



Code of Ethics and Good Practices

The points described below, reflects Arolen´s philosophy, its corporate commitment, its responsibility, its fulfillment of legal obligations, its ethic and the values that rules our professional corporate purpose, and the personal behavior

1. Always adhere to the truth and to the integrity of all daily activities, mainly in the promotion of our products and services, in the commitment with our clients and in the relation with the society.
2. Only promote what we are capable to offer.
3. Bring immediate attention as guarantee to any work that we develop.
4. Cooperate to eliminate the misleading or fraudulent sales tactics.
5. Promotes the practices and the commitment of anti-bribery policies.
6. Bring immediate answer to any compliance with all the efforts to obtain a satisfying mutual agreement.
7. Integrity, honesty and loyalty proceed in all our relationships in job, business and all the corporate internal and external activities.
8. Fairly competition to obtain business, without counting on the competitors practices.
9. Moral, values, community, law and environmental respect.
10. Respect people without caring on its religion, race, age or belief.
11. Promoting the integrity, honesty, loyalty and professionalism in all our activities.
12. Being responsible and consequent with our actions, decisions, and operations.
13. Become a point of reference in the industry with honor, proud and dignity.
14. Protect and preserve the environment in all our activities.

The mentioned points are essential to ensure and maintain the mutual respect to shareholders, directors, clients, suppliers, partners, competitors and authorities.

