




***Acting with integrity everywhere***



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## 1. Change control and Approval of this edition

### 1.1. Change control

<b>Drafted by:</b>	<b>Reviewed by</b>	<b>Approved by:</b>
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Signature:	Signature:	Signature:


### 1.2. Control of Elaboration, Review and Approval

Rev.	Changes description	Section Modified	Date
02	<p>Template is adjusted, including headline and change control.</p> <p>The document code was updated based on the Document Control procedure update.</p> <p>General elements of the document are incorporated: introduction, table of contents, images related to the content</p> <p>The content of the negotiations with external companies was expanded, detailing the guidelines associated with customers and suppliers.</p> <p>Sections 6 and 7 related to free and fair competition and data protection and confidentiality were incorporated.</p> <p>The content of the final page was expanded as a closing of the code of conduct.</p>	<b>COVER</b> <b>ALL SECTIONS</b>	08/29/17
03	<p>Change of ethics officer from Manager of International Coordination and Ethics and Compliance Unit to General Manager.</p> <p>Inclusion of Quality Management in the responsibilities.</p>	<b>COVER</b> <b>ALL SECTIONS</b>	08/04/21
04	<p>The concepts of diversity and inclusion are included in the ethical principles</p>	1	05/17/22
05	<p>Change of adress and inclusion of sustainability and information security.</p>	8, 9	12/21/2023

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## INTRODUCTION.

**MUDANZAS INTERNACIONALES GLOBAL, C.A.**, founded in 1968, is a company which has capitalized the experience of each and every one of its members, natural and legal persons, for more than 40 years of experience as an international moving agent and related service. Our main objective is the carrying out of international relocations complying with high quality standards and based on a solid corporate anti-corruption culture under the principle of integrity and fundamental ethical principles. Today, it operates with two headquarters in the city of Gran Caracas, an operative headquarter located in Prolongación Calle Las Tinajas, Edificio Global, Sector La Tinajas, Parroquia El Llanito, Municipio Petare, del Estado Miranda, and an administrative headquarter located at Centro Banaven, Torre A, 4-41.


In **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, we believe and ensure the fulfillment of our ethical principles through the implementation of this code of conduct. This document is intended to give guidance since it defines for different circumstances our position as an organization and how we should behave as representatives of the company. All of us have to comply with the law, act with integrity and honesty in every aspect and be responsible for our actions.

We always persevere in creating a climate of trust and cooperation, so it is important to keep in mind that this code of conduct deals with situations and potentially sensitive areas. For this reason, we must ensure a clear understanding and full application of the principles and guidelines stated in this document.

**MUDANZAS INTERNACIONALES GLOBAL, C.A.** expects that all its contributors read the Code of Conduct carefully and keep it at hand for reference. It is especially important that new generations of workers know about it and receive guidance from their immediate supervisors to familiarize them with their operational standards and practices.

As we continue to grow in an increasingly complex world, this code of conduct, as well as related operational policies and practices of **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, constitutes an additional source of support to maintain the integrity and character of our organization.

Thank you in advance for making **MUDANZAS INTERNACIONALES GLOBAL, C.A.** a model organization regarding the compliance with its principles.


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## 1. OUR ETHICAL PRINCIPLES

- ***Employment is freely chosen***
- ***We respect the freedom of association and the right to collective negotiation***
- ***We provide safe and sanitized working conditions***
- ***We work regularly, with dignity and no excess***
- ***We do not hire child workforce***
- ***We do not discriminate or treat cruelly or inhumanly***
- ***We respect diversity and promote inclusion***

**MUDANZAS INTERNACIONALES GLOBAL, C.A.**, bases its business practices on solid ethical principles for the benefit of and in order to guarantee in each of the workers and members of the organization a fair, protected and favorable environment for the growth of all. Accordingly, we ensure that:

