

FUDin®

by  **Ctic Cita.**

Innovative
Solutions

CENTRO TECNOLÓGICO AGROALIMENTARIO

ETHICS



CODE OF ETHICS AND PROFESSIONAL CONDUCT

Association for Research, Development and Innovation in the Agri-Food Sector (AIDISA).

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1. PREAMBLE

"Ethics is a code of values that guides our decisions and actions and determines the purpose and direction of our lives."

Ain Rand- Philosopher

Ctic Cita is a Technology Centre dedicated to providing high added-value services to agri-food companies in the field of R&D&i. Over the years we have managed to become a strategic ally of companies and institutions thanks to the effort and commitment of the whole team of professionals that make up the Centre.

In order to maintain the trust of our partners, our clients and the society as a whole, it is necessary to establish a set of **rules to guide our behaviour in a transparent and honest way**, both internally and externally.

With this Code of Ethics and Professional Conduct, which applies to all employees of the Centre, we are committed to upholding and reinforcing the values and principles that have brought us this far and will take us even further.

2. IDENTITY CARD

2.1 | OUR MISSION: To contribute to improving the competitiveness and profitability of agri-food companies, offering them innovation services and advanced technological solutions.

2.2 | OUR VISION: To become a strategic partner for any agent involved in the agri-food value chain. We work with a strong culture of commitment, integrity, and collaboration, building alliances and joint innovation units with companies and institutions under an open innovation methodology.

We believe in business as an economic engine and in the role of technology centres as the driving force behind business innovation, facilitating the transformation of knowledge into new products and services for the customer.

*Innovation is not the thought of doing something,
it is the doing of it.*

2.3 | OUR VALUES: This Code of Ethics and Professional Conduct contributes to creating a corporate culture based on corporate values of client satisfaction orientation, closeness and commitment, professional honesty, transparency and integrity. These values are our essence and our raison d'être.

- **Client-oriented, closeness and commitment:** We actively listen and understand their needs, and, above all, we fulfil our commitments by providing high added-value solutions. We engage in dialogue and listen, learning and improving day by day.
- **Respect:** We behave with honesty, humanity, and respect in every way. Internally, within the organization, our colleagues, partners, managing bodies, etc.; and externally with our clients, suppliers, competitors, etc.
- **Excellence:** We are not satisfied with merely executing the work. The work must be executed professionally, working as a team, respecting agreed times and costs, anticipating problems, and solving them efficiently. To do this, we must attract talent and cutting-edge technology.
- **Objectivity:** We remain independent and neutral. We offer companies the solution that best suits their needs.
- **Legality:** We respect all applicable laws and regulations.

3. OUR CORE ETHICAL COMMITMENTS

3.1 | CONCERNING OUR STAFF

Ctic Cita staff are the Centre's most valuable resource. They are the voice and image of the Centre. They are unique, involved and committed people who make the difference. That is why it is essential to uphold the following commitments as the primarily responsible for the success of Ctic Cita.

- **Equal opportunities and respect for dignity and integrity:** We respect people, their opinions, their values, and their diversity. No form of discrimination on the grounds of sex, opinion, religion, health, race, or sexual orientation is permitted, and compliance is closely monitored.

We defend Equal Opportunities, applying it to all the organization's processes, including the careful use of language. As proof of this commitment, Ctic Cita approved its first Gender Equality Plan in 2021.

Employee interaction with each other, clients, suppliers, management, etc., is based on respect, collaboration, and non-discrimination. We reject any manifestation of violence, physical, sexual, psychological, or moral harassment, abuse of authority and any other conduct that creates an intimidating or offensive environment.

- **Occupational health and safety:** We defend and promote behaviour consistent with compliance with human and labour rights, and we are committed to the application of regulations and good practices in terms of employment conditions, health, and safety in the workplace.

All employees are responsible for knowing and strictly complying with occupational health and safety regulations, and for ensuring their own safety and that of those affected by their activities. The use of substances that could affect the proper performance of professional duties is prohibited.

We do not prevent or limit, under any circumstances, the exercise of the rights of association, unionization, strike action and collective bargaining.

Based on the conviction that the existence of communication channels allows for greater cooperation, we respect the rights of workers to participate in the Centre's decisions through direct communication channels with the worker, a suggestions box and the People Committee created for this purpose.

- **Recruitment, remuneration and professional careers:** Our selection criteria are based on the academic, personal, and professional merits of the candidates and our needs. We appraise and reward people on the basis of their training, professional performance and objectives achieved.

