



C O R P O R A T E
S O C I A L
R E S P O N S I B I L I T Y

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01

MISSION.

Defining a high quality service and cultivating internal well-being.

EDICOM aims to produce **quality services** that satisfy **our customer's needs and expectations**, while encouraging our professionals to grow and develop with us, both professionally and in human terms.

To make all this possible, we have both internal and external professionals who are constantly reviewing the technology we use, the **quality of our services**, the **satisfaction of our customers and suppliers** and the **training, health and welfare of our employees**.



02

ENVIRONMENTAL COMMITMENT.

Optimizing resources and raising awareness.



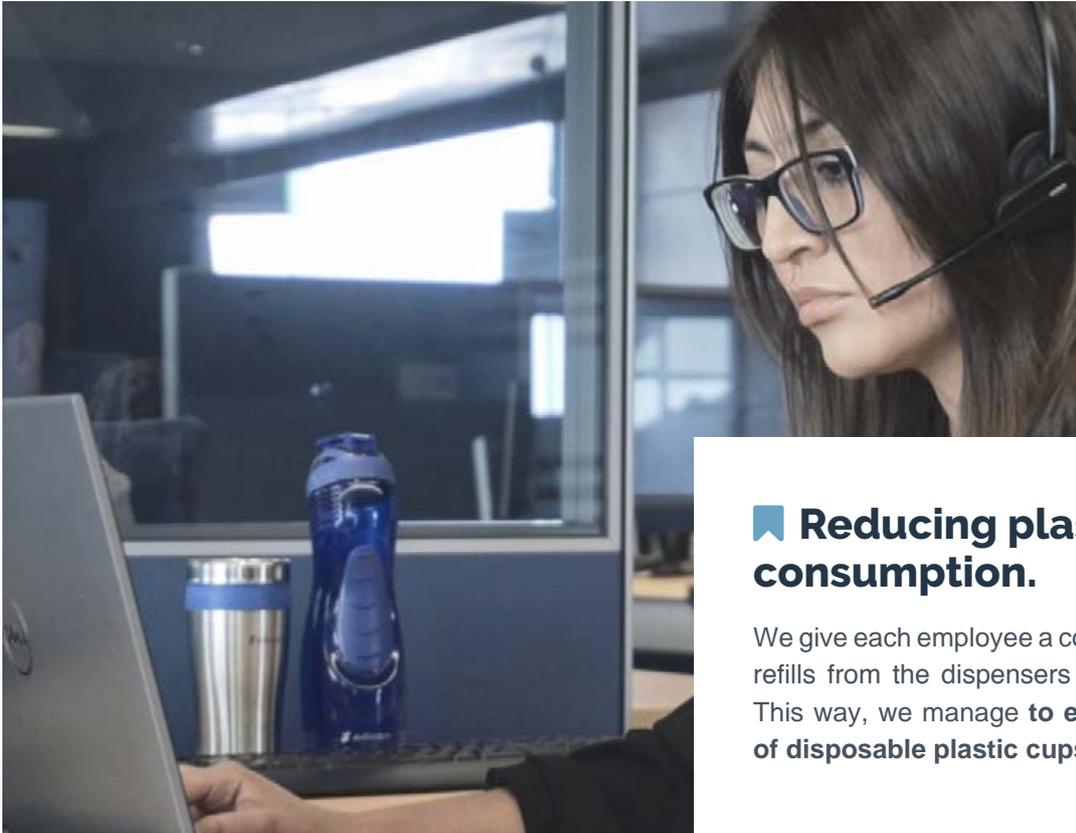
▶ Cutting down paper consumption.

All our services are designed to **optimize our client's admin and commercial processes**. We focus mainly on doing away with paper and achieving **automation and efficiency** of business processes through automatic processing of the information derived from our clients' business relationships with their suppliers and customers.

Our sales representatives are engaged in a permanent **awareness raising** task with potential clients to convince them of the **sustainability** of our services.

Cutting out paper helps to reduce the consumption of scarce resources such as trees, so vital for rainfall production and the survival of our ecosystems.

Employees have a double monitor to avoid having to print the documentation needed to do the job.

