



Flavours & Technology

# ETHICS CODE

IGH GROUP



# TABLE OF CONTENTS

<b>1.</b> <b>INTRODUCTION</b>	<b>3</b>	<b>5.</b> <b>PRINCIPLES OF PROFESSIONAL BEHAVIOUR</b>	<b>8</b>
<hr/>		5.1. Customer Passion	
<b>2.</b> <b>SCOPE OF APPLICATION</b>	<b>5</b>	5.2. Efficient Management	
<hr/>		5.3. Teamwork Attitude	
<b>3.</b> <b>VALUES</b>	<b>6</b>	5.4. Reputation Care	
<hr/>		5.5. Professional Development	
<b>4.</b> <b>PRINCIPLES OF ETHICAL BEHAVIOUR</b>	<b>7</b>	<hr/>	
4.1. Good Faith		<b>6.</b> <b>ENFORCEMENT, UPDATES, INTERPRETATION, AND MONITORING OF THE CODE OF CONDUCT</b>	<b>11</b>
4.2. Honesty		<hr/>	
4.3. Respect		<b>7.</b> <b>UPDATES AND COMPLIANCE WITH THE CODE</b>	<b>12</b>
4.4. Confidentiality		<hr/>	
		<b>8.</b> <b>DISCIPLINARY REGIME</b>	<b>13</b>



# 1. INTRODUCTION

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Our company, **IGH FLAVOURS & TECHNOLOGY, S.A.**, is a public limited company headquartered at Avda. Inglaterra, Manzana 8, Parcela 11, S/n, Polígono Industrial Las Salinas, 30840, Alhama De Murcia (Murcia).

With extensive experience in its sector, the company specialises in the production of food flavourings, sauces, syrups, and other food preparations. This success is made possible by a highly skilled team of professionals, driven by a singular objective: to support our clients and suppliers.

Our reputation is intrinsically linked to our success. It is the responsibility of every one of us to promote and protect it. Acting with integrity and honesty safeguards the company's image, prevents legal issues, and fosters a workplace where we can all be proud of our contributions.

It is essential that we all act with integrity, treating colleagues, partners, suppliers, and clients with fairness and dignity.

For our company, this Code serves as a key tool for adhering to our principles and making ethical decisions. It offers answers to everyday questions and serves as a resource for critical information.

# 1.

## INTRODUCTION

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This document is designed to address a wide range of scenarios. If doubts arise regarding the appropriate course of action in a specific situation, guidance should be sought from the company. This ensures alignment with our core objective of consistently doing the right thing, recognising that accountability cannot be delegated.

This commitment is essential for upholding our core values:



## 2. SCOPE OF APPLICATION

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This Code applies to all employees of **IGH FLAVOURS & TECHNOLOGY, S.A.**, regardless of their contractual relationship, role, or workplace location.

**IGH FLAVOURS & TECHNOLOGY, S.A.** intends to inform its main clients and suppliers, as well as other external agents engaged with the company, about the existence of this Code. It will be readily available and distributed to all company members for their awareness and adherence.



### 3.

## VALUES

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Our values define our collective identity. At **IGH FLAVOURS & TECHNOLOGY, S.A.**, our people make this company a unique and distinguished project.

We listen carefully, fostering strong relationships with clients and suppliers. This commitment allows us to work collaboratively with precision and transparency:

- We promptly identify solutions, offering realistic, high-quality, and feasible alternatives.
- We adapt quickly to changes and professional demands.
- We actively listen to internal and external clients to understand their needs and propose tailored solutions.
- In every operation, we prioritise client satisfaction.
- We embrace open and respectful communication with all involved parties.
- We seize opportunities to enhance services and create new business prospects.
- Challenges inspire us to deliver innovative solutions.
- We continuously update our knowledge and pursue training to remain pioneers in service quality.
- We understand our clients' expectations to develop solutions that elevate their satisfaction.
- We serve clients efficiently, maintaining an agile and resolute approach to reinforce the company's credibility and reputation.
- We approach client interactions with utmost care, striving to meet their demands, reflecting our professionals' commitment.
- We excel in multidisciplinary teamwork across various units, companies, countries, and cultures, fostering trust and mutual respect.
- We collaborate across the organisation to achieve common objectives.
- We respect differences, opinions, and diversity.
- We are mindful of environmental protection and sustainability policies.



## 4.

# PRINCIPLES OF ETHICAL BEHAVIOUR

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The ethical behaviour guiding **IGH FLAVOURS & TECHNOLOGY, S.A.** is founded on the following principles:

### 4.1. GOOD FAITH

We adhere to principles of loyalty and good faith in our interactions with the company, superiors, colleagues, and collaborators. We emphasise achievement and the pursuit of excellence. Personal goals are aligned with those of the company, prioritising corporate interests over personal or third-party gains.

### 4.2. HONESTY

Employees of **IGH FLAVOURS & TECHNOLOGY, S.A.** pledge to disclose any personal or professional relationships that might compromise their conduct. We reject improper benefits and uphold ethical standards in our commercial and professional dealings.

### 4.3. RESPECT

We foster a respectful and inclusive environment, valuing diversity in opinions, education, and culture as sources of knowledge and competitive advantage. Harassment or discrimination of any kind is strictly prohibited.

