



SUPPLIER CODE OF CONDUCT

MONSALA BUSINESS SUPPLIER CODE OF CONDUCT

Monsala Business S.L.U., an established company in the industry, primarily specializes in international transportation of all types of goods. Our focus is on both domestic exporters and international clients, identifying their needs through continuous interaction and creating channels to meet all their demands.

As a result of this personalized approach, we offer a customized service package to clients based on their objectives:

1. Customs Clearance
2. Booking Management
3. Industrial Solutions
4. Food Industry
5. Seasonal Projects
6. Customs Services

Quality is an indicator of our performance as we listen to our customers to understand their needs and build trust, thus providing products, services, and solutions that meet or exceed their expectations and requirements.

Quality and commitment are our highest demands on suppliers because by ensuring the success of our customers, we become a valued, successful, and sustainable transportation solutions provider.

With the premise of offering effective, safe, and competitive work, our professionals work day by day, continuously evaluating our way of working and taking measures to improve.



Monsala Business, S.L.U. actively contributes to minimizing the environmental footprint, aiming to provide a safe, inclusive, and motivating work environment. We adhere to trusted, transparent, and commercially compliant business practices. We are fully aware of our responsibilities arising from our activities.

Therefore, we have set stringent ethical standards to guide us in our business relationships.

We expect all our suppliers, including subcontractors, which are all companies doing business with our organization, to adhere to these same ethical standards.

For this reason, we have drafted this **Supplier Code of Conduct (SCoC)**, which establishes the minimum standards for doing business with us.

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FORGING THE FUTURE

We anticipate market trends, innovate constantly, and adapt to the evolving needs of our customers.



OUR VALUES

1. Excellence. We strive for continuous improvement in our processes and services to achieve the highest standards of quality and efficiency in logistics.

2. Trust. We build strong and lasting relationships based on mutual trust with our customers, partners, and collaborators.

3. Commitment. We proactively engage with our customers' needs and take responsibility for fulfilling our commitments.

4. Innovation. We encourage creativity and the constant pursuit of innovative solutions that allow us to adapt to an ever-changing logistics environment.

