

# ETHICAL CODE OF PATATAS MELÉNDEZ

1 OCTOBER 2021

*meléndez*   
PATATAS



## **WHAT IT MEANS TO HAVE A CODE OF ETHICS**

It represents the submission of the activity of Patatas Meléndez to the set of ethical values that sustain society, as well as to the body of regulations that govern it.

This Code of Ethics must be present in all relations developed by the company and specifically in relation to its staff, suppliers, customers, consumers and society in general.

Patatas Meléndez wants to have this Code of Ethics so that it expressly states the set of values and principles that it already has in practice and that are present in its way of acting.



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## WHO IS AFFECTED BY THIS **CODE OF ETHICS**

To the team of people who provide their services in Patatas Meléndez, whatever their hiring modality (directly or through a temporary employment agency) and in any type of employment contract. It will also affect suppliers and clients of Patatas Meléndez.



## MISSION, VISION AND VALUES



### **Mission**

To provide the consumer with the best experience of identical and unequalled taste and texture 365 days a year.



### **Vision**

To become the reference company in Europe in the supply of potatoes grown at source with the best quality, using the best agricultural practices and respecting the environment.



### **Values**

**Development of a sustainable cultivation** of the land, preserving the best practices that care for the field and obtain the best quality of potato at source, while respecting and protecting nature.

**Commitment to the people** who work at Patatas Meléndez, guaranteeing the best possible environment in conditions of equality and conciliation, as well as occupational health and safety.

**We are committed to innovation** in order to bring new products to the market that meet the current and future needs of our customers.

**Excellence in operations** by controlling the manufactured product to ensure its quality throughout the value chain.

**Promoting employment** in rural areas and local farming to reduce the carbon footprint.

**Supporting disadvantaged groups** and individuals by contributing our productions to society, as well as supporting solidarity initiatives.





## PRINCIPLE S



### Legislation

Compliance with legislation, applicable regulations and other requirements subscribed to in the areas of occupational safety, environment, quality, food safety, United Nations Sustainable Development Goals, core labour conventions of the International Labour Organisation (ILO) and those required under the GRASP benchmark.



### Ethics and values

Commitment on the part of the company to ethical, honest, upright and transparent behaviour by not allowing any form of physical, sexual, psychological or verbal harassment or abuse by supporting and respecting the fundamental anti-corruption principles included in the United Nations Convention against Corruption.



### Food Security.

Commitment to the production of safe products with the agreed quality, responsibility and orientation towards customers for all products sold with full satisfaction of their requirements, based on our food safety culture as the main axis of our actions.



### Environment.

Environmental protection including pollution prevention and other specific commitments such as sustainable use of resources by focusing on the sustainable consumption of water and energy and minimising waste generation, and the use of sustainable packaging material.



### **Training, innovation.**

Encouragement of the professional and human development of the staff, achieving full integration and participation in the company and continuous improvement in all processes, listening to market needs and using new technologies to improve performance, product quality, control and efficiency of processes to achieve operational excellence.



### **Staff rights.**

Recognition of people's right to organise, associate and bargain collectively by having trade union representatives to exercise the right to consultation and participation (ILO 87).

Promotion of job creation and stability of employment, with the salary received by workers being commensurate with the function performed, in accordance with the principle of equal remuneration (ILO 100). No one shall be hired under the legal age (ILO 138 and 182) and always without discrimination (ILO 111) on the grounds of race, physical or mental difference, religion, age, nationality, gender or sexual diversity.



### **Farmers.**

Support for farmers to guarantee the best raw material at source, ensuring compliance with good agricultural practices in order to guarantee the traceability of our entire production process.



### **External suppliers.**

Selecting suppliers of products and services in an impartial manner, avoiding any conflict of interest or favouritism, requiring them to comply with their legal obligations, and contractual.



### **Social responsibility.**

Commitment to building a society with greater well-being, collaborating with causes that help the most disadvantaged: people with food needs, with physical or mental differences, or at risk of exclusion.