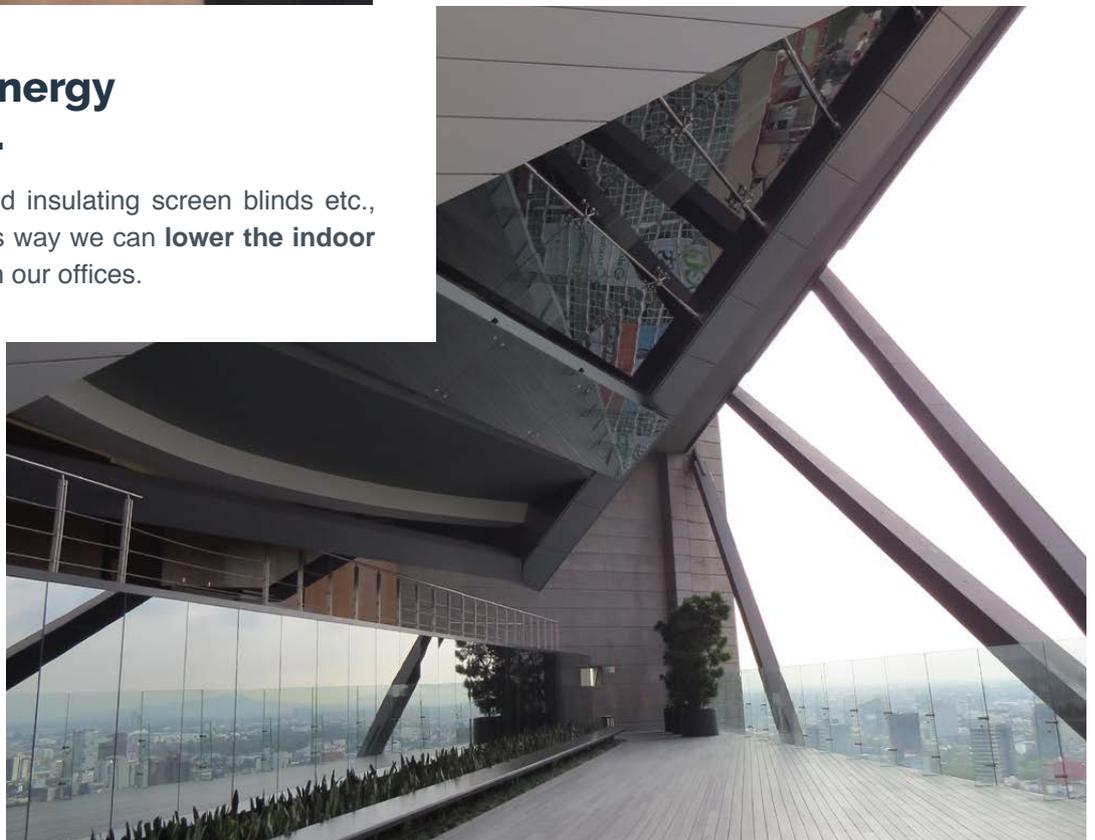


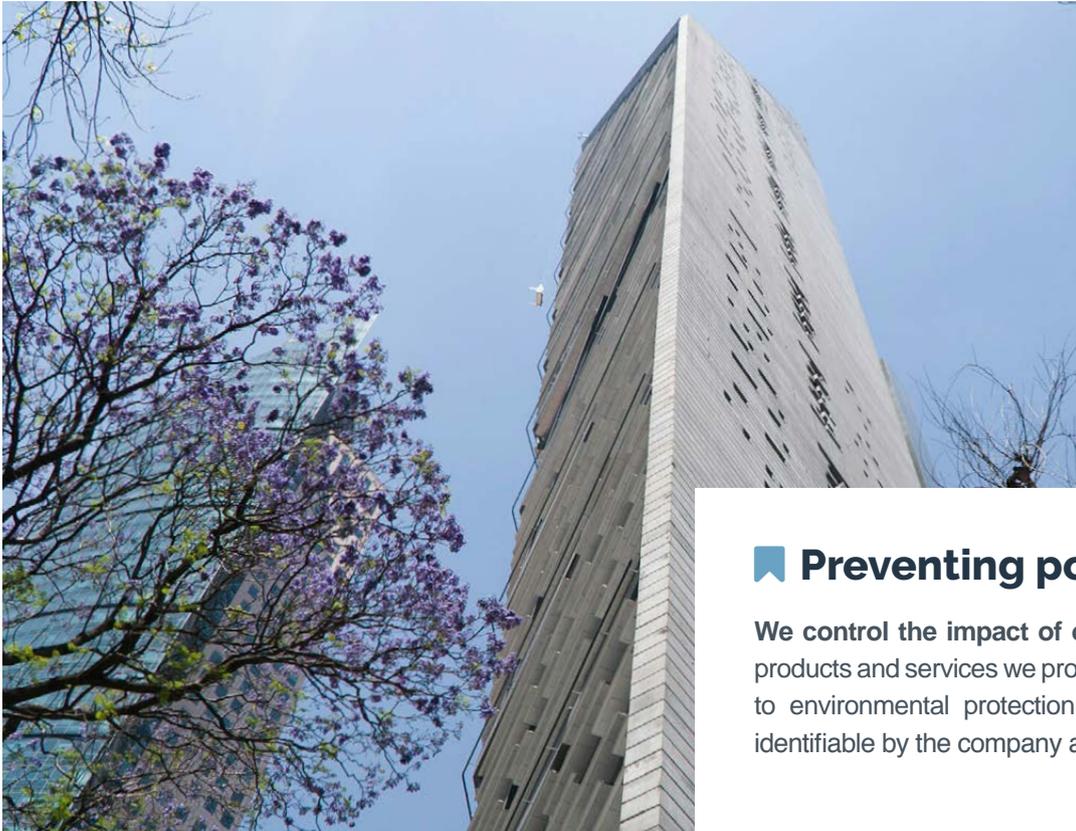
▀ Reducing plastic consumption.

We give each employee a corporate glass for daily water refills from the dispensers we provide for employees. This way, we manage to **eliminate the consumption of disposable plastic cups.**

▀ Lowering energy consumption.

We install vinyl film and insulating screen blinds etc., in our windows and this way we can **lower the indoor temperature by 50%** in our offices.





Preventing pollution.

We control the impact of our activities, as well as the products and services we provide, on those aspects related to environmental protection and prevention of pollution identifiable by the company and which we can influence.

Monitoring waste.

We minimize and prevent pollution, collecting and arranging waste paper, electrical materials, batteries, plastics, etc., into separate compartments which are then picked up by suppliers specialized in the recycling of these products.

This way, we ensure that our practices are environmentally friendly and safeguard the health of our workers.



