

CODE OF ETHICS AND CONDUCT in MUTECSA

The business values in MUTECSA must be based on mutual respect between everyone, both internally and in our external relationships, with commitment to a job well done, including solidarity and cooperation with colleagues and society within the company, with integrity and respect for legality.

Our working environment must foster an environment of trust that allows us to develop personally and professionally, free from offenses, exploitation or any nature, intimidation, harassment and discrimination. These are our principles and values:

- **Labour rights.** MUTECSA is committed to the defense, respect and protection of basic labour rights, as well as human rights and public freedom recognised in the Universal Declaration of Human Rights. MUTECSA does not use directly or indirectly child labour or people who are forced into labour, guaranteeing freedom of association, opinion and expression of its employees.
- **Commitment, Efficiency and Professional Development.** MUTECSA fosters a work environment in which the employees that participate in strategic objectives of the company can develop personally and professionally. Consequently, to get the commitment and involvement of all employees in the project, they must be informed and know the general objectives of the company, and, where appropriate, the individuals that concern them. All employees must be involved personally in their professional development, increasing their skills and permanently updating their knowledge that they must share with their colleagues.
- **Respect for people.** MUTECSA considers that respect for others should be a basic element of behaviour of employees. Therefore, reject any manifestation of harassment in the workplace, as well as any violent or offensive behaviour towards the rights and dignity of people.
- **Equal opportunities and non-discrimination.** MUTECSA assumes the commitment to provide an adequate work environment so that no discrimination occurs on grounds of sex, race, ideology, religion, sexual orientation, age, nationality, disability or any other personal, physical or social condition, in which diversity is respected and valued.
- **Prevention of occupational hazards.** MUTECSA is committed to providing safe and healthy work environments, thus guaranteeing the right of people to the protection of their health and integrity.
- **Protection and proper use of company assets.** MUTECSA makes available to its employees the facilities, means and tools necessary for the performance of their professional role. They should not be used for other purposes and protect them from damage, loss or theft.
- **Confidentiality of information and protection of personal data.** MUTECSA preserves confidentiality, integrity and availability of the available information, especially that of a personal nature. All the information of MUTECSA regarding clients, shareholders, employees, suppliers, strategic plans, financial information, commercial, statistical, legal or similar nature should be considered confidential and treated as such.
- **Third Party Relations.** MUTECSA considers that among its most important assets is finding its brand, its image and its corporate reputation. All employees must ensure

that their actions do not damage the image and reputation of MUTECSA. No employee may use our name and brand for uses other than those allowed by the company.

- **Product and service quality, customer service and fair competition.** MUTECSA cares permanently to improve the quality of its products and services, as well as to establish relationships of trust and mutual respect with customers. Out of respect for customers, MUTECSA expresses its commitment to compete in the market actively but loyally, respecting the free market and competition rules established for this purpose. No employee will carry out practices that have the objective or produce the effect of preventing, restricting or distorting competition and, in particular, those that consist of setting prices or of other commercial conditions.
- **Relationship with suppliers.** For MUTECSA, relationships with suppliers must be based on the quality of the services and products they offer, and the integrity of their business practices, ensuring, in addition, a socially responsible action, being transparent and following equality of treatment and using objective criteria for their selection. The selection and hiring of products or services to third parties must be carried out with technical, professional and economic criteria objectives, always attending to the needs and interests of MUTECSA. No employee of MUTECSA may receive or offer amounts as commissions or bonuses, nor gifts or favours of any other nature for actions carried out on behalf of MUTECSA. Courtesy gifts or symbolic value or those of an advertising nature are accepted.
- **Relationship with partners.** MUTECSA's relationships with its partners must be based on the loyalty and integrity of their respective practices, transparency in information with the spirit of collaboration and obtaining mutual benefit. Consequently, MUTECSA employees must act before the partners respecting these principles.
- **Anti-corruption and Bribery.** MUTECSA is against unethical practices aimed at inappropriately influencing the way of performing and willingness of people to obtain advantages. Consequently, no employee shall accept or practice bribes, or offer benefits in benefit of third parties that are at the service of any organisation (public or private) to obtain advantages or conduct business, whatever its nature, reporting through the channels established by use of corruption.
- **Environmental policy.** MUTECSA has established an Environmental Quality Policy, in which the integration of the environment is defined as basic criteria in the business. The development of Environmental management actions and promotion of environmental responsibility is also present. Consequently, all MUTECSA employees must assume and respect the Environmental Policy, complying with the rules of action established in this matter in each and every moment.