## INTEGRITY WITH HUMAN CAPITAL

At Patatas Meléndez, attention to the integrity of our staff is a fundamental pillar of Human Resources management. It is necessary and will be present to have a good physical environment, good personal relations, good organisation, emotional health and to promote the family and social wellbeing of the staff.



### Core values

**Compliance with the legal regulations** that frame the labour activity in our sector and within our country, ensuring the correct application of the regulations, as well as guaranteeing good practices in hiring, rest, organisation and remuneration.

Our Company **guarantees the right to organise** and employees may form or join trade unions.

We apply **collective bargaining with the Committee and trade unions**, in accordance with the rules and ensuring the creation of a collaborative climate of consensus and negotiation that brings improvements to the quality of our company's employment.

Patatas Meléndez **protects the data of its employees** by ensuring the confidentiality and safeguarding of their personal and health data, guaranteeing restricted access to this information and only to personnel trained to make correct use of the same.

**Remuneration and compensation policies** are applied and developed under the regulatory framework of the country's activity, complying with fair, balanced and equitable systems.

**Correct organisation of work** that allows for planning and quality rest. Within the organisation's possibilities, policies are planned in terms of personal and family reconciliation that improve people's quality of life.

In **labour relations**, all decisions will be informed by the qualifications, performance, skills, attitude and experience of staff.





## HEALTH, SAFETY AND HYGIENE AT WORK

At Patatas Meléndez, health, safety and hygiene at work are of extraordinary importance. For this reason, the company implements all the necessary measures within its reach to prevent any type of injury or accident, in accordance with current legislation and aspiring to standards, measures and criteria of excellence.

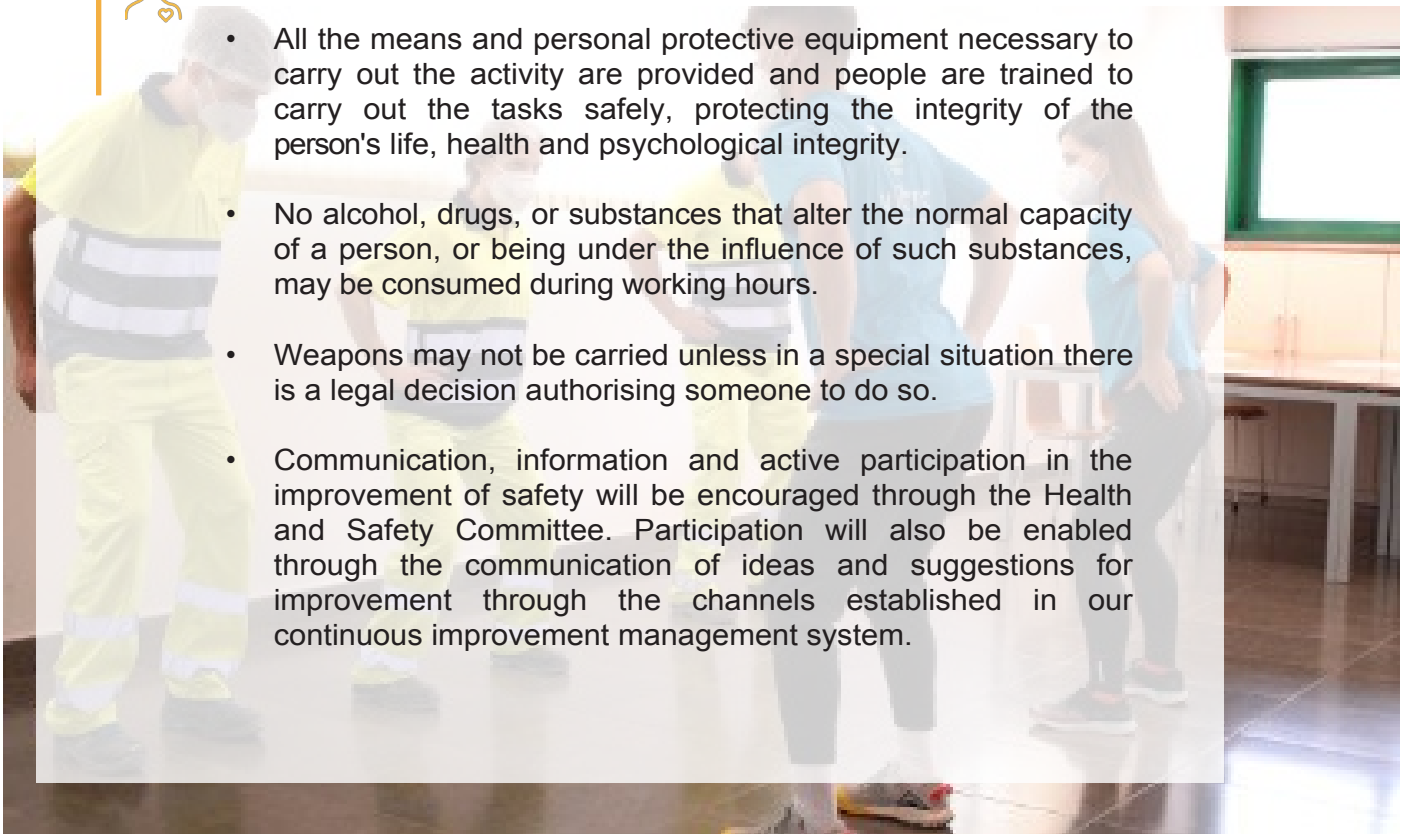
This translates into an occupational health and safety policy and rules which are posted in our workplaces and which must be the responsibility of everyone. It is the responsibility of everyone to ensure that they are complied with, and to report any risk situation, incident or breach of regulations of which they become aware.

