

QUALITY, ETHICS, EQUALITY AND INTEGRITY POLICY

Customer Focus

Mind4Group is committed to ensuring a high level of customer satisfaction and loyalty by establishing partnership relationships based on active listening, trust, and mutual respect. It seeks to provide differentiating services that effectively meet customer needs and expectations, with a focus on inclusion and accessibility for all people.

Ethical Communication and Leadership

Aware of their role within supply chains and society, Mind4Group is committed to communicating in a transparent, fair, and inclusive manner with employees, suppliers, customers, official entities, and other stakeholders, promoting ethical and responsible leadership.

Sustainability and Social Responsibility

The viability and economic success of Mind4Group companies are ensured through the continuous optimization of resources, with a responsible approach to environmental, social, and governance (ESG) sustainability. Gender equality, diversity, the fight against stereotypes, and the prevention of all forms of discrimination and gender-based violence are actively promoted.

Appreciation and Equality in Employee Investment

Mind4Group promotes team motivation, fairness, and well-being by encouraging fair working conditions, equal opportunities for career progression, and work-life balance. It invests in continuous training and awareness regarding equality, inclusion, and integrity, ensuring safe, diverse, and respectful working environments.

Commitment to Applicable Requirements

Mind4Group remains attentive to applicable legal, regulatory, and ethical requirements, including those related to gender equality, human rights, safety, quality, and organizational responsibility.

Continuous Improvement with a Focus on Diversity and Inclusion

Decisions are based on the analysis of qualitative and quantitative data, disaggregated by gender, enabling continuous improvement actions, the prevention of discrimination, and the promotion of inclusive practices.

Sustainable and Ethical Partnerships

Mind4Group establishes sustainable partnerships with suppliers based on quality, ethics, equality, and social responsibility principles, encouraging continuous improvement and mutual growth.

Commitment to Community Well-Being and Equality

Through the Mind4People project, Mind4Group actively contributes to the well-being of disadvantaged children and families, promoting social equity, inclusion, and women's empowerment.

Prepared by: P&C **Approved by**

CEO

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