

CODE OF CONDUCT

VALUES THAT GUIDE THE WAY WE WORK

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1. INTRODUCTION

At EL ALTO, we believe that how we work is just as important as the results we deliver to our clients. Our commitment to excellence, honesty, respect and responsibility guides every event, every catering service and every professional relationship we build.

This Code of Conduct sets out the principles that must guide the behaviour of everyone who is part of EL ALTO, as well as those who work with us. Our aim is to ensure responsible, ethical and legally compliant conduct across all our activities.

Every person who works at EL ALTO helps to protect the company's reputation and maintain the trust of clients, suppliers, colleagues, partners and society as a whole.

We rely on everyone's commitment to act with integrity, transparency and professionalism.

2. ABOUT OUR CODE OF CONDUCT

This Code of Conduct reflects the core values, rules and principles that govern EL ALTO's activities.

Although it cannot anticipate every situation that may arise in day-to-day work, it provides clear guidance on how to act properly, make responsible decisions and resolve uncertainties through ethics, legality and common sense.

This Code applies to everyone connected with EL ALTO: employees, directors, managers, temporary staff, partners, suppliers and any third party acting on behalf of the company.

All internal rules, company policies, operating instructions and applicable legal requirements take part of our obligations. Failure to comply with these rules may result in the corresponding measures being taken.

Where there is a difference between this Code and applicable legislation, the more stringent legal requirement shall always prevail.

3. OUR VALUES

WHAT MAKES US SPECIAL

EL ALTO is a company engaged in catering, restaurants, gastronomy in general and event organisation in Spain, mainly in Valencia. Our activity is based on creating carefully crafted, professional and memorable experiences, always with respect towards people, the environment and service quality.

We are united by a shared way of working: we collaborate as a team, learn from one another, communicate clearly and act responsibly.

We deliver on what we promise, pay attention to details and we aim our clients feel trust, closeness and excellence.

WE VALUE DIVERSITY

At EL ALTO, we defend equal opportunities and respect for all people. We do not tolerate any form of discrimination based on age, gender, gender identity, origin, nationality, religion, sexual orientation, disability, personal circumstances, opinion, trade union membership or any other condition. We aim to create an inclusive, respectful and harassment-free working environment.



3. OUR VALUES

COMPLIANCE IS A PRIORITY

Complying with the law and internal rules is not optional. At EL ALTO, compliance is part of the way we work. We would rather give up a commercial opportunity than act contrary to the law, ethics or our values.

WE EMBRACE OUR SOCIAL RESPONSIBILITY

As a company linked to gastronomy, events and the Valencian region, we are aware of our social, economic and environmental impact. For this reason, we seek to act responsibly in our decisions, promoting sustainable practices, fair relationships with suppliers and respectful treatment of clients, employees and collaborators.

3. OUR VALUES

WE SHARE COMMON VALUES

Our relationships are based on trust, respect, transparency and responsibility. We act honestly, comply with applicable regulations and defend a corporate culture based on integrity.

WE ENCOURAGE OPEN AND HONEST COMMUNICATION

We value open and honest communication. We recognise that mistakes may occur, but we consider it essential to detect them, report them and correct them as soon as possible. We promote an environment in which people can express doubts, concerns or incidents without fear of retaliation, making available to everyone an anonymous, secure and confidential reporting channel for communicating any irregular conduct or conduct contrary to our principles.

WE ACT IN EL ALTO'S BEST INTERESTS

We protect EL ALTO's image, reputation and values. We are aware that any inappropriate behaviour may negatively affect the company, our colleagues, our clients and our collaborators. All our decisions must be made with the company's legitimate interests in mind, avoiding actions that could harm it.

4. OUR RESPONSIBILITY AS PART OF SOCIETY

HUMAN RIGHTS AND FAIR WORKING CONDITIONS

EL ALTO respects internationally recognised human rights and promotes dignified, safe and fair working conditions. We expect the same commitment from our suppliers, collaborators and external companies.

FREEDOM OF EXPRESSION, PRIVACY AND PERSONAL RIGHTS

We respect the dignity, privacy and personal rights of all people. We recognise the right to express opinions freely and respectfully, provided this does not harm the company's image or infringe the rights of third parties.

REJECTION OF FORCED LABOUR AND CHILD LABOUR

EL ALTO rejects any form of forced labour, labour exploitation, child labour, modern slavery or human trafficking. We require all our collaborators and suppliers to comply with applicable labour regulations.

4. OUR RESPONSIBILITY AS PART OF SOCIETY

ENVIRONMENTAL PROTECTION AND ECOLOGICAL RESPONSIBILITY

Sustainability is an important element of our activity. As a catering, events and restaurants company, we are aware of the impact that resource consumption, waste generation, transport, use of materials and food management can have.