Health is the most precious asset and therefore all measures adopted to safeguard it must be complied with. Since the health of other people often depends on individual behaviour, anyone can require others to observe the established measures if they detect any non-compliance.



### Established measures.

- All the means and personal protective equipment necessary to carry out the activity are provided and people are trained to carry out the tasks safely, protecting the integrity of the person's life, health and psychological integrity.
- No alcohol, drugs, or substances that alter the normal capacity of a person, or being under the influence of such substances, may be consumed during working hours.
- Weapons may not be carried unless in a special situation there is a legal decision authorising someone to do so.
- Communication, information and active participation in the improvement of safety will be encouraged through the Health and Safety Committee. Participation will also be enabled through the communication of ideas and suggestions for improvement through the channels established in our continuous improvement management system.







## DIGNITY AT WORK

The creation of a dignified working environment, which consolidates its values and seeks the success of its human capital, is an objective at Patatas Meléndez, which is achieved by ensuring compliance with basic principles in team management:

- **Forced or compulsory labour** practices are **prohibited**. All recruits will arrive on a voluntary basis and with a desire to be part of the organisation.
- The creation of an **equal opportunities** and culturally diverse working environment will be ensured, with a commitment to participation without discrimination of any kind.
- Any form of **abuse or harassment** at work is absolutely **rejected**, and there is an action protocol that ensures the protection of the person and guarantees their emotional well-being.
- **Training actions** of a global nature that can improve the competence and development of people without discriminating on the basis of sex or position, within a framework of equal treatment and opportunities, will be promoted.
- Professional growth and **internal promotion** will allow the enrichment of the Company's human capital. Investment will be made in permanent training, correct detection of potential and continuous improvement of processes, so that a professional career in Patatas Meléndez can be promoted.
- There are permanent **communication channels** that allow us to participate in continuous improvement, thus generating activity synergies.



## ENVIRONMENTAL PROTECTION AND SUSTAINABILITY

Sustainable development is at the heart of our business activities. We have signed up to the United Nations Global Compact.

