

# CODE OF CONDUCT

Putting our corporate values into practice

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## ABOUT OUR CORPORATE VALUES

To help us achieve our vision for 2020, we have updated our corporate values to include two new values aligned to the integrity and well-being of our employees and society: Diligence and Respect.

Our six corporate values are now:

- A. Respect
- B. Safety
- C. Excellence
- D. Commitment
- E. Creativity
- F. Diligence

To support employees' understanding of how to implement these values in their day-to-day work activities we have also updated our Code of Conduct to provide a frame of reference.

All employees are required to be familiar with and comply with the Code of Conduct. Any questions or concerns should be brought to a manager or to Human Resources. Employees can also communicate with the company anonymously through our Suggestion Box or via email at: [cuentanos@multiceras.com](mailto:cuentanos@multiceras.com).

We will take disciplinary action against employees who repeatedly or intentionally fail to follow our Code of Conduct. Depending on the severity of the non-compliance, this could lead to a penalty or even to termination of the employment contract.

## A. RESPECT

**Respect means honoring ourselves, others, and the environment that sustains us all.**

- A.1) We are all different, and each of us has skills and abilities that distinguish us from, and that complement, one another. While working together we respect these differences.
- A.2) We all have the right to express our point of view, but we do so in a respectful manner.
- A.3) Positive behavior is recognized, preferably in front of an employee's peers if appropriate. On the other hand, negative feedback is provided in private where solutions to resolve the issue can be sought.
- A.4) The company will not tolerate abuse of authority, insults, or sexual harassment, either explicit or implicit. Any such incidents should be reported to your manager, to Human Resources, or to senior management if necessary.
- A.5) We do not participate in favoritism, gossip, swearing, nicknames, jokes at the expense of others, mocking, or other forms of offensive communication, either oral or written.
- A.6) We all make mistakes and should be open to feedback on how to correct them.
- A.7) Conflicts sometimes arise in our interpersonal relationships, and we resolve them in an open, respectful manner in which each party listens to the other and tries to understand their point of view. If a conflict cannot be resolved, speak with your manager, and if a manager is involved, speak with a Human Resources representative.
- A.8) When a teammate asks us to perform a task, we complete it as agreed and within the promised timeline. Should this not be possible, communicate this as soon as possible to avoid false expectations.

- A.9) When interacting with customers, either external or internal, we act respectfully and courteously, bearing in mind that our behavior represents the company.

## **B. SAFETY**

**Safety guides our behavior and demands that we be vigilant in minimizing risks and preventing accidents.**

- B.1) The safety of all employees depends on all of us. We do not engage in behavior that might harm any of our teammates.
- B.2) We do not drink alcohol in the workplace, nor conduct company business while under the influence of alcohol. During company social events, even if they are hosted outside of the workplace, we do not drink alcohol beyond the limit permitted by law.
- B.3) We do not smoke at the workplace.
- B.4) The possession, use, sale, or transfer of illegal drugs is prohibited on company property or time.
- B.5) If you are using a medication, whether prescription or over-the-counter, that warns about causing side effects such as drowsiness or dizziness, or that cautions users against operating heavy machinery, it is a priority that you inform your manager, especially if you work in a production area.
- B.6) If you feel sick, inform your manager, especially if you are about to use any machinery that could cause a risk to others or yourself.
- B.7) The company periodically conducts medical examinations to assess employees' eyesight and hearing. In the event that corrective appliances are required, the company will fully provide items such as hearing aids and eyeglasses. Employees must commit to the continuous and proper use of the provided aid.
- B.8) If you see an object or situation that might endanger employees, especially in the plant, address it immediately or at least signpost it and inform a manager.
- B.9) Employees must use the required health and safety materials in each area. The company will provide this material.

- B.10) Employees who belong to any of the Brigades (Firefighting, First Aid, or Evacuation, Search and Rescue) must attend all training and be prepared to act in case of an emergency.
- B.11) Employees who belong to the Safety and Hygiene Commission must participate in tours and follow up on any corrective action plans that arise from them.
- B.12) All employees must actively participate in safety drills.
- B.13) Recognizing the damage we can do to the environment through our daily tasks, we commit to following recommendations on saving water and energy and preventing spills.