03

COMMITMENT TO CLIENTS.

Optimizing processes, prevention and professional ethics.

Optimizing admin and business processes.

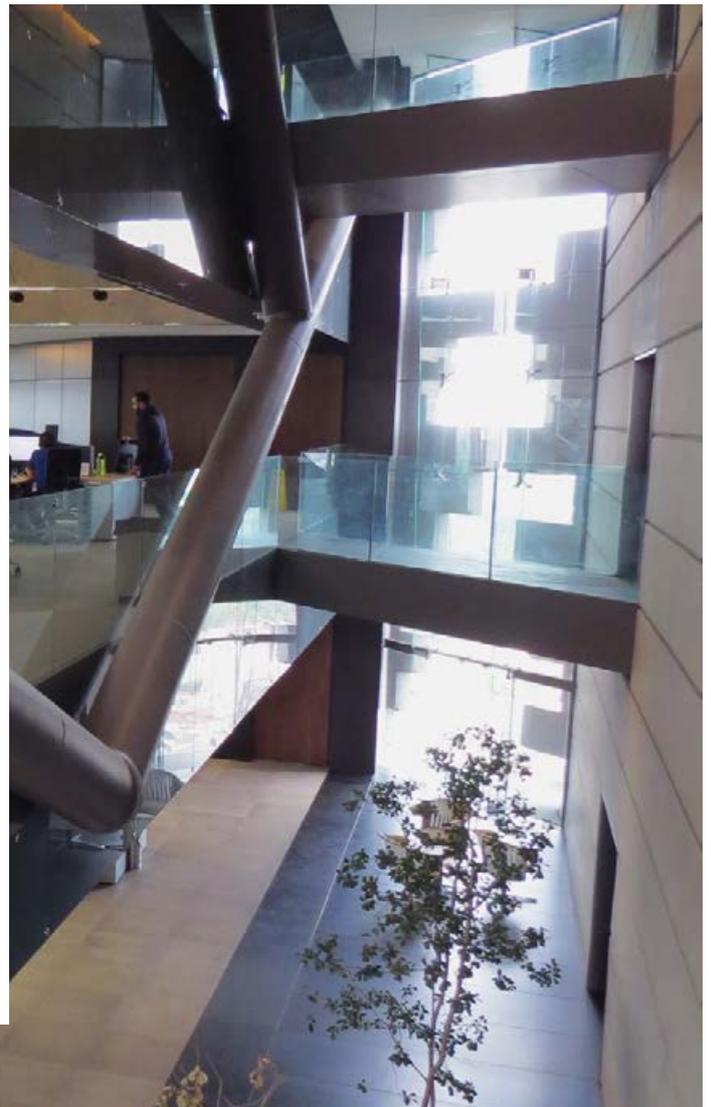
With our services, our clients **optimize all their in-house processes** in **administrative** and **commercial** terms, as cutting down on the use of paper does away with unqualified processes involving manual handling, data checking and matching, order processing, payments, notifying receipt of goods, etc.

All this time-saving we achieve is time that our clients can use on work that brings **development** and **growth** to their business.

Through our outsourcing services we provide great added value to our clients, as we take care of ensuring the availability of our clients' data and services, as well as of their suppliers.

With this service, we allow our clients to focus all their attention exclusively on their business and not have to worry about the technological infrastructure necessary for their electronic transactions to work.

Thanks to this, we ensure that our clients gain in **efficiency** without diverting their attention from what is really important for them: the drive to **sell, grow** and **expand**.



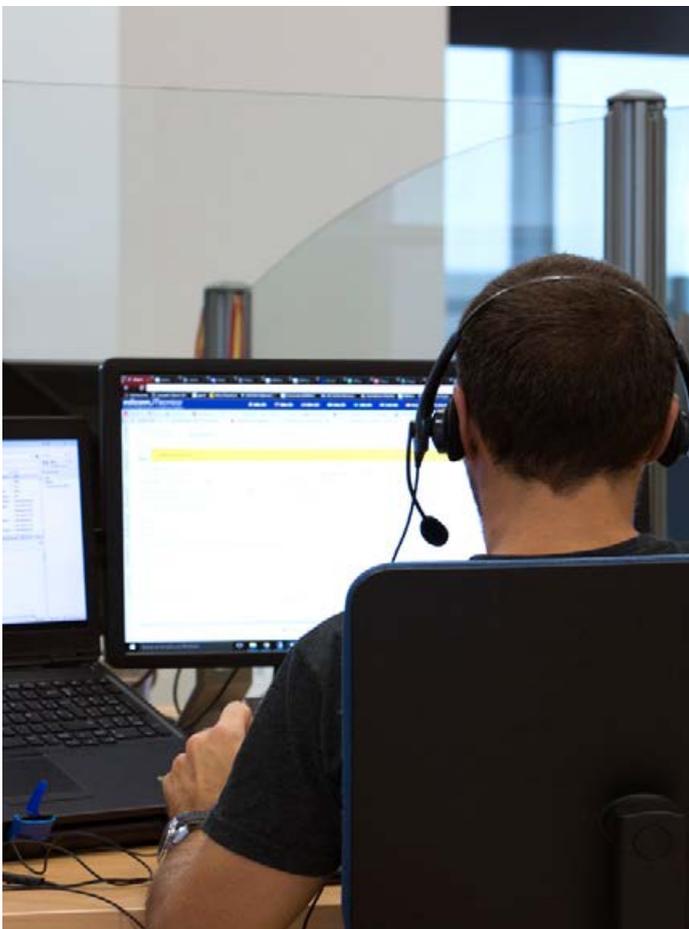


To make this possible, periodically:

- We apply ongoing **technological monitoring** to ensure use state-of-the-art technology that allows maximum data availability to our clients with the lowest possible energy consumption.
- We check the **capacity and availability of our systems** so that we can provide immediate access to our customers' data.

