



vergara.

**CORPORATE SOCIAL ACCOUNTABILITY
STANDARD**

ALFREDO VERGARA SL



INTRODUCTION

As part of our ongoing commitment to an ethical and sustainable business, ALFREDO VERGARA SL has developed this CORPORATE SOCIAL ACCOUNTABILITY STANDARD. The pretension (OUR AIM) is none other than to run the company taking into account all the impacts that our business activity has with employees, customers, suppliers, the environment, and ultimately the Company in general, and be the frame of reference for such of being able to develop and promote socially responsible behaviour.

TARGETS

Our mission must be carried out within the parameters set out in this Standard: otherwise its achievement would not be feasible.

To promote Corporate Social Responsibility, it must allow us to:

- Carry out our activity in an ethical and responsible manner (way), respecting the legislation and regulations that apply to us.
- Apply our values in everything we do, and that these are perceived by everyone.
- Establish stable relationships with everyone we interact with.
- Manage the company in order to achieve the innovative and quality solutions we seek.

In addition, and together with the rest of the company's Government Policies, it provides us with everything we need to:

- Be honest and consistent in our actions.
- Be efficient in our management.
- Convey the social value of the company.

Last but not least, our Corporate Social Responsibility Standard should also help us achieve the global goals we have set for the Company:

Sustainable Growth

Business Continuity

Customer Satisfaction Develop

Employee Skills

And in particular, to do so in an honest, transparent and ethical manner. In order to achieve the objectives, we develop the principles of responsible action that must govern our actions on a day-to-day basis, and which lead to the commitments we make as a Company, and which are the specific principles of our way to work.



GENERAL PRINCIPLES OF ACTION

Principles relating to Legality:

- Strict compliance with all the Laws that apply to us, as well as all the internal rules and policies that we develop in a completely complementary way.
- Keeping corporate governance practices based on business ethics and transparency.

Principles related to Work:

- To permanently generate the right conditions for a correct professional development, doing everything possible so that in the face of the novelties, the adaptation is as agile as possible.
- Establish a framework of collaboration that encourages teamwork and commitment.
- Facilitate family reconciliation as much as possible.
- Encourage employee participation in the design of strategies to follow.
- Permanently seek to improve the professionalism of all employees.

Principles relating to Communications:

- Clarity, transparency and veracity in all communications, internal and external.
- Facilitate as many communication channels as possible, so that everyone is involved in setting up a socially responsible company.

Principles of Continuous Improvement:

- Make an ethical management of our activity in our day to day, based on corporate values, the code of conduct, and following all the procedures established for each of our professional actions.
- Establish all possible mechanisms in order to be able to predict events that may affect the proper development of the company.
- To plan for improvements in the medium and long term, which will make our company an increasingly committed company to the Company.

Principles relating to the Environment:

- Permanently review the impacts of our activity on the Environment, in order to find systems that minimize the negative impact we may be making.
- Collaborate so that our suppliers and customers also find ways to do this, providing them with successful models that we have applied ourselves.

CONCRETE COMMITMENTS

With National and International Laws and Regulations

Commitment to all the requirements of the International Labor Organization Conventions and Recommendations, as well as those of the UN Declaration of Human Rights in the critical areas of labor and basic human rights:



Child labor

The company does not hire anyone who has not reached the legal age to work.

Forced labor

Employees are free to stop working for the company at any time: they will only need to give as much notice as the Act provides at that time.

Health and Safety

The Company must offer, and thus undertakes to do so, a safe and healthy working environment, and also undertakes to take all necessary measures to prevent accidents and damage to the health of its workers. To this end, the Company has a representative responsible for the health and safety of all employees, and for the implementation of health and safety requirements.

Discrimination

There can be no discrimination in Recruitment, Compensation, Access to Training, Promotion, Dismissal or Retirement for any reason, including (but not limited to) race, social class, origin, nationality, religion, disability, health condition, gender, sexual orientation, union and / or political affiliation, or age.

