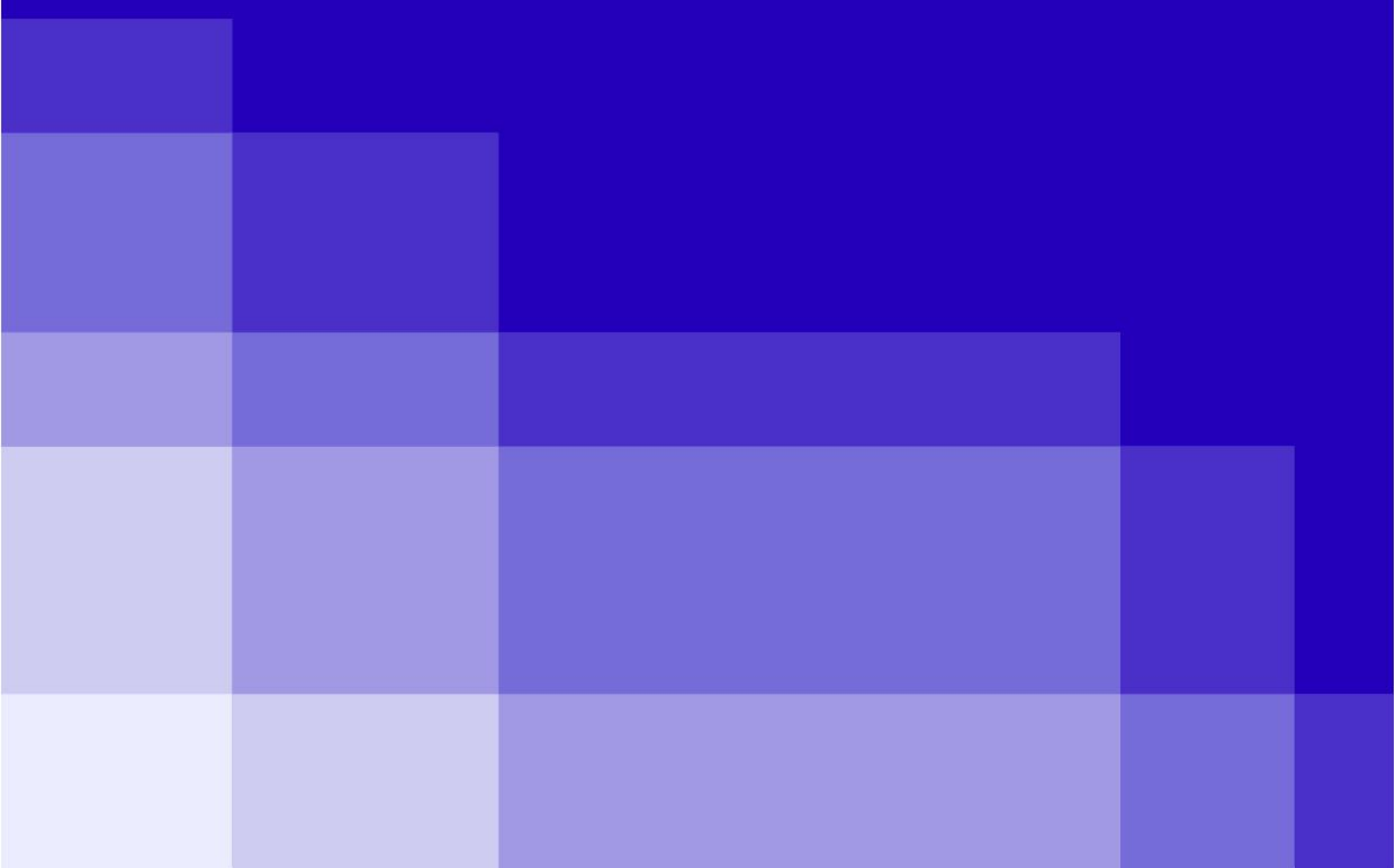# Vanture ESS

QUALITY AND ENVIRONMENT
PRINCIPLES

VANTURE ESS (hereinafter **VESS),** like all companies today, is in a completely digitized world oriented towards digital transformation. For this reason, when **VESS** offers its service, it wants to guarantee the satisfaction of its customers. Whether public administrations or private companies, the priority of all workers is to optimise the way in which we offer the product and the impact that the activity has on the environment.

