
CODE OF ETHICS



Bellsolà

Bread and Pastries since 1890



1.- PURPOSE

Bellsolà's Code of Ethics is explained as the sum total of:

The **commitments** that Bellsolà undertakes as a company.

The **conduct** (desired, required or prohibited) of Bellsolà's employees.

Compliance with the Code of Ethics enables the Organisation to improve and achieve its goals while satisfying the stakeholders with which it interacts.

The Code of Ethics complements our Mission, Vision and Values.

2.- SCOPE

Compliance with the Code of Ethics is obligatory for all those who work for or with Bellsolà, whether employees of the Company or subcontractors, commercial agents or temporary agency staff.

3.- BASIC RULES

The Code of Ethics' rules of conduct do not cover each and every situation that a Bellsolà professional will come across, but, as a basic rule, establishes general standards of conduct and performance that can act as a guide for any situation.

The fundamental criteria that underpin this code, and consequently the conduct of employees, are **legality, integrity and professionalism**.

- Acting within the concept of legality involves the willingness to know, learn and understand the rules and regulations that govern the business.
- Integrity means always acting under the criteria of honesty, good faith and in accordance with the Organisation values.
- Professionalism is acting in a responsible, effective manner with the willingness to deliver the best result for the business, regardless of the position occupied in the Organisation.



BELLSOLÁ'S CODE OF ETHICS





EMPLOYEES

PROMOTING RESPECT FOR PEOPLE AND PROFESSIONAL DEVELOPMENT

People are a key asset for business success, and as such, must be protected and developed. To do so, a style of management is promoted that respects the person while challenging and developing the professional.

1. Diversity and respect

- Any actions that discriminate against people on the basis of ethnicity, gender, age, religion or any other characteristic or personal choice are prohibited.
- Any demonstration of discriminatory conduct must be reported by staff to their line manager or through the channels made available by the Company.
- A good working environment should always be maintained, ensuring respect for others in interpersonal relationships. Emails containing derogatory, insulting or threatening comments must be avoided.

2. Health and Safety at Work

- All employees must know and follow rules on prevention.
- Employees must ensure their own safety and that of others affected by their work.

3. Privacy

- The use or storage of personal data is prohibited, except by staff in certain positions which, by their nature, require it and always in compliance with the law (Data Protection Act).



4. Professional Development

- Team leaders and managers must assess their employees' development needs.
- Employees are required to attend training sessions and apply, share and maintain the knowledge acquired.
- If possible, job vacancies shall be published internally.
- The functions and responsibilities of each position shall be communicated to the employee who, in turn, shall learn and exercise them.
- The Company encourages participation and idea generation for both the position occupied and other areas of the Company.

5. Work time

- Employees shall be efficient with their own work time and that of others.
- Requests for time off to reconcile work and family life shall not be rejected by team leaders without prior consultation with the Personnel Department.

6. Teamwork

- Cooperation and collaboration are key factors for the improvement of results.
- Knowledge and experience shall be shared as a means of achieving objectives, except when considered confidential.



RELATIONSHIP WITH CLIENTS AND SUPPLIERS

COMMITMENT TO THE QUALITY OF ALL OUR PRODUCTS, SERVICES, ACTIONS AND COMMUNICATIONS

7. Defence of Free Competition.

· Bellsolà adopts as its own, the rules that guarantee free competition and rejects practices that are contrary to it in its business activity.

8. Quality Relationships

- All employees shall undertake to comply with the Company's quality policies.
- Employees are required to deal quickly and effectively with client or supplier complaints by facilitating channels of communication with them.
- All employees shall be prohibited from accepting gifts as

evidence that their decision making has not been influenced.

· Employees shall not, on their own initiative, give gifts to their clients or contacts in the professional field. · Bellsolà understands that offering gifts on an exceptional basis (promotional campaigns or traditional festivals) can play a part in commercial relationships, but, in these cases, it shall always be the Company that designs and gives them. Under no circumstances shall gifts be given to officials or employees of public bodies.

