

GRES ARAGON - FAVEKER is committed to Social Responsibility based on the following principles:

### Transparency and Legal Compliance

Being an exemplary and transparent organization in business. Engaging in inexcusable legal compliance, which implies an absolute obligation to complying with the laws and all regulations in addition to all internal ethical standards that may apply to the company's activities. In order to do so, a robust corporate governance structure has been created to ensure professionalism and integrity in decision making and all actions. A criminal compliance management system has also been developed.

### Customer Orientation and Management Excellence

Committing to excellence in management and ongoing improvement in order to offer our customers the best products based on a relationship of trust and credibility.

Our actions towards our customers are based on:

- Offering customers the products and services that meet their characteristics and needs.
- Clear marketing of our products in a way that customers can understand the content, benefits, risks and costs.
- Seeking excellence in the company's goods and services so customers and consumers may be satisfied as they expect.
- Guaranteeing the company's products and services and quickly and effectively processing any claims from consumers or users, always seeking their satisfaction beyond mere compliance with the regulations in effect.

### Respect for Our Employees

Promoting professional relationships at all times based on respect for others' dignity, collaboration, equity and communication to foster a good working atmosphere.

Undertaking actions to:

- Foster a work/life balance.
- Promote safety, health and hygiene at the workplace in accordance with occupational risk prevention laws and best practices in this area.
- Ensure a work atmosphere that is free of any type of harassment (workplace, sexual and/or based on gender).
- Encourage the job integration of people with disabilities or handicaps by eliminating all types of barriers within the company for their insertion.
- Promote effective equality between women and men, guaranteeing the same hiring and professional development opportunities at work.
- Recognize employees' rights of association, to form unions and engage in collective bargaining.
- Foster employees' professional development, training and promotion.
- Link employee compensation and promotion to merit and capacity.

Signed: Marco A. Lahoz – General Manager  
Alcañiz, 15 July 2022

### Respect for the Environment and Sustainability

As a socially responsible company, we're committed to seeking balance between environmental care, social wellbeing and economic growth.

We encourage respect for the environment by implementing actions related to responsible consumption and controlling the use of our natural resources, minimizing our environmental impact and encouraging clean technologies, among others.

Of these measures, ongoing improvement actions are taken aimed at:

- Fostering the sustainable use of resources, increasing energy efficiency, preventing pollution, mitigating climate change and maximizing ceramic waste re-use by including it in our production process.
- Protecting our biodiversity by ensuring environmental quality, particularly as concerns the emission of greenhouse gases.

Actively including environmental, social and good governance criteria in the company's processes, products and services taking into account the impacts on society. We contribute in this way to the sustainability of our organization and the development of the societies with which we interact. We engage in dialog with liaisons and acquire commitments to our stakeholders.

### Supplier Relations

For everyone at the company and specifically those who choose or make decisions on the procurement of supplies and services or negotiate rates and other conditions, an ethical and responsible relationship with our suppliers is required, avoiding any interference that may affect anyone's impartiality in this area.

To this end, actions are taken to select suppliers:

- Whose business practices respect human dignity, do not violate the law and do not harm the company's reputation.
- Based on the suitability of their products or services as well as their prices, delivery and quality conditions, never accepting or offering gifts or commission whether in cash or in-kind which may alter the rules of free competition in the production and distribution of goods and services.
- Based on environmental impact criteria as concerns the manufacturing and transportation of products, always prioritizing local and geographically close suppliers.

### Commitments to Society

- Reinvestment
- Quality job creation
- Excellence and integrity
- Innovation



GRES ARAGÓN\_FAVEKER undertakes the same policies and commitments established by GRUPO SAMCA to which it belongs as concerns [Legal Compliance](#) and the [Code of Ethics](#).