CODE OF CONDUCT

METRICA

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What Kind of Company is METRICA?

METRICA is a company committed to the information society and technological development. Its goals are continuous growth and becoming an increasingly solid business and technology partner for its clients, relying on the talent and innovative spirit of its team.

It embraces the most innovative technologies thanks to its extensive experience in integrating them and cooperating with leading technology manufacturers in the market. This allows METRICA to offer its clients certified, innovative, and reliable solutions.

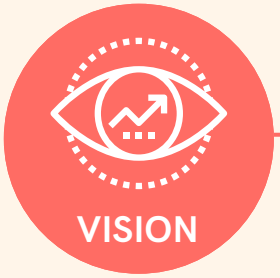
CULTURE, MISSION, VISION, AND VALUES

We are a company that is aware and conscious of the benefits an honest, ethical, and environmentally respectful corporate culture brings both to employees and the organization.

After more than 20 years in the industry, METRICA has built a corporate culture that is reflected in our vision, mission, and values.



To understand the individual needs of each client and provide specialized consulting services and high-quality resources to maximize technological opportunities.



With a close, flexible, proactive, and human-centered approach, we aspire to stand out as technology leaders, delivering tangible and sustainable value in a dynamic business environment.

PURPOSE

To provide talent and technological solutions that drive digital transformation.

VALUES

- ACCESIBLE
  We build trusting relationships
- FLEXIBLE
  We adapt to every challenge
- PROACTIVE
  We innovate through problem-solving
- HUMAN-CENTERED
  A people-centered organizational culture



"METRICA, an Ethical Company"

A strong and resilient company is guided by honest, ethical, and integral behavior throughout the organization. The goal is for this model of conduct to instill values and principles that are present in the company's daily operations.

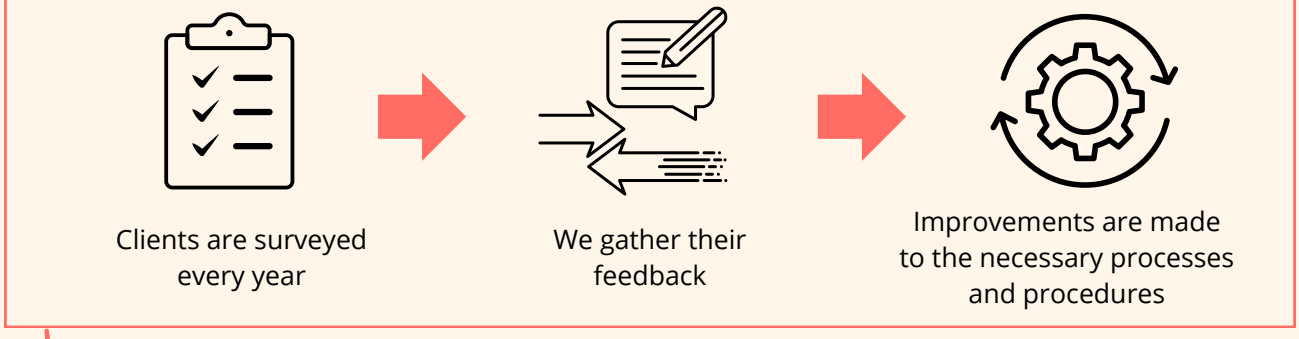
The Code of Ethical Conduct is a set of binding guidelines for every employee, executive, and member of the organization, regardless of their role. It also applies to partners, suppliers, subcontractors, clients, or others who maintain legal relationships with METRICA.

A clear example of our commitment to improvement and a focus on excellence is our integrated management system, based on five standards: **ISO 9001, ISO 14001, ISO 20000-1, ISO 27001, and ISO 37301.**

OUR PRINCIPLES

QUALITY

METRICA considers its primary goals to be successfully meeting the needs of its clients and fulfilling their expectations and requirements. The system's structure has been built around these objectives in order to deliver a high-quality service.



This continuous improvement ensures increasingly comprehensive service delivery that resolves and reduces incidents as quickly and efficiently as possible.

ENVIRONMENT, CORPORATE SOCIAL RESPONSIBILITY, AND SUSTAINABILITY

METRICA is committed to carrying out all its activities with respect for the socio-environmental context in which it operates, meeting the expectations of values and services that society demands from the company.



In order to comply and contribute, we have set objectives to reduce raw material consumption. To that end, we use recycled and second-hand materials.

GREENHOUSE GAS PROTOCOL

We calculate our carbon footprint to improve resource efficiency at our facilities and raise environmental awareness among employees, suppliers, and others.

