



CODE OF CONDUCT – TEN KEY PRINCIPLES



The following is a translation of this policy provided for informational purposes only. In the event of any discrepancy or inconsistency, the Spanish version shall prevail and be considered the sole legally valid and binding text.

This Code of Conduct sets out the basic standards of behaviour that must be followed by all persons forming part of Grupo Fedola (hereinafter referred to as the “Group”) in the performance of their duties.

Compliance with this Code is mandatory for all Group companies and is binding on all personnel, without exception, regardless of position or level of responsibility.

The Code is based on the following principles:

1.- Respect and Courtesy

All individuals deserve to be treated with respect and courtesy.

Any form of harassment, abuse, intimidation, disrespectful behaviour or aggression, whether physical or verbal, is strictly **prohibited**.

Any form of discrimination based on birth, racial or ethnic origin, sex, age, language, gender, sexual orientation or identity, religion, ideology, marital status, health, economic situation, or any other personal or social circumstance is also **prohibited**.

At Grupo Fedola, we work to ensure that all individuals feel valued and safe.

2.- Friendly and Professional Conduct

We must maintain a friendly, approachable and professional relationship with both customers and colleagues.

Respectful communication and a collaborative attitude contribute to delivering high-quality service and maintaining a positive working environment.

3.- Responsible Use of Resources

The Group’s facilities, tools, equipment and other assets must be used appropriately and with due care.

Damaging, losing, using them without authorisation, or using them for personal purposes is **prohibited**, as is removing from the premises any item belonging to the company, a customer or a colleague.



4.- Professional Image and Appearance

Maintaining appropriate personal hygiene and a professional appearance consistent with the Group's image and standards is mandatory.

Our appearance and attitude also communicate the company's values.

5.- Use of Time and Mobile Phones

During working hours, time must be used efficiently. The use of mobile phones for personal purposes while providing services is **prohibited**, except in justified and authorised circumstances.

6. Confidentiality and Information Protection

Internal Group information, as well as information relating to customers, suppliers and colleagues, is confidential.

Its disclosure without authorisation is **prohibited**.

The confidentiality undertaking and security measures signed together with the employment contract must be complied with at all times.

7. Punctuality and Attendance

Compliance with established working hours is mandatory.

Each person must arrive at their workplace with sufficient time to begin work and, if unable to attend, must **immediately** notify their manager by telephone.

8. Commitment to the Environment

We must reduce consumption, avoid waste and use energy and resources responsibly.

Through these actions, we support Grupo Fedola's commitment to sustainability and environmental stewardship.



9. Relationships with Suppliers and Business Partners

In our dealings with suppliers and partner organisations, we must act with **respect, impartiality and objectivity**, ensuring transparency in all selection and collaboration processes.

10. Training and Development

Active participation in the training programmes made available by the Group is mandatory.

Keeping our knowledge up to date and improving our skills enables us to grow professionally and add greater value to our work.

FOR FURTHER INFORMATION, PLEASE CONSULT OUR CODE OF ETHICS BY VISITING THE GRUPO FEDOLA WEBSITE: www.grupofedola.com

