

# ETHICAL CODE

The LIVEN code of ethics is a fundamental norm in order to establish the ethical principles and basic guidelines of conduct that must govern the behavior and actions, both internally and externally, of all people who work in / or for LIVEN.

This code of ethics has been promoted by the Board of Directors as the highest governing body of LIVEN and is committed to ensuring communication, training and monitoring of its proper use.

The code of ethics affects the behavior of people while providing services to LIVEN as company administration, management, and workers, who must adjust their compliance to the standards established therein.

Customers, supplier companies, and other persons or entities related to LIVEN for professional or business reasons must also be aware of this Code.

The basic principles of conduct are as follows:

## In relation to **PEOPLE**:

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- Promote **equal opportunities and treat all staff with dignity, respect and justice**, and not discriminate on the basis of race, religion, age, nationality, sex or any other personal or social condition.
- **Do not allow any type of physical or verbal violence**, harassment, abuse or coercion at work.
- Ensure **safety and hygiene at work**, taking all necessary measures to maximize occupational risk prevention.
- **Do not go to work under the effects of toxic substances and / or alcohol** or consume it during our working day.
- Make **responsible and confidential use of both internal and external information**, complying with the legislation on the **Protection of Personal Data**.

## In relation to the **ENVIRONMENT**:

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- Carry out the different **activities and tasks of the company in a sustainable way; respecting the environment as much as possible**.
- **Act ethically and responsibly** towards people (employees, customers, suppliers, shareholders, local communities, etc.) and about society in general.

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In relation to the **CUSTOMER:**

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- Maintain in all relationships the **maximum commitment of honesty and professional responsibility** in the provision of the service, seeking the highest quality and always ensuring the safety of our customers.
- **Protect the information and data** that customers entrust to us.
- Do not accept or offer any kind of gift or gift as a favor.

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In relation to the **WORK WELL DONE:**

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- Ensure **an appropriate and prudent use of the company's assets and assets**, whether physical (tools, vehicles, furniture, ...), financial, technological or related to intellectual capital, ensuring that they are not wasted, damaged or lost.
- **Work in accordance with the basic regulations that must be complied with with regard to the telematic systems** detailed in the annex to the employment contract.
- **Comply with the legislation** and regulatory obligations that affect the activity of LIVEN.

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In relation to **PUBLIC ADMINISTRATIONS:**

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- Maintain the principle of **political neutrality**, regardless of one's personal ideas.
- Do not accept or offer any kind of gift or gift as a favor.

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In relation to **SUPPLIERS:**

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- Base relationships with suppliers on **mutual benefit and trust**.
- Do not accept or offer any kind of gift or gift as a favour.
- Select supplier companies equitably and under objective business criteria.

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In relation to the **SECTOR AND COMPETITION:**

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- Contribute with our behaviour to the **protection and improvement of the reputation of the sector**.
- **Compete ethically** in the markets, being respectful and avoiding unfair competition.
- C Comply with the precepts of Law 15/2007, of 3 July, on the Defense of Competition. And very especially in Article 1 of Chapter One, Collusive Actions, which defines prohibited practices, such as price-fixing or market-sharing agreements, among others, that restrict or falsify market rules.

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In relation to **BENEFIT:**

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- Ensure the generation of sufficient resources to ensure the continuity and expansion of the company, and the maintenance of jobs, always from good business practice.

## USE OF THE CODE



All staff have the obligation to know, comply with and contribute to compliance with this Code.

Compliance with this code will be periodically audited by an external company that will ensure its correct application.

Whenever anyone, internal or external, wants to inform the company of a possible infringement or violation of the principles of the Code, can be directed directly to the complaint channel created for this purpose in which the absolute confidentiality of the communication will be guaranteed: **canaldenuncia@liven.es**

LIVEN guarantees that no retaliation will ever be taken against anyone who in good faith informs the company of a possible violation of their code of conduct, collaborates in their research or helps to resolve it.

In parallel to this Code of Ethics, the company has also created a Criminal Crime Prevention Plan which defines the possible crimes that could affect the company as well as the action protocols in case they occur. to produce. This Prevention Plan will be available to all employees in the Human Resources Department.

Chief Executive Officer

September 2018