- *The staff working in the company enters freely and voluntarily, just as they have the same freedom to terminate the employment relationship when they consider it. In Mudanzas Internacionales Global there is not forced prison labor or slavery.*
- *All workers have the right to join or form trade unions and to develop organizational, association and collective bargaining activities in a free and non-discriminatory manner.*
- *The staff performs their activities in a safe and hygienic environment where all appropriate measures are taken to safeguard their physical integrity in order to minimize the risks to which they may be exposed.*
- *Our workers receive regular training in security and health services, as well as all those basic services as clean restrooms and drinking water.*
- *Our workers enjoy fair wages in accordance with current national legislation and working conditions aimed at improving their quality of life, based on work contracts and payment receipts that guarantee the transparency of their benefits. In no case do we affect their wages with deductions as part of disciplinary measures or for any reason not justified in national law.*
- *If our workers voluntarily so decide it, they may work overtime hours provided they do not exceed the maximum set forth in current national law. Overtime hours are paid in compliance with and exceeding what is provided in the law and the rest time of the workers is respected, in order to always protect their health and safety.*
- *We do not hire child workforce, all works of the company are performed by people of legal age, according to current law.*


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*For no reason, discrimination will be allowed in any of the company's processes and operations, including recruitment activities, remuneration, training, personnel movements. Discrimination is conceived from all walks of life, encompassing race, religion, age, disability, gender, marital status, and sexual or political orientation. We recruit people from diverse backgrounds to build a supportive and inclusive workplace. We take steps to ensure employees have a sense of belonging, value, and opportunity*

*For no reason, inhuman or cruel treatment will be allowed by or for any member or member of the organization. **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, guarantees that physical, sexual or other situations of abuse are not generated and strictly prohibits harassment, verbal abuse or other forms of intimidation.*






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## 2. OUR ETHICAL BEHAVIOR AND ANTI-CORRUPTION PRINCIPLES

*In **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, we maintain an ethical behavior adhered to anti-corruption principles, guaranteeing that our operations and activities are transparent throughout our business model. In that sense, we believe and ensure the compliance with these principles:*

- *We never engage in any form of bribery, either directly or through third parties.*
- *We never offer, make or authorize an undue payment (in cash or otherwise) to any individual, including any local or foreign official anywhere in the world.*
- *We never try to prompt an individual, or a local or foreign official to act illegally or improperly.*
- *We never offer or accept money or any valuable thing, such as gifts, commissions with the intention of getting business or awarding a contract.*
- *We never offer or give any gift or show hospitality to any employee, official or public representative if there is any expectation or involvement for a return favor.*
- *We never accept any gifts from any business partner if there is any expectation or involvement for a return favor.*
- *We never facilitate payments to obtain a level of service that they would not normally.*
- *We never ignore or stop reporting any evidence of improper payments to the appropriate authorities.*
- *We never prompt or help any other person or third parties to violate any applicable law or regulation.*



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### 3. ACTING WITH INTEGRITY AND MYSTICISM

- ***What to expect from every one?***
- ***What to expect from managers?***
- ***When a written approval is required?***
- ***Who must follow the code?***

For **MUDANZAS INTERNACIONALES GLOBAL C.A.**, integrity is a key element of our organization, together with our values of leadership, passion, responsibility, diversity and quality. Integrity is to do the right thing. By acting with integrity, we positively reflect the company's integrity and reputation.

The code of conduct will help guide us and define how workers should behave as representatives of **MUDANZAS INTERNACIONALES GLOBAL C.A.** The code of conduct addresses our responsibilities to the company, to each of us, to customers, suppliers and governments.

All of us have to comply with the law, act with integrity and honesty in every aspect and be responsible for our actions.

#### ***What to expect from every one?***

- ✓ Compliance with the code and law
- ✓ Understand the code. Compliance with the code and law whenever you may be.
- ✓ Use good judgment and even prevent misconduct.
- ✓ Consider your actions and ask for advice

If you ever have a doubt about a behavior, ask:

- ✓ Is it consistent with the code?
- ✓ Is it ethical?
- ✓ Is it legal?
- ✓ Will it reflect my image and that of the company properly?
- ✓ Would I like to read about this on the newspaper?