9. Conflict of Interest. (Operating procedure for employees)

· Employees shall always try to avoid situations in which



their private interests may clash directly or indirectly with the interests of the Company. · If a situation does arise, employees should inform their managers and avoid making any decision without their consent.

· If an employee obtains other employment, Bellsolà must be informed. Under no circumstances shall it be permitted for an employee to be employed or to collaborate professionally with a company with which the employee has professional dealings through their position with Bellsolà.

· Similarly, employees are required to inform management of the presence of 1st or 2nd-degree relatives in companies with which the employee interacts through their position.

10.- Quality, cost and impartiality in the selection of suppliers.

· Bellsolà undertakes to seek and select quality suppliers.

· The main suppliers shall be audited to ensure suitability and rejected if practices are observed that contravene this Code of Ethics.

· In the purchasing of products or services, employees are required to seek multiple bids with a guarantee of competition and shall not prevent anyone from making a bid.

11.- Guarantees

· The Code of Ethics shall be shared with employees, clients and suppliers, and accessible via the WEB.



COMMUNITY

PERFORMING AS A RESPONSIBLE COMPANY CONCERNED ABOUT THE WELLBEING OF THE SOCIETY TO WHICH BELONGS

12.- Strict observance of legality.

· This involves the obligation of all employees to know the legislation and regulations that apply to their work at Bellsolà.

13.- Corporate commitment to sustainable development and environmental preservation

- Bellsolà shall undertake periodic measurement of emissions and consumption, and study measures for their reduction.
- Raising awareness among employees (even outside their professional fields) to enable them to adopt best practices in the use of resources.

14.- Intellectual Property

· All employees are prohibited from using or disseminating unlicensed software (pirate software).

15.- Collaboration with local training centres.

· An attitude of cooperation shall always be maintained with local training centres that enable their trainees to access professional development.



SHAREHOLDERS

ORIENTATE ACTION TOWARDS CONSERVATION OF ASSETS AND INCREASING THE VALUE OF THE COMPANY.

16.- Veracity of data, reports.

- Information and knowledge belongs to the Company, regardless of whether it has been developed by one or more employees.
- It is obligatory to use, transmit and enter data and information into systems with full rigour, in order for it to internally and externally truthfully reflect reality.
- Employees shall take appropriate measures, and in all cases those required by the Information Technology Department, to preserve access to sensitive or confidential information.
- Each employee is responsible for safeguarding documentation under their responsibility.

- All employees shall cooperate/collaborate with internal and external audits in relation to their area of responsibility.

17.- Protection of assets and facilities

- Employees shall be required to use the material resources made available to them in a responsible, efficient and appropriate manner for their protection and preservation.
- Access to the premises shall always be gained in accordance with identification and registration instructions.
- Employees with knowledge of any unlawful access to the premises shall be required to inform management or Bellsolà's Security Department.

18.- Development of corporate image

- Communication with the media (newspapers, radio and television) is the responsibility of the General Manager, who acts as sole spokesperson. Employees should direct any request for information or comments by the media to him.
- Employees are expected to defend the reputation and good name of Bellsolà and prohibited from defaming or making clearly negative or offensive comments on forums, social networks and the like.

19. Obligation to obtain the best possible results

- Bellsolà shall regularly inform employees about the company's objectives, the evolution of key indicators and financial results.
- Employees undertake and are required to make the greatest possible contribution to the result, beyond the achievement of the specific goals that they have been set.



*Knowledge of the issues arising from this Code of Ethics,
its maintenance and continued adaptation, as well as its dissemination and distribution
is expressly delegated by the Management Committee to the Personnel Department.*



Bellsolà

Bread and Pastries since 1890

Bellsolà, S.A.U. Carretera de Santa Coloma de Farners Km 5,6 17181 Aiguaviva (Girona) Tel. +34 972 187 210 Fax +34 972 241 412



www.bellsola.com

CLIENT SERVICE 972 241 311 902 105 039

Bellsolà ISO 9001 certified company.