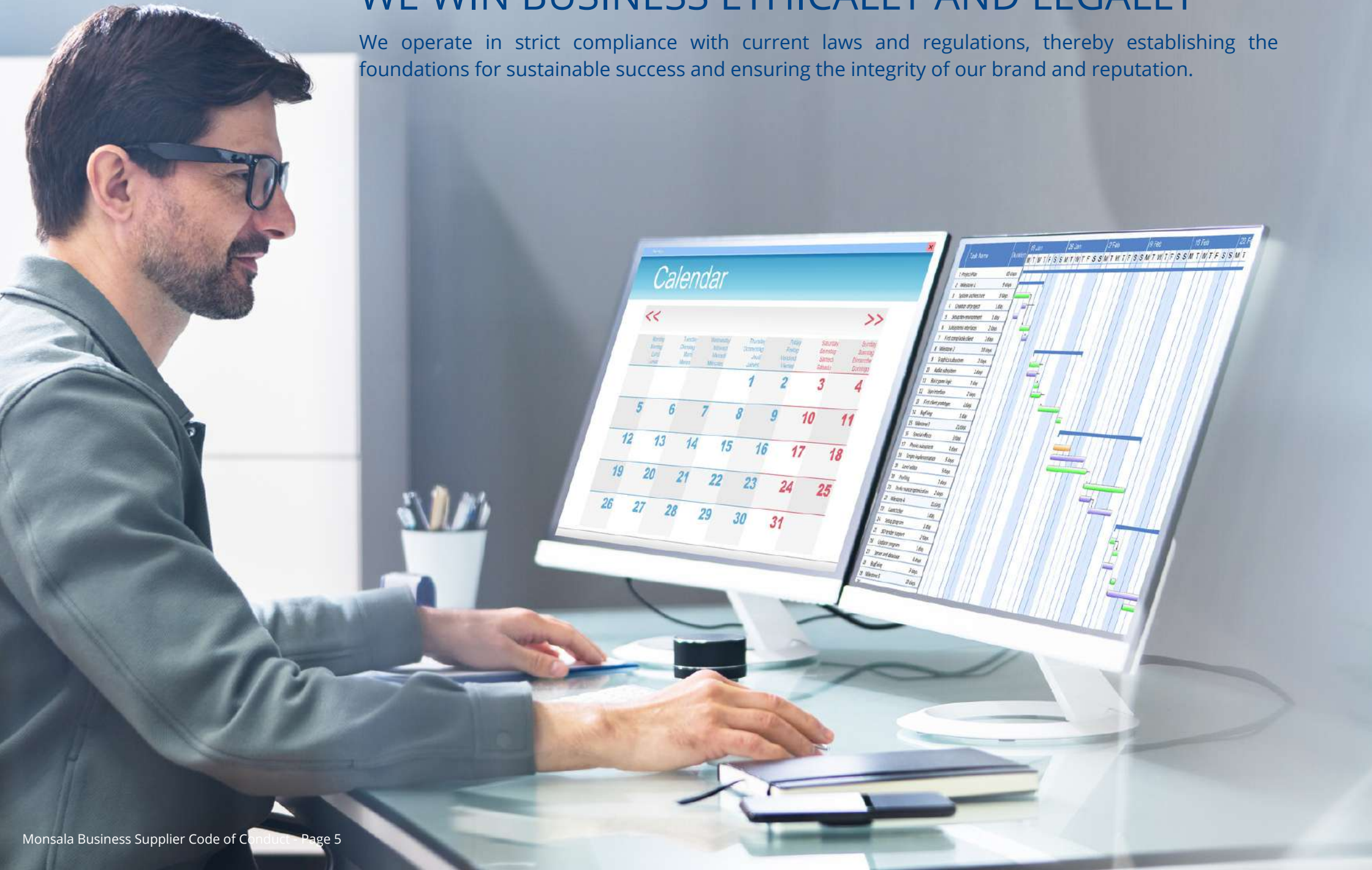
5. Sustainability. By integrating environmentally and socially responsible practices, we seek sustainable and responsible growth in all our operations.

6. Teamwork. We value the talent and diversity of our team, promoting a collaborative and respectful environment that fosters the professional and personal development of our collaborators.

7. Social Responsibility. We actively contribute to the development of the communities where we operate by supporting social and environmental initiatives that create a positive impact.

WE WIN BUSINESS ETHICALLY AND LEGALLY

We operate in strict compliance with current laws and regulations, thereby establishing the foundations for sustainable success and ensuring the integrity of our brand and reputation.



LAWS AND ETHICAL STANDARDS

Compliance with standards is essential to build trust in the delivery of our service, which leads to the success of our company and, consequently, our clients.

We trust that our services will succeed in the competitive market, and a fair market benefits us. We compete based on the merits of our services and do not engage in actions that are illegal according to competition laws.

We treat our suppliers professionally and select them based on objective criteria.



When a supplier or customer is also a competitor, all the restrictions described here, including those related to making agreements and sharing or receiving certain information, apply. The business relationship should not be used as a pretext to violate competition laws. The supplier must comply with all applicable laws relevant to their business.

As a company, we are opposed to corruption. All forms of corruption, including bribery, are strictly prohibited. We do not pay, offer, or accept bribes, nor engage in any other inappropriate practices such as excessive gifts or invitations with the aim of influencing business decisions or securing unfair advantages. We will not work with suppliers, vendors, or partners who offer or pay bribes or engage in corrupt activities.

CHILD LABOR

The supplier shall not employ children who do not meet the legal minimum working age in any country or local jurisdiction.