If the answer is "No" to any of these questions, do not do it. If you are still hesitating, ask for advice. The code attempts to address many of the situations that employees will face, but cannot consider all the circumstances. You can look for help with:

- Your management.
- The legal advisor or the senior management staff from the company that supports your business.

#### ***What to expect from managers?***

- ✓ Promote a culture of ethics and compliance.



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- ✓ *Managers should always be a model of appropriate behavior. As manager you must:*
- *Ensure that the people you supervise understand their responsibilities according to the code and other policies of the company.*
  - *Take advantage of the opportunities to discuss the code with employees and reinforce the importance of ethics and compliance.*
  - *Promote an environment where employees feel comfortable sharing their concerns.*
  - *Assess behaviors in relation to code and other company policies when evaluating employees.*
  - *Never encourage or give orders to employees to achieve commercial results at the expense of ethical conduct or compliance with the code or the law.*
  - *Always act to prevent violations of the code or law by those under your supervision.*

### **When a written approval is required?**

*Some measures referred to in the code and some situations of conflicts of interest; require the prior written approval of your ethics officer. This approval must be renewed annually if the situation persists.*

*Your ethics officer is the General Manager, designated to make these determinations.*

*If you are in a situation where the ethics officer's approval may be required, you can contact the ethics officer directly or you can first notify your hierarchical supervisor, who can help you get the necessary approval. For the ethics officers themselves, approval must come from the CEO of Mudanzas Internacionales Global.*

### **Who must follow the code?**

*The Code of Conduct applies to all the staff of **MUDANZAS INTERNACIONALES GLOBAL C.A.***

#### *The code and the law*

*The operations and workers of the company are subject to the laws of various countries and other jurisdictions around the world. All employees are expected to follow the code and all laws, governmental standards and regulations applicable to the processes of Mudanzas Internacionales.*

*If any proceeding set forth in the code conflicts with applicable law, the law shall govern over the code.*

*As **MUDANZAS INTERNACIONALES GLOBAL C.A.** is a company incorporated in Venezuela, our employees around the world are submitted to Venezuelan legislation. Other countries can also apply their laws beyond its borders to company's operations and staff. If you have questions about which laws apply to you, or if you believe there may be a conflict between different applicable laws, consult your legal counsel before proceeding.*

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### Investigations

*The company takes seriously all reports on alleged misconduct. We will investigate the matter confidentially, determine whether the code or law has been violated, and we will take the appropriate corrective action. If you participate in an investigation related to the code, you should cooperate fully and answer all questions with integrity and honesty.*

### There will not be retaliation

*The company values the help of workers who identify potential problems that the company needs to address. Any retaliation against a worker, who reports a problem with honesty, constitutes a violation of the code. If a worker has reported a concern honestly or participated in an investigation, that cannot be the basis for an action that would prejudice his/her employment, including separation, downgrading, suspension, loss of benefits, threats, harassment or discrimination.*

*If you work with someone who has reported a concern or has given information in an investigation, you should keep on treating that person with courtesy and respect.*

### False allegations

*The company shall protect every employee who honestly reports a concern, but it is a code violation to knowingly make a false allegation, lie to the investigators, or refuse or reject to cooperate with a code-related investigation. Honest information does not imply that you have to be right when you report a concern, you just need to make sure that the information you provide is accurate.*


## 4. INTEGRITY AT THE COMPANY

***Acting with Integrity begins inside for MUDANZAS INTERNACIONALES GLOBAL, C.A., includes how we handle the records, assets and information of the company.***

- **Commercial and financial records**
- **Company's assets**
- **Information use**

### **Commercial and financial records**

*You should guarantee the accuracy of all company's financial and commercial records. They include, but are not limited to, other records, such as quality reports, time records, expense records, and the filing of claim forms and curricula vitae.*

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*Everyone is responsible for ensuring accurate and complete commercial and financial records, not only the accounting finances staff. Keeping accurate records and information is reflected in the reputation and credibility of the organization and ensures that the company meets its legal and regulatory obligations.*