For this reason, we promote responsible practices such as:

- Efficient use of resources.
- Reduction of food waste.
- Proper separation and management of waste.
- Responsible supplier selection.
- Search for more sustainable alternatives in materials, tableware and logistics.
- Compliance with applicable environmental regulations.

Our objective is to progressively reduce the environmental impact of our activity.

4. OUR RESPONSIBILITY AS PART OF SOCIETY

QUALITY, FOOD SAFETY AND RISK MANAGEMENT

We value open and honest communication. We recognise that errors or incidents may occur, but we consider it essential to detect them, report them and correct them as soon as possible, in accordance with our internal control, prevention and hazard analysis and critical control point procedures where applicable (HACCP).

We promote an environment in which people can express doubts, concerns or incidents without fear of retaliation, making available to everyone an anonymous, secure and confidential reporting channel for communicating any irregular conduct, detected risk or action contrary to our principles.

SUSTAINABILITY IN THE SUPPLY CHAIN

Supplier selection must be carried out according to criteria of quality, safety, legal compliance, professionalism and responsibility.

We expect our suppliers to respect labour, tax, health, environmental and human rights legislation.

We seek stable, transparent business relationships based on trust.

SOCIAL RESPONSIBILITY AND COMMITMENT TO THE LOCAL COMMUNITY

EL ALTO carries out its activity in Valencia and maintains a firm commitment to its local community.

Whenever possible, we promote relationships with nearby suppliers, responsible collaborations and actions that contribute positively to the community.

We also promote initiatives aimed at supporting the integration of groups at risk of exclusion, encouraging equal opportunities, social inclusion and active participation in the environment in which we operate.

4. OUR RESPONSIBILITY AS PART OF SOCIETY

PUBLIC COMMUNICATIONS AND CORPORATE IMAGE

All persons linked to EL ALTO must protect the company's image in their public communications, especially on social media, at events, in the media or in professional conversations.

Confidential, internal or sensitive information must not be shared without authorisation.

When a person expresses personal opinions, they must avoid any confusion with an official position of EL ALTO.

5. OUR CONDUCT IN THE BUSINESS ENVIRONMENT

PROHIBITION OF CORRUPTION AND BRIBERY

EL ALTO's success must be based on the quality of our services, the trust of our clients and the professionalism of our team.

We reject any form of corruption, bribery, fraud, extortion, misappropriation or unjustified advantage.

No person linked to EL ALTO may offer, promise, request or accept undue benefits to obtain a commercial advantage or influence a decision.

INVITATIONS AND GIFTS

Relationships with clients, suppliers and collaborators must always be based on transparency, professionalism and impartiality.

For this reason, personal gifts, invitations, business courtesies or any other benefit will not be accepted, regardless of their value or nature.

The purpose of this rule is to avoid any situation that may create the appearance of favouritism, a conflict of interest or undue influence in decision-making.

CONFLICTS OF INTEREST

Professional decisions must be made for the benefit of EL ALTO and not for personal, family or third-party interests.

Any situation that may involve a conflict of interest must be reported transparently so that it can be properly assessed.

5. OUR CONDUCT IN THE BUSINESS ENVIRONMENT

COMMERCIAL REGULATORY COMPLIANCE AND FAIR COMPETITION

At EL ALTO, we carry out our operations, contracts, purchases, sales and commercial relationships in accordance with current legislation and with principles of legality, transparency, honesty and professionalism.

We work only with clients, suppliers and collaborators who act legally, ethically and responsibly. Likewise, we compete fairly and respectfully in the market, avoiding any agreement, practice or exchange of information that could improperly restrict, distort or alter competition.

We respect our competitors and always act in accordance with the applicable regulations on commercial matters and competition law.

PRIVACY AND INFORMATION PROTECTION

At EL ALTO, we protect both personal data and the organisation's internal information, ensuring responsible and secure use in accordance with applicable regulations.

We only collect and process personal data belonging to employees, clients, suppliers, guests and collaborators where there is a legal basis for doing so, and always for the authorised purpose.

Likewise, EL ALTO's business, commercial, financial, operational, gastronomic and organisational information must be treated confidentially.

This includes budgets, client data, proposals, recipes, menus, agreements, strategies, employment documentation and any other internal data.

Confidential information must not be shared with third parties without authorisation.

5. OUR CONDUCT IN THE BUSINESS ENVIRONMENT

FINANCIAL INTEGRITY, TRANSPARENCY AND RESPONSIBLE USE OF INFORMATION

At EL ALTO, we act with transparency and responsibility in the company's economic, tax, administrative and documentary management.

We comply with our tax, accounting and legal obligations.