The supplier shall respect 16 years as the minimum working age, even where local legislation may permit the employment of younger children. Workers under the age of 18 will only perform tasks in compliance with the legal requirements of the country in which they are employed (e.g., regarding working hours and working conditions), and subject to any existing requirements for education or training.

FORCED LABOR

The supplier shall not use any form of forced labor, including bonded labor, involuntary labor, or any modern form of slavery. All work must be voluntary. Workers must be able to retain control of their identification documents (e.g., passports, work permits, or any other personal legal documents).

The supplier must ensure that workers are not charged fees or made to make any payments to obtain employment or during the hiring process or the period of employment.

The supplier is responsible for paying all amounts and expenses (e.g., permits and fees) related to workers when legally required.

Punishment, psychological or physical coercion, and any other form of human trafficking are prohibited.

Disciplinary policies and procedures must be clearly defined and communicated to workers.

BRIBERY AND CORRUPTION

The supplier must comply with all applicable national and international anti-corruption laws and regulations. The supplier shall not offer, provide, or accept (directly or indirectly) anything of value to unduly influence an action or to secure an undue advantage to obtain or retain business. This includes so-called facilitation payments or other favors granted to public officials for routine, non-discretionary activities.

We do not pay, offer, or accept bribes or any other inappropriate practices, such as excessive gifts or invitations, to influence business decisions or gain unfair advantages. We will not work with suppliers, vendors, or partners who offer or pay bribes or engage in corrupt activities.



MONEY LAUNDERING AND FINANCIAL RECORDS

The supplier must comply with the respective laws and regulations aimed at combating money laundering activities. The supplier must maintain financial records and reports in accordance with applicable laws and regulations.

Money laundering allows criminals to disguise the source of funds they have obtained illegally. These funds can come from supporting activities such as human or drug trafficking, terrorism, blackmail, or fraud. **Monsala Business S.L.U.** does not facilitate or support money laundering.

TRADE REGULATIONS

The supplier must comply with all relevant laws and regulations regarding export control, sanctions, and customs, including prohibitions and restrictions ("trade laws").

The supplier must ensure that the supplier, its beneficial owner(s), all its agents, and other subcontractors used by the supplier do not appear on any applicable sanctions lists for denied entities.

We have policies and procedures to comply with international trade rules by which countries regulate the movement of products, technology, software, and technical information across national borders.

Violating these rules can result in legal actions against responsible companies and individuals, as well as generate negative publicity, shipping delays, or loss of import and export privileges.

FREE COMPETITION

The supplier must comply with relevant competition and antitrust laws. Our competition can be any independent company that competes or may compete with us in a particular market.



WE PROTECT BOTH INFORMATION AND COMPANY ASSETS DILIGENTLY

The proper protection and management of our information and assets are crucial for our performance and the operation of our company; it is a shared responsibility for everyone.



DATA PROTECTION, SECURITY, AND INFORMATION DISCLOSURE

The supplier must comply with current data protection laws, including personal data security, as well as respective regulations such as the *GDPR*, especially concerning personal data of customers, consumers, employees, and shareholders.

The supplier must adhere to all requirements described when personal data is collected, recorded, stored, processed, transmitted, used, or deleted. Information security requirements applicable to suppliers regarding any data entrusted to them during and after their collaboration with **Monsala Business S.L.U.** are based on international standards such as the Code of Practice for Information Security Management.

Suppliers should be aware of the need to protect the confidentiality, integrity, and availability of information. The level of information security and control required from suppliers should correspond at all times to the sensitivity, value, and relevance of the information processed throughout the information's lifecycle.

The supplier must safeguard and make strictly appropriate use of confidential information. The supplier will comply with all contractual requirements regarding protection.

Effective use of data is fundamental, and we are committed to protecting the data of our customers, business partners, and employees.





WE TREAT EACH OTHER WITH MUTUAL RESPECT AND CARE ABOUT EACH OTHER'S WELL-BEING

Promoting mutual respect is an essential pillar for cultivating an enriching work environment, while also encouraging us to reflect on the impact our actions may have on our colleagues.

