



FACTORIA
engineering without borders

CODE OF ETHICS AND CONDUCT



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VISION

Objective of this Document

Factoria's Code of Ethics and Conduct aims to establish the rules of ethics and integrity that constitute the guidance for expected behavior of all persons who work or interact with our company.

Scope of Application

This Code shall be observed and complied with by all stakeholders, management and every other Factoria employee.

Inside this Code there is a general description of our interactions with our community, stockholders, authorities, suppliers, civil organizations and any other entity that interacts with our organization, focusing primarily on those activities where there may be a greater risk of ethical conflict.

Responsibilities inherent to this document

Party	Responsibility
Factoria stockholders	Approval of Document contents
Secretary of the Integrity and Ethics Committee	Lead the elaboration and review of the Code at least once a year and submit it to Factoria stakeholders for approval. Define strategies for its communication and compliance.

Interpretation

It is the duty of Factoria stockholders to interpret this code in situations where a common understanding is not reached. Situations not foreseen in it will be resolved in accordance with best corporate practices criteria.

MESSAGE FROM OUR CEO

We are a company that works in continuous compliance with laws and regulations, carrying out daily work based on values and principles, highlighting commitment, honesty and ethics as part of our business philosophy.

To prevent, detect and investigate acts of corruption in any of its forms, we have defined our Code of Ethics and Conduct that applies to our employees at all hierarchical level, partners, and interested parties.

FACTORIA

Factoria was founded in 1989 in the city of Chihuahua, México, offering its support services to suppliers of the local maquiladora industry.

We started working for suppliers of the Ford Chihuahua Engine Plant and then we expanded to the supply chains of other local plants.

Currently, Factoria offers its services to several multinational companies and their suppliers supporting their manufacturing operations in Mexico and other countries.

Factoria offers a wide arrange of solutions that can help companies by minimizing the amount of risk and helping to meet investment requirements.

Mission

To work with automotive manufacturers to increase the competitiveness of their supply chains.

Vision

Factoria is a world-class, competitive organization, a great place to work at, and a recognized business partner in the automotive industry, offering a platform of solutions in our plants.

ETHICS CODE

Objective.

The main purpose of the Code of Ethics and Conduct is to provide a framework that guides ethical behavior and promotes integrity, responsibility and the good reputation of our company.

It also contributes to building trust both inside and outside the organization. When everyone in an organization follows a code of ethics, the trust of customers, suppliers, employees and the community, is strengthened.

The Code sets out standards of conduct that reflect the core values and principles of our organization and help prevent inappropriate behavior.

This document contains the mechanisms to notify breaches or violations to the provisions of the Code of Ethics and Conduct, as well as the corrective measures that will be applied when violations of the Code are committed.

Ethics.

We understand ethics as the values and principles that govern the actions of those who work at Factoria. It is the set of standards and criteria that guide us and establish the correct and accepted conduct within our firm.

Importance of the application of this Code.

- Application of the Code strengthens Factoria's culture of Ethics.
- It fosters transparency and responsibility.
- It helps strengthen our Company's image and commitment.

Core Values.

In all our services we seek to provide comprehensive, value-added solutions to our clients, through five fundamental pillars:

- Act with integrity and empathy
- Lead by example
- Maintain the highest standards in all our activities
- Speak and act with the customer in mind
- Think lean, think big

Act with integrity and empathy.

Our conduct will always be governed by respect, in recognition of the dignity of people and their right to a fair treatment. We have a deep respect for the word and seriousness, with which we fulfill our commitments, developing negotiations that offer growth opportunities to our clients and suppliers, working with professionalism and ethics.

We live this value when:

- We maintain ethical, professional relationships (relationships with inspectors, clients and user plants personnel)
- We are willing to listen and be open to new ideas.
- We are receptive and empathic to requests from other areas and we comply with what is requested from us.

“At Factoria we create solid relationships, building an environment in which respect and understanding are the basis of our success.”

Lead by example.

We must be consistent between what we say and what we do; we do not ask for what we are not willing to give, and we always strive to progress, analyzing our mistakes and focusing on correcting them.