- *You should always record and classify transactions in the relevant accounting period and in the corresponding account and department. Do not hold back or accelerate incomes and expenses records in order to comply with budget goals.*
- *The projections and accumulates should be supported by relevant documentation and based on your best judgment.*
- *You have to ensure that all reports sent to regulatory authorities are complete, reasonable, accurate, timely, and understandable.*
- *Never falsify a document.*
- *Do not misrepresent the true nature of a transaction.*
- *Do not support other person's efforts to evade taxes or subvert local currency laws. For this reason, payments should generally be made only to the person or company that actually provides the goods or services. Payments must be made in the country of origin of the supplier, where he operates or where the services were provided.*
- *Exceptions must be approved by the General Manager.*


## **Company's assets**

*Protect the company's assets and use those assets as intended. Do not use those company's assets for your personal benefit or for the benefit of others not belonging to the company.*

- *Use your common sense. For example, phone calls or occasional personal email from your workplace are acceptable. Personal phone calls or emails in excess are a misuse of the assets.*
- *The company's policy may allow additional personal use of certain assets, such as a company vehicle or a wireless communication device. Always verify the corresponding policies in order to ensure the company's assets are used as intended.*

*The theft of company property, whether physical theft, for example, unauthorized removal of a product, equipment or company information or theft through embezzlement or intentional false information of hours or expenses, can lead to dismissal and criminal proceedings. The company considers the theft in the workplace of assets belonging to other workers in the same way as it considers the theft of the assets of the company.*

*The use of the company's assets outside its responsibilities with the company, for example the use of its product of work in the company for external purposes or the use of materials or equipment of the company to support his personal interests, requires the prior written approval of the ethics officer. The annual renewal for this approval is required for still using the asset out of work.*

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## **Information use**

*Protect all non-public information of the company, which includes everything from contacts and price information to marketing plans, technical specifications and information of workers.*

### Non-public information

*Do not disclose non-public information to anyone outside the company, including family and friends, except when required for commercial purposes. Even then, take the appropriate steps; for example, the conclusion of a confidentiality agreement to avoid misuse of information.*

*Do not disclose non-public information to others within the company unless you have a business reason to know it and the communications have been classified in accordance with the Information Protection Policy.*

*Workers are obliged to protect the non-public information of the company at all times, both outside the workplace and during working hours and even after the end of the employment relationship.*


*Maintain or dispose company's records in accordance with the Company's documented information retention guidelines and criteria. The legal counsel of the company may occasionally issue notices regarding the retention of records in case of actual or potential litigation or governmental investigation.*

*Workers should follow the instructions included in these notices, because otherwise it could expose the company and its workers to serious legal risks.*

*Please check the information protection policy for additional guidance and advice to protect the information.*





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## 5. INTEGRITY WHEN NEGOTIATING WITH OUTERS

***MUDANZAS INTERNACIONALES GLOBAL C.A., we are the moving company with the longest experience in the Venezuelan market, therefore, we are fully aware of the responsibility we have towards our customers, shareholders, employees and the communities in which we work.***

***External relationships of MUDANZAS INTERNACIONALES GLOBAL C.A. are a key element to our success. We must negotiate reasonably and legally with everyone we meet.***

- ***Negotiations with the Government***
- ***Negotiations with customers, providers and buyers***


### ***Negotiations with the Government***

*The global nature of our business often requires that we interact with officials from different governments or embassies around the world. Transactions with governments are covered by special legal rules and are not the same as conducting business with individuals. Consult your company's legal counsel, anti-corruption manual, and Gift and Attendance Handling Guide to be sure you know, understand, and observe these rules. Generally, do not offer anything to a government officer, either directly or indirectly, for a preferential treatment. You must have the prior approval from the company's legal counsel before giving something valuable to a government officer. You have to make sure that those payments are duly recorded in the company's account.*

#### ***Anti-bribery***

*Penalties for violating these laws can be severe, including significant individual and corporate fines.*

