

LEGAL COMPLIANCE: All of the Organisation's personnel are obliged to comply with the rules and legislation applicable to the Company's activity..

ANTI-BORROWAL: under no circumstances will practices that violate the law be accepted, with the aim of provoking an illegal benefit either by direct action or by facilitating this type of behaviour. gifts, gratuities or attentions that may create a commitment or to develop a certain conduct to favour a third party against the policies and interests of our company will not be accepted.

USE AND HANDLING OF INFORMATION: Unauthorised disclosure of internal Company and customer information by any means other than as required by law enforcement authorities is prohibited.

PRIVACY OF CUSTOMER INFORMATION: The commercial agreements with Customers, as well as the information obtained and managed during and after the provision of the service / production to the Customer, may only be used by persons authorised by Management. It is expressly forbidden to communicate, hand over documentation or records of this data to third parties..

INFORMATION, SYSTEMS AND PROCESSES CONSIDERED PROPERTY OF THE COMPANY: All information and documents developed by the Company for the development of the Activity are the exclusive property of the Company and are therefore considered reserved and confidential information, which may not be used by Company personnel for their own use, total or partial copying, or delivery to third parties not authorised by the Company.

CUSTOMER IMPACT: satisfaction of our customers with the committed quality, a priority objective of our service offer and a legitimate justification for business profit.

PROSPERITY OF ALL MEMBERS OF THE COMPANY: the management has as its fundamental objective the growth of the organisation, in order to ensure its future as well as that of the company's personnel.

MAINTENANCE OF ECONOMIC SOLVENCY AND EFFECTIVE MANAGEMENT: of the company's resources, as a guarantee for the future, this being a self-demand of the company's management..

CONCILIATION OF FAMILY, PERSONAL AND WORK LIFE: the management will seek a balance between the requirements of the clients and the personal interests of the workers in order to facilitate the conciliation between family, personal and work life, but always taking into account the criterion of "sustainable maintenance of the activity".

LEADERS IN MANAGEMENT: involvement of the leaders in the management of the organisation, fulfilling the objective or purpose of the project, as well as taking actions for its fulfilment and informing the management of these actions. the leader is an active part of the organisation and is responsible for his or her actions.

THREATS AND VIOLENCE IN THE WORKPLACE: zero tolerance for this type of behaviour at work. physical violence or threats in the workplace must be reported and dealt with immediately to management for immediate management in accordance with applicable laws and regulations.

Virgen del Camino, a 10 de Marzo de 2018

*Dirección
José Antonio Idoeta M.*

TEAMWORK: involvement of all of us in the management of the organisation and especially in the management and development of our clients' projects.

RESPECT FOR WORKING PARTNERS: essential foundation for coexistence within the organisation, as well as a key factor for the consolidation of trust in the organisation. if there is no respect, trust cannot develop between us.

INNOVATION: change management or permanent change requires innovation at all levels.

EFFORT AT WORK: to comply effectively with the agreements made with the client and with the company.

ACTIVE PARTICIPATION: in those actions necessary for the functioning of the organisation, such as: issuing suggestions, detection and management of non-conformities, management of indicators and objectives, etc...

PROFESSIONALISM: responsibility is the willingness to assume the consequences of the decisions taken and to answer for one's actions. this makes us reliable and truthful in our actions.

INTERNAL SELF-CRITICISM AND IMPROVEMENT: detecting and improving are basic premises for the improvement of our organisation, but always in a constructive way (providing solutions) and never destructive (pointing out the cause without providing solutions).

OCCUPATIONAL SAFETY: all workers must comply with the occupational health and safety standards set by the organisation.

RESPONSIBILITY AT WORK, COMPLIANCE AND ASSUMPTION: the nature of our activity requires us to comply with what has been agreed with the client, as well as with the responsibilities corresponding to the job.

USE OF MOBILE DEVICES: the use of personal smart devices (mobile phone, tablet, etc.) is not allowed, in order to avoid distractions.

COMPANY PROPERTY: any employee who has access, use, power or express authority to dispose of company property, records, merchandise, cash, securities and restricted material is personally responsible for its safekeeping.

CONSUMPTION OF ALCOHOLIC BEVERAGES, DRUGS AND ENABLEMENTS: employees are strictly prohibited from using, possessing, selling, attempting to sell, transporting, distributing or manufacturing drugs or any other controlled substance, regardless of quantity or form, while on work time.

COMPLIANCE WITH WORKING RULES: compliance with these working and behavioural guidelines aims to create an appropriate working environment for the development of the activity. failure to comply with them is detrimental to our work and to the relations between the members of this organisation. the management will ensure their effective compliance.

ESCALATION POLICY - NOTIFICATION: non-compliances detected by members of the company with respect to the code of ethics and guidelines for behaviour and work rules will be notified directly to management by e-mail or by means of a non-conformity. under no circumstances should they be transferred to their command or superior.

Virgen del Camino, a 10 de Marzo de 2018

*Dirección
José Antonio Idoeta M.*