T M C

THE METRICA CHANGE

The driving force behind our environmental, educational, and social initiatives is our project THE METRICA CHANGE (https://themetricachange.com/), through which the following milestones have been promoted and highlighted:

- Sustainability report and carbon footprint calculation since 2022; participation in the EcoVadis business sustainability assessment, which evaluates environmental, social, and governance (ESG) practices
- Metricalab, our educational initiative launched in 2015
- Various collaborations with organizations that support social causes

The purpose of all these actions is to continue improving across all areas of our company and contribute to the change our planet needs.

LEGAL COMPLIANCE

METRICA complies with all applicable regulations. To ensure this, the organization proactively analyzes potential risks, thereby minimizing any likelihood of non-compliance or unlawful conduct.

An example of this is our commitment to workplace safety and health. In 2023, our accident rate was zero, and we were also commended by Mutua Universal for having no recorded workplace accidents in 2021.

0%

Alongside tools like the whistleblower channel, which is available to all interested parties, we foster transparency and trust—essential pillars for establishing a safe and legally compliant business.

At METRICA, we provide our employees with all the necessary measures to perform their work in a safe and healthy environment, in full accordance with the law.

INFORMATION SECURITY

We maintain a strong culture of information security, training our employees and regularly sharing short learning modules on current threats and potential risk areas.

We are registered with INCIBE (the Spanish National Cybersecurity Institute) and have a structure that complies with ISO 27001 requirements.

OUR SYSTEM is built upon

- CONFIDENTIALITY
- PRIVACY
- PROTECTION

Maintaining professional confidentiality is mandatory, and we fully comply with current data protection and privacy legislation.

D HUMAN RIGHTS

METRICA is a signatory to the United Nations Global Compact and adheres to the declarations of the International Labour Organization (ILO). We uphold high operational standards aligned with international regulations that apply throughout the company's value chain. These standards are part of the non-negotiable objectives that METRICA regularly reviews and enforces within the organization.

THE GLOBAL GOALS



We promote diversity and equal opportunities without distinctions based on gender, ethnicity or origin, religion, or condition. We also ensure fair and favorable working conditions, with compensation based on the principle of fair pay, guaranteeing the right to rest, free time, and thus, work-life balance.

PROFESSIONAL DEVELOPMENT

METRICA is fully aware of the growing demand for professionals in the IT field. That's why we invest in training programs like Metrica Lab, designed to help junior profiles enter the workforce.

At the same time, it is essential to continuously train our existing staff to ensure strong performance in their respective roles and to keep them up to date with the evolving challenges of the workplace.

We actively support the education and professional growth of all employees, fostering a stimulating, entrepreneurial, and participatory work environment where individuals can grow professionally and develop their full potential.



PROFESSIONALISM

The actions of each and every member of METRICA, without exception, can have an impact on the company's reputation. For this reason, we promote both personal and professional responsibility.

Our working relationships are built on the foundation of the highest standards of professionalism. We understand the impact that each action can have on METRICA's image and, therefore, on its value—that is, the value represented by the principles and people that make up the organization. That is why we must always maintain a serious, discreet, and professional image.

We establish long-term relationships with all stakeholders, based on mutual trust and the creation of value for all parties involved.

INTEGRITY

All activities carried out by METRICA will be conducted in accordance with the Principles outlined in this Code of Ethics. Therefore, the Principles defined herein guide and shape the organization, reflecting its transparency, impartiality, objectivity, independence, and integrity.



ANTI-CORRUPTION POLICIES

METRICA has an anti-corruption policy that clearly states our position against unethical practices intended to improperly influence individuals' actions or decisions for personal or business gain.

As a result, no employee or collaborator shall accept or engage in bribery, nor offer benefits to third parties acting on behalf of any organization (public or private) to gain advantages or conduct business. For this reason, we provide all interested parties with access to our ethics channel to report any inappropriate and/or illegal conduct.



WHISTLEBLOWER CHANNEL

The channel is intended for filing reports in accordance with Law 2/2023 on Whistleblower Protection.

Our channel is available on METRICA's website and is accessible to any interested party wishing to file a report. This tool allows individuals to raise concerns about suspected misconduct or irregularities, while ensuring the whistleblower's confidentiality and anonymity.

https://canal-etico.metrica.es/es/metrica/home

DISCIPLINARY SYSTEM

We expect our employees to demonstrate exemplary behavior and unwavering integrity. Violations of the rules may lead to criminal liability for the company, and individual employees may also be subject to penalties in accordance with the applicable collective bargaining agreement.



METRICA has a disciplinary system that follows the framework of the "Statewide Collective Bargaining Agreement for Consulting, Information Technology, Market Research, and Public Opinion Firms." Article 24 of this agreement addresses offenses and the corresponding sanctions imposed on employees.

CODE ENFORCEMENT

To ensure the enforcement of the Code of Ethics, different departments within the company are responsible for its periodic review, ongoing compliance monitoring, and proper implementation. They are also tasked with making decisions in cases of non-compliance.

METRICA



Ewa Chaberska

Directora financiera