*Briberies are forbidden. Bribery is giving or offering something valuable to a government officer in order to influence a discretionary decision. Examples of bribes include a payment to a government official to favor a decision to grant or continue business relationships, influence the outcome of a government audit or inspection, or influence tax or other legislation. Other payments to government officials may also constitute bribes in other jurisdictions. Please refer to the company's legal counsel regarding the local anti-bribery laws.*

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## ***Negotiations with customers and providers***

*The company values its partnership with customers and providers. You should treat these partners the same way we expect to be treated. Always negotiate honestly with customers, suppliers and treat them with honesty and respect:*

- *Do not engage in unfair, confusing and misleading practices.*
- *Always show the company's products in an honest and direct manner.*

*Our customers, suppliers and contractors must adhere to our ethical principles, previously provided herein, and summarized as follows:*


- ***Employment is freely chosen***
- ***We respect the freedom of association and the right to collective negotiation***
- ***We provide safe and sanitized working conditions***
- ***We work regularly, with dignity and no excess***
- ***We do not hire child workforce***
- ***We do not discriminate or treat cruelly or inhumanly.***

## **Customers**

*We expect that all of our customers adhere to the same ethical principles, as well as to other standards regarding business with our company, namely:*

- ***Dishonest payments / Briberies***



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Customer must comply with the anti-bribery international standards as indicated in the Global Compact issued by the UN and the local anti-corruption and bribery laws. Likewise, customer must not offer services, gifts or benefits to the workers of **MUDANZAS INTERNACIONALES GLOBAL, C.A.** in order to influence their behavior representing the company.

- **Conflict of interest**

The customer must notify **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, of any condition of part in progress or future and potential conflict of interest and should avoid promoting situations of conflict of interest between the personnel of the company that attends to him.

- **Illegal money**

The client must guarantee and ensure that the money used to pay for the services of **Mudanzas Internacionales Global C.A.**, comes from lawful sources and that the business relationship with the company is not used for money laundering.

## Suppliers

We expect that our suppliers do not take actions contrary to the principles of our code. Therefore, the holder of each relationship with a supplier must ensure that suppliers' compliance with the code of conduct of **MUDANZAS INTERNACIONALES GLOBAL, C.A.** is a condition of the contract with suppliers.

Our ethical principles provide standards for our company's business relationships with suppliers and contractors by means of:

- **Ethical laws and standards**


The supplier must comply with all applicable laws to his business sector. The supplier must support the principles of the Global Compact issued by the United Nations, the Universal Declaration of Human Rights, as well as the Fundamental Principles and Rights at Work published in 1998 by the World Labor Organization in accordance with national laws and regulations

- **Child labor**

The supplier must not hire people being under fifteen (15) years old. In no case the employment must prevent the child from fulfilling his obligatory studies or training requirements or be detrimental to his health or development, especially where national regulations or laws permit the employment of persons aged 13 to 15 years in light work.

- **Forced labor**

The supplier must not employ forced or compulsory labor. All work must be voluntary and workers are free to leave work or terminate their employment with reasonable prior notice.

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- **Remuneration and working hours**

*The supplier must comply with applicable national laws and regulations regarding working hours, wages and social benefits.*

- **Discrimination**

*The supplier must foster individual diversity and heterogeneity within the company related to race, religion, disability, sexual orientation or gender, among others.*

- **Health and security**

*The supplier must comply with applicable laws and regulations regarding health and security, and furnish a safe and healthy working environment, so as to prevent accidents and health injuries.*

- **Planning business continuance**

*Supplier must be prepared for any contingency in their business (for example, contingency arising from natural disasters, terrorism, virus in computer systems, infectious or medical diseases).*

- **Dishonest payments / Briberies**

*The supplier must comply with the anti-bribery international standards as indicated in the Global Compact issued by the UN and the local anti-corruption and bribery laws. Particularly, the supplier must not offer services, gifts or benefits to the workers of **MUDANZAS INTERNACIONALES GLOBAL, C.A.** in order to influence their behavior representing the company.*