Disciplinary practices and harassment

The Company does not use or support corporal punishment, mental or physical coercion or verbal abuse or abuse or any form of sexual harassment.

Commitment to compliance with all national and international laws to which the company is subject in all possible fields: labor relations, tax, accounting, ... Applying in all cases the criterion of maximum transparency, and equipping us with the necessary mechanisms at all times in order to ensure the correct fulfillment of everything required by law.

Commitment to follow all the specifications of the agreement of our sector, and commitment even to improve the points that by the strategy of the company, consider convenient.

With employees

The Company has adopted a Code of Conduct that establishes the rules that must govern the behaviour and performance of employees in their relations with third parties, both internal (colleagues) and external (customers, suppliers and collaborators). This makes it possible to have a work environment based on mutual trust, which facilitates understanding and teamwork.

In addition, it undertakes to:

Work placement

The Company undertakes to take all necessary measures to ensure that the workplace of employees is as safe as possible. It also opens channels to receive requests and complaints that employees may want to make in this regard, and undertakes to resolve them and respond in all cases.



Equal opportunities

To guarantee the right to equal opportunities, which allows absolutely all employees, to be able to develop professionally and personally.

Source

The Company undertakes to establish decent salaries, recognizing the performance and contribution of employees to the results of the Company.

Family Reconciliation

The Company will develop as many systems as necessary, so that all employees, without exception, can reconcile work and family life in the best possible way.

With customers

To place the client at the center of our activity and to know him in depth, for two purposes:

- Be proactive in offering quality products that may be of interest to you.
- In reactive cases, know and offer the most suitable innovative solutions to your requests.

Actively listen to the requests of our customers, develop possible solutions, and provide the customer with the most appropriate in each case, always based on their interest.

Make communications based on honesty, in a complete and truthful way, that is, be completely transparent.

Respect response times and commitments made.

Give priority to response time to incidents, and find the most appropriate solution at any given time to minimize the negative impact that results.

With suppliers

Make our suppliers real partners, always maintaining equal treatment, which allows us to generate value for both parties.

Ensure that our Supplier Selection Policy is always applied, which clearly defines the selection standards always derived from fully objective criteria.

Maintain constant contact so that the information is two-way, and ensure that the supplier has the necessary tools to convey all kinds of considerations to the Company.

With the Society

The Company has long been collaborating in various Non-Governmental Organizations in different fields of action.

The Company undertakes to maintain these relationships, and to propose other forms of collaboration (whether financially, media, volunteering, ...) in social initiatives or activities.



In this sense, there is a firm commitment not only to listen to and evaluate all the proposals that arrive, but also to encourage active research.

With the Environment

Minimize our impact on the environment, applying all possible forms of recycling.

As distributors, we look for transportation alternatives that have the least negative impact on the environment, on a horizon to reach zero impact.

Develop, and collaborate with transportation providers, in order to find these solutions.

COMMUNICATION

AV maintains open channels of communication with all stakeholders (employees, customers and suppliers), in order to receive requests, suggestions and incidents, analyze them, and make decisions in this regard.

In this sense, and more specifically, AV has several Work Instructions whose purpose is the management and monitoring of any external communication, which is not the result of or derived from the day-to-day management with customers and suppliers. This defines the record, the review, the response, and if necessary, the action plan that may result.

MONITORING AND CONTROL SYSTEM

The Head of Administration is the person who will permanently monitor the correct implementation of this Standard, and will define the strategies to be followed so that the degree of compliance is optimal.

It will annually present to Management a summary with the evaluation of the strategies followed during the year, including the specific plans that the Company has developed to achieve the objectives, indicating the specific impact they have had.

It will also be responsible for presenting possible changes or improvements to the Standard in order to achieve a greater degree of Social Responsibility for AV, so, it will be reviewed to ensure that it remains relevant and appropriate. Management will be the one to approve or reject the proposals.

In parallel to this Standard, the NRSC Management Work Instruction is drafted, which specifically includes everything related to the development of the Standard.