

INTEGRATED MANAGEMENT

With more than 30 years' experience and consistent commitment to innovation, the HERA GROUP's core business activities are ENVIRONMENTAL SERVICES, WASTE TREATMENT and the generation of GREEN ENERGY. In line with a policy of continuous improvement and a vocation for service towards our customers, employees, investors, society and other stakeholders, we conduct our activities in accordance with the following basic principles:

EXCELLENCE AND CUSTOMER FOCUS

We provide our customers with products and services that not only meet their requirements but are also safe and environmentally friendly.

Underpinned by our culture of innovation, we steer our skills, knowledge and experience towards the development of solutions that address our customers' growing expectations.

In addition to the commitments that we adopt as an obligation towards our customers, we guarantee rigorous compliance with current legal requirements and agreements reached with other stakeholders.

OUR COMMITMENT TO PEOPLE

We believe in the people who make up the organisation and we are committed to their personal and professional development. We encourage teamwork as a democratic and participative working method and style, and we strongly support the flexible management of human resources.

We respect the dignity of individuals in their conduct towards their colleagues and towards all the people who have a relationship with the organisation. We do not tolerate any type of discrimination based on origin, race, nationality, religion, disability, sex, sexual orientation, political or union affiliation, ideology or age.

Being aware of the diversity and complexity of the HERA GROUP's activities, both in our own facilities and those of our customers or suppliers, and also being aware of the potential opportunities open to us in this field, we have an important role to play in terms of the occupational health and safety of all the people who work with us.

Our commitment to the welfare of our employees is essentially aimed at providing safe and healthy working conditions that prevent injuries or any other possible damage to health that may arise from performing their job. The removal of hazards and the reduction of risks in our routine and non-routine daily operations, including emergency situations, is a priority for us and we therefore make the necessary resources and measures available to our staff.

In order to achieve these health and safety principles and commitments, we benefit from the participation and input of our staff and their representatives.

ENVIRONMENTAL RESPONSIBILITY

We aim to raise the awareness of our staff and other stakeholders with regard to the efficient use of natural resources and responsible waste management.

We promote projects and services that help to fight climate change, such as reducing greenhouse gas emissions and the use of renewable energy.

In line with our duty to protect the environment and prevent pollution, we implement, as far as possible, the best techniques available in the areas in which we operate.

CRIMINAL LIABILITY, ETHICS AND TRANSPARENCY

We send a robust message to internal staff and external collaborators alike against any kind of illicit act, whether criminal or of any other kind. Under no circumstances will we justify the perpetration of a crime, even when that action may be of apparent benefit to our company. It is compulsory for every member of our organisation to report suspicious events or behaviour in this respect, without fear of reprisal.

Company directors, shareholders, management and staff are required to perform their jobs in line with a firm commitment to compliance with current legislation and regulations, our own ethical principles, and our policies, procedures and internal controls.

We make every effort to instil a true corporate culture of compliance and professional ethics with the aim of establishing mechanisms to control and reduce the possibility of perpetrating criminal liability in our company's name.

All actions and incidents in this area are overseen by the Ethics and Compliance Committee which is invested with sufficient authority and independence to take the required steps in the event that it identifies any form of non-compliance with these directives, as well as overseeing the necessary regulations and mechanisms to prevent any kind of crime.

The Management is responsible for disseminating this Declaration of Principles, ensuring its implementation through a management system, and establishing the objectives and actions for continuous improvement in accordance with its strategic orientation and the commitments expressed above. Likewise, this Declaration will be reviewed on a regular basis to adapt it to the evolution and context of our business and the specific nature of the risks and opportunities that arise.

All of the foregoing is duly recorded in this document, which must be distributed to and shared with all the people in our organisation as well as being made available to our stakeholders.

Joan Griñó i Piró
CEO, HERA Group
Barcelona, February 2020

