

## 7- Governance and business ethics: pillars of sustainability.

Ismael Quesada, with a business history of more than sixty years, is distinguished by its firm adherence to a set of corporate values that guide its performance and define its identity. These values, rooted in the company's management, permeate all business activity and are transmitted through its human team. Total quality, integrity and honesty are the fundamental pillars that support the company's management, which orients its focus towards excellence, ethics and responsibility.



TOTAL QUALITY



INTEGRITY



HONESTITY

### Total quality

is an intrinsic value of Ismael Quesada, which has guided the company's behavior since its inception and constitutes one of its most valuable commitments to its customers. The pursuit of service excellence and customer satisfaction are at the heart of the business strategy. To ensure quality in all processes and operations, the company has a quality management system certified in accordance with ISO 9001:2015. This certification demonstrates the company's commitment to continuous improvement and adherence to the highest standards.



As part of its quality policy, periodic surveys are conducted to monitor customer satisfaction and obtain valuable information for continuous improvement. The results of the latest quality survey reflect a high level of general satisfaction with the service offered by Ismael Quesada, with a score of 9.12 out of 10. In a disaggregated manner, the different aspects consulted obtained high scores, always above 9 points:



## ■ Integrity

This is the second corporate value, essential for Ismael Quesada, which translates into a firm commitment to keeping one's word and adopting high ethical standards. The company strives to maintain fair and transparent behavior, and to strictly comply with the law in all its operations. In fiscal 2024, there were no legal conflicts, reflecting the company's commitment to regulatory compliance.

The company has a solid integrity framework, designed to avoid legal risks as well as to guarantee exemplary behavior, adjusted to ethical criteria known and assumed by the entire organization. This integrity framework is made up of the following instruments:

 **Code of Ethics.** An essential document that establishes the company's ethical line and defines the corporate values that guide the behavior of all members of the organization. This code addresses key aspects such as regulatory compliance, respect for human rights, commitment to quality and the environment, the promotion of social responsibility and ethics, the fight against corruption and conflicts of interest or the maintenance of a high level of reputational demand. The code of ethics is not a mere declaration of principles but establishes the procedures to be followed in the event of non-compliance and the corresponding punitive consequences.

 **Supplier Code of Conduct.** The company extends its ethical commitment to the supply chain, recognizing the key role of suppliers in achieving shared business ethics goals. The specific code of conduct for the supply chain has been implemented in the purchasing procedure since 2021. **86.5% of companies in the supply chain have shown their support for this initiative.** In addition, a process of determining the suitability of suppliers is conducted, complemented by an ESG risk analysis of the supply chain. This supplier code of conduct shares the same principles as the general Code of Ethics, including regulatory compliance, human rights, working conditions, anti-corruption and anti-bribery, product safety, environmental protection or confidentiality.

**Supplier social responsibility audit:** aligned with the supplier code of conduct, it is a tool that allows direct knowledge of the environmental, social and corporate governance performance of the supply chain. This communication and knowledge tool facilitates mutual understanding of sustainability concerns and allows the risks associated with the value chain to be assessed..

**Responsible purchasing policy:** it makes it possible to organize the management of Ismael Quesada's supply chain under ethical criteria, corporate governance, respect for the environment, social commitment and human rights. This policy is also aimed at facilitating the control and management of the risks resulting from the purchases that are part of the company's activity. This implies efficient and competitive management of the supply chain goes beyond merely economic, logistical or administrative aspects.

**Anti-corruption and bribery policy:** to reinforce its commitment to the prevention of corruption and bribery, Ismael Quesada has developed a specific policy in this area, which aims to actively prevent corruption and bribery conduct, make explicit the rejection of this type of practice and establish the consequences for any member of the workforce or person



acting on behalf of the company who contravenes the policy. The policy regulates the limits of integrity in the company's relations with any person or organization, both in the public and private spheres. Its scope of application includes all stakeholders, both internal and external, and emphasizes the values of honesty, integrity, honesty and responsibility. As part of the policy, the practice of bribery and facilitation payments is rejected. Limits and conditions are also established for gifts received or made. To promote transparency, the company makes a whistleblowing channel available to stakeholders to report any behavior that does not comply with these guidelines.

## Honesty

is Ismael Quesada's third and last corporate value, which sustains the loyalty that is offered and expected from each person and that allows us to build relationships of mutual trust. Fair treatment, personal and professional honesty are hallmarks of the company, which are reflected in its fiscal and tax behavior, as well as in its relationships with people inside and outside the organization.

Within this framework, the company is concerned with offering fair working conditions and respecting the essential rights of its employees through its **labor and human rights policy**, which unequivocally establishes its way of proceeding in relations with workers and other stakeholders, both internal and external. This policy makes explicit the company's convictions and commitments to human and labor rights, in line with Spanish regulations, those of each territory in which it operates, the agreements promoted by international organizations such as the OECD and the UN and is integrated into the due diligence process of the entire supply chain

The main commitments present in this policy are:

- Ensure diversity, inclusion and equal opportunities in selection processes and business relationships. This fosters innovation, attracts diverse talent and improves the corporate image, as well as being an ethical imperative.
- To reject any discrimination on grounds of sex, nationality, race, beliefs, religious or political thoughts, or other reasons. This creates a fair and respectful work environment, improves employee morale, and reduces the risk of legal conflicts and reputational damage.
- Promote the reconciliation of family and work life. This increases employee satisfaction and engagement, reduces absenteeism and turnover, and improves productivity.
- Promote the integration of people with disabilities into the labor market. This expands the talent available, reflects a positive social commitment and improves the company's image as inclusive.
- Prevent and combat harassment, discriminatory attitudes and abuse of authority. This protects the well-being of employees, fosters a safe and respectful work environment, and prevents the negative consequences of harassment.
- Respect freedom of expression and opinion. This encourages open communication, creativity, and problem-solving, and creates a more participatory work environment.



- Respect freedom of association and collective bargaining. This promotes social dialogue, facilitates conflict resolution and establishes constructive industrial relations.
- Actively promote occupational safety and health and prevent occupational hazards. This protects employees, reduces accidents and occupational diseases, and decreases associated costs, in addition to being a legal and ethical obligation.
- Prevent and fight corruption and bribery. This ensures the integrity of the company, protects its reputation, and avoids legal and financial penalties.
- Offer employees a minimum remuneration that ensures dignity, respecting the applicable labor regulations. This ensures social justice, improves employee motivation and engagement, and reduces turnover.
- Maintain a working day that respects human rights and is in accordance with labor regulations. This protects employee well-being, prevents burnout, and increases productivity in the long run.
- To promote training as a vehicle for personal and professional development. This increases the skills and competitiveness of employees, improves the quality of work and makes it easier to adapt to changes.
- Reject forced and child labor. This is an ethical and legal imperative and protects the image of the company and its supply chain.
- Promote stable and quality employment. This reduces staff turnover, creates a more engaged and experienced team, and improves efficiency.

Facilitate the participation of employees in the negotiation of labor matters, in processes that have transparency and mutual loyalty (This fosters trust, improves decision-making and strengthens labor relations). In the 2024 fiscal year, there were no known incidents or complaints, either internal or external, related to behavior contrary to the code of ethics, as well as bribery, corruption or harassment at work.

Ismael Quesada reaffirms his effort to operate responsibly and his determination to achieve elevated levels of excellence in economic management, the control of social and environmental impacts, and the contribution to a positive transformation of society. The company sets out its roadmap taking into account the global challenges expressed in the Sustainable Development Goals (SDGs) of the 2030 Agenda.

