



**Basáñez
Consulting®**
Seguro se vive mejor

**Ethics Code
BMOH-01**



General Ethics Policy

At BASÁÑEZ CONSULTING, we believe that integrity, ethics, and values are essential for the adequate personal and professional growth of all the people, directly and indirectly, involved in our company and, therefore, it will make us stronger and we'll be able to have a more consolidated transcendence.

Every day, we face challenges that must be addressed using the highest ethical standards. Ethical behavior goes beyond safeguarding our reputation or avoiding legal problems. At Basáñez Consulting we are concerned about society, which is why we seek to contribute positively to the community through our actions. At Basáñez Consulting, we want our collaborators, partners, clients, and suppliers to feel supported by the quality and efficiency of our services.

The principles that drive our DNA push us to maintain our Commitment, always showing high levels of Experience, Disposition, and Responsibility. We are a group of professionals who will seek the way to do it, always achieving solutions for all our members, customers, and suppliers. Guided by the Righteousness, Honorability, and Discipline that frames this Code of Ethics.

Objective

The main purpose of the Code of Ethics is to provide a reference framework for the behavior of all members of Basáñez Consulting, Clients, and Suppliers, in the development of their activities. Always attached to a structure of legality, ethics, integrity, and professionalism.

Reach

This document applies to all employees, partners, suppliers, and customers of the Organization.

General Principles

All Collaborators, Partners, Clients, and Suppliers must proceed and conduct themselves by the following principles:

- I. Act with rectitude, honesty, and righteousness, seeking to satisfy the legitimate interests of Basáñez Consulting and the Community as a whole, discarding personal advantage or advantage.
- II. Profess and practice a clear rejection of corruption in all areas of performance of Basáñez Consulting and fully comply with current regulations.
- III. Provide quality in each of the tasks in charge and seek the most appropriate and timely result.



- IV. Act responsibly, loyally, and in solidarity with the members of the Organization.
- V. Act with discretion and diligence in handling the information that you know or that is available to you, of a commercial or personal nature. Ensuring the privacy of said data at all times.
- VI. Act with loyalty, complying with the rules of fidelity and honor, acting with truth and consequence with the principles that govern the activity of insurance and bonds, against those who may misuse the services of Basáñez Consulting.
- VII. Act with honesty, transparency, straight conduct, a high sense of responsibility, and professionalism, and these acts must respond to the trust of society and customers.
- VIII. Act with fairness, justice, and mutual respect in relationships with all members of the Organization and the multiple organizations with which we interact.
- IX. Preserve prestige as a value that belongs to everyone.
- X. Give adequate and rational use of the assets owned by Basáñez Consulting that have been assigned to them for the exercise of their functions.
- XI. Treat your colleagues with dignity, and respect. Create a work environment free from discrimination, sexual harassment, harassment, or ridicule. Regardless of sex, gender identity, pregnancy, age, marital status, disability, sexuality, racial/ethnic origin, color, religion, creed, or national origin.
- XII. Provide a respectful, cordial, and honest treatment towards customers, always seeking to satisfy their needs through personalized, fair, and efficient service.
- XIII. Conduct yourself through loyalty, trust, tolerance and, in general, behavior compatible with the values and the Code of Ethics, coupled with the search for results.
- XIV. They undertake not to exert pressure, threats or harassment that could affect the dignity of the person.

Principles of Transparency, Neutrality, Integrity, and Anti-corruption



- I. Every Partner and collaborator of Basáñez Consulting must carry out the acts of their work in a transparent manner, with integrity, through legal mechanisms, applicable regulations, and/or supervisors.
- II. Every member of the Organization must always refrain from falling into acts of corruption or lack of ethics, as well as from making use of your powers to profit and obtain any benefit through influence peddling.
- III. All collaborators and Partners of Basáñez Consulting must act with absolute political, economic, religious, or any other impartiality in the performance of their duties, demonstrating independence of their links with people, political parties, or outside institutions.
- IV. Basáñez Consulting has processes that comply with all applicable legislation, promoting a culture of integrity, control, and legality.
- V. Basáñez Consulting has internal controls to Prevent and Detect Operations with Resources of Illicit Origin and Financing of Terrorism, which is applied by Article 492 of the General Law of Insurance and Bonds, as an agent.

Principles of Corporate Social Responsibility

- I. Basáñez Consulting as a socially responsible company assumes its community and society as part of its purposes, basing its vision and social commitment on principles and actions that benefit its business and positively impact the communities in which it operates.
- II. All the Collaborators and Partners of Basáñez Consulting conduct themselves under the principles of Corporate Social Responsibility, which are: Respect for the dignity of the person, Solidarity, Contribution to the common good, Co-responsibility, Trust, Business Ethics, Contribution to the common good, Honesty and Legality, Justice and Equity.
- III. Basáñez Consulting seeks sustainability by contributing to the development and social well-being of the communities in which it operates.
- IV. Basáñez Consulting generates corporate social commitment and considers the needs of the social environment of the business in decision-making and in the definition of company strategies.
- V. All collaborators and Partners must participate in schemes of solidarity, service, and respect for human dignity, acting based on this Code of Ethics.
- VI. All Partners and Collaborators must respect, preserve, and regenerate the ecological setting and environment, in each one of the operations' processes, marketing and activities carried out.
- VII. Basáñez Consulting promotes the human and professional development of the company's labor community and their families.



