

8- Corporate values and ethical commitment.

The identity of Ismael Quesada is marked by its corporate values, which have been present since its foundation: total quality, integrity and honesty. These values are reflected in all the company's actions and guide its business behavior.



TOTAL QUALITY



INTEGRITY



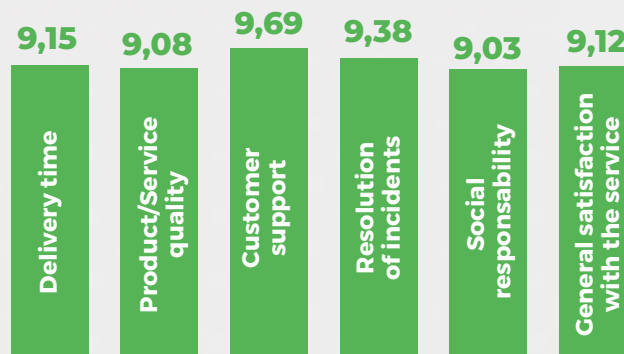
HONESTY

Total quality

It is a fundamental value that drives the company to take care of every detail to achieve excellence. To achieve this objective, the company has a comprehensive quality system that covers all its activity and aims to fully meet the expectations of suppliers and customers. This system has obtained ISO 9001:2015 certification and has received a positive assessment from customers, which reinforces its implementation.



The last survey sent to the customers was made by Ismael Quesada in 2021 and their results were highly positive. Overall satisfaction with the service received reached 9.12 points out of 10, and aspects related to quality also obtained outstanding scores. The delivery time received a rating of 9.15 points, while the quality of the products was evaluated with 9.08. In addition, customer service scored 9.69 and incident resolution 9.38. Its effort to improve social responsibility reaches 9.03 points.



■ Integrity

It is another essential value in Ismael Quesada and is reflected in his commitment to keep his word and translate his promises into concrete actions. The company is characterized by upright and ethical behavior in all its operations and by promoting a corporate culture based on integrity. This commitment to integrity translates into a high level of demand in legal compliance. During 2022 there have been no legal conflicts. In addition, to reinforce the application of this principle and avoid risks, the company has several instruments promoted by its governing bodies, which make up an **integrity framework** advanced at the service of business ethics:



Anti-corruption and bribery policy. The prevention of conduct of corruption and bribery is a key aspect within business ethics and, therefore, the policy of Ismael Quesada on this matter is especially detailed. Its objective is to prevent this type of behavior and establish the consequences of lacking the expected integrity of any member of the organization. Ismael Quesada's Anti-Corruption and Bribery Policy regulates the application of the principle of integrity in the company's relations with third parties, both in the public and private spheres, and is an ethical commitment that covers all hierarchical levels of the company and its stakeholders. The company is willing to conduct its business with honesty, integrity, honesty and responsibility and regulates conduct in relation to bribes, gifts and facilitation payments, providing for their effective implementation. For the management of this policy, Ismael Quesada makes available to interested parties a complaints channel to facilitate the detection and follow-up of cases contrary to these guidelines.



Code of Ethics. This document, in line with the idiosyncrasy of Ismael Quesada S.A., reflects the corporate values of the company and translates them into behavioral guidelines consistent with them. Thus, the importance of complying with regulations, respecting human rights, committing to quality and the environment, and fostering a reputation for responsibility and ethics is emphasized. In addition, this code establishes the consequences and procedures in case of non-compliance. In the development of its business activity, both Ismael Quesada and his team must follow a series of guidelines regarding regulatory compliance, human and labor rights, commitment to quality and the environment, fight against corruption, reputation and conflicts of interest.



Supplier Code of Conduct. The supply chain is a key stakeholder that contributes decisively to a shared ethical ecosystem. Since 2021, the company has a code of conduct specifically designed for the supply chain, which is currently supported by 32 of the company's 37 suppliers, representing more than 86.5% of the total. The commitment focuses on key aspects for Ismael Quesada, such as regulatory compliance, human rights, working conditions, corruption and bribery, product safety, the environment and confidentiality. The reception by the suppliers has been excellent and they have joined this initiative in a massive way. The **suitability of the supply chain** is periodically evaluated based on quality, environmental and social responsibility criteria through a classification of suppliers. Likewise, there is a **purchasing procedure** that meets these requirements

■ Honesty

Another key value in the company is HONESTY, which is reflected in the loyalty and reliability of all the people who are part of it. Justice and honesty are essential guidelines in all relations with stakeholders, both internal and external. The company's tax focus is strict compliance with its fiscal and tax obligations. In addition, to support the application of this corporate value, there are instruments such as labor and human rights policy.



Labor and human rights policy: it is a declaration that sets out the fundamental principles in two crucial aspects. Firstly, respect for the rules of the game in relation to workers, and secondly, a firm commitment to human rights in all areas, both within the company and in its commercial relations and in all territories. Ismael Quesada has committed to materialize this commitment to human and labor rights recognized in national and international legislation and in the agreements promoted by prestigious and respected organizations such as the UN and the OECD and apply them to all areas of the company as part of its due diligence.

These commitments relate to:

- Conduct recruitment and hiring processes, as well as commercial and business relationships that promote diversity, inclusion and equal opportunities, avoiding discrimination based on sex, nationality, race, beliefs, religious or political thoughts or other reasons.
- Promote the reconciliation of family and work life.
- Promote the labor integration of people with disabilities.
- Prevent and combat harassment, discriminatory attitudes and abuse of authority.
- Respect freedom of expression and opinion
- Respect freedom of association and collective bargaining
- Actively promote safety and health at work and prevent occupational risks.
- Prevent and fight corruption and bribery.
- Offer salaried persons a minimum remuneration that ensures dignity, respecting the provisions of the applicable labor regulations.
- Maintain a working day respectful of human rights and appropriate to the applicable labor regulations.
- Promote training as a vehicle for personal and professional development of the workforce.
- Reject forced and child labor.
- Promote stable and quality employment.
- Facilitate the participation of the workforce in the negotiation of labor matters, in processes that have transparency and mutual loyalty.



Protocol against workplace harassment: a tool to fight against one of the most execrable dishonest and abusive behaviors in the business environment. It contemplates the following objectives:

- Inform, train and sensitize all staff on sexual and gender-based harassment.
- Have the intervention and accompaniment procedure to attend and resolve these situations as quickly as possible.
- Ensure a working environment where women and men respect each other's integrity and dignity.
- Establish the necessary preventive measures to prevent situations of harassment from occurring.
- Guarantee the rights of fair treatment and confidentiality of affected persons.

During 2022, Ismael Quesada has not received reports of internal or external incidents or complaints related to behaviors contrary to the code of ethics, as well as bribery, corruption or harassment at work.



Finally, **social responsibility** is a transversal value that affects both the management and the behavior of the company. Like any business organization, Ismael Quesada seeks to achieve economic objectives, but also to contribute to the transformation of society and environmental improvement, a challenge that is considered in each decision and is conducted through various initiatives. Within this framework of responsible action, **the Sustainable Development Goals and the 2030 Agenda** are considered a roadmap for the company, around which to develop actions that improve the positive impact of the company on society and the environment and avoid those that negatively affect.