Through specialized advice, **VESS** offers ICT services to companies and organizations; among which we find ICT consulting, software development, services to implement SAP, managed services, etc.

To make this commitment possible, and to guarantee the effort assumed by the entire organization aimed at offering a good service, our staff is committed to using all their knowledge in an ethical and professional way, always aimed at providing the best assistance, in accordance with the expectations of our customers. It is for this reason that at **VESS** all our employees must submit to the following quality code.

With this document, the Management wants to convey to all the members of **VESS** the commitment acquired in the form of a quality policy and extend it to all its workers, suppliers, collaborators, customers, partners, etc. In the same way, asking for the cooperation of all of them, in order to offer our services in a satisfactory and defect-free manner.

The code of ethics developed is based on 7 fundamental principles related to the production of our products and the professionalism with which they are treated throughout the procedure. These principles are identified with the relationship between **VESS** and its customers.

It is for this reason that the following obligations extend to any person affected by the company's activity and who intervenes in the preparation and presentation of the service for our clients. For this reason, the code affects the entire organization.

In the event that a team member finds himself in a situation where two principles are in contradiction, the worker must make an ethical judgment to act in accordance with the code of quality and professional practice. In no case is it intended that the principles of this code be interpreted individually, but the objective is that an assessment of all of them is made in order to offer a better response to the different situations in which the worker may find himself.

The code is aimed at identifying the decisions to be taken in questionable situations, but it also aims to train workers in the culture of quality assumed by the company. For this reason, the quality code represents the consensus of the profession in relation to ethical issues and helps to instruct clients and society in general of the obligations that current professionals and future collaborators must assume in order to offer the best service.

All **VESS** members are committed to turning any assignment related to their activity within the company into an opportunity to be able to guarantee our customers who trust our way of working, that **VESS**'s actions are aimed at carrying out a competitive, business and human activity at all times.

Any action that the **VESS team** carries out in its professional activity will be subject to the following principles:

Excellence

All members of the organization must always act looking for the best result for the customer. Obtaining the highest quality will always be the objective of **VESS,** adapting the way of working to the needs of our customers, and offering safe services that can prevent incidents. Specifically, workers must act following an attitude aimed at:

1.- Guarantee customer satisfaction.

2.- To develop a product suitable for the needs of the customer, user and respectful of the environment.

3.- Make the customer aware of any problem that may affect the final product they will receive. 4.- Cooperate among all members of the organization, whenever necessary.

5.- Always offer an activity motivated to seek personal and professional development, both individually and in the company of which they are part.

Customer Support

All decisions made will be aimed at pleasing the interest of the customer, provided that this is not contrary to the quality code, business ethics or the councillor's principles of society. In particular, the team must:

1.- Offer the best possible service, always being honest with their knowledge and experience.

2.- Use all the tools at their disposal, whether provided by the organization or by the client, with the corresponding authorization and when necessary for the activity they carry out.

3.- If necessary, ensure that the documents have been provided and approved by the appropriate or competent person in each case.

4.- Maintain at all times the confidentiality of the information obtained as a result of their professional activity and not disseminate it to anyone who does not have authorization or need to know it.

5.- Inform the client about any matter that is of interest to them, provided that they have the certainty of the information, based on their own knowledge and experience.

6.- Not to accept any assignment that may affect the client to whom a service is offered.

7.- Do not promote adverse interests to the entrepreneur or client, unless the situation compromises a higher ethical interest and always inform it through the appropriate authority.

8.- Not to promote interests contrary to the environment.

Service & Product

Workers must ensure that the services offered meet the highest professional standards and are geared towards meeting the client's requests:

1.- Always seek the highest quality in relation to costs and sustainability, resources and agenda. Ensuring at all times that they are approved by the client and are available to the user.

2.- Define the goals and objectives in a clear and concrete way in each project, in order to ensure that the methods used are the most appropriate for each task.

3.- Know how to identify any ethical, economic, cultural, legal and environmental issue related to the projects and works carried out.

4.- Use the best possible resources that are available in the most efficient way. 5.- Use knowledge and experience to ensure understanding and achieve the purpose of the service or product in which they work.

