

# Code of Conduct

The Code of Conduct of Aztec Plumbing is based on our corporate values. It is shared with our employees, subsequently evaluated, and its adherence is constantly reinforced. This Code provides a framework for good decision-making based on ethics and integrity. For any questions or complaints regarding violations of the Code, please send an email to:

**[ethics@aztec-plumbing.com](mailto:ethics@aztec-plumbing.com)**.



Commitment is a value that motivates people to give their all to achieve their goals with loyalty and responsibility, generating trust in the team.

## **A-1 Integrity and Honesty**

Our employees make decisions with integrity and act honestly in accordance with our values in all operations and with all those with whom we interact.

## **A-2 Working Hours**

Employees must adhere to working hours punctually. During these hours, employees must focus on work-related activities, avoiding distractions or unrelated activities.

## **A-3 Termination of Employment**

Any employee has the right to resign from their position at any time. Upon termination of the employment contract, employees will be asked to complete an exit questionnaire and undergo an interview to determine the reasons for the termination. Additionally, employees must return all company equipment and access to the facilities.

## **A-4 Dishonest Practices**

No employee may benefit from their position or relationship with the company, whether directly or indirectly, to obtain financial gain for themselves or third parties, nor may they engage in or participate in acts that have an adverse effect on the company's interests.

## **A-5 Data Protection**

We are committed to safeguarding and not sharing the personal data of our employees or business partners with third parties. Employees who have authorized access to sensitive data about staff, clients, or suppliers must protect it, and if unauthorized access comes into contact with any data, they must report it to Human Resources.

## **A-6 Confidential Information**

All information generated by the company must be handled with prudence and discretion. The dissemination of confidential company information on digital media, social networks, or through third parties without express authorization is prohibited.

## **A-7 Corporate Image and Logo Use**

The company's logo and corporate image are strictly for professional use and for the purposes of our activities. No employee may use them for social media or personal documents. Employees are expected to present a professional image, respecting the dress code and appropriate uniform use.

## **A-8 Cybersecurity**

We make appropriate use of networks and information technologies, which should be primarily directed toward the company's own activities. Any activity that impacts cybersecurity should be reported to the IT department.

## **A-9 Artificial Intelligence**

We recognize the impact of using Artificial Intelligence for innovation and the improvement of our processes, so our employees must commit to using it ethically and responsibly.

## **A-10 Gifts**

Employees may not offer or accept gifts, courtesies, or any other favors intended to influence business decisions or create an obligation to do something in return. The only exception is symbolic gifts (pens, mugs, notebooks, etc.).

## **A-11 Prohibition of Bribery, Fraud, or Corruption**

The company strictly prohibits any form of bribery, fraud, or corruption. Employees must be aware that these practices are illegal, and any identification or suspicion of such practices in the company's own activities or with third parties must be reported.

## **A-12 Money Laundering**

The company prohibits any operation that seeks to make capital obtained from illicit activities appear legitimate. Employees must commit to complying with the law against this type of financial activity and reporting any suspicions.

## **A-13 Conflict of Interest**

A conflict of interest arises when a situation interferes with proper decision-making to meet the company's objectives. To avoid this, employees who have family members or acquaintances who work for, or own, companies that supply or are clients of the company must disclose this information.



Creativity is a value that allows people to generate ideas, promote innovative proposals and find original solutions to problems.

## **B-1 Innovation**

Ideas and innovation are a fundamental part of progress and productivity in our company. Therefore, we foster a creative and innovative environment. All employees are responsible for solving problems, participating in improvement initiatives, and providing solutions that add value to everything we do.

## **B-2 Reliable Data**

All employees are responsible for ensuring that the information presented is based on reliable data and for acting with integrity in handling this information.

## **B-3 Intellectual Property**

We value and protect intellectual property as a strategic asset for our competitiveness and innovation. Patents, inventions, improvements, innovations, and developments generated by employees in the performance of their duties are and will remain the property of the company at all times.

