of LLA. The information should be released to other individuals or departments only on a need-to-know basis, to the extent reasonably necessary to protect the safety of the victim or others, and with advance notice being given to the victim whenever possible.

RESPONSIBILITIES

All LLA Personnel have a duty to each other and to Liberty Latin America shareholders to prevent actions or commitments that may violate this Policy.

IMPLEMENTATION

Our Chief People Officer and our Head of Compliance & Ethics have responsibility to implement this Policy and establish the procedures necessary to implement and monitor compliance with this Policy. Our Head of Compliance & Ethics may report matters related to this Policy directly to the Audit Committee of our Board of Directors or through our Chief Legal Officer.



MYTHS AND FACTS

LEARN MORE ABOUT GENDER-BASED VIOLENCE

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LEARN MORE ABOUT GENDER-BASED VIOLENCE



Gender-based violence continues to plague our region.

While significant strides have been made, one of the major challenges in combatting gender-based violence is rooted in misinformation.

Myths and stereotypical attitudes around gender-based violence (GBV) shape the way in which society perceives and responds to violence against women. Such myths lead people to blame women for rape, to make people doubt what survivors say, and leave survivors feeling guilty and blaming themselves.

In order to make a sustainable and meaningful difference in the lives of all gender-based violence survivors, it's important that we all have the most accurate information on this significant issue.

Myth: GBV only includes physical abuse (hitting, punching, and pushing) and sometimes is not even really that serious.

Fact: Physical abuse is just one form of violence. GBV can also manifest as emotional, verbal, and psychological abuse. These forms of abuse can take a variety of forms, such as patterns of degrading or humiliating conduct towards another, including repeated insults, ridicule, or name-calling; repeated threats to cause emotional pain; or the repeated exhibition of obsessive possessiveness or jealousy, such that it causes a serious invasion of privacy, integrity, or security.

Economic abuse is another form of violence. It involves:

- preventing a victim from acquiring resources (eg not being allowed to work),
- limiting the amount of resources available to him/her, or
- exploiting the victim's economic resources (eg keeping or hiding the victim's bank card).

Myth: Women allow themselves to be abused and sometimes want or provoke the violence. They could leave their partners if they really wanted to.

Fact: Whatever the problems exist in a relationship, the use of violence is never justifiable or acceptable. There is NO EXCUSE for domestic violence. No one deserves or asks to be abused.

Perpetrators use tactics of control and abuse that make it very difficult for women to escape the violence. Fear, lack of safe options, and the inability to survive economically prevent many victims from leaving abusive relationships. Threats of harm, including death to the victim and/or children, keep many battered women/men trapped in abusive situations. The most dangerous time for a victim is when he/she attempts to leave the relationship, or when the abuser discovers that he/she has made plans to leave.

Women are also prevented from leaving violent relationships because of shame and guilt, lack of safe housing, or the stigma of divorce.

Myth: Men and women are equally violent to each other.

Fact: The majority of those affected by GBV, particularly intimate partner violence (IPV), are women and girls. Worldwide, almost half (47%) of all female victims of homicide are killed by their intimate partners or family members, compared to less than 6% of male homicide victims. In our regions, these statistics can be higher.

IPV is one of the most common form of violence experienced by women in our region.

Myth: Domestic violence is a private family matter, in which people outside the family have no right to intervene. How a person treats their partner is a private matter.

Fact: Gender based violence is a human rights violation, regardless of whether it occurs in the family or in the public sphere. Domestic violence is everyone's business. Keeping domestic violence secret helps no one, has been shown to harm children, incurs substantial costs to society, and serves to perpetrate abuse through learned patterns of behavior.

Myth: Domestic violence is an impulse control or anger management problem.

Fact: Abusers act deliberately and with forethought. Abusers choose whom to abuse. For example, an abuser will selectively batter their partner, but not their boss.

Myth: Domestic violence is bad, but it happens elsewhere. It doesn't happen in my community, my neighborhood, my culture, my religion, or my congregation. I probably don't know anyone who has ever experienced gender-based violence.