The Sustainable Development Goals are permanently present in the performance of our activity by ensuring:

**Compliance with legislation,** regulations and voluntary commitments made to other entities.

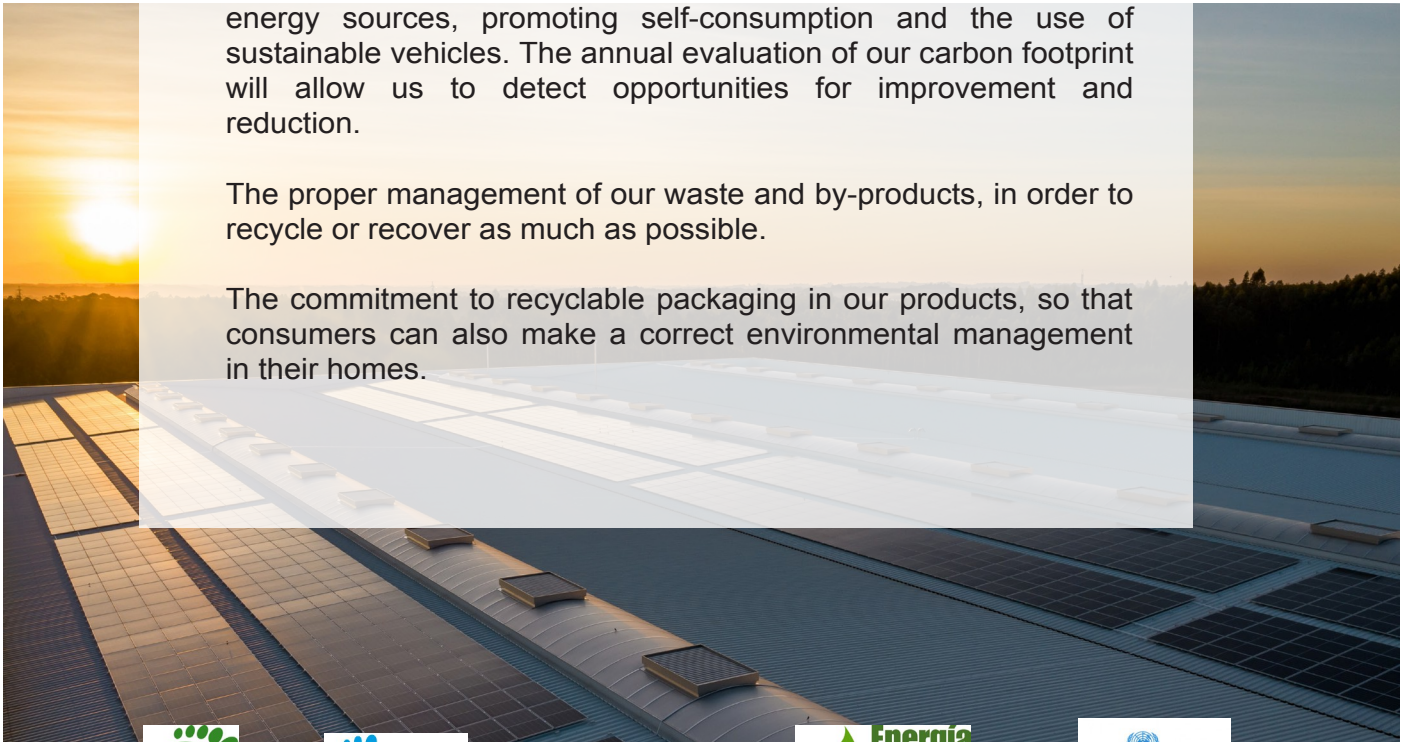
**Training and awareness of our staff** on the importance of environmental issues in the operation of the company.

**Water as a scarce resource** to be preserved for future generations, being reused in our production process by means of a closed purification cycle. The annual evaluation of our water footprint, thus detecting opportunities for improvement to reduce it.