Our objectives are to **avoid inefficiencies** in the manufacturing, supply, marketing and distribution processes of our clients' products and guarantee the product's availability to the final consumer:

- We have a **24x7 surveillance** service constantly reviewing and processing the alarms that our consultants have previously configured to safeguard the operation of our clients' installations.



- We have **24x7 systems staff** to provide second level support to our 24x7 surveillance service when systems are blocked for any reason.

- We deploy a **failsafe prevention system** that periodically checks communications, storage disks, memory usage and CPU consumption to prevent system crashes.

- We have **notification procedures** for software updates and possible scheduled system downtimes.

- We periodically review the **quality of our customer service delivery** to detect room for improvements that affect the service, our employees' training and our infrastructure.

- We periodically undergo **audits** with both internal and external auditors; official audits by **AENOR** to review our service quality (**TI ISO 20000**) and service security certificates (**ISO 27001**), etc.



Disaster contingency plan

Every day, 25% of our staff **works from home**, so that in the event of any epidemiological catastrophe, flood-destruction of our facilities or inability to access them, we can continue working for our clients and provide them with the service.

Integrity in business

At EDICOM, we maintain the highest standards of integrity in all business interactions.

EDICOM has a **zero tolerance policy** and prohibits any form of **bribery, corruption, extortion** and **embezzlement** (including the promise, offer, concession or acceptance of any bribe).

All business negotiations must be carried out transparently and accurately reflected in the company books and records.

Monitoring is implemented and procedures applied to ensure **compliance with anti-corruption legislation**.

For all these reasons, all **our clients are treated the same way** according to the service levels included in our SLA agreed with each client, regardless of whether they provide a greater or lesser business volume.



Gifting policy

At EDICOM **we do not accept gifts** from our clients and suppliers, as this could degenerate into an unfair advantage for some customers or suppliers when it comes to providing the best service or awarding a purchase to the best proposal.

In the event of any such gifts being received, they will be handed over to a charitable organization or politely returned to the client, making reference to this company policy.

Improper payments or commissions

EDICOM **does not pay or accept** any amount for **commissions, bribes, and improper payments** to influence or compromise the decisions of the recipient.

04

COMMITMENT TO EMPLOYEES.

Taking care of aspects with an impact on personal and environmental well-being.

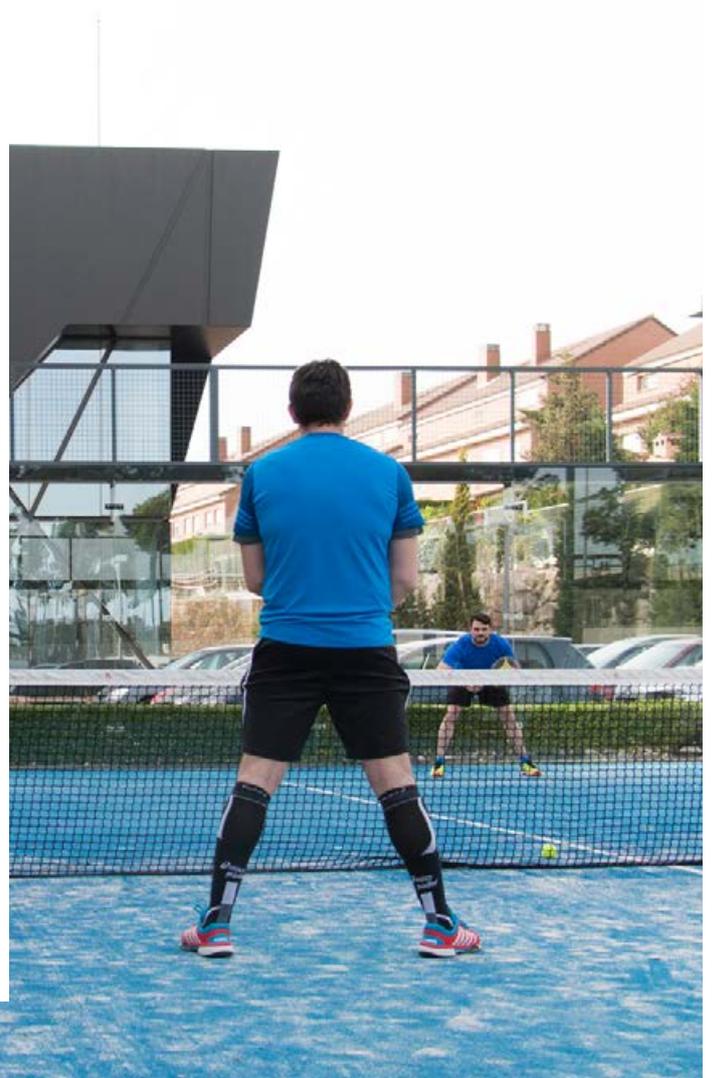
In line with our mission, we are concerned with the health, welfare, growth and happiness of our employees.