## C. EXCELLENCE

### **Excellence drives us to perform at our highest level.**

- C.1) All employees have a job description, which must be understood before starting work. If you have any questions, speak to your manager.
- C.2) Our daily activities should be done in the best possible manner with a view to continuous improvement.
- C.3) When asked to attend a meeting or a work session, we come prepared with information and ideas, actively participate in the proceedings, and commit to implementing agreed-upon tasks.
- C.4) We recognize excellence, both formally and informally.
- C.5) We do our best to set a good example for others.
- C.6) If you are not prepared to carry out an activity due to a lack of knowledge or training, speak with your manager to find a way to obtain it.
- C.7) We offer our skills to help teammates accomplish activities and, where appropriate, teach them these skills.
- C.8) When assigned a project, we undertake it in the most efficient way possible, involve the appropriate team members, and motivate each other to achieve the objectives.

- C.9) Managers and supervisors provide clear instructions, follow up to ensure clear communication, are open to suggestions and ideas, and provide appropriate training and educational opportunities.
- C.10) Performance appraisals identify employee strengths and opportunities for improvement through candid, two-way communication.
- C.11) If a change in position or role requires a new skill, the company will provide training and support.

## D. COMMITMENT

**Commitment motivates us to give our all to the team and trust that we can achieve our goals together.**

- D.1) We perform our respective duties correctly, on time, and efficiently, while avoiding waste and duplication.
- D.2) We do not use company resources for personal use.
- D.3) Work is performed during work hours. Personal and family time is respected.
- D.4) Employees who work from a home office or who travel on business are responsible for managing their workload and performing their duties in an efficient manner.
- D.5) Employees may be asked to work overtime, which will be paid according to the law and which will not exceed legal limits.
- D.6) All company information must be used prudently. Under no circumstances should confidential information be shared or discussed with third parties unless the appropriate non-disclosure agreements are in place.
- D.7) The company must be advised if a relative or a friend of any employee works for a supplier or customer in order to avoid a conflict of interest.
- D.8) The company will never use child labor (under 18 years old).
- D.9) The company will not discriminate against any employee or applicant due to sex, race, or religion.
- D.10) In order to ensure competitive compensation, the company will periodically compare salary and benefits offered with benchmark companies.

- D.11) All employees have the right to end the labor relationship at any time. When leaving the company, employees may be asked to complete a questionnaire and to undergo an exit interview with Human Resources.

## E. CREATIVITY

**Creativity inspires us to generate ideas, push boundaries, and discover original solutions.**

- E.1) Innovation is essential to progress. We bet on the creativity of our team to come up with ideas and solutions that add value to everything we do.
- E.2) Employees must clearly understand their day-to-day procedures and activities in order to discover better ways to perform them.
- E.3) Creativity needs leadership to flourish. Having good ideas will not lead to any benefit unless we are able to communicate them and energize the team.
- E.4) The company encourages innovative thinking, proactive attitudes, and creative initiatives.
- E.5) Employees seek out and embrace best practices.
- E.6) Progress reports will help us verify if we are improving and should be analyzed to identify other opportunities for improvement.
- E.7) We invite all employees to actively participate with proposals and suggestions.
- E.8) Personal growth is promoted through various activities, both inside and outside the company.
- E.9) The company is constantly searching for new ways to increase employees' well-being, reduce production time, decrease the use of natural resources, and avoid waste and duplication. Employees will be informed of, and trained in, new procedures.

## F. DILIGENCE

**Diligence spurs us to execute tasks with effort and care, attending to details large and small, and achieving the best possible result.**

- F.1) All employees have an employment contract in which their responsibilities, benefits, and working hours are clearly described.

- F.2) Tasks should be completed in the established order of importance.
- F.3) When leading a project, we are proactive and involve the appropriate team members.
- F.4) Personal communications (such as phone calls, emails, and text messages) are kept to a minimum during working hours, except in emergency situations.
- F.5) Employees keep their workspaces in good order and with all necessary materials to perform their duties in good working condition. Requests for repairs or replacements should be made as soon as possible.
- F.6) Employees undertake all activities necessary to perform their duties.
- F.7) Team members do their best to cover absent teammates (e.g., due to disability, illness, or vacation) without compromising their own responsibilities.
- F.8) Team members do their best to accommodate requests for help in a collaborative manner that maximizes the team's productivity.
- F.9) Noise and music in the plant must be kept at a reasonable level to ensure that employees are not bothered by it and to avoid safety risks.