We live this value when:

- We adhere to the established regulations and standards of our clients
- We are punctual and maintain order and cleanliness in our work area
- We adhere to the requirements of the Quality Management System, the Safety requirements and those established in the Work Instructions

“Leadership is a responsibility, it is a challenge that we take on with commitment and conviction.”

Maintain the highest standards in all our activities.

Our team must show initiative and leadership, always oriented towards the satisfaction of our clients. The constant search and implementation of new ideas to promote continuous improvement in our methods and procedures must always be a distinctive characteristic of our company.

We live this value when:

- We carry out the assigned activities efficiently and in accordance with the rules established by the user plants
- We improve information delivery times for timely decision making
- We wear the colors, we feel part of the company and we carry out our activities with pleasure

“We encourage our work teams to take the initiative and lead with innovative solutions”

Speak and Act with the customer in mind.

At Factoria, service is an attitude of dedication to others. We know that our clients, our suppliers and our personnel are allowing us to develop as a company, so they deserve the best treatment and attention.

We live this value when:

- Training is constant in matters that concern the department to offer an accurate service
- We respond to external customers with the highest quality standards, with efficiency and effectiveness.

- We treat internal customers with kindness and respect, to work in a good manner and to promote a good working environment

“We strive to exceed our customers' expectations to reflect our commitment”

Think lean, think big.

Compliance with tasks, projects, activities and work contracted in the established time is the primary basis for measuring our performance in our company.

We live this value when:

- We provide Kaizen ideas seeking continuous improvement
- Work smarter, not harder.
- We use technological tools that help us improve

“At Factoria, performance is our commitment to excellence”

Decalogues of Conduct

In order to link general ethical values and principles with specific behavioural guidelines, Factoria has decided to define Decalogues of Conduct for the different key areas of the company.

The intention is to help employees understand and apply these ethical values and principles in a concrete way in their daily roles and activities. These Decalogues are considered an extension of this Code of Ethics and should always be consulted together with and under the auspices of this Code.

The established Decalogues can be consulted in Annex II.

SPECIFIC POLICIES

Additionally, Factoria is distinguished by its commitment to universal principles and specific policies in the following areas:

Diversity, Inclusion, Harassment and Non-Discrimination.

We are committed to creating and maintaining an inclusive environment that embraces differences and fosters inclusion. We will recruit, retain and develop people with diverse

backgrounds and experiences. These differences may include, but are not limited to, sex, sexual orientation, race, color, creed, religion, age, ethnic origin, marital, parental or familial status, pregnancy or disability.

Diversity and inclusion are promoted from the highest levels of our company and are applicable to our practices and policies on mobility, recruitment and selection, compensation and benefits, training and professional development, promotions and transfers.

We are committed to developing a work environment founded on the premise of equity, which guarantees that:

- Verbal and non-verbal communication is respectful among all employees, regardless of their title or level.
- Employees are not excluded because they do not fit into a set of cultural norms.
- Employees are able to work with dignity and respect, free from discriminatory harassment, sexual harassment, verbal, written or electronic intimidation, or victimization
- There is an environment where employees feel that their background or lifestyle does not affect perceptions of them as professionals, or affect their opportunities for development and promotion
- Flexible working practices (accommodations) are available where appropriate, as there is an awareness that not all people can work the same hours or in the same way. This removes disadvantage and discrimination in participating in work
- Our employees are always hired and promoted based on their skills, values and performance.

Human Resources

At Factoria we recognize the influence that the human factor has on customer satisfaction. Therefore, personnel whose work affects the quality of the service provided must be competent, have the appropriate education, training, skills and experience required to perform their activities in accordance with the job profile documented in the job descriptions manual.

We also have specific proven procedures to evaluate and verify that the professional and ethical profile of employees is in line with the position they will take over and the values and objectives pursued by the company.

The human resources department ensures that our work environment policy is honored by all employees of our company. In addition to this, it is the responsibility of the quality

department to periodically measure the degree to which employees are aware of the relevance and importance of their activities, and how they contribute to the achievement of quality objectives.