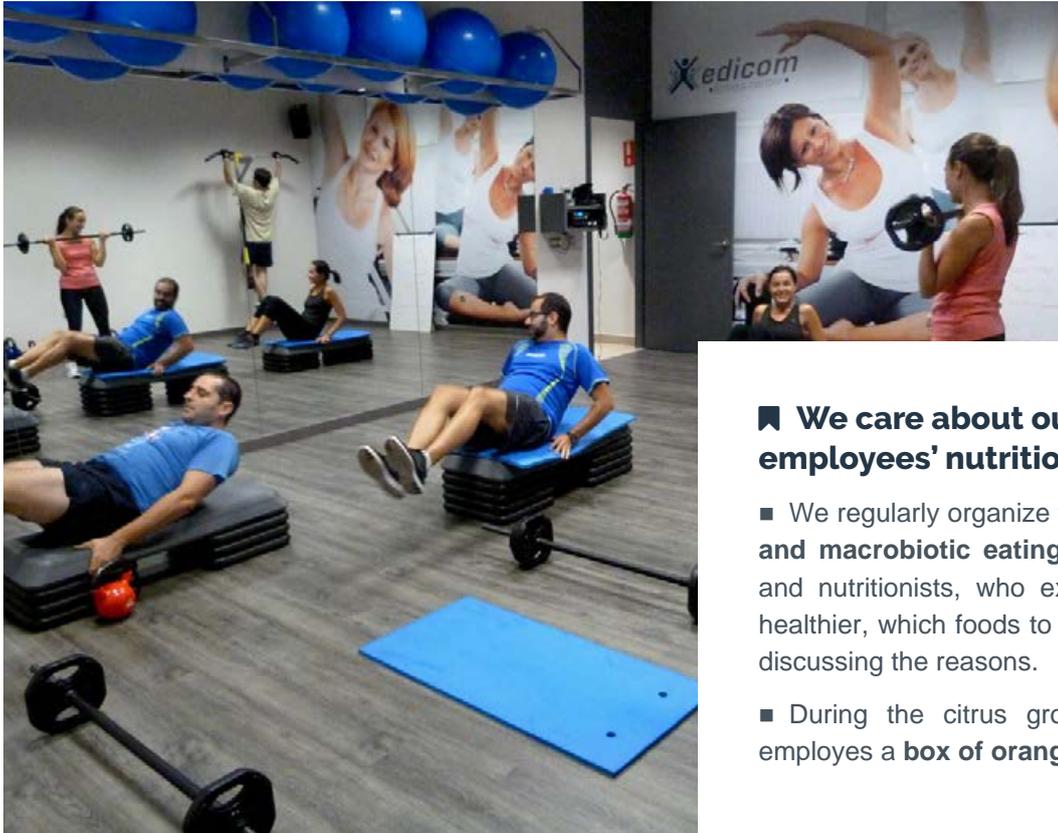
■ We care about our employee's evolution, growth and professional development.

To this end, we have procedures for periodic and transparent reviews to assess the performance of all our employees, so that the employee's skills-responsibility-satisfaction and economic rewards are aligned. In addition, we have appropriate training plans for each working position.

■ We care about the physical health of our employees.

- We have a **gym** where specialist monitors organize groups on a daily basis, giving sports classes including spinning, Zumba, Pilates, cross fit, etc.
- There is a **paddle court** for our employees to use free of charge.
- All our workers on indefinite contracts are covered by **private health insurance** with one of the most prestigious companies nationwide, funded by EDICOM. Annual health check-ups are also covered for all employees.





■ We care about our employees' nutrition.

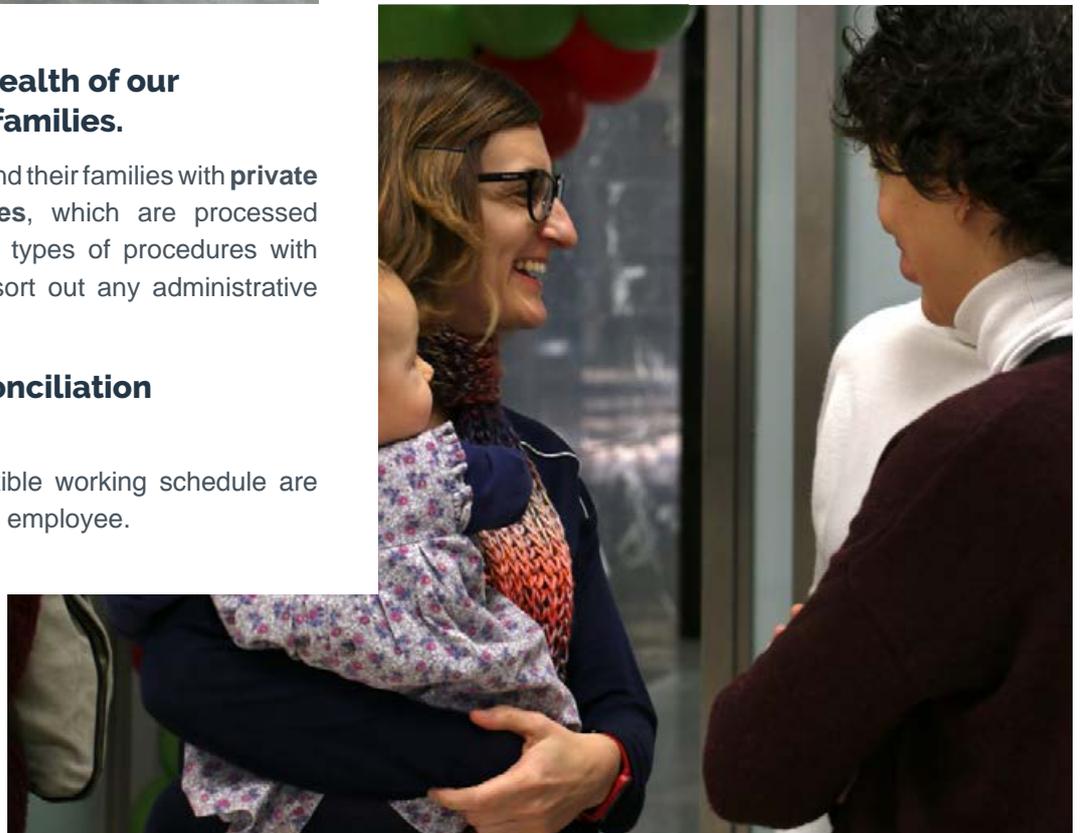
- We regularly organize training sessions on **nutrition and macrobiotic eating** given by doctors, biologists and nutritionists, who explain which type of food is healthier, which foods to consume and which to avoid, discussing the reasons.
- During the citrus growing season, we give our employees a **box of oranges every two weeks**.