WORKPLACE SAFETY AND HYGIENE

We expect our suppliers to strive for high-level implementation of workplace safety and hygiene standards, applying an appropriate safety and health management approach to their business.

The supplier must comply with applicable safety and health provisions and provide a safe working environment that promotes good health (e.g., with access to drinking water) to protect the safety and health of employees, safeguard third parties, and prevent work-related accidents, injuries, and illnesses.

We believe that accidents, incidents, injuries, near-miss incidents, work-related illnesses, and unsafe conditions are generally preventable. By prioritizing safety in planning and operations, we ensure that our work environment complies with relevant health and safety laws and requirements.

This includes conducting regular workplace risk assessments and implementing proper hazard control and prevention measures, including the provision of suitable **Personal Protective Equipment (PPE)**. Employees must be adequately trained and instructed in health and safety matters in a language they understand.



RESPECT AND DUTY OF CARE

All suppliers shall act and interact with respect and good faith towards the employees of **Monsala Business S.L.U.** Suppliers will exercise due care in the use of property and equipment entrusted to them, treating them as if they were their own.

All suppliers should be particularly cautious when using items or materials bearing the trademark or emblem of **Monsala Business S.L.U.**, as any of their actions or activities can be associated with **Monsala Business S.L.U.**

Unauthorized use of materials or equipment with such a trademark or emblem should be avoided. The mere appearance of inappropriate conduct will be considered misuse of materials or equipment with the trademark or emblem of **Monsala Business S.L.U.**

We encourage and expect mutual respect among colleagues and between the company and our business partners.



COMPENSATION AND WORKING HOURS

The supplier must comply with all applicable national laws and mandatory industry standards regarding working hours, including overtime, breaks, and paid holidays. The supplier will compensate its workers in accordance with national minimum wage legislation and the terms of relevant collective agreements, as well as in compliance with industry standards.

The supplier must pay workers promptly and clearly explain the basis on which they are being remunerated (i.e., provide labor documentation in a language they understand). Deductions from wages as a disciplinary measure are not allowed unless legally permitted.

At **Monsala Business S.L.U.**, we take pride in our inclusive work environment, which fosters a supportive atmosphere and promotes individual growth and group strength. Unpleasant behavior that creates an intimidating, offensive, or hostile work environment has no place here. Instead, we encourage and expect mutual respect among colleagues and between the company and our business partners.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

