

CORPORATE VALUES

- **Proximity with the client:** We know our clients are the spine of our company. We focus our efforts on identifying, developing and providing products and services that generate value for them. We challenge ourselves to constantly rethink our value responses.
- **Teamwork:** We promote teamwork as the most efficient way of working, which requires a combined effort to achieve a common goal. This way of working promotes the exchange of ideas, increases creativity, motivation and commitment while optimizing task and time management. Not only does it lead to better results, but also enriches team members.
- **Reliability:** Our employees are our most important asset and they help us advance towards our goals. We trust in their abilities to assume responsibilities, as well as to move towards common goals. We understand the important role that trust and delegation play in increasing motivation, improving operational performance and promoting more flexible top-down relationships.
- **Performance measurement/incentives:** We develop honest, fair and transparent measurement systems that reward effort and efficiency. Individual and group achievements are recognized and rewarded in multiple ways.
- **Committed to our staff development:** We strive to contribute to the individual and collective development of our employees. We encourage long-term labor relations, training our employees and promoting working conditions that favor their development, such as teamwork, delegation and trust, and constant work challenges, defined in our work culture and values as in our corporate DNA.
- **Healthy work environment:** We care for our workers' safety, health and wellbeing. We ensure a comfortable, healthy and respectful work environment and we do not tolerate any type of discrimination, violence or harassment in the workplace.
- **Social support with a focus on education:** We prioritize institutions focused on education in low-income areas, while continuing to assist other causes. We understand education as the best resource for individuals' development and training in the different stages of life, capable of positively impact the future of individuals and therefore of society.
- **Commitment to the environment:** We comply with all current laws and regulations and we ensure a correct and measured use of natural resources.
- **Continuous improvement:** We are constantly introducing improvements in our products, services and processes to achieve the objectives set in an increasingly efficient way.

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Individual values

- **Integrity:** We expect all members of the company to work with integrity, maintaining the highest ethical and moral values despite labor and external pressures. We hope our employees strive to make fair and valid decisions and that their personal position is expressed sincerely, humbly and showing intellectual courage. We encourage them to work honestly, respectfully and responsibly.
- **Respect:** Respect for oneself and others. We recognize differences as a key factor to enrich and strengthen teamwork. We take into account and support each other's ideas, opinions and abilities.
- **Professionalism:** Aim at the highest professional profile, maintaining and strengthening skills through learning, continuous training and responsible attitudes.
- **Labor commitment:** Involvement with work, as well as with the objectives and values of the company. The greater the commitment, the greater the value generation for clients, contributors, shareholders and society.
- **Proactive attitude:** We assume full and active control of behavior, which implies taking initiative in the development of creative and daring actions to generate improvements, making freedom of choice prevail over the context circumstances.
- **Persistence:** We are highly committed to achieving the different goals knowing what they represent and working together until we reach them.