

Corporate Social Responsibility Policy

The Corporate Social Responsibility Policy aims to promote a culture of social responsibility at TISA, which contributes to the creation of value in a sustainable way for its employees, society, customers, suppliers, to give equitably remuneration to all groups that contribute to the success of its business project and to undertake new investments considering its social return, generating employment and wealth for society with a long-term vision that seeks a better future without compromising the results Present.

This Corporate Social Responsibility Policy is constituted as the basic principle and general framework of action for the management of corporate social responsibility practices and serves as the basis for the integration of social responsibility into TISA's Business Model, and in its strategy.

General principles of action:

(a) Comply with the legality in force in the countries and territories in which it operates, adopting, in a complementary and voluntary manner, international commitments, standards and guidelines, basing its relations with the competent public authorities in each jurisdiction on loyalty, trust, professionalism, collaboration, reciprocity and good faith.

b) Align its action with the principles set out in TISA's Mission, Vision and Values,

c) Make a commitment to prosecute and denounce any corruption practice.

d) Promote the channels of communication and dialogue, as well as promote TISA's relationships, with its employees, customers, suppliers and, in general, with all its Stakeholders.

e) Disseminate relevant and reliable information on TISA's performance and activities.

(f) Promote transparency, assuming the commitment to develop and publish annually financial and non-financial information of its activity following, for the latter, one of the generally accepted methodologies and subjecting the information to independent external verification.

(g) Innovation is a strategic variable for TISA, which affects all the activities it carries out.

(h) Respect for the environment is a key pillar of TISA's production model, optimizing the management of hazardous and non-hazardous waste through systems implemented for, among other aspects, waste reduction, the use of good practices and the use of recycled materials.

(i) Ensure a safe and healthy working environment. TISA, considers its employees a strategic asset, to which it cares and offers a good working environment promoting its development, training and conciliation measures and promoting equal opportunities.

j) Promote the professional and personal development of all its employees ensuring equal opportunities.

k) Do not discriminate because of race, nationality, social origin, age, sex, marital status, sexual orientation, ideology, political or trade union opinions, religion or any other personal, physical or social condition.

l) Maintain a training policy for the learning and personal and professional development of its employees.

(m) Provide its employees with a safe and stable environment, permanently updating occupational risk prevention measures and complying with applicable regulations in this area.

n) Promote among its employees the recognition of behaviours in accordance with the ethical principles of good faith, which are manifested in loyalty to the company and defence of the interests of the same, comply with the laws in force, honesty in the management and prohibition of bribes and corruption, avoid any type of conduct and procedure against unfair competition and commitment of confidentiality. TISA employees shall take reasonable steps to detect and prevent unacceptable or suspicious forms of payment and inform their superiors or report it through established channels if they harbor any suspicion or concern in this regard.

o) Respect, scrupulously, human rights and public freedoms included in the Universal Declaration of Human Rights.

p) Know the needs and expectations of its customers to offer them the best solutions, defending the proper functioning of the market in free competition, continually striving to take care of and increase their satisfaction.

q) Promote collaboration with suppliers and transparency in contractual relationships, with the obligation to act impartially and objectively, applying quality and cost criteria.

Usurbil 8 April 2015
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