Anticorruption

We consider corruption to be that activity where a person or group of people, by act or omission, directly or by influence of another person or organization, promise, offer, receive or grant to public servants, directors, administrators, employees or advisors of a public or private company, association or foundation, a gift or any unjustified (undue) benefit to favor themselves or a third party, damaging the values and daily work of our company.

We have zero tolerance for the aforementioned behaviors and if any member of the organization is related to them, they will be sanctioned and, if required, the competent authorities will be involved.

Conflict of interest

All decisions by our employees must be made objectively. Therefore, the following are prohibited:

- Obtaining a personal benefit or a benefit for a third party, by offering, granting, requesting or accepting gifts, loans or credits, rewards, commissions or any other incentive.
- That the particular interests of employees interfere or attempt to interfere with the interests of the company.
- Any external activity that interferes with and/or is an hindrance to objectively carry out the company's own activities.

In the event of a conflict of interest, any member of the Ethics and Integrity Committee must be contacted so that together they can find a solution in accordance with our company's principles.

Gifts and entertainment

Offering or receiving gifts, trips, recreational activities or any type of entertainment is prohibited in our company. In no interaction with clients, partners and suppliers, no gift or entertainment will be offered, as we have zero tolerance for the intention or apparent intention to influence the actions or decisions of the company.

Entertainment is considered as attendance to social, cultural or sporting events with people who have, may have, or may facilitate the creation of a business relationship in the company.

Factoria encourages its employees to set an example with their behavior in any dealings or negotiations on behalf of our company. We have the responsibility to prevent and prohibit bribery or corruption within our operations, therefore:

- No employee of Factoria may pay, offer, or provide gifts or any other object of value with the intention of gaining influence to obtain a commercial advantage or to ensure the proper performance of their duties.
- In the case of Christmas gifts to customers, only promotional items with a value not exceeding 20USD may be given, and this activity will be coordinated directly by the Management Assistant. No other area may give or receive gifts.
- Employees may not receive or request payment of money, or any other object of value, from any person or company, except for the fees stipulated for services provided to Factoria and in relation to the performance thereof.

Fair competition

Our company encourages free competition, so it is prohibited to support any activity that represents unfair competition or that violates the Federal Law on Economic Competition.

Behavior expected of third parties

Third parties (suppliers, intermediaries, consultants, agents, sales representatives and any person who interacts with the company) will be required to know and sign their acceptance of our company's Code of Conduct, in order to adhere to said documents in their actions.

At Factoria we seek long-term relationships with our suppliers, based on fair, honest and transparent treatment. We therefore expect compliance with the following principles:

- Be a legitimate, established company, which complies with all applicable legal and regulatory requirements.
- Avoid conflicts of interest when conducting negotiations with Factoria employees.
- Compete fairly without offering or accepting bribes to obtain business.
- Do not offer gifts to Factoria employees unless they are promotional items with symbolic value, and are not offered in exchange for preferential treatment in any negotiation

- Promote non-discrimination and non-violence in any of its forms
- Maintain and promote the human rights of individuals
- Minimize health and safety risks, ensuring an environment where accidents and occupational diseases are prevented

Facilitation payments

Facilitation payments are low-value, unofficial and improper payments made to public servants, often to obtain or expedite a procedure that will benefit a company; although they could also be applied to payments to representatives of commercial service providers to obtain a benefit.

Our company supports the prohibition of facilitation payments, as they are considered a serious administrative offence in article 52 of the LGRA and a crime in article 222 of the Federal Penal Code.

If any member of this company believes that there is a request or risk of facilitation payment, please contact any member of the company's Ethics and Integrity Committee.

Money-laundering prevention

In our company, any activity related to resources of illicit origin or linked to money laundering is prohibited. Employees must only engage in lawful business activities.

Information Privacy, Confidentiality and Security

Factoria protects and safeguards information by granting access only to authorized personnel and implementing measures to prevent use for purposes contrary to those authorized, improper disclosure, and unauthorized destruction.