## **B-4 Ongoing Research**

We promote ongoing research into new procedures that could improve employees' quality of life, reduce production times, reduce the use of natural resources, or avoid waste and reprocessing. Employees must be informed and trained in any new procedures adopted.

## **B-5 Proactivity**

As employees, we must demonstrate initiative and proactivity in everything we do, anticipating events and focusing on results.



Excellence is a manifestation of the spirit that inspires us to carry out all our actions and activities with quality and in an outstanding manner.

## **C-1 Continuous Improvement**

We foster a culture in which all employees can identify and propose opportunities for improvement in processes, products, services, facilities, and the work environment. Employees must carry out their activities as efficiently as possible, establishing priority criteria and avoiding reprocessing or waste.

## **C-2 Recognition**

As employees, we should recognize our colleagues for a work well done, their effort, and achievements that exceed expectations.

## **C-3 Collaboration**

As employees, we must foster solidarity and cooperation with our teammates and other departments, promoting synergy between teams. If someone has a skill or knowledge that could help execute a specific activity, they should offer to teach their colleagues.

## **C-4 Leadership**

The leader inspires, guides, and fosters an environment of respect and collaboration. As employees, we must commit to strengthening our leadership through corporate values and organizational culture.

## **C-5 Performance Evaluation**

Performance evaluations are a key tool for professional development. Employees must actively participate in their evaluations with openness and honesty, fulfill agreed-upon commitments, receive feedback professionally, and use it for continuous improvement.

## **C-6 Training**

We create various training programs that strengthen key competencies and skills required today and in the future for professional and personal development. Employees are responsible for actively participating in their development and training programs, applying what they have learned in their daily work, meeting the attendance, punctuality, and evaluation requirements of each program, and sharing their knowledge with their colleagues, fostering collaborative learning.



Respect means showing appreciation for one's own worth, for the rights and qualities of others, and for the preservation of the environment that sustains life.

## **D-1 Human Rights**

We promote respect for human rights in all our operations and labor relations. We conduct human rights violation analysis, implement action plans to prevent such violations, and are committed to remedying any negative impact on people. Employees must act with respect and empathy toward all, and report any situation that violates human rights.

## **D-2 Legal Compliance**

We are committed to operating with integrity and complying with all applicable local legal requirements in the countries in which we do business. It is the obligation and responsibility of all employees to know and respect the legal requirements applicable to their role and responsibilities. We must avoid any action that could compromise the company's legal reputation and report any suspected or potential violations of the law.

## **D-3 Diversity, Inclusion, and Non-Discrimination**

We treat everyone with respect and do not discriminate against anyone, regardless of gender, age, race, sexual orientation, ethnicity, religion, disability, marital status, economic status, or nationality, among others. To ensure a suitable work environment, we must avoid favoritism, gossip, profanity, nicknames, jokes at others' expense, and teasing. We do not tolerate any form of offensive oral or written communication.

## **D-4 Zero Tolerance for Workplace or Sexual Harassment**

We do not tolerate any type of abuse of authority, insult, aggression, or sexual harassment, whether explicit or implicit.

## **D-5 Privacy**

We respect the privacy of our employees and encourage respectful and professional interpersonal relationships that do not affect daily work or decision-making.

## **D-6 Personal Belongings**

All employees must respect the belongings of others. The company provides secure spaces for their safekeeping and appropriate security measures.

## **D-7 Company Resources**

Employees must take care of and responsibly use company resources, both tangible and intangible, for the efficient performance of our work, avoiding using them for personal use.

## **D-8 Environment**

We recognize the importance of promoting sustainability and minimizing the environmental impact of all our operations through the efficient use of resources and compliance with environmental regulations. All employees are responsible for the rational use of water and energy, avoiding spills and pollution. We must report any environmental incident or practice that may have a negative impact.



## Health and Safety

Our commitment to the integrity of our employees translates into a safe and healthy environment. All employees are a fundamental part of our company, so their physical and mental health, as well as their safety, are our priority.

