

CODE OF ETHICS

IBERCERAS strongly believes that behaving ethically in business is vital for good working practice and the credibility of a company in the eyes of its stakeholders: clients, suppliers, employees, external contractors and, in general, the whole economic context in which it operates.

We have, therefore, decided to adopt the following code of ethics to formally define the principles of correct behaviour, trustworthiness, integrity and transparency which the company has always aspired to.

1. BASIC PRINCIPLE

A clear commitment from the Company to abide by all laws and regulations in force in the Country in which it operates.

2. CUSTOMER RELATIONS

IBERCERAS is committed to building a rapport with its clients which is not only based on a high level of professionalism but also characterized by respect, courtesy and a continuing effort to respond to customer needs and collaborate effectively.

IBERCERAS strives to be a trustworthy partner and, with this principle in mind, to supply both a high quality service and products.

Customer satisfaction is our primary objective.

3. SUPPLIER RELATIONS

All relations with suppliers and business partners must adhere to both national and international norms regarding healthy competition, service offered and fairness of conditions based on an objective evaluation of competitiveness, quality, benefit and, not least, business relations.

IBERCERAS and its suppliers will work together to build a rapport founded on collaboration and mutual trust.

4. HUMAN RESOURCES

Human resources are an indispensable ingredient for the existence, development and success of a company. For this reason, IBERCERAS protects and promotes the value of its workforce in order to strengthen and improve the depth and competitiveness of the skills possessed by each and every worker inside the framework of the company.

As a result IBERCERAS is committed to:

- Guaranteeing appropriate and dignified working conditions for its staff.
- Rejecting any form of discrimination whether racial, religious, political or sexual.
- Avoiding doing business with organisations which use under-age workers.
- Enabling access for all employees to information and training with the aim of enhancing their specific skills and maintaining their professionalism.
- Ensuring equal and adequate remuneration.
- Assessing carefully and objectively all opportunities for promotion or repositioning.
- Maintaining the confidentiality of all personal data.

The company expects its workforce to demonstrate:

- A team spirit with a constructive and dynamic attitude, a willingness to learn and the ability to take responsibility for all aspects connected to their role.
- Respect and correctness towards the company and their colleagues.
- A duty to be bound by confidentiality rules regarding company information and strategy.

5. HEALTH AND SAFETY IN THE WORKPLACE

IBERCERAS is committed to promoting and consolidating a “safety culture” by increasing risk awareness and encouraging the responsible behaviour of all staff whilst working to preserve their health and safety by, above all, prevention.

The company works to safeguard the protection of its workers via:

- The introduction of an integrated system of risk and safety management
- A continual assessment of risk, the level of criticality of procedures and of the resources to protect.
- The use of the most up to date technology.
- The monitoring and updating of working methods.
- Continuous appropriate training.

All workers and collaborators must fully respect the normatives and duties owed by any legislation related to health, safety and the environment, and respect any internal measures or requirements.

6. SAFEGUARDING THE ENVIROMENT

IBERCERAS operates with the maximum respect to the territory in which it is located with a continuous attention to preserving resources and minimizing the environmental impact of all procedures, systems and materials used.

7. PROTECTION OF PRIVACY: confidentiality and data management

All information, data and knowledge acquired, used and managed within daily business activities must be kept strictly confidential, appropriately protected and must not be used, communicated or divulged, whether internally or externally, without due respect to company procedure and legislation in force.