Training and Communication of Integrity Policy

Communication and training in our company will be the tools for staff to become familiar with the policies, processes and procedures aimed at a culture of integrity.

Accounting and Financial Statements Estados financieros y contabilidad

Our company complies with applicable regulations to ensure that the financial statements and accounting are correct and transparent. Likewise, management/shareholders/general management are informed about the financial situation on a monthly basis, preferably within the first ten days of the month, and never exceeding the 15th of the month.

Expenses must also be supported by the necessary documentation and it is strictly forbidden to distort any transaction or falsify documentation. In the event of an audit, true, reliable and complete information must be provided.

Human Rights and Basic working conditions

Factoria is committed to ensuring that all employees are treated with dignity and respect, and provided with working conditions that comply with local laws and regulations. This Code of Ethics supports our commitment to the protection of human rights in the workplace.

- **Child labor.** We will not use child labor or employ any person below the legal age of employment, in accordance with applicable local laws.
- **Benefits and Compensation.** These will be competitive, fair and comply with local legislation.
- **Working hours.** We will comply with local laws regulating working hours.
- **Freedom of Association and Collective Negotiation.** Employees are free to communicate with management regarding working conditions without fear of retaliation. Workers have the right to assemble and join workers' associations that promote the interests of our employees..
- **Environmental, Health and Safety Conditions.** We will provide and maintain a safe and healthy work environment that complies with applicable occupational health and safety standards, and promote conscious use of environmental resources.

Anti-Slavery and Human Trafficking Policy

Factoria is committed to ensuring that modern slavery and human trafficking have no place in our operations and supply chain.

Modern slavery is a crime and a violation of human rights. It includes slavery, servitude, forced labor, debt bondage, child labor, sexual exploitation, and human trafficking (human trafficking is when a person arranges or facilitates the travel of another individual with the purpose of exploiting that person). Therefore:

- We do not tolerate modern slavery in any form within our organization or supply chain. We are committed to engaging with our stakeholders to address the risk of modern slavery.

- Employees and representatives must not engage in, facilitate, or fail to report any activity that may lead to a breach of this policy. The prevention, detection and reporting of modern slavery in any part of our organization or supply chain is the responsibility of all individuals working for or on behalf of our company.

We expect all members of our staff to conduct their personal and private affairs in such a way as to ensure that they are not in any way connected with modern slavery, whether through committing a criminal offence or through actions or omissions that hold themselves or the company to poor reputation.

INSTRUMENTS

¿How to use this Code?

This Code must be used by Factoria stockholders, managers and employees as a guide for decision-making in accordance with ethics and integrity. To do so, they must use their own criteria, considering the principles and values outlined in this document.

¿What to do in case of doubts?

In case of doubts regarding issues related to living the principles and values contained in this Code, it is recommended to take the next steps:

- Meet with the immediate superior and discuss the matter in which there are doubts
- If it is not possible to meet with the immediate superior, or if doubts persist due to not receiving the expected help, contact the next hierarchical level.
- If no help is received within the structure of the organization, contact one of the stockholders to request advice and guidance, or contact any member of the Ethics Committee.

Responsibility.

It is the obligation of all Factoria stockholders, directors and employees to be trained in how to live, apply and comply with this Code. Likewise, it is their responsibility to accept and adhere to this Code.

- It will be the responsibility of Factoria stockholders to approve the content of this document, as well as its future adjustments. They will ensure its formal dissemination and publication.
- It will be the responsibility of all stockholders, directors and all Factoria employees to know and comply with the Code of Ethics and report any possible violation thereof.
- It will be the responsibility of the Ethics Committee to follow-up on any report received, from investigation through corrective actions and up to closure.

Whistle-Blowing Mechanisms.

In the event of possible violations of this Code, these will be received, attended to and investigated through the Mechanism for Capturing and Attending Complaints for Non-

Compliance with the Code of Ethics and Conduct established by Factoria and used by stockholders, managers, employees, as well as by interested third parties to present any complaint or report. The current channels include a complaint telephone line 614 1584724, directed to the current Presidency of the Ethics and Integrity Committee, email address integrity@factoria.com, as well as a suggestions and complaints mailbox.