### **E-1 Healthy Environment**

We are committed to fostering a healthy work environment, both physically and mentally, protecting the integrity of our employees. We must respect and follow occupational health and safety standards, report unsafe conditions or risk factors, and contribute to a work environment free from violence, excessive stress, and unhealthy habits.

### **E-2 Comprehensive Well-being**

We develop actions for the comprehensive well-being of our employees through recreational, health, sports, and volunteer activities that strengthen relationships and foster a healthy and inclusive work environment among colleagues.

### **E-3 Prohibited Substances**

The introduction or consumption of drugs is strictly prohibited within the company. Likewise, consumption of alcohol and smoking are not permitted within the company's facilities.

### **E-4 Commuting to and from the Company**

When employees travel to or from the company using company-provided transportation, they must respect established schedules and maintain cordial relations with colleagues and drivers, avoiding disruptive or inappropriate behavior. Seat belts must be worn (when applicable) and the driver's instructions must be followed. Consuming alcoholic beverages, smoking, and disturbing the order of the vehicle are strictly prohibited.

### **E-5 Integration Events**

During integration events organized by the company, whether on or off-site, employees are expected to attend with a positive attitude and respect the scheduled activities. We must all embody the company's values, avoiding behavior that could affect safety, personal image, or the organization. Food and beverages should be consumed in moderation, especially at events where alcoholic beverages are served. We must maintain an inclusive and respectful attitude toward all attendees, promoting a healthy environment.

### **E-6 Facility Safety**

Safety is a priority for the company, which is why it is committed to maintaining a safe work environment by implementing prevention, training, and emergency response measures. All employees are responsible for following safety regulations and reporting any potentially hazardous situations. The use of music is prohibited within operational areas, as it is considered a safety risk.

### **E-7 Personal Protective Equipment**

All employees must wear the personal protective equipment assigned to their job and activity. This equipment will be provided by the company and must be worn properly at all times in areas where its use is mandatory.

### **E-8 Safety Drills**

We periodically conduct safety drills that allow us to evaluate and improve our protocols. All employees must participate actively and responsibly during these drills.

## **E-9 Brigades**

We have Safety Brigades made up of trained staff to respond to emergency situations. Staff members who belong to any of the Brigades: "Firefighting," "First Aid," or "Evacuation, Search, and Rescue" must attend all training sessions and be prepared to respond in the event of an emergency.

## **E-10 Joint Committee**

We have a Joint Health and Safety Committee to identify and mitigate occupational hazards. Employees who belong to this Committee must participate in the tours and follow up on the action plans that emerge from them.



Service is an attitude and an action that allows us to anticipate and meet our customers' expectations. A service attitude implies a sincere collaboration with others.

## **F-1 Assertive Communication**

Assertive communication is key to building effective working relationships and strengthening transparency and collaboration. Employees must express their ideas and opinions clearly, respectfully, and directly, fostering active listening, empathy, and offering constructive feedback.

## **F-4 Teamwork**

We must work collaboratively as a team, with an attitude of service, shared responsibility, and a focus on results.

## **F-2 Workplace Order**

Employees must keep the workplace clean, organized, and stocked with the necessary materials to work in optimal conditions. If anything needs repair or replacement, it must be reported as soon as possible and a replacement must be secured.

## **F-5 Communication and Participation Mechanisms**

We foster a culture of open communication, based on respect and free from retaliation, through accessible communication channels, work committees, suggestion boxes, and reporting mechanisms. Employees must use these communication channels responsibly and proactively, avoid spreading rumors or unverified information, actively participate in meetings and surveys, contribute ideas and suggestions, propose improvements and innovative solutions, and express opinions respectfully and openly.

## **F-3 Service Attitude**

When serving internal or external customers, whether within the company, at corporate events, or on business trips, we must always act with respect, kindness, and courtesy, remembering that our attitude at all times represents that of the company.