6.- Ensure that the specifications of the service or product you are working on are well documented and meet the client's requests.

7.- Make sure that the work carried out is adequate and if not, inform the person in charge.

8.- Ensure the privacy of all those who are involved in the processes carried out by **VESS,** such as consulting, SAP implementation services, software development, or user service management. This implies being careful with any information obtained, always maintaining the integrity and privacy of the data.

9.- Always act with the maximum professionalism and ethics possible.

Professionalism and personality

In all situations that may arise, while carrying out a task related to the organization, all members of the organization will maintain their professional and personal ethics above any imprudence, using their judgment to act with independence and integrity when there is no possibility of consulting with the person in charge.

Particularly:

1.- Instruct all conflicts that arise during the activity to preserve the quality of the product and guarantee customer satisfaction.

2.- Be objective when developing a service or product in relation to what was requested. Always respectful of the environment.

3.- Do not get involved in activities that may worsen the service offered or, if in doubt, avoid activities that may worsen it.

4.- When necessary, inform the client of any conflict that may affect the final service provided.

5.- Always refuse any relational matter with the client that may generate a conflict of interest.

Project management

The project managers, managers and guarantors, will always act in the interest of the client, maintaining and developing a service or product appropriate to their needs.

For this reason:

1.- They will always look for the resources used for each project, ensuring that they are appropriate in order to guarantee the best possible service, and making clear the risks of using the chosen means.

2.- Assign the technicians to the projects for which they are the best candidates, make sure that they have the necessary information to carry out their functions correctly.

3.- Assign the tasks according to education and experience, moderating the decision with the desire to continue with this education and experience.

4.- To promote the continuous training of workers.

5.- Estimate costs and resources based on the personal agenda, the quality standards desired by the client and the expected results in each case, avoiding the maximum degree of uncertainty in these assessments.

6.- Offer fair and equitable remuneration, which recognizes the work done by the organization's workers.

7.- To act in a fair manner, in case a member of the project does not comply with the principles of the code of ethics, as well as not to ask a member of the team to carry out any activity contrary to the code of quality.

8.- It is valued that a worker occupies a position for which he or she is not qualified.

9.- Do not sanction a worker for expressing his or her point of view, or for giving his or her opinion or ethics.

Resilience

All workers must have the ability to face adversity, adopting an attitude that allows them to overcome difficulties. For this reason, employees must:

1.- Learn from mistakes to improve and dedicate all efforts to locate the reasons that produced them so that they are not repeated.

2.- Maintain permanent control of legislative compliance.

3.- Develop a control system for the service or product that allows identifying the shortcomings of the same and working to locate the reasons for them, as well as preventing them from occurring again.

Companionship and respect

Regardless of whether it is a **VESS** member, a colleague or a staff member who is not part of the organization, all employees will offer their understanding and participate in the activity with a constructive attitude and oriented towards learning and service improvement. For this reason, they must promote an appropriate will to:

1.- Motivate any person subject to this code of ethics or who may be affected, recognizing the work done by colleagues and refraining from attributing undue merits.

2.- Help anyone in their professional and personal growth and review the work in the most sincere and transparent way, leaving aside subjective assessments and seeking an objective judgment.

3.- Listen to the assessments, concerns and requests of colleagues, helping them to comply with the quality standards to which the entire company is committed.

4.- Not to intervene unjustifiably in the career of any colleague and to refrain from any activity outside of personal competences.

5.- Contribute to the knowledge of the product of all colleagues, analyzing what is necessary and thus be able to improve the skills of the staff and offer a better service or product.

6.- Improve knowledge of the necessary standards to know the laws that govern the services and products we offer and the documentation with which we work.

7.- Do not belittle any worker or carry out an examination of their abilities based on prejudice.

8.- Do not influence other colleagues to violate the quality code, or any other code established in the organization.

9.- Recognize violations of the code.

The Management has the ultimate responsibility for obtaining the proposed quality objectives and in this sense all the human, material and economic means necessary to achieve them will be provided, in strict compliance with the legal requirements.

To report any incident or resolve any questions, you can contact the person in charge of environment and quality: iso@vantureess.com

In Hospitalet de Llobregat, March 9, 2021

Joan de la Encarnación Fernández

CEO

Vanture

Enterprise
Software
Solution