Any person that has knowledge but not reports any fact that represents a violation of our Code of Ethics and Conduct becomes jointly responsible and will be subject to disciplinary measures as well.

Confidentiality and No Retaliation.

Factoria prohibits retaliation against any employee who makes a good faith report of any violation, whether confirmed or suspected, of this Code of Ethics, applicable laws and regulations. The whistle-blower identity will be handled with discretion and will not be disclosed unless requested by an authority, in strict accordance with current local legislation.

All complaints received by Factoria managers from their employees or third parties, either directly or through the mechanisms established to receive complaints and concerns, will be kept absolutely confidential.

Corrective Measures.

Any violation of this Code of Ethics and Conduct by any staff member, including with respect to their duties in the company or with respect to their own personal matters, may be dealt with based on the company's disciplinary procedures.

Proven violations of this Code will result in corrective measures, the severity of which will depend on the seriousness of the violations. The corrective measures will range from an administrative record, the termination of the contractual relationship and even a formal accusation to competent authorities

Continuous Improvement.

This document will be reviewed through a continuous improvement approach at least once a year by the Technical Secretariat of the Ethics and Integrity Committee, to determine its suitability, adequacy and effectiveness. Where appropriate, this area must propose to Factoria stockholders any modifications or improvements that are considered appropriate as a result of its review.

TRANSITORY ARTICLES

A. This document will come into force on the following day of its approval.

SIGNATURES

Approval



Sergio Alfonso Mendoza Vidal

CEO

Factoria

Issuer



Brenda María García Gutiérrez

Secretary of the Ethics Committee

Factoria

Revision Summary

Revision date	Change Description	Approval at Factoria		Other authorization (if required)	
		Signature	Date	Signature	Date
12/08/23	Initial release	SM	12/08/23		

10/15/24	The wording in the sections on Facilitation payments, Privacy, confidentiality and information security, Instruments, and Reporting mechanisms has been clarified. The term supply chain has been added to and the term value chain has been removed from the glossary.	SM	10/15/24		
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GLOSSARY

Concept	Definition
Supply chain	A supply chain is a network of companies and people that are involved in the production and delivery of a product or service. The components of a supply chain include producers, vendors, warehouses, transportation companies, distribution centers, and retailers.
Confidentiality	Guarantee by which personnel who have access to certain information take the necessary measures to safeguard and protect the information, as well as to avoid disclosing confidential company information. Confidentiality must also be generated as a guarantee in the company against possible complaints.
Conflict of interest	Refers to anything that benefits a third party without any type of professional merit or the possible affectation of the impartial and objective performance of the functions of public servants or individuals due to personal, family or business interests.
Corruption	The abuse of power for personal benefit. When a person or group of people, by act or omission, directly or by influence of another person or organization, promise, offer, receive or grant to public servants, directors, administrators, employees or advisors of a public or private company, association or foundation, a gift or any unjustified (undue) benefit to favor themselves or a third party.
Personal Information – Personal Data	It is information relating to a person that identifies them or makes them identifiable, for example: their origin, age, place of residence, academic, work, or professional career, corporate purpose, financial statements, address, etc.
Discrimination	Set of behaviors through which unequal treatment is given to a person or group for racial, religious, political, sexual, economic, etc. reasons.
Serious administrative violations	Acts by private individuals or legal entities that are linked to serious administrative offences such as bribery, illicit participation in administrative procedures, influence peddling, use of false information, obstruction of investigative powers, collusion, improper use of public resources, improper hiring of former public servants, tec., whose sanction corresponds to the Court.
Integrity	Strict adherence to a moral code, reflected in honesty, transparency and complete harmony in what a person thinks, says and does. Conduct and

	actions consistent with moral and/or ethical standards and principles, adopted by people inside and outside a company, which serves as a barrier against corruption.
Money- laundering	The concealment or dissimulation of the true nature, origin, location, disposition, movement or ownership of assets or the legitimate right to them. Corruption is usually linked to money laundering, since assets or securities obtained illegally by any person or organization in the public or private sector are placed, stratified and integrated into the financial system, or outside it, to be used without generating suspicion.
Corruption Risk	The possibility that, by action or omission, through the improper use of power, resources or information, the interests of an entity, and consequently of the State, may be harmed in order to obtain personal benefit or for third parties. The risks associated with corruption, through which it can materialize, are reputational, legal, operational, accounting and information, among others.