**Energy and emissions** as a key factor, working with 100% green energy sources, promoting self-consumption and the use of sustainable vehicles. The annual evaluation of our carbon footprint will allow us to detect opportunities for improvement and reduction.

The proper management of our waste and by-products, in order to recycle or recover as much as possible.

The commitment to recyclable packaging in our products, so that consumers can also make a correct environmental management in their homes.





## INTEGRITY IN EXTERNAL RELATIONS



### Conflict of interest

We understand a conflict of interest to be when personal or third party interests clash with the interests of Patatas Meléndez. Identifying the existence of this conflict is a first step to resolve the situation in a professional and transparent manner. As soon as we become aware of a situation of this type, we will inform the person immediately responsible and the Ethics Committee for its assessment and subsequent resolution.

We must not allow ourselves to be influenced by our personal relationships when carrying out our work and always choose to safeguard the interests of Patatas Meléndez in a professional manner. All staff are responsible for declaring any financial or non-financial interest that may conflict with their role within the company.

Any transactions with companies in which a personal link exists will be reported to the person immediately responsible.







### **Customer relations**

For Patatas Meléndez, its relationship with customers must be at all times one of service and permanent attention with maximum professionalism, confidentiality and objectivity, without neglecting their requirements at any time and proactively anticipating their needs.

The contractually agreed service will be guaranteed at all times and information will be provided on the different options in terms of assortment, quality and formats in order to adapt to customer requirements, thus promoting their growth and development as strategic allies.

Business relations with customers shall be free from favouritism, bribery or corruption and shall be marked by a high degree of trust based on objectivity and transparency.



### **Relations with suppliers**

When selecting suppliers and creditors, objectivity and neutrality will be the principles that will govern our criteria, avoiding favouritism and the aforementioned conflicts of interest.

All suppliers will be required to fully comply with their contractual obligations, as well as confidentiality and compliance with standards and other requirements set by Patatas Meléndez.

Suppliers must request authorisation from Patatas Meléndez, before subcontracting to third parties, to carry out any activity that affects or may affect the commercial relationship.



### **Relationship with farmers**

Our relationship with producers has to be the most professional of all the company's social interactions. Farmers are the first link in the value chain, they are a key element in building our image and the basis of the work carried out by Patatas Meléndez.

The business model of Patatas Meléndez is based on the development of stable and long-term alliances with each of its suppliers, and therefore with our farmers. For this, it is essential to establish relationships based on trust and assumable commitments that generate mutual benefit.

The criteria that will govern our relationship with farmers are announced below:

- Quality criteria.
- Cost-effectiveness criteria.
- Service and/or strategic criteria for the company.
- Food safety criteria.

They shall be completely detached from criteria of a personal nature or expediency.



### **Relations with Public Administrations.**

The relationship with the administrations will always be carried out in a transparent manner, cooperating in everything that is put to us and always maintaining the utmost integrity and cordiality.

All authorities, representatives of the corresponding public body, duly identified and notified of their visit by the corresponding official body, will be treated in a professional manner at all times in accordance with their entity and position, and all documentation and records requested by them and included in the Law will be made available to them promptly.



### **Relations with the media.**

In order to guarantee coherence and rigour in communications, only the General Management or the Marketing and Communication Department, under the supervision of the former, will provide information to the media. No employee of Patatas Meléndez will provide company information to the media, unless expressly authorised by the General Management.



### **Gifts, hospitality, events and anti-corruption.**

As a general rule, in business relations, no gifts, payments, commissions or any other unjustified benefit or advantage shall be offered, required or accepted, directly or through third parties. of a third party vis-à-vis others.

Gifts of a token nature, courtesies, or appropriate and reasonable hospitality, commonly accepted in the business world, such as business lunches, publicity material, assortment samples, etc., may be offered or accepted.

All such courtesies, gifts or hospitality may be received provided they are unsolicited, remain extraordinary, are proportionate and appropriate to the purpose for which they are intended and are of reasonable value.

If there is any doubt about the value or ultimate purpose of any such gift, it should be brought to the attention of the person immediately responsible for its evaluation.