### 4.4. CONFIDENTIALITY

Employees safeguard the company's confidential information, sharing it only when necessary for business purposes. We comply with data protection regulations and maintain strict confidentiality concerning proprietary knowledge.

## 5.

# PRINCIPLES OF PROFESSIONAL BEHAVIOUR

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The professional conduct at **IGH FLAVOURS & TECHNOLOGY, S.A.** is governed by a set of guiding principles that ensure excellence, integrity, and collaboration in all aspects of our work. These principles reflect our commitment to delivering exceptional value to our customers while fostering a supportive and innovative workplace.

### 5.1. CUSTOMER PASSION

Our customers are at the heart of everything we do. We are committed to understanding their needs, anticipating their expectations, and exceeding them. This passion drives us to deliver high-quality products and services that enhance their success and satisfaction.

Employees are expected to:

- Maintain a customer-first mindset in all professional interactions.
- Seek innovative solutions to meet customer needs.
- Uphold the highest standards of quality and reliability.

### 5.1. EFFICIENT MANAGEMENT

Efficient management ensures the optimal use of resources, time, and talent within **IGH FLAVOURS & TECHNOLOGY, S.A.** By focusing on efficiency, we aim to maximise our impact while minimising waste.

Employees should:

- Strive for operational excellence in their daily tasks.
- Collaborate effectively to achieve team and company objectives.
- Continuously seek opportunities to improve processes and workflows.



## 5.

# PRINCIPLES OF PROFESSIONAL BEHAVIOUR

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### 5.3. TEAM SPIRIT

Collaboration and mutual respect are the foundation of our success. We foster a culture of teamwork where every employee's contributions are valued, and diverse perspectives are embraced.

Employees are encouraged to:

- Communicate openly and constructively with colleagues.
- Support one another in achieving shared goals.
- Celebrate team successes and learn from challenges collectively.

### 5.4. REPUTATION CARE

At **IGH FLAVOURS & TECHNOLOGY, S.A.**, we understand that our reputation is one of our most valuable assets. All employees contribute to building, maintaining, and enhancing the company's reputation through their behaviour, decisions, and professional standards.

We act responsibly to ensure the company is recognised for its professionalism, reliability, and ethical standards. We understand that each employee's actions, no matter how small, have an impact on the company's image and perception in the marketplace.

Employees must avoid behaviours or situations that could tarnish the company's reputation. In particular:

- Representing the company with professionalism in all interactions with clients, suppliers, and other stakeholders.
- Avoiding activities outside of work that may conflict with the values or interests of **IGH FLAVOURS & TECHNOLOGY, S.A.**
- Being ambassadors for the company's mission and ensuring that the organisation is viewed as an industry leader and trusted partner.

## 5.

# PRINCIPLES OF PROFESSIONAL BEHAVIOUR

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### 5.5. PROFESSIONAL DEVELOPMENT

The professional growth of our employees is a cornerstone of **IGH FLAVOURS & TECHNOLOGY, S.A.** Continuous improvement in skills and knowledge enables us to remain competitive and offer superior products and services to our customers.

We encourage employees to take initiative in their personal and professional development, taking advantage of the training opportunities provided by the company. Managers and supervisors are expected to support the growth of their team members, fostering an environment that values learning and innovation.

Employees should seek opportunities to learn from colleagues, attend training sessions, and stay informed about industry trends. By doing so, we ensure that **IGH FLAVOURS & TECHNOLOGY, S.A.** remains at the forefront of our sector, known for its highly skilled and motivated workforce.



## 6. ENFORCEMENT, UPDATES, INTERPRETATION, AND MONITORING OF THE CODE OF CONDUCT

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The Code of Ethics takes effect on the date of its official approval and dissemination among employees. Any modifications or updates to this document will be communicated to all employees in a timely manner.

The interpretation of the Code rests with the company's Ethics Committee or a designated body responsible for providing guidance in cases of doubt. Employees are encouraged to consult this committee if they encounter situations where the appropriate course of action is unclear.

The adherence to this Code will be regularly monitored through periodic reviews, and non-compliance may lead to disciplinary action.



## 7. UPDATES AND COMPLIANCE WITH THE CODE

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This Code is a living document and will be periodically reviewed and updated to reflect changes in legislation, corporate policies, and industry practices. Employees will be informed of any amendments and are expected to comply with the most recent version of the Code.

Non-compliance with the Code of Ethics may result in disciplinary measures, including termination of employment in severe cases. Employees are responsible for familiarising themselves with this document and adhering to its principles at all times.



## 8.

# DISCIPLINARY REGIME

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Non-compliance with the Code of Ethics will be addressed through the company's disciplinary framework. The nature and severity of the actions in question will determine the appropriate measures.

These may include:

- Verbal or written warnings.
- Suspension from duties.
- Termination of employment in cases of serious or repeated violations.

The disciplinary process will be conducted in accordance with local labour laws and company policies, ensuring fairness and transparency at all stages.

Employees are encouraged to report any suspected breaches of the Code through the appropriate channels, such as a supervisor, the Human Resources department, or the Ethics Committee. Retaliation against employees who report violations in good faith will not be tolerated.

This document represents our shared commitment to ethical, professional, and responsible behaviour, reflecting the values and standards that guide **IGH FLAVOURS & TECHNOLOGY, S.A.**





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