DECALOGUES OF CONDUCT BY DEPARTMENT

Engineering

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none"> ▪ We maintain effective and honest communication with customers and suppliers. ▪ We maintain ethical professional relationships (with inspectors, customers and personnel in user plants).
Lead by Example	<ul style="list-style-type: none"> ▪ We use our PPE correctly to set an example. ▪ We adhere to our internal workplace regulations as well as to regulations established by customers and user plants.
Maintain the highest standards in all our activities	<ul style="list-style-type: none"> ▪ We perform assigned activities with efficiency and adhering to the requirements established by user plants. ▪ We analyze and improve operations to avoid risks to employees' health.
Speak and act with the customer in mind.	<ul style="list-style-type: none"> ▪ We analyze employee's skills. ▪ We consider the contributions of personnel from other departments. ▪ We make work instructions less complex and with understandable (less technical) language.
Think lean, think big.	<ul style="list-style-type: none"> ▪ We contribute with Kaizen ideas seeking continuous improvement.

Production

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We take care of our work tools and preserve them.▪ We exercise care with the information we input into our system, we do not record more or less pieces than processed, we make sure to correctly record the data that the system requests such as batches, dates, etc.
Lead by Example	<ul style="list-style-type: none">▪ We comply with daily attendance and punctuality.▪ We treat all colleagues equally and respectfully.
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We make sure we understand what we are doing and if we don't know something, we ask.▪ We work with safety and wearing our PPE.▪ We report any anomalies in the process: if a part falls to the floor, if we detect a condition different from the one inspected, etc.▪ We carry out our work in accordance with established standards.
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We have availability according to the needs of our clients.
Think lean, think big.	<ul style="list-style-type: none">▪ We provide kaizen ideas to improve our procedures.

Finance

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We comply with the delivery of information and compliance with financial obligations in a timely manner.▪ We provide support for our internal and external clients.▪ We manage resources with transparency and honesty.
Lead by Example	<ul style="list-style-type: none">▪ We establish internal values in the area and promote their improvement.▪ We work with empathy.
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We improve information delivery times to make timely decisions.▪ We propose changes to improve the company's profitability.
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We work with empathy towards our internal and external clients.▪ We work on the quality of our service as a support area.
Think lean, think big.	<ul style="list-style-type: none">▪ We work on reducing compliance times.▪ We propose and are willing to implement new systems to improve the operation of the area with fewer human resources.

Customs

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We ensure declarations are correct in Customs Pediments.▪ We ensure a correct collection process to our clients and we confirm a correct collection is made to us.
Lead by Example	<ul style="list-style-type: none">▪ We are the mentor for new recruits, we wish we had during our training.▪ We provide constructive feedback.
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We pursue Certifications.▪ We implement measurable indicators (KPIs)
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We anticipate possible impacts on the supply chain and inform the client in advance.▪ We constantly receive training on matters related to the department in order to offer a more accurate service.
Think lean, think big.	<ul style="list-style-type: none">▪ Work smarter, not harder.▪ We think ahead and pay attention to detail.