Fact: Domestic violence happens to people of every educational and socioeconomic level. Domestic violence happens in all races, religions, and age groups. Domestic violence occurs in both heterosexual and same-sex relationships. In our regions it is estimated that one in three women will experience sexual or physical violence in their lifetime. It is a daily tragedy worldwide, in which nine women are murdered every day.



IMPORTANT

At Liberty Latin America we do not tolerate any form of intimidation, discriminatory acts or violence. If you see, are aware of, or experience any instance of gender-based violence, you are encouraged to say something. Reach out to any of the resources internally or externally as outlined in these materials.



FREQUENTLY ASKED QUESTIONS

LEARN MORE ABOUT GENDER-BASED VIOLENCE

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LEARN MORE ABOUT GENDER-BASED VIOLENCE



OVERVIEW

Gender-based violence continues to be a terrible human rights violation within all societies and has negatively impacted millions around the world. For us at Liberty Latin America, we recognize gender-based violence is widespread in the region we operate. Tragically, we've lost two colleagues in a short timespan to acts of violence. As a company, we've always had a no-tolerance policy for any violent act. Now, we are going a step further and rolling out a global gender-based violence policy across our company to protect our employees and support our communities.

Gender-Based Violence (GBV)?

Gender-based violence refers to harmful acts directed towards an individual or a group of individuals based on gender. It is rooted in gender inequality, the abuse of power, and harmful norms. It can manifest itself in various forms such as physical, psychological, mental, economic, or sexual harm or suffering.

The behavior may be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes, but is not limited to any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure, or wound someone.

While women and girls suffer disproportionately from GBV, men and boys can also be targeted. The term is also sometimes used to describe targeted violence against LGBTQ+ populations related to gender norms.

If I see something or am a victim what do I do?

If you see, are aware of, or experience any instance of gender-based violence, you are encouraged to report this to your Manager or People Lead. In Liberty Latin America, you can also make a report through our SpeakUp hotline. In all cases, reports should be treated with urgency and confidentiality.

In some locations, there are additional resources available through Governmental, Non-Governmental, or Non-Profit Organizations. You can also reach out to these agencies for expert help in specific areas. You can find more resources in the following pages.

If you are in immediate danger, please reach out to your local Shelter, Hospital, or Police as required.

What if the aggressor is a colleague?

Any violation of Liberty Latin America's Policy, our Disciplinary policies, or Code of Conduct is taken seriously. We will investigate and deal with all incidents and reports relating to gender-based violence in a fair and timely manner, respecting the privacy of all concerned as much as possible. Individuals who have been assessed as having violated any of our policies may be subject to disciplinary sanctions up to and including termination.

In addition, employees who are victims of gender-based violence may have the option of legal recourse and aggressors may be subject to incarceration or fines if prosecuted by law enforcement authorities.



IMPORTANT

At Liberty Latin America we do not tolerate any form of intimidation, discriminatory acts or violence. If you see, are aware of, or experience any instance of gender-based violence, you are encouraged to say something. Reach out to any of the resources internally or externally as outlined in these materials.



ADDITIONAL RESOURCES

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For more information about the work the United Nations is doing to combat gender-based violence, you can visit:

unwomen.org (English)

unwomen.org (Español)

And there are several international organizations doing important work in this space including:

ccohs.ca

workplacesrespond.org

Across our region there are additional resources available to those who might need support and assistance. Below we refer to several organizations that provide education and advocate for victims of abuse in several of our markets.

ANGUILLA

ORGANIZATION	CONTACT INFORMATION	RESOURCES
Department of Social Development	497 2317 497 3245 497 5917 235 2317 (on call)	Social assistance programs Referral Department to Public Sector Clinical Psychologist
Health Centres (Welches, South Hill)	497 4020 (W) 497-6421 or 584-9907 (S. Hill)	
Community Centres	Eleos Centre Blowing Point Community Centre West End Development Centre Island Harbour Community Centre Hope Community Centre	

