

## Sustainability Policy

SM Contact's aim is to increase **Sustainability** across its operations to embed sustainability in the delivery of the strategy goals of the diverse business while conserving and enhancing world heritage value.

SM Contact understands **Sustainability** as continuity over time and SM Contact believes that to achieve this SM Contact needs to be aware of its surroundings and respond to the expectations that society and the people around SM Contact have of SM Contact.

SM Contact believes in a long-term project, based on honesty, effort, and the development of relationships of trust and respect in the different environments where SM Contact operates.

Based on these considerations, SM Contact has developed this **Sustainability Policy** which serves as a framework for the establishment of sustainable development goals, as well as certain commitments that affect specific areas of the SM Contact's activities.

### **Commitments:**

***Ethics and business responsibility.*** Promote ethical and responsible actions in the organization by facilitating preventive and control mechanisms to ensure compliance with the SM Contact's policies and standards, especially the Code of Conduct, the legal framework of the countries where SM Contact operates, and assuming at least respect to the rights recognized in the Declaration of Human Rights and in the Principles of the United Nations Global Compact.

***Financial strength and long-term focus.*** Ensure sustained economic growth over time, based on trust and lasting relationships with customers, financial soundness, profitability, and prudence in risk management.

***Operational excellence.*** To foster efficiency and continuous improvement in management and operations with the aim of optimizing the SM Contact's resources (processes, technology, and human talent) and offering products and services of higher quality. SM Contact's endeavor to develop all processes to international standards and deliver safe and quality products to consumers.

***Innovation.*** Invest in research and development to offer differentiated products that meet the requirements of efficiency, weight, cost, quality, safety, and sustainability.

***People.*** Promote stable and quality employment in a safe and healthy work environment based

on respect and equal opportunities, as well as the personal and professional development of the people who are part of the SM Contact.


**Environment.** Minimize the environmental impact of SM Contact's activity and commit to comply with all environmental regulations.

**Society.** Contribute to create value in the different communities in which SM Contact's operates and promotes initiatives of SM Contact's own or in collaboration with other organizations to achieve the United Nations Sustainable Development Goals.

**Dialogue with stakeholders.** Maintain channels of communication and dialogue with all stakeholders to meet their needs and expectations.

**Transparency and accountability.** Provide transparent, truthful, and rigorous information to SM Contact's stakeholders.

This statement has been adopted and approved by SM Contact, including all our subsidiaries, on 30/12/2021.

A handwritten signature in blue ink, appearing to read 'Roshardt', is positioned above a horizontal line.

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Christophe Roshardt  
CEO of SM Contact