■ We look after the health of our employees and their families.

We provide our employees and their families with **private medical insurance policies**, which are processed by managers to resolve all types of procedures with insurance companies and sort out any administrative dispute that may arise.

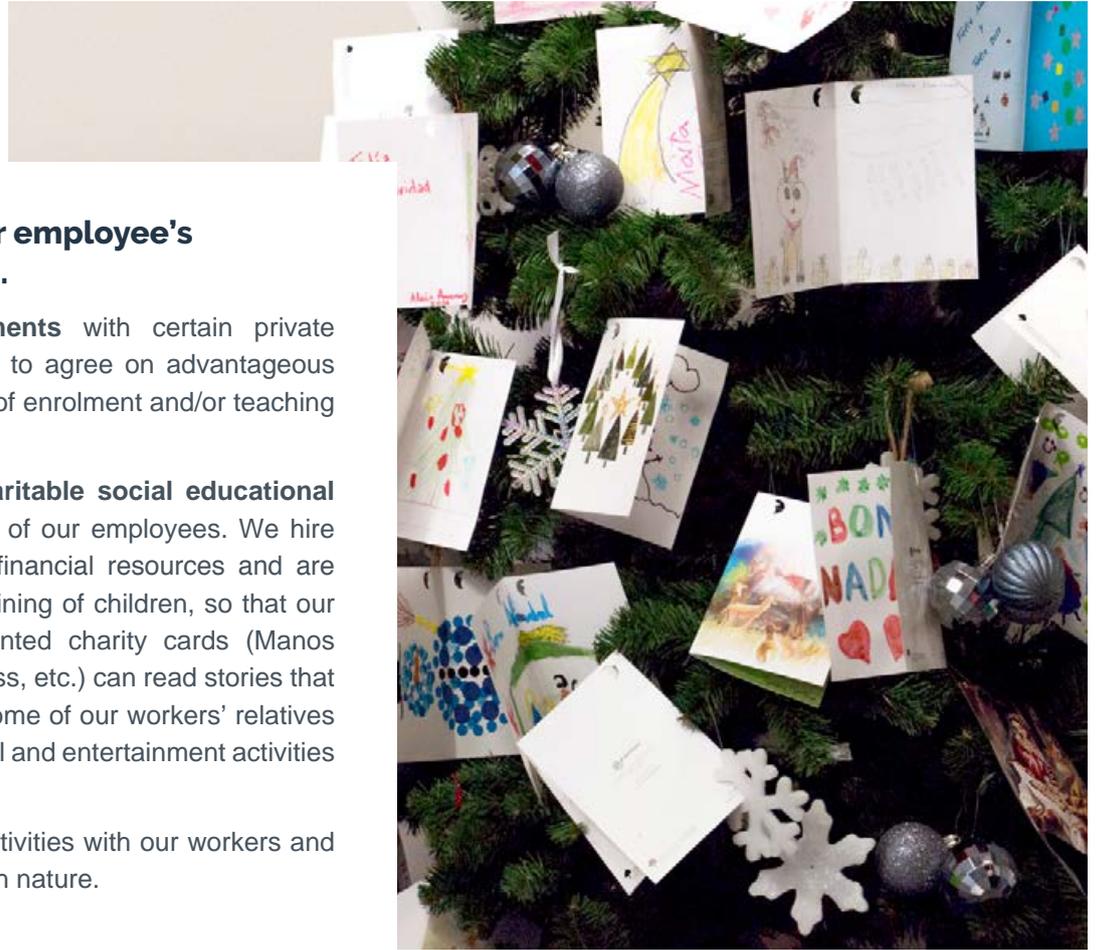
■ We care about reconciliation with family life.

Remote working and a flexible working schedule are facilitated as required by the employee.



■ We care about our employee's children's education.

- We establish agreements with certain private schools with which we try to agree on advantageous conditions in the payment of enrolment and/or teaching fees.
- We organize some **charitable social educational projects** with the children of our employees. We hire young people who need financial resources and are trained in the care and training of children, so that our children, after having painted charity cards (Manos Unidas, UNICEF, Red Cross, etc.) can read stories that have been published by some of our workers' relatives and take part in educational and entertainment activities with the monitors.
- We organize outdoor activities with our workers and their families in contact with nature.