Human Resources

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We are transparent when sharing information.▪ We make our employees feel part of the solutions to problems in the workplace.▪ We put ourselves in our employees' shoes when making decisions, seeking the best for each of them and making them feel comfortable and happy at work.
Lead by Example	<ul style="list-style-type: none">▪ We wear our uniform.▪ We have no absences.▪ We are respectful and kind to others.
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We give our 110% in recruiting, exhausting all possibilities to attract recruits.▪ We are available to come in after hours to resolve problems with the 3rd shift.▪ We wear the colors and we feel part of the company.▪ We carry out our activities with pleasure.
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We respond to external customers with the highest quality standards, practicing efficiency and effectiveness.▪ We treat internal customers with kindness and respect, work in an appropriate way and promote a good work environment.
Think lean, think big.	<ul style="list-style-type: none">▪ We provide ideas for improving the company or a department.▪ We seek continuous improvement and help in whatever is within our reach

Continuous Improvement

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We respect different ideas for improvement, without judging or criticizing. We always reach a consensus before discarding an idea and explaining the reason to the employee.▪ We listen and are open to new ideas
Lead by Example	<ul style="list-style-type: none">▪ We have a positive and enthusiastic attitude towards seeking and implementing new ideas.▪ We learn from projects that didn't work out and recognize when to improve or discard them.
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We always seek to improve what we already have.▪ We show consistency and discipline in the search for improvement.▪ We foster creativity.
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We think of improvement ideas that directly benefit the customer.▪ We focus on reducing quality problems
Think lean, think big.	<ul style="list-style-type: none">▪ We make more use of systems and technologies, focusing on lean.

Quality

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none"> ▪ We issue quality reports objectively and impartially. ▪ We communicate reports with good manners, we listen in case of disagreements, and we do not use reports as a means of intimidating staff. ▪ We work as a team. We try to collaborate if a coworker was unable to finish activities in the previous shift, and we do not neglect our work area so as not to affect our coworkers. ▪ We participate in the role of overtime guards and report only the hours worked.
Lead by Example	<ul style="list-style-type: none"> ▪ We are punctual and maintain order and cleanliness in our work area. ▪ We adhere to the requirements of the Quality Management System, the Safety requirements and those established in the Work Instructions.
Maintain the highest standards in all our activities	<ul style="list-style-type: none"> ▪ We carry out corrective actions for clients in a thorough manner. ▪ We carry out in-depth product, process and dock audits.
Speak and act with the customer in mind.	<ul style="list-style-type: none"> ▪ We actively participate in the definition and/or review of work methods, seeking poka-yokes for the processes. ▪ Before making a requisition, we confirm whether there is already measuring equipment or gages that can be used for the process to be started.
Think lean, think big.	<ul style="list-style-type: none"> ▪ We comply with the dates and deadlines established for our activities: audit calendars, courses to be imparted or taken, report delivery dates, etc.

Safety, Health and Environment

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We apply safety rules impartially.▪ We act with empathy, respecting the internal rules of all departments.
Lead by Example	<ul style="list-style-type: none">▪ We apply the rules first to our area so that they are permeated with consistency.▪ We remember that our actions have more impact than our words do.
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We promote a sense of responsibility and commitment to the company through internal growth.▪ We seek in employees a feeling of job satisfaction and well-being that stimulates commitment to safety and the goals of the organization
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We minimize risk conditions and conducts at work.▪ We keep in mind that the treatment and attention to our employees is reflected in customer service
Think lean, think big.	<ul style="list-style-type: none">▪ We promote activities among employees to create a culture of adherence and respect for safety and care for the environment.▪ We opt for technologies/tools that minimize occupational diseases

Materials Planning & Logistics

Our Values:	We live the value when:
Act with Integrity and Empathy	<ul style="list-style-type: none">▪ We do not pass on incorrect information.▪ We are receptive and empathetic to requests from other areas and comply with requests.▪ We are fair in applying discipline for incorrect behavior
Lead by Example	<ul style="list-style-type: none">▪ We all work together
Maintain the highest standards in all our activities	<ul style="list-style-type: none">▪ We are open to change and improvement.▪ We always look for the right tools to achieve our goals.
Speak and act with the customer in mind.	<ul style="list-style-type: none">▪ We always seek to achieve common goals, not just those of our own accounts.▪ We keep integrity of customer property while it is under our custody and we provide timely notification in the event of any incident.
Think lean, think big.	<ul style="list-style-type: none">▪ We use technological tools that help us improve.▪ We are open to restructuring activities per person to be more efficient.