



# Code of ethics



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# Charter Director-General



Monterrey, N.L. a 30 de septiembre de 2016

**ATN:** A todos los grupos de Interés de Ubix

**REF:** Carta motivo distintivo ESR

En Ubix creemos firmemente en la importancia de difundir a nuestros colaboradores y grupos de interés nuestro compromiso con el desarrollo económico y social de México, esto a través de nuestros altos estándares de servicio como también dentro de nuestra cultura de trabajo basada en los valores y respeto humano.

La responsabilidad social forma parte de nuestros principales motivadores para la mejora continua dentro de nuestros procesos y servicios. Es por esto, que Ubix busca la distinción de Empresa Socialmente Responsable 2017, otorgada por el Centro Mexicano para la Filantropía (CEMEFI), en donde avalan, garantizan y respaldan la moral, ética empresarial y humanismo con el que nos hemos venido desarrollando,

Por lo anterior, hacemos públicos nuestros motivos para participar en la evaluación establecida por el CEMEFI, esperando cumplir con los estándares de las empresas socialmente responsables en el 2017.

Sebastián Monterrubio  
Director General

Everyone working here are representatives of our organization every day, so our behavior with our stakeholders must always be based on our Code of Ethics and Conduct. Committed to this guideline, General Direction establishes a zero-tolerance policy for faults to the Code of Ethics and Conduct.

## General behavior

We are committed to conducting our activities with honesty, integrity and transparency, with respect for human rights and the legitimate interests of all people and organizations with whom we interact.

## Customers and Consumers

Our customers and consumers are the essence of why we exist. Their satisfaction is key to our success. We are committed to offer products and services of the highest quality, satisfying their needs and desires always looking to exceed their expectations. Our treatment should always be honest, professional and respectful; always seeking the welfare of both and long-term relationship.

## Personal

We are committed to build, maintain and continually improve the work environment, always promoting a climate of trust, respect and fair to our personal dealings, acting without discrimination for reasons of age, sex, nationality and respecting their political preferences and beliefs and traditions religious.

We are committed to providing our staff safe and adequate conditions of work and to develop and improve their skills, competencies, knowledge and capabilities. We also promote a fair wage for activities performed.

We know that the work we make unintentional errors. The company tolerate more errors, but never allow the slightest of lies.

The company expects its staff:

- Know your mission and contribute with their behavior, to achieve it.
- Dedicate his talent to the company, his passion and his best effort.
- Take responsibility from start to finish projects and / or unite your job description activities and fulfill its commitments consistently, honestly and responsibly. We expect our staff are highly committed.
- You feel responsible for what happens in the company, although it is not their area of responsibility, if it detects an abnormality should report that attend or look through appropriate channels.
- Live an attitude of constant service within and outside our organization.
- Understand that we are all representatives of our company and we serve both internal customers and external.
- Project with good example image of the organization inside and outside their facilities.
- Keep confidential information business dealings.

Added to this, we encourage our employees to maintain a balance between their work and personal life through our labor flexibility strategies, where we look for these spend more quality time with their families.

## Confidential and / or privileged information

In this company we believe that obtaining and proper use of the information can be converted into competitive advantage, which is why its

administration and management should be in a responsible, safe, objective and according to law.

We understand possessing confidential information, known acts, facts or documents about the company or its business network, that under no circumstances should reach anyone outside the company. Having access to this information can represent a personal gain to those who make improper use of it or a serious affectation to the company.

Any person entering the company must sign a confidentiality letter in which it is committed and responsible for making good use of the information being accessed.

Who collaborate in this organization should in no way disclose or communicate confidential and / or privileged information to third parties. Nor should reveal any information regarding salary, special bonuses or other benefits received. It is strictly prohibited use of confidential and / or privileged to make a benefit or own profit, either directly or through another person, as this may cause damage to the interests of the company. Misuse of confidential and / or privileged may have additional legal consequences, to disciplinary action for these cases to exercise the company.