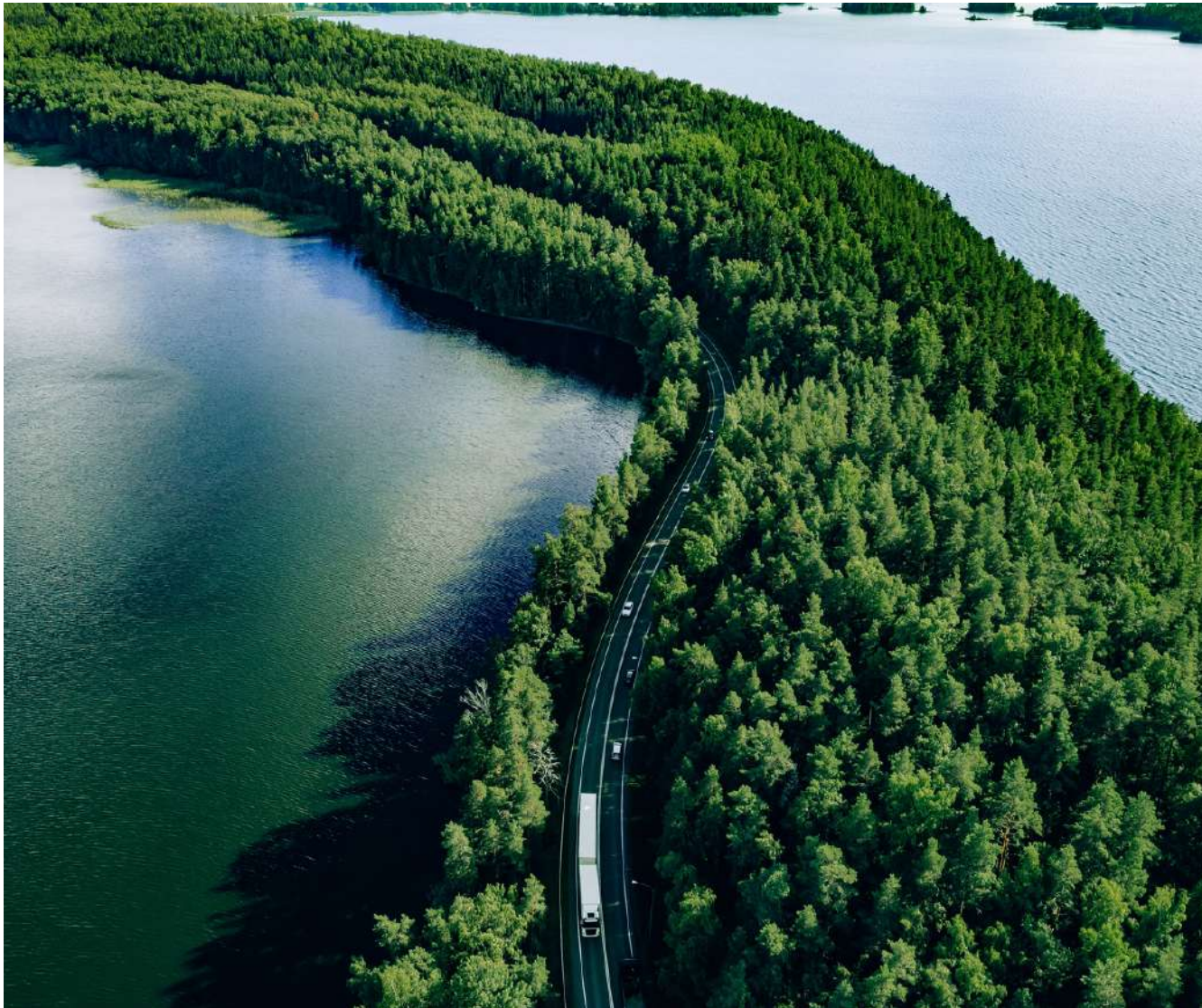
The supplier's employees must have the freedom to join a union and/or opt for a workers' representative body of their choice, free from threats or intimidation. The supplier acknowledges and respects the right to collective bargaining in accordance with current national legislation. It is also the employee's choice to refrain from joining a union.

DIVERSITY AND INCLUSION

The supplier must promote an inclusive work environment that values the diversity of its employees. The supplier should commit to providing equal opportunities and not discriminate against or tolerate any form of discrimination or harassment based on gender, ethnic origin, nationality, race, color, religion, age, disability, sexual orientation, gender identity, or any other characteristic protected by law. All job requirements or employment-related decisions should be based on a legitimate business reason.



ENVIRONMENT



Suppliers should comply with all environmental laws, regulations, and standards currently in effect and implement an effective system for identifying and eliminating potential hazards and threats to the environment. We expect our suppliers to make an effort to contribute to the commitments made to **Monsala Business S.L.U.** regarding environmental and climate protection with the products and services they offer, which should be provided efficiently while considering their environmental impact.

Monsala Business S.L.U. expects its suppliers to provide relevant data on environmental and climate protection when requested by **Monsala Business S.L.U.** Furthermore, we expect our suppliers to consider environmental and climate protection in their own operations, such as setting and meeting climate protection objectives.

We take into account the climate and environmental impact of our operations and value chain and work to reduce it through measures such as improving the efficiency of our transportation and logistics system.

