



## TAIM WESER CORPORATE SOCIAL RESPONSIBILITY STATEMENT

The company can be a powerful social agent, so we assume the following principles as the basis for our corporate social responsibility.

### PREAMBLE

The mobility of employment, assets, products and technology, make businesses increasingly global. Laws and market forces are necessary, but insufficient guidelines for business behavior.

The sense of responsibility in policies and operations of the company, and respect for the dignity and interests of those involved in them, are fundamental.

For these reasons, we assume the following principles as basis for action in our corporate responsibility.

### RESPONSIBILITY TOWARDS CUSTOMERS

We believe in treating all customers with dignity, no matter if they have brought directly from us or through intermediaries. We, therefore have the responsibility to:

- 1 Provide products and services of the highest quality that comply contract specifications.
- 2 Treat our customers with honesty in all aspects of our business transactions, providing a high level of services and the resolution to their claims.
- 3 Do everything possible so that the welfare and safety of our customers and their environment are preserved or improved by our products and services.
- 4 Ensure the respect for human dignity in product offering, technical sales and advertising.
- 5 Respect national culture of our clients.



## RESPONSIBILITY TOWARDS EMPLOYEES

The set of policies and practices of human resource management are designed with the aim of:

- 1 Providing jobs and compensations that improve the living conditions of employees.
- 2 Providing a work environment that protects each employee health and dignity.
- 3 Being honest in communications with the employees and openly share information with them.
- 4 Listening to their suggestions, ideas, requests and complains and carry them out when possible.
- 5 Negotiating in good faith when conflict arises.
- 6 Avoiding discriminatory practices and guarantee equal treatment and opportunity preventing arbitrary obstacles based in age, gender, race, sexual orientation or religion.
- 7 Appointing employees to the positions where their different skill profiles can be genuinely useful.
- 8 Protecting employees against work accidents and illness.
- 9 Encouraging and supporting employees development of useful and applicable skills and knowledge.
- 10 Being sensitive to the problems of unemployment that may derive from business decisions and collaborate with, unions, groups of employees or the authorities on solving or attenuate their effects.

## SHAREHOLDERS

Our aim is to increase value for our shareholders through stable long-term growth.

- 1 Offering diligent and professional management in order to ensure fair and competitive performance.
- 2 Providing all the relevant information to shareholders.
- 3 Meeting their applications, suggestions, claims and formal resolutions.



## PROVIDERS

Our relationship with suppliers and subcontractors must be based in mutual respect.

- 1 Promoting justice and veracity in all our trade activities which includes pricing.
- 2 Ensuring our commercial activities are free of coercion and unnecessary litigation.
- 3 Promoting stability, competence and seriousness in our relationships with suppliers.
- 4 Making effective the payments on time, according to the agreed terms.
- 5 Seek, encourage and select suppliers and subcontractors whose employment practices respect human dignity.

## COMPETITORS

Fair business competition is one of the basic requirements for increasing the wealth of nations, making possible the fair distribution of goods and services. Therefore we promote open market trade and investment:

- 1 Fomenting a competitive behavior that is socially and environmentally beneficial and giving evidence of mutual fairness between competitors.
- 2 Refraining from seeking or participating in questionable payments or favors in order to gain competitive advantage.
- 3 Refusing to obtain commercial information by dishonest or non-ethical means, such as industrial espionage.
- 4 Respecting property rights both tangible and intangible.

## COMMUNITY

Our company can contribute in the communities where we operate:

- 1 Respecting local cultures, human rights and democratic institutions.
- 2 Collaborating with associations dedicated to improving health and education in the community.
- 3 Promoting employees access to educational and cultural events.
- 4 Promoting sustainable development and conservation of natural resources.