## Shareholders

We seek to implement best corporate governance practices to provide full transparency and certainty for our shareholders. We are convinced that good corporate governance meets the requirement of Shareholders to be a well-managed, socially responsible, efficient and profitable, therefore we strive to be a model of sustainable company management. With our shareholders, we are committed to providing them timely, transparent, reliable and relevant information about our activities, operations and financial situation, as well as to care for and increase the value of their assets and to safeguard their assets.

## Business Integrity

The company is committed to not give or receive, directly or indirectly, bribes or other benefits to achieve undue advantages of a financial nature, commercial or any other character. No employee may offer, give or receive gifts, privilege or payment that could be considered a bribe.

Employees must reject any offer or solicitation of bribery and immediately inform the administration of the company. In the same way, no gifts or entertainment activities that might compromise the objectivity in the negotiations and administrative decision-making on current or future negotiations be offered.

Promotional items, customer care or courtesies are previously authorized by DG.

## Suppliers

With them we seek mutually beneficial business relations based on quality, price competitive services and an honest deal. All of them are our strategic partners and a fundamental part to deliver the best service to our customers.

We will always be open to listen to new providers promptly. They invariably have the space to present their products and / or services and be heard and justly valued. If in case do not integrate into our catalogue of products or services, you have the right to an agile response and with the exact reason why they were not cataloged. This prepare it better to be considered in the future.

We are also committed to protecting the rights of providers as it pertains to the confidentiality of the information provided, expecting in comply that suppliers meet in turn with the policies of our Organization.

We are careful that our providers do not engage in illegal practices such as money laundering, breach of their fiscal, environmental or social, such as paying social security taxes obligations or work minors, according to the legislation of country. We will not hold any business relationship with providers who engage in such practices.

## Conflict of interests

The employee must refrain from intervene in any negotiations with customers, lenders or service providers in which conflict of interest may exist, preventing in the performance of their duties and obligations fully and objectively. As a rule our employees should not have related businesses and if it should happened it should be made known to the administration and refrain from making business deals directly.

Likewise, it is strictly forbidden to second-degree relatives work in the enterprise (grandparents, parents, children, spouse, brothers, uncles, cousins, nephews, grandchildren, brothers in-laws).

## Compliance with laws

The company and its employees must comply with the laws and regulations that apply in carrying out their activities. Failure to comply with the law is a crime that can result in severe economic damage and deterioration of the image of the Company.



## Public activities and policies

The company is committed to the government and other institutions in the development of laws that respect, defend and promote their business interests. We do not speak for any ideological or partisan affiliation, but we respect civic collaboration in professional associations and citizen organizations, as well as the responsible exercise of political rights.

Collaborators participation in political and / or electoral processes will be entirely personal capacity and may not include contributions of time, financial support and resources belonging to the company. When an employee chooses to participate in politics, you do as an individual and should not pretend or say that he is acting on behalf and / or representation of the Company.

It is strictly forbidden to carry out religious, political, ideological or any other within the company or with customers of the same.

## Community

We are committed to economic and social development of the communities in which we operate through the creation and maintenance of sources of decent and productive employment.

The company is committed to complying with laws and regulations and even work to constantly improve the impact of its activities and develop the business on a sustainable basis and participate with other organizations in promoting environmental care, increase awareness of issues environmental and disseminate good practices in this area. The company as an integral part of society is committed to behave like a good neighbor and to fulfill its social responsibility in the communities where it development his activities.

## Environment

Identifying pollution sources and have the commitment to develop strategies to reduce the negative impact our operations may come to have is vitally important for the company.

Likewise, we are committed to compliance with the law and be agents of change in promoting environmental education with our stakeholders.

## Anticorruption commitment

In UBIX we are committed to maintaining relationships based on transparency, honesty and integrity. That is why we have complaint mechanisms for situations that threaten the integrity of the person or company. This includes cases like misappropriation of resources, conflict of interest, corruption and bribery, false reports, breach of statutory duty and technological abuse. To identify any act, should be communicated to the corresponding government agencies.

## Code Administration

Given the need for denunciation by any of the causes described above in this Code of Ethics, the person concerned or affected, whether employed or pertaining to any of our stakeholders, you can send an email to the following address:

[denuncias@ubix.mx](mailto:denuncias@ubix.mx)