■ Recreational activities with employees.

We also organise summertime lunches, Christmas dinners and sporting tournaments including paddle, tennis, bowling, karting, etc.



05

SOCIAL COMMITMENT

Contributing to society by providing knowledge and taking care of our environment.

We are concerned about the environment and society of which we are part.

Respecting childhood

- EDICOM follows the legislation in force in all the countries in which it operates and under no circumstances hires minors.
- We also do not engage services from any supplier known to be involved in the exploitation of minors or illegal businesses.

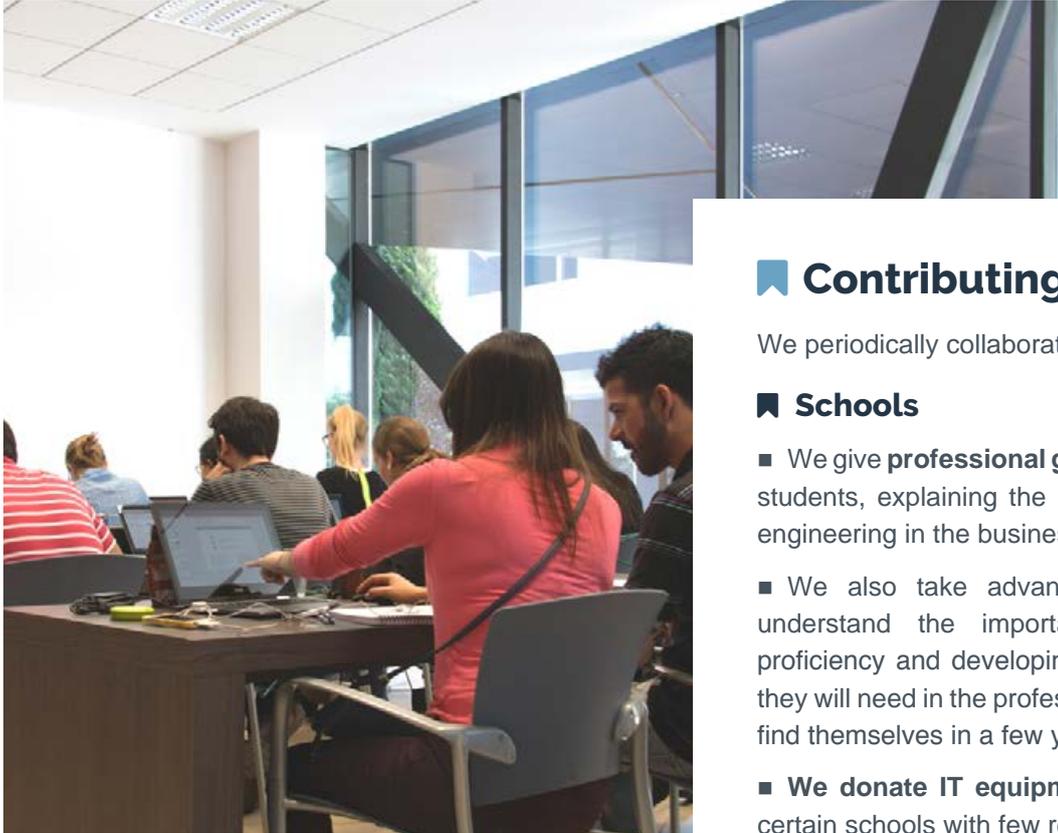
Support for women in ICT

EDICOM collaborates with the *DevWomen* initiative (<https://devwomen.com/>).

The project's main purpose is to provide visibility to women in the technology sphere, and especially in IT development.

DevWomen intends to give maximum spread to information technologies, starting with schools and reaching out to businesses. Aiming to encourage the **incorporation of a greater number of women with a programmer profile** into the ICT sector.





Contributing to knowledge

We periodically collaborate with different bodies:

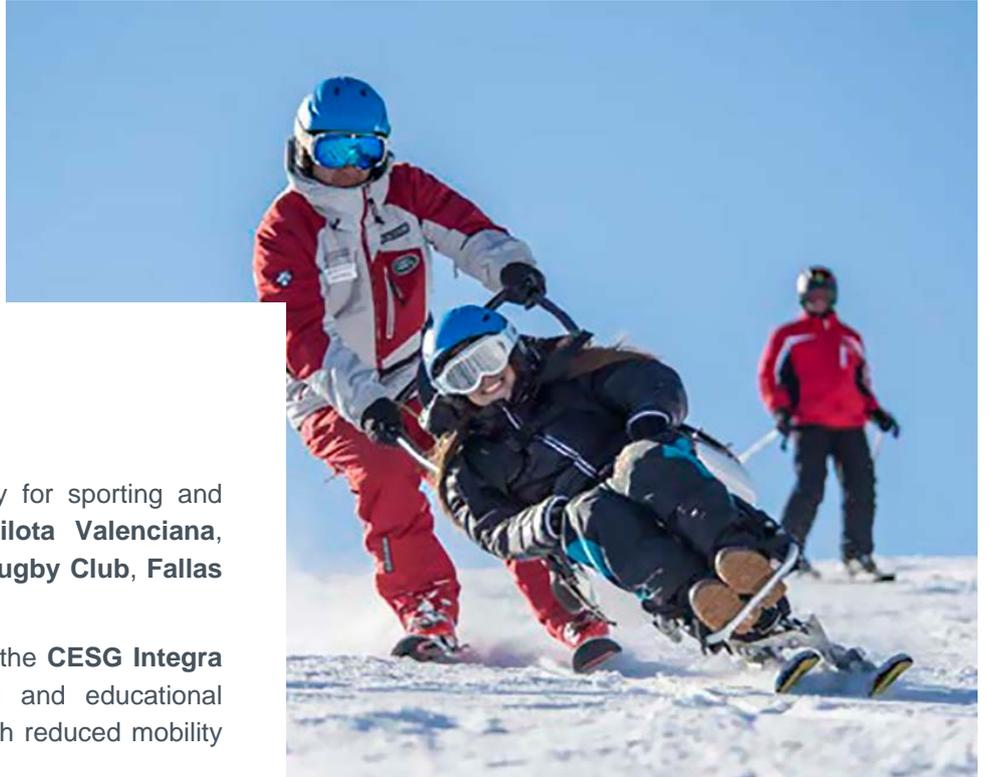
Schools

- We give **professional guidance talks** for high school students, explaining the professional opportunities for engineering in the business world.
- We also take advantage of this to help them understand the importance of foreign language proficiency and developing the skills and abilities that they will need in the professional world in which they will find themselves in a few years.
- **We donate IT equipment**, which is very useful in certain schools with few resources.

Universities

- We provide altruistic technology **training sessions** in schools.
- We donate €20,000 annually so that students from the *Universidad Politécnica de Valencia* can study abroad for a year.
- We **donate equipment** to the laboratories of the *Universidad Politécnica de Valencia* and *Florida Universitaria*.
- We participate by donating €3000 to **Action Against Hunger** and our workers collaborate running in a charity race held by EDICOM every year in Valencia (Spain).

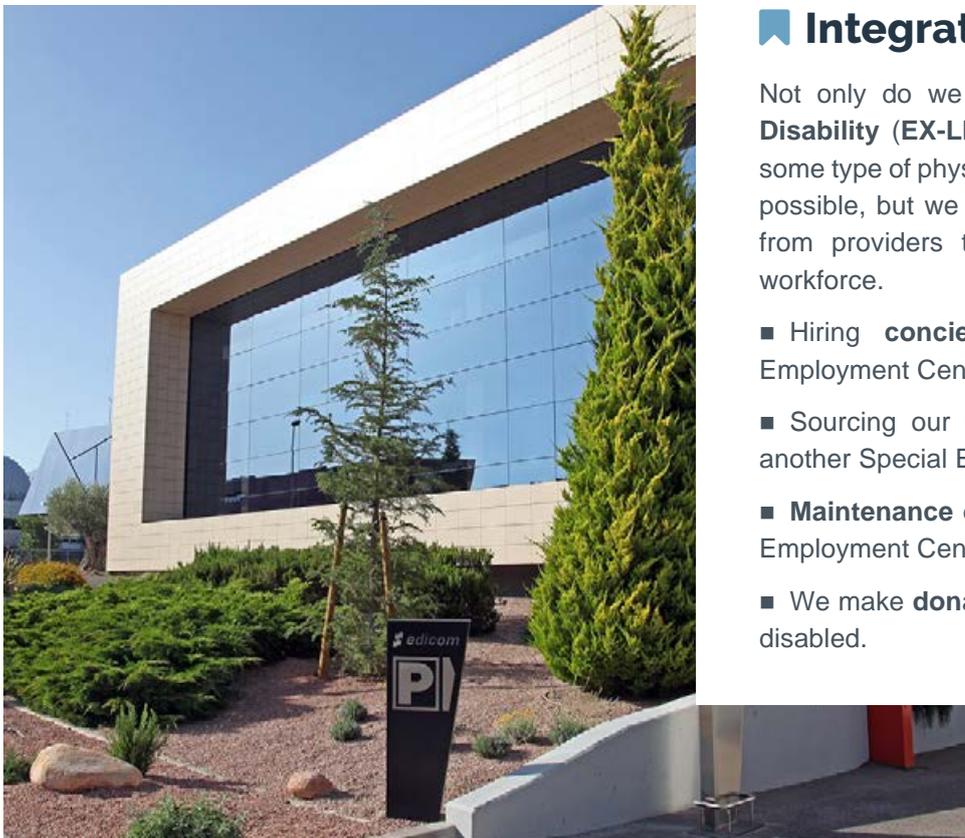




Contributions to sport and culture

Funding is also set aside annually for sporting and cultural associations, such as: **Pilota Valenciana**, **Handball Club**, **Valencia Touch Rugby Club**, **Fallas de Valencia**, etc..

In addition, Edicom recently joined the **CESG Integra Project**, which carries out social and educational actions for integration of people with reduced mobility into the world of skiing.



Integration of the disabled

Not only do we comply with the **General Law on Disability (EX-LISMI)** in the hiring of personnel with some type of physical or physical impairment whenever possible, but we also engage all the services we can from providers that have disabled people in their workforce.

- Hiring **concierge services** through a Special Employment Centre.
- Sourcing our supply of **stationery material** from another Special Employment Centre.
- **Maintenance of our gardens** with another Special Employment Centre.
- We make **donations** to different associations of the disabled.



EDICOM is a multinational specializing in e-invoicing and electronic data interchange (EDI) with projects up and running in over 65 countries, servicing some of the world's leading companies in their respective sectors.

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