We promote the professional career of our employees by encouraging their training.

- **Reconciliation of family and professional life:** We consider the integral development of people to be important, which is why we facilitate the necessary balance between professional and personal life through measures to support work-life balance and related coaching or training activities.
- **Confidentiality:** We protect and take measures to safeguard all the confidential information we work with, respecting all internal instructions and protocols established for its safeguarding.

Employees undertake to make responsible use of computer systems and, in general, any other means that Ctic Cita makes available to them. Such means are provided for professional, not personal, use and do not therefore generate any expectation of privacy in the event of having to be supervised in the proportionate performance of their control duties.

All information and knowledge generated within the scope of Ctic Cita's activity is the property of the Centre and the employees sign an agreement on the transfer of intellectual property rights.

- **Loyalty and conflict of interests:** We believe that the relationship with our employees should be based on loyalty arising from common interests. Conflict of interest arises in circumstances where the personal interests of employees are contrary to or collide with the interests of Ctic Cita, interfere with the proper discharge of their professional duties and responsibilities, or involve them personally in a transaction or economic operation of the Centre. Employees shall put the Centre's objectives before their own personal interests so as not to create conflicts of interest.

Ctic Cita's employees may not give or accept gifts or presents in the performance of their duties, that are of such relevance that they may constitute a conflict of interest by affecting the freedom and independence with which they must perform their duties. The prohibition does not apply when the gifts or presents are of low economic value and are customary courtesies, are not prohibited by law or by generally accepted practices in entities of a similar nature to Ctic Cita.

Professionals must be especially careful about any public intervention, and must be authorized to speak to the media, to participate in professional conferences/seminars and in any other event with public dissemination whenever they appear as an employee of the Centre. In case of doubt, the employee must inform the Steering Committee, avoiding making an incorrect decision.

3.2 | CONCERNING OUR ENVIRONMENT

- **Clients:** Ctic Cita's main objective is to serve society through the provision of high-value technological services.

We are committed to honesty and transparency in our actions and decision-making. We want to establish long-term relationships based on mutual trust, and our relationships with our clients should therefore be oriented towards the following:

- Empathise with their interests and expectations. The client must understand the content and benefits of our collaboration, but also its risks and costs.

- Provide useful and accurate information.
 - Make client satisfaction a priority in our services.
 - Assume the contractual commitments within the agreed terms and deadlines.
 - Provide fair, non-discriminatory treatment.
 - Establish a secure system for the control, protection, and use of confidential data.
- **Authorities, Regulatory Bodies and Public Administrations:** This relationship is based on the principles of legality, cooperation, and transparency. Ctic Cita collaborates with the administration for the benefit of the sector and reports information on its management and results when requested to do so.
 - **Suppliers:** The quality of our business also depends on our ability to obtain excellent performance from our partners and suppliers. Our relationship with them is based on transparency and fairness. We seek to establish mutually beneficial partnerships and relationships, based on trust and knowledge sharing, in order to create joint value.

To ensure these principles, we follow the guidelines set out in our Supplier Procurement and Selection Policy.

- **Competition:** We respect our competitors, they make us better, and we seek to collaborate in areas of common interest.
- **Partners:** Our activity is primarily aimed at supporting our partners in the field of food innovation. We operate within the framework of a strategy endorsed by our governing bodies and are accountable in a transparent way.

- **Society at large:** At Ctic Cita we assume Corporate Social Responsibility as an ongoing commitment to ethics in our actions and in contributing to economic development, focused on improving our staff's, as well as society in general. To this end, we have developed and implemented a Corporate Social Responsibility Plan.

Likewise, we carry out activities in an environmentally friendly manner, minimizing the impact of our activities, and the generation of waste and pollution, while preserving natural resources, promoting energy saving and developing research projects that help to promote environmental protection.

We consider our corporate image and reputation to be one of our most important and valuable assets for preserving the trust of our customers, the administration and society in general. For this reason, we employees take the utmost care in our own image and in preserving the company's image and reputation in all our professional activities, especially in our meetings with clients and public interventions, in which we must have the approval of the communication and marketing area.

4. COMMUNICATION AND IMPLEMENTATION OF THE CODE OF ETHICS

This Code is communicated and disseminated internally to all Ctic Cita employees and published externally on the website for its knowledge and consult.

This Code is complemented and specified in different protocols and dedicated documents.

The principles of ethical behaviour established herein are integrated into the activity of each employee, and the Centre will develop the necessary measures to guarantee and verify their effective application.