We do not accept tax evasion practices, irregular invoicing, unjustified payments, money laundering, irregular financing or any other unlawful or fraudulent activity.

Accounting, financial, employment and operational records must be truthful, complete and properly documented.

It is not permitted to alter, hide or manipulate company information.

Likewise, internal information must be used prudently.

Digital tools, technology platforms or artificial intelligence must be used securely, avoiding the entry of confidential, personal or sensitive data into unauthorised systems.

6. OUR RESPONSIBILITY IN THE WORKPLACE

OCCUPATIONAL HEALTH AND SAFETY

People's health and safety are a priority for EL ALTO.

We work to ensure safe environments in offices, kitchens, warehouses, event spaces, travel and set-ups.

Everyone must comply with occupational risk prevention rules, use protective equipment correctly where required and report any risk situation.

At events and catering services, coordination, order, cleanliness and planning are essential to prevent accidents.

FAIR TREATMENT AND NON-DISCRIMINATION

Everyone has the right to work in a respectful and safe environment, free from discrimination, harassment or abuse.

Offensive, intimidating, humiliating, violent or disrespectful conduct is not tolerated.

This includes sexual harassment, workplace harassment, discriminatory comments, mockery, threats, verbal abuse or any behaviour that affects people's dignity.

6. OUR RESPONSIBILITY IN THE WORKPLACE

RELATIONS WITH EMPLOYEE REPRESENTATIVES

EL ALTO respects workers' right to collective representation, negotiation and participation in accordance with applicable legislation.

The relationship with workers' legal representatives must be based on dialogue, transparency and mutual respect.

WORKING HOURS

We comply with the applicable regulations on working hours, breaks, time recording, holidays and recovery periods.

Event organisation may require specific planning, but current labour legislation must always be respected.

REMUNERATION

Everyone who works for EL ALTO must receive remuneration in accordance with applicable regulations, collective agreements and agreed conditions.

The company undertakes to comply with its salary and employment obligations.

EXTERNAL PERSONNEL AND COLLABORATORS

When EL ALTO works with external personnel, suppliers, self-employed professionals, collaborating companies or temporary staff, it will ensure that these relationships are carried out in accordance with the law. It will also promote awareness and respect among these people for EL ALTO's basic rules on safety, conduct, quality and respect.



6. OUR RESPONSIBILITY IN THE WORKPLACE

PROTECTION OF COMPANY ASSETS

EL ALTO's resources must be used appropriately and responsibly.

This includes facilities, vehicles, IT equipment, utensils, machinery, tableware, uniforms, tools, materials, documentation, brand image and intellectual property.

Improper use, misappropriation, damage or negligent loss of company assets is not permitted.

We also respect the intellectual property rights of third parties, including trademarks, designs, photographs, texts, music, recipes, software and digital content.



7. IMPLEMENTATION OF THE CODE OF CONDUCT

All persons linked to EL ALTO are responsible for knowing, complying with and applying this Code of Conduct.

Management and team leaders have a particularly important role: they must act as an example, resolve questions, prevent inappropriate conduct and promote a working environment based on trust.

EL ALTO will encourage internal communication of this Code and may develop additional rules, procedures or instructions to facilitate its implementation.

No person should suffer retaliation for complying with this Code or for reporting a potential irregularity in good faith.

8. REPORTING POTENTIAL BREACHES

Reporting possible irregular conduct helps prevent harm to EL ALTO, its employees, clients, suppliers and collaborators.

Anyone who has knowledge of or reasonable suspicion of a breach of this Code, the law or internal rules must report it through the channels established by the company.

DIRECT COMMUNICATION

Whenever possible, questions or incidents may be addressed directly with the line manager, management or the corresponding contact person. EL ALTO promotes a culture of open communication, where mistakes can be corrected early and responsibly.

REPORTING CHANNELS

EL ALTO has had a WHISTLEBLOWING CHANNEL in place for the past two years, accessible to employees, collaborators, suppliers and third parties through EL ALTO's website. This channel allows potential irregularities to be reported in a confidential and responsible manner.

All reports received are handled with due confidentiality, respect and protection for individuals who report in good faith. Likewise, the rights of any persons affected by a report are guaranteed, avoiding premature judgments and ensuring that all information is treated prudently, objectively and responsibly.

GOOD FAITH AND RESPONSIBILITY

Communication channels must be used honestly and responsibly.

False reports made in bad faith or with the intention of harming another person will not be accepted. The purpose of these channels is to detect, correct and prevent conduct contrary to EL ALTO's values.

EL ALTO's Code of Conduct is a guide for acting with professionalism, respect and integrity.

Everyone who forms part of the company contributes to building a culture based on trust, quality, safety, responsibility and commitment to our clients and to our environment.

Acting correctly is everyone's responsibility.