## **PROTECTION OF INFORMATION. CONFIDENTIALITY.**

The staff of Patatas Meléndez is obliged not to disclose or use the information to which they have access within the company.

Staff may not use for their own benefit any data or information they become aware of in the course of their professional activity. Nor shall they communicate information to third parties, except in compliance with applicable regulations, company rules or when expressly authorised to do so.

The staff of Patatas Meléndez undertakes to maintain confidentiality and to use any data, information or document obtained during the exercise of their responsibilities in the company in accordance with the internal regulations on the matter.

The information may not be reproduced and may not be used for anything other than the purpose of the work to be carried out within Patatas Meléndez.

The obligation of confidentiality will remain once the activity in Patatas Meléndez has ended, and will include the obligation to return any material related to the company that the worker has in his/her possession, at the moment of the termination of his/her relationship with the Company.

Patatas Meléndez personnel must respect the personal and family privacy of all those persons, whether employees or others, to whose data they have access. Authorisations to use data must respond to specific and justified requests.





When personal data is collected from customers, employees, contractors or any person or entity with whom there is a contractual or other relationship, all Patatas Meléndez staff will obtain the consents when required, and undertakes to use them for the purpose authorised by the grantor of said consent.

The staff of Patatas Meléndez must know and respect all the internal procedures implemented with respect to the storage, custody and access to the data that are intended to guarantee the different levels of security required. The collaborating team of the organisation will communicate to the corresponding department or area any incident they detect related to the confidentiality of the information or to the protection of personal data.



## INTELLECTUAL AND INDUSTRIAL PROPERTY

### **Intellectual and industrial property.**

The intellectual and industrial property resulting from the work of the employees during their stay in the company and which is related to the present and future business of Meléndez will be the property of the company.

### **Accounting and financial information.**

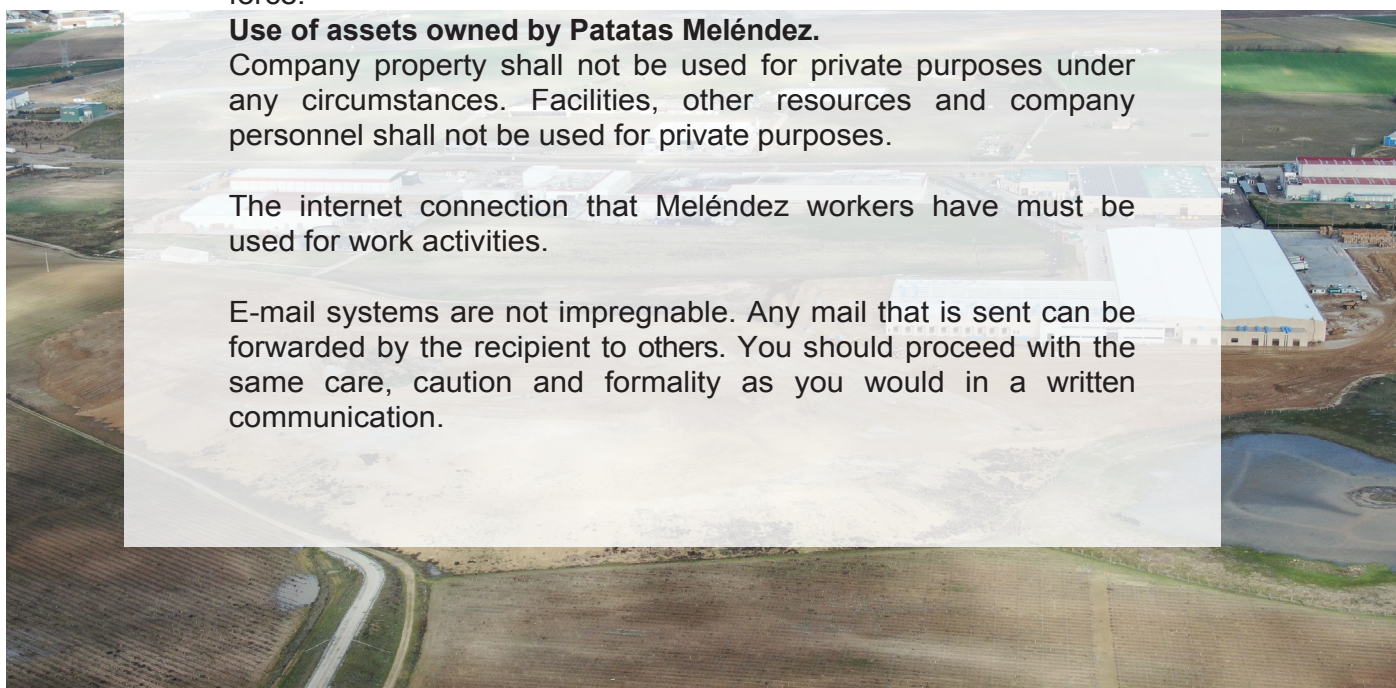
All the information that shows the economic and financial activity of Patatas Meléndez will be clearly and accurately reflected in accounting records, which reflect the true image of the transactions carried out, and will be available to external auditors and economic authorities, in accordance with the regulations in force.