- VIII. Collaborators and Partners will invest time, talent, and business resources that are available in favor of the groups and communities in which it operates and the social causes that it has decided to support.
- IX. Basáñez Consulting, through its Partners and Collaborators, will participate in intersectoral alliances that, together with civil society organizations and the government, allow it to contribute co-responsibly to the common good and meet the most important social needs.
- X. Basáñez Consulting promotes in its Collaborators and Partners the attitude and knowledge of a company aimed at maintaining the balance between the development of society, a sustainable environment, and its commercial and economic viability.

Non-compliance and Sanctions

- I. We are responsible for adhering to the standards of business ethics and integrity set forth in this Code. Always taking care of the reputation of each member of Basáñez Consulting, Clients, and Suppliers.
- II. Any collaborator, partner, client, or supplier who witnesses or is aware of deviations from the Code of Ethics has the obligation to report it and collaborate in any investigation that is carried out.
- III. For the purpose of exemplifying what is considered a violation of the Code of Conduct, the following concepts are included:
 - a. Failure to comply with legal provisions that generate sanctions by the authorities, property damage, or future contingencies for the company.
 - b. Negligently disregarding the policies, standards, and guiding practices of Basáñez Consulting.
 - c. Committing any kind of harassment.
 - d. Behaving immorally, inside or outside the facilities, during work hours, or at events organized by the company.
 - e. Discriminate, intimidate, or harass another person, be it a collaborator, client, and/or supplier, because of race, color, sex, age, origin, beliefs, sexual preference, or physical capacity.
 - f. Failure to comply with safety regulations that endanger the well-being, the life of another or the assets of the company.
 - g. Omitting or failing to promptly report code violations.
 - h. Perform operations for personal, family, or third-party benefit, to the detriment of Basáñez Consulting.



- i. Influence, coerce, manipulate, or deceive any auditor, internal or external, who performs an investigation or review within Basáñez Consulting.
- j. Distort accounting records, divert funds or report fictitious financial information.
- k. Falsifying or altering any kind of document.
- l. Execute any act of corruption.
Accept gifts or invitations outside the established policies.

- I. Disciplinary measures will be set in accordance with the seriousness of the conduct, and intentionality.
- II. Violations of this document will be sanctioned, according to the action and seriousness of the same, according to the framework indicated in the Internal Work Regulations.
- III. Basáñez Consulting has a line for receiving complaints and/or ethics suggestions (anonymous and/or confidential), atencion@segurosevivemejor.com, a virtual league with a form and a physical mailbox in the office.
- IV. The Ethics Committee is made up of General Management, Human Capital, and two employee representatives. Which will rotate annually.
- V. The Ethics Committee will follow up on each complaint, carrying out the corresponding investigation.

Glossary

Harassment: Act of constantly persecuting an individual. The verb harass refers to an action or conduct that involves generating discomfort or discomfort in the other.

Conduct: Act of a subject against certain external or internal stimuli. It is the reflection of everything we do, say, and think, it indicates an action.

Corruption: Corruption is a choice or action made or taken that intentionally violates the reasonable expectations of those involved in a business for the profit or benefit of someone responsible to some extent for meeting those expectations.

Dignity: Indicates the respect and esteem that all human beings deserve and affirms who has an irreproachable level of human quality.



Discrimination: Unfavorable treatment or undeserved contempt for a certain person or group. It is an act that limits or harms the access to the rights of the affected people.

Ethics: Discipline of philosophy that studies human behavior and its relationship with the notions of good and evil. Set of moral norms that govern the conduct of the person in any area of life.

Honesty: Is the virtue that characterizes people by respect for good customs, moral principles, and the property of others. It is to harmonize the words with the facts, it is to have identity and coherence to be proud of oneself.

Honor: Integrity in work. When a person is honorable, it is said that he is guided by moral values, respecting rights and regulations in every way.

Integrity: Act in coherence with moral values. Act correctly, without affecting the interests of others.

Legality: All acts emanating from the Public Powers must be governed by the legal system of the State and not by the will of individuals. The law must prevail over individual interest, the arbitrariness of the Executive Branch and Judicial Branch, abuse of power, and legal insecurity.

Moral: Set of principles, judgments, or guidelines that seek to regulate human behavior in each society. Provides guidance on which actions are correct (good) and which are incorrect (bad).

Respect: Value, positive quality; it is equivalent to having veneration, appreciation, and recognition for a person or thing. Recognize the right of others, recognition, consideration, attention, or deference, which are due to other people. Acceptance and understanding the ways of thinking and acting different from hers, she also treats with great care everything that surrounds her.

Responsibility: Comply with obligations and be careful when making decisions or doing something. Take care of oneself and others, in response to the trust that people place in each other. Expression of the sense of community and commitment.



Society: Group of individuals marked by a common culture, certain folklore, and shared criteria that determine their customs and lifestyle and that relate to each other.

Solidarity: Help another person selflessly, that is, without expecting anything in return and without any interest involved. Sharing both the material and the sentimental with others is to offer help to others and mutual collaboration between people.

1. Document Control

Edition	Brief description of the Modification	Authorization date	Effective Date
1			
2			

2. Authorization

Elaborated by	Human Capital	Date and Signature
Revised by:	Manuel Basáñez, Finances Director	Date and Signature
Authorized by:	Bernardo Basáñez, General Director	Date and Signature