- **Environment**

*The supplier must comply with all laws, regulations and standards applicable to the protection of the environment, as well as to implement effective systems to identify and eliminate potential damages to the environment.*


- **Dialogue between business partners**

*The supplier must communicate the abovementioned principles, established in this code, to its subcontractors and other business partners involved in the products and services described in the main contract, and motivate them to adhere to the same standards.*

- **Conflict of interest**

*The supplier must notify **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, of any condition of part in progress or future and potential conflict of interest.*

**MUDANZAS INTERNACIONALES GLOBAL, C.A.** reserves the right, upon reasonable notice, to verify compliance with the requirements set forth in this code of conduct and invites its customers, suppliers and/or contractors to ensure compliance with these principles for maintenance of ethical behavior.

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## 6. FAIR AND FREE COMPETITION

**MUDANZAS INTERNACIONALES GLOBAL, C.A.** does not use practices, procedures or systems tending to monopolize the operation, nor execute acts of unfair competition to the detriment of other competitors. On the contrary, all our actions are aligned with the good commercial faith, and the honest and normal development of the operational activities and in full compliance with all aspects of the competition and antitrust laws.

All workers of **MUDANZAS INTERNACIONALES GLOBAL, C.A.** must observe what is set forth in antitrust law, whether it is issued by supranational, national or local entities, and shall not engage in anti-competitive practices.

As fair competition is a fundamental principle of the free enterprise system and is fully supported by **MUDANZAS INTERNACIONALES GLOBAL, C.A.**, no worker can enter into any formal or informal understandings, agreements, plans or contracts, express or implied, with any competitor regarding prices, conditions of service, territories or customers; nor may he/she exchange or discuss prices, conditions of service, or any other competitive information with a competitor; or engage in other conduct that violates an applicable competition or antitrust law.

In addition, **MUDANZAS INTERNACIONALES GLOBAL, C.A.** requires their suppliers to fully comply with the provisions of applicable economic and antitrust law at national and international level, as well as with competition laws.

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Even if antitrust law changes from one country to other, this one generally establishes, at least, the following forbidden actions:

- a) **Pricing** - formal or non-formal agreement, with one or more competitors to fix or otherwise influence prices, terms or conditions of sale.
- b) **Allocation of markets/customers** - formal or non-formal agreement, with one or more competitors to distribute the market and/or customers.
- c) **Unequal conditions setting agreements:** a retailer agrees with a wholesaler to impose conditions on a retailer that are harsher than those imposed on him to provide him with the goods he produces.
- d) **Collusive practices** - formal or non-formal agreement, with one or more competitors refraining from making offers, bidding at a set price or presenting offers knowing that they are less favorable than a competitor's offers.
- e) **Sharing confidential information:** exchange of confidential information (for example, relative to current or future prices, profit margins or costs, offers, market shares, sales conditions, among others) of and/or with competitors in business meetings, associations professional or commercial or anywhere else.


**MUDANZAS INTERNACIONALES GLOBAL, C.A.** treats all customers equally and fairly. Therefore, any treatment favoring a client to the detriment of a competitor is prohibited. The company does not discriminate customers based on their size, nature, business field or strategy.

All agreements with competitors or third parties containing clauses that may have adverse effects on competition (e.g., exclusivity, pricing, related sales, territorial restrictions, price discrimination, non-competition and the exchange of confidential technical information or business) must be reviewed and approved by a legal counsel of the company in order to ensure compliance with antitrust legislation.

This policy does not prohibit subcontracting agreements or common joint proposals with competitors, provided they do not violate applicable competition or antitrust laws and have been approved by the General Management and/or the legal advisors of the organization.

If you have doubts relating the compliance with any aspect of antitrust laws, please refer to the Quality Manager, General Manager and/or the legal advisors of the organization.