A large cable-stayed bridge with two tall pylons and numerous stay cables, spanning a body of water. The bridge's reflection is visible in the calm water. The sky is overcast with soft clouds.

WE CLEARLY DIFFERENTIATE BETWEEN PERSONAL INTERESTS AND BUSINESS ACTIVITIES

Fostering mutual respect is an essential pillar in cultivating an enriching work environment, while also encouraging us to reflect on the impact our actions may have on our colleagues.

CONFLICTS OF INTEREST

A conflict of interest is any personal or financial interest, activity or personal, business, or employment relationship, either current or prior, or any obligation that may interfere with the ability to perform work duties and responsibilities objectively or compromise independence and objectivity. Such conflict of interest situations include significant relationships, such as a blood or marital relationship, partnership, or ownership or investment in business partners or competitors. The provider must immediately disclose any actual or potential conflict of interest related to their activities with **Monsala Business S.L.U.**

As individuals, we have the right to a private life. At the same time, we have an obligation to be mindful of situations in which our personal interests may conflict with the legitimate interests of **Monsala Business S.L.U.**

Such conflicts should be avoided whenever possible or appropriately disclosed and managed because conflicts that are managed properly can typically be resolved fairly for all parties.

COMMUNITY PROMOTION

Monsala Business S.L.U. encourages its suppliers to collaborate with their local communities and participate in initiatives and activities that align with the **United Nations Sustainable Development Goals**.



WE MAINTAIN TRANSPARENT AND RESPONSIBLE COMMUNICATION AT ALL TIMES

Prioritizing respect for our colleagues is essential to establish a healthy work environment. By carefully considering the impact of our actions on others, we build stronger and more effective relationships.



BUSINESS CONTINUITY PLANNING



The supplier must be prepared for any contingency in its operations (e.g., natural disasters, terrorism, supply chain disruptions, outbreaks of infectious diseases such as epidemics or pandemics, cybersecurity issues, cyberattacks).

This preparedness should include business continuity plans that protect both employees and the environment from the effects of potential significant disruptions that may arise in the scope of operations.

DIALOGUE WITH BUSINESS PARTNERS

The supplier will implement equivalent standards, for example, in terms of ethics, to those established in this Supplier Code of Conduct, with respect to its own suppliers, as part of complying with its own contractual obligations.

Respecting others is essential for creating a healthy work environment and considering the impact of our actions on others.

REPORTING MISCONDUCT



COMPLIANCE WITH THE SUPPLIER CODE OF CONDUCT

Monsala Business S.L.U. reserves the right to verify compliance with the requirements of this Code, for example, through self-assessments and audits conducted by **Monsala Business S.L.U.** or third parties.

The supplier should strive for continuous improvement by setting measurable goals related to the environment, working conditions, diversity, and communicating progress in sustainability, among other aspects. If a violation is identified, the supplier must prepare an incident report and submit a corrective action plan.

The terms and conditions of this **Supplier Code of Conduct** reflect the values of **Monsala Business S.L.U.** and the commitment to its customers, the communities it serves, and environmental protection.

Therefore, any violation of these terms and conditions must be rectified. Without prejudice to any other contractual remedies that may be available to **Monsala Business S.L.U.**, if the violation is not immediately resolved, Monsala Business will consider terminating the business relationship.



REPORTING MISCONDUCT

Monsala Business S.L.U. invites anyone wishing to report any violations of the terms of this Code to write an email to calidad@monsala.com.

In the event that you wish to report a suspected legal violation, you can contact **Monsala Business S.L.U.**'s Compliance Department through <https://www.monsala.com/contacto>

CONTINUOUS IMPROVEMENT

We encourage the supplier to proactively approach **Monsala Business S.L.U.** with innovative ideas that contribute to further improving the social, economic, or environmental context.

Monsala Business S.L.U. values open exchange of new ideas and is eager to explore new opportunities in cooperation with its suppliers.