### **Use of assets owned by Patatas Meléndez.**

Company property shall not be used for private purposes under any circumstances. Facilities, other resources and company personnel shall not be used for private purposes.

The internet connection that Meléndez workers have must be used for work activities.

E-mail systems are not impregnable. Any mail that is sent can be forwarded by the recipient to others. You should proceed with the same care, caution and formality as you would in a written communication.





## ETHICS COMMITTEE

### Definition

This is a channel that facilitates the analysis and channelling of complaints, opinions, suggestions, requests and expectations of people who are directly or indirectly related to Patatas Meléndez, in order to ensure respect in the relations according to the principles and rules by which it is governed and the applicable regulations.

### Principles

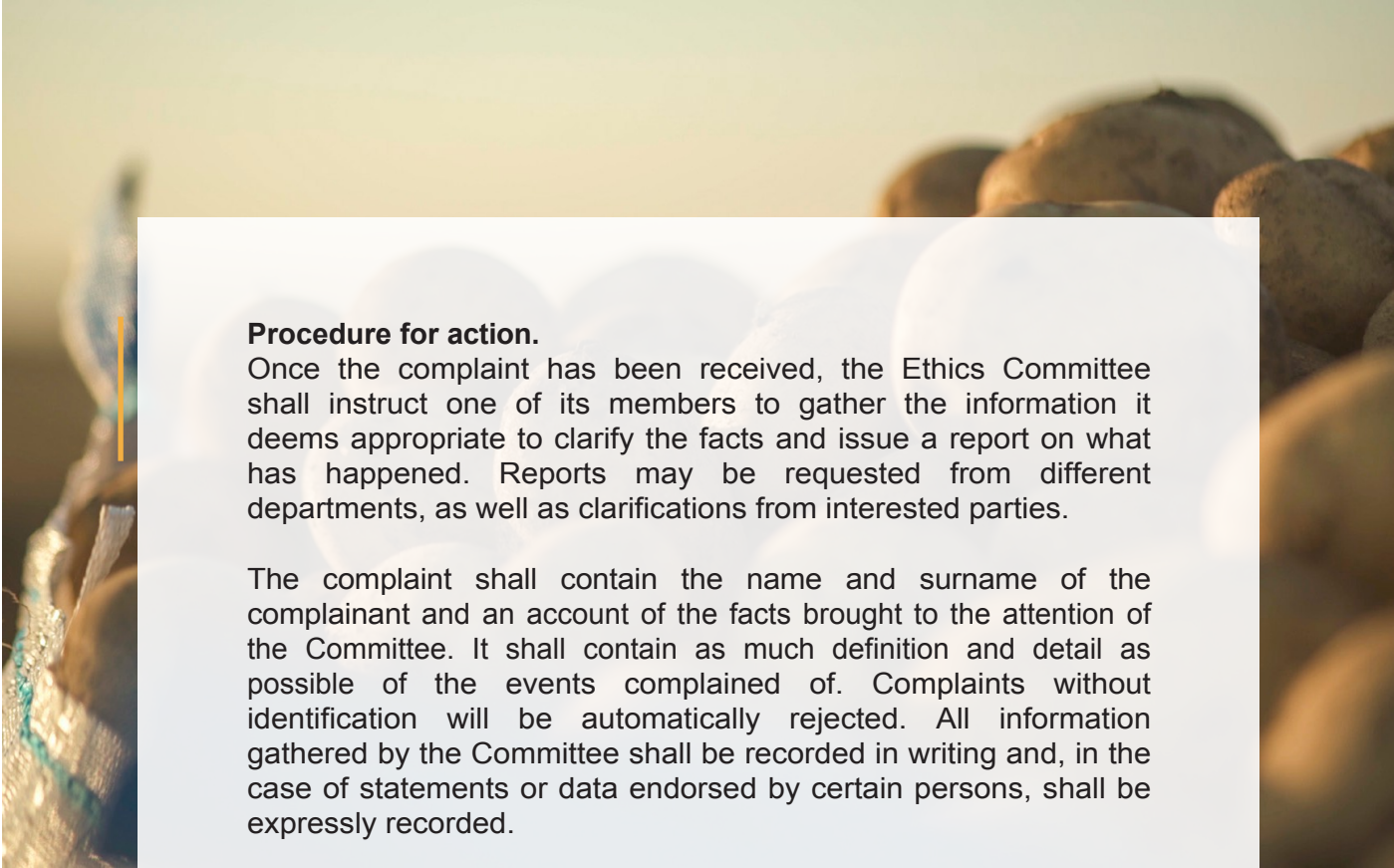
The principles governing the work of the Ethics Committee shall be as follows:

- Ensuring that complaints are received
- Assess the content of the complaint, ensure that it is investigated and issue a report in the shortest possible time.
- Act in a manner that preserves the confidentiality of the person and the subject matter.
- Ensure that no reprisals of any kind will be taken against people using this channel.

### Composition

The Ethics Committee shall be composed of the person responsible for Human Resources, the person holding the position of Assistant to the Director and the person holding Financial Responsibility.





**Procedure for action.**

Once the complaint has been received, the Ethics Committee shall instruct one of its members to gather the information it deems appropriate to clarify the facts and issue a report on what has happened. Reports may be requested from different departments, as well as clarifications from interested parties.

The complaint shall contain the name and surname of the complainant and an account of the facts brought to the attention of the Committee. It shall contain as much definition and detail as possible of the events complained of. Complaints without identification will be automatically rejected. All information gathered by the Committee shall be recorded in writing and, in the case of statements or data endorsed by certain persons, shall be expressly recorded.

The proposed solution to the issues raised shall be submitted to the Ethics Committee.

All those actions that are subject to the regulations in force, whether they are labour-related or may fall under another jurisdiction, will be transferred to the competent body. Those actions that require a legal analysis will be submitted to this evaluation for their appropriate definition.

The decision taken by the Ethics Committee shall in all cases comply with the principles of proportionality and fairness.

**Submission of complaints.**

Communication with the Ethics Committee may be made through:

- **canaldedenuncias@patatasmelendez.com** that will be assigned exclusively to this committee.
- Mailboxes installed on the premises of Patatas Meléndez.
- Any person or entity may submit a complaint by these means, subject to the requirements set out in the previous point.

It is guaranteed that both the digital channel and the mailboxes will only be used by the Ethics Committee.

**Any communication from the ethics committee will be issued by the same [comitedeetica@patatasmelendez.com](mailto:comitedeetica@patatasmelendez.com).**



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