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## 7. CONFIDENCIALITY AND DATA PROTECTION POLICY

***MUDANZAS INTERNACIONALES GLOBAL, C.A.** guarantees the confidentiality of company's nonpublic information, that of its customers, suppliers and other interested parties, assuring that the use of it is only for the interest of the organization and the moving processes and that will not be disclosed to competitors (including likely competitors) or others who may use this information to injure the company or its parts.*

*The treatment of data and information is managed under ethical principles, which establish the rules that must be followed for the collection, handling, use, treatment, storage and exchange of data. These principles are:*

- ***Principle of restricted access and circulation***
- ***Principle of confidentiality***
- ***Principle of purpose***
- ***Principle of legality***
- ***Principle of freedom***
- ***Principle of safety***
- ***Principle of transparency***
- ***Principle of truthfulness or quality***

*Accordingly, we ensure the compliance with:*

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- **Consent:** we are obliged to request all information with the total consent of our customers, making them understand that we only request information strictly necessary for the management of the corresponding procedures and activities.
- **Information gathering:** The personnel involved in requesting the necessary information will request it formally via e-mail or other pertinent means and will be used only for the required purpose.
- **Retention and disposal of information:** customer's personal information will be physically and digitally held for a period of no more than 10 years, in order to facilitate the contracting of new services by the same. General information of customers, suppliers and other stakeholders stored digitally will never be part of a third-party database and the physical information will be destroyed and disposed, after the retention time arranged, according to the nature of the information, ensuring that no one authorized person may make use of it.
- **Security to keep information private:** we are very careful in safeguarding the information, guarding it in files in secure files, accessed only by authorized personnel. Digital information is only available to staff with access privileges and is protected with antivirus and backup mechanisms in order to prevent its extraction or loss.
- **Quality and monitoring of information:** we carry out periodic inspections of the records, ensuring that the information collected is strictly the necessary and that it is adequately and diligently performed by the personnel involved. Any irregular situation must be immediately reported to information and claims receiving channels.

## 8. CORPORATE SUSTAINABILITY

*It is important that business partners show responsibility in all areas of sustainability under their control, regardless of their position.*


*MI Global recognizes that it has an impact on global sustainability and the local environments in which it operates and provides services through its network of partners.*

*In addition to complying with all relevant sustainable legislation, MI Global has developed its own common set of sustainable behaviors that are being introduced throughout our operations in accordance with our RCEC-PR-006 Sustainability Management Procedure.*

## 9. INFORMATION SECURITY

*MI Global establishes the General Policies to be contemplated in the use of Information Technology resources and services, through the document RCEC-MN-002 Information Security Policies and Procedures Manual, to ensure the integrity and availability of the technological infrastructure and the confidentiality and integrity of the information handled through it.*




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*Collaborators and business partners are expected to comply with the principles of information security by controlling the following points*

1. Risk management
2. Secure configuration
3. Home and mobile working
4. Incident management
5. Malware prevention
6. User access management
7. Monitoring
8. Network security: Applicants should implement technical measures to reduce the likelihood of vulnerability.
9. Removable media controls
10. User responsibility, education and awareness.



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## 10. RECEIPT OF COMPLAINTS

*Should any irregular situation or non-compliance with this code of conduct, please notify us through our receiving channels, so that it is immediately resolved by the company's ethics authorities.*

*Our claims receiving channels are the means **MUDANZAS INTERNACIONALES GLOBAL, C.A.** authorizes to receive claims. The following channels have been authorized:*

- web site: [www.miglobal.com](http://www.miglobal.com) section **Contact**,
- e-mail: [miglobal@miglobal.com](mailto:miglobal@miglobal.com) y
- telephone **+584142005223** attention: **Quality Manager**.

*Other reception channels are not valid for receiving complaint and you will have to be referred to the telephone number or to the link on the website.*

***MUDANZAS INTERNACIONALES GLOBAL, C.A. ensures that the ethical principles established in this Code of Conduct are permanently complied with and undertakes to keep it updated according to the needs and expectations of the organization and its stakeholders***

***Upon receipt of this document, by any of the channels provided and/or the delivery by a representative of MUDANZAS INTERNACIONALES GLOBAL, C.A., its acceptance and commitment to comply with the principles and guidelines established herein are considered.***