CAYMAN ISLANDS

ORGANIZATION	CONTACT INFORMATION	RESOURCES
Family Resource Centre Cayman Islands Government	345-949-0006	Provides a wide range of services and programs to promote and support healthy family relationships Provides a wide range of free services and programs to equip families with tools and strategies to parent confidently
Cayman Islands Crisis Centre 24-hour Crisis Line (CICC)	345-943-2422	24-hour hotline for everyone
The Wellness Centre Grand Cayman & Cayman Brac	345-949-9355 (office) 345-925-8246 (WhatsApp)	Team of clinical specialists who provide a wide range of comprehensive psychological, mental health, behavioural interventions, and corporate wellness services to individuals, families, and organisations in the Cayman Islands
Department of Children & Family Services (DCFS)	345-949-0290	Mandated to investigate, assess, and monitor all cases that involve child abuse: neglect, sexual, physical, and emotional abuse of children DCFS provides foster care as a temporary safe place if a child cannot live with his/her family

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PANAMA

ORGANIZATION	CONTACT INFORMATION	RESOURCES
Instituto Nacional de la Mujer (INAMU)	General information, for advice you can call to 182. Other phone numbers: 323-3281 or 500-6172 info@inamu.gob.pa www.inamupanama.gob.pa	It offers free and confidential legal, psychological, and social guidance and spaces for women's empowerment and entrepreneurship
Ministerio de Desarrollo Social -MIDES Centro de Orientación Atención Integral (COAI)	500-6167 / 500-6169 / 500-6170	Bring guidance and care in case of domestic abuse
Fundación Mujeres 2020	6919-7283 Instagram: @mujeres.emprendedoras.2020	They offer support on issues such as domestic violence, provide advice, even seed capital for entrepreneurship to victims of domestic abuse, among other work

PUERTO RICO

ORGANIZATION	CONTACT INFORMATION	RESOURCES
Committee for the Prevention, Support, Rescue and Education of Gender Violence (PARE Committee)	https://parelaviolencia.pr.gov/	Created to establish, improve and execute protection, prevention and guidance programs against gender violence and establish service programs aimed at supporting victims

TURKS & CAICOS

ORGANIZATION	CONTACT INFORMATION	RESOURCES
Department of Social Development	Tiffany Thomas-Browne Director of DSD tthomas@gov.tc Mobile: +16492323279	Social assistance programs Social enhancement aid Welfare benefits Residential care and housing Juvenile justice
Royal Turks and Caicos Islands Police Force • Ethel Ingham Centre • Safeguarding and Public Protection Unit • Edward Gartland Youth Center	Irene Butterfield Assistant Superintendent of Police & Head of the Unit irene.butterfield@tcipolice.com Takara.bain@tcipolice.com Mobile: +16492329765 Roxanne Wake-Forbes Director of ECGYC	Ethel Ingham Centre houses the Safeguarding Unit under the RTCIPF with assistance from staff at the DSD Ethel Ingham Center is a housing facility for victims

U.S. VIRGIN ISLANDS

ORGANIZATION	CONTACT INFORMATION	RESOURCES
St Thomas - Family Resource Center	usvifrc.org	Offers programs and services for victims of crime in the US Virgin Islands.
St Croix - Women's Coalition of St Croix	wcstx.org	Offers a range of supportive programs and services to victims and survivors of domestic violence and sexual assault.



WORKPLACE SAFETY PLAN

WORKPLACE SAFETY PLAN



Safety planning is a top priority in cases of gender-based violence. Creating a safety plan involves identifying actions to increase the safety of employees who are experiencing abuse.

Everyone in the workplace has a role to play in helping to prevent gender-based violence.

Reference:

www.makeitourbusiness.ca – ‘Safety Planning at work’ – by Centre for Research & Education on Violence against Women & Children.

SAFETY PLANNING SUGGESTIONS

Below are some safety planning suggestions that might be helpful:

- Ask the victim if they have had any protection orders or restraining orders. Find out if the workplace is included in the orders. If there is an order, ask for a copy. Make sure that all conditions of the order are followed.
- Ensure that the victim can attend all legal and health appointments related to resolving the abuse.
- Ask for a recent photo or description of the abuser. Show it to security and reception so they will know who to look for or screen.
- Make sure the employee does not work in locations where they are visible and easily accessible to visitors. For example, make sure they are not working at the front reception desk or near windows that can be seen from the outside.
- Make sure all records and directories that the public can access do not include their information.
- Offer to have a co-worker or a supervisor screen calls.
- Provide a new phone number.
- Block the abuser’s emails from the system.
- Install a panic button or other alert mechanism in the area or provide a tool to the individual.
- Give the employee a well-lit, priority parking spot near the building.
- Escort the employee to and from their vehicle or public transportation.
- Provide information about the people and resources in the workplace and community that your employee can turn to for help and support.
- Talk to the employee about scheduling policies or other human resources policies and practices that could help them. Work with the employee to arrange a schedule that is less predictable to protect them from harassment and abuse at work. Offer a flexible schedule, different shifts, or other work arrangements.
- Identify opportunities for time away from work to make it easier for the employee to get the help they need to rebuild their life.
- Follow up. Check on progress and well-being.
- Once the employee has told you about the abuse, make sure there are no negative repercussions.

WORKPLACE SAFETY PLAN

INDIVIDUALIZED WORKPLACE SAFETY PLAN



Employee: _____ Supervisor: _____ Date: ___/___/___

GUIDELINE	INDIVIDUALIZED SAFETY PLAN OPTIONS	ACTION TAKEN
Personal safety and security inside the workplace.	Move desk away from entrances and windows Remove name from directories Provide an unlisted phone number Change email address Is there a restraining order in place? Is the workplace named? Has a copy been requested? Other	
Notes:		
Establish safe entrance and exit to and from car – review the employee's parking arrangements, arrange escorting.	Be aware, alert and assertive while walking If sensing hazardous situation, move quickly to an area with more people Change parking location, upgrade parking permit type to allow flexibility Well-lit parking space, adjacent to an entrance At night, enter by guarded access door Parking space monitored by camera Escort to and from vehicle Travel by buddy system Other	
Notes:		
Establish safety by reviewing work email, phone calls, and social networking practices.	Change telephone extension Phone with caller ID Hang up for a threatening or undesirable call Security to review recorded voice messages Print threatening or unwanted email messages – do not reply, notify supervisor Change email address Filter undesirable emails Remove any name plates or identifiers Remove name and reference to location, including phone extension from workplace internet and intranet Limit social networking Other	
Notes:		
Accommodate alternative work arrangements – e.g. schedule flexibility, change in start/finish time, relocation, etc.	Change of work site Change of shift Change of department Change office location Others	
Notes:		
Establish leave provisions that allow the employee to deal with legal issues, find housing and childcare, and take time to heal.	Consult with supervisor and human resources Permission for a workplace liaison to call victim regularly while on leave Name of liaison: _____ Flexibility in scheduling to deal with personal matters Other Consult with supervisor and human resources	
Notes:		

WORKPLACE SAFETY PLAN

INDIVIDUALIZED WORKPLACE SAFETY PLAN



Develop a response system if the employee does not show up for work.	Permission for leader to call trusted person for unexpected absences		
	Name and phone number of trusted friend or relative		
	Name _____ Tel. _____ Other _____		
	Permission for leader to call trusted person for unexpected absences		
Notes:			
Notify workers regarding the potential for violence in the workplace.	Which employees and affiliates should be notified?		
	How will they be notified?		
	Confidentiality concerns/considerations of the victim and abuser		
	Share information on a need to know basis		
Notes:			
If necessary, screen for the abuser by providing security with a photo or description.	Assess areas/departments of the workplace for risk to the employee or their co-workers		
	Obtain a recent picture		
	Picture/description to security only		
	Picture/description to security and specific department(s)		
	Picture/description to the entire workplace		
Notes:			
Personal safety and security outside the workplace.	Liaison with shelters and/or police		
	Unmonitored screamer alarm		
	Car alarm device on key tag		
	Pre-programmed cell phone		
	Home alarm system		
	Community panic device		
	Close security		
Notes:			
Set up regular meetings to review. Notify your leader if safety concerns escalate.	Date 1 _____		
	Date 2 _____		
	Date 3 _____		
Notes:			
Any additional measure (be specific).	Additional security patrols of specific areas		
	Trespass notice to abuser		
	Department sign-in protocol		
	Limit discussion of workplace incident		
Notes:			

_____ / / _____ / / _____
 Employee signature Date Supervisor's signature Date