



UNAVETS ETHICAL CODE

UNAVETS VISION

The vision of UNAVETS defines the future that the company envisions in the veterinary sector and provides a purpose to its development through its clinics, hospitals, and collaborators, who share a common idea and adhere to the same project based on certain values.

UNAVETS MISSION

To be a veterinary business organisation that offers comprehensive solutions in the industry, integrating all its clinics and hospitals into a common project defined by the values detailed below.

UNAVETS VALUES

Results Orientation

We act to pursue improvement and the achievement of goals, with the aim of making UNAVETS a reference as a business organisation for the veterinary industry, supporting all our centres in all aspects of clinical and business management.

Honesty and Respect

We aim to be recognised for honest and integral behaviour, deserving the trust of our staff, clients, collaborators, and suppliers. We treat our clients and their pets with the utmost sensitivity and empathy.

Professionalism

We work with exemplarity and a sense of service to our clients.

Loyalty and Commitment

We promote diversity, encourage professional development, and recognise merit that drives the growth of our activity, always acting under the labour parameters established in the workers' statute and in the veterinary collective agreement.

UNAVETS ETHICAL CODE AND CONDUCT

The Ethical Code and Conduct, hereinafter referred to as the ethical code, sets out to promote that all individuals linked to UNAVETS adhere to guidelines of behaviour with the highest level of commitment to complying with laws, regulations, contracts, procedures, and ethical principles, as well as the veterinary collective agreement.

The ethical code is mandatory for all individuals linked to UNAVETS regardless of their position or geographical area where they work. The conduct guidelines contained in the ethical code also apply to all business organisations and external workers linked to UNAVETS.

UNAVETS ETHICS MODEL

The UNAVETS ethical code aims to prevent and detect compliance risks, including those related to criminal offences, as well as to minimise their potential impacts. The ethical code is the highest level norm of this model and is developed through policies, procedures, and internal controls that are reviewed and updated periodically. For this purpose, the Equality Plan, the Protocol for the Prevention of Workplace and Sexual Harassment, and the whistleblower protection channel are reviewed annually.

To adapt this model to UNAVETS activities, risks are periodically analysed, defining responsibilities and expected behaviours, allocating resources for the training of decision-makers that could affect UNAVETS with illicit actions or that could be **susceptible to**



irregularities with corresponding legal responsibilities.

COMPLIANCE PRINCIPLES

WE RESPECT CURRENT LEGISLATION, THE WORKERS' STATUTE, AND THE COLLECTIVE AGREEMENT.

WE MONITOR PERSONNEL CONDUCT.

WE ACCOUNT FOR OUR ACTIONS AS A BUSINESS ORGANISATION.

WE REPORT IRREGULARITIES CONTRARY TO THIS CODE.

HONESTY AND RESPECT

We respect the law and the ethical values defined in our code.

We do not tolerate any practices of bribery, corruption, or similar behaviours.

We act against money laundering and the financing of terrorist activities.

We protect free competition and good market practices.

We promote equality of all kinds within our collective and respect for individuals.

RIGOUR AND PROFESSIONALISM

We seek maximum reliability and transparency in our actions.

We protect the reputation and internal and external image of UNAVETS, fighting against malpractices.

We use the resources available to us efficiently.

We monitor the property and confidentiality of data and information.

LOYALTY AND COMMITMENT

Our clients are the focus of our daily work.

We promote diversity and fair treatment within our company.

We relate transparently with all stakeholders in the industry.

We extend commitment to our partners in common objectives.

CURRENT LEGISLATION

Compliance with current regulations is the starting point for UNAVETS, as is respect for the dignity of all members of our companies. Tolerance and equality are the basis of our values. All members of our companies know and transmit these values with all the companies in the industry with which we maintain professional or commercial relationships.

CORRUPTION OR INFLUENCE TRAFFICKING

UNAVETS does not tolerate corruption, bribery, coercion, or any form of extortion. Influencing the will of third parties with the aim of obtaining advantage, favouritism, or guarantees of obtaining benefits for our company, either individually or for others, through any type of payment or consideration, directly or through third parties, is prohibited.

Relations with clients, suppliers, partners, collaborators, or individuals or entities that have, have had, or may have professional relationships or agreements with UNAVETS must be conducted by authorised persons and kept within the limits established in the ethical code.

Soliciting or accepting gifts, payments, commissions, or any other personal benefits from suppliers or individuals who have, or aspire to have, relationships with UNAVETS, whether directly or acting on their behalf, is not permitted. This includes the provision of personal services, job offers, trips, preferential treatment, special discounts, or any other thing of value.

Attendance at seminars and purely training activities is excluded because they are not considered personal benefits, unless, due to the cost, location, context, or additional benefits, they are not appropriate for their purpose.



MONEY LAUNDERING AND TERRORISM FINANCING

UNAVETS generally does not allow cash payments and receipts. Any exception must be properly documented and authorised, and be of a small amount, in any case, less than 2,500 euros in payments to third parties, and comply with current legislation in the matter. UNAVETS will monitor any income from third parties with whom there is no regulated commercial or professional relationship.

FREE COMPETITION AND GOOD PRACTICES IN THE INDUSTRY

UNAVETS ensures good practices in the veterinary industry, not influencing, with bad practices, sectorial free competition, but ensuring any privileged information from its members. The abuse of power for one's own benefit and to the detriment of the company is not allowed.

RIGOUR AND TRANSPARENCY

UNAVETS information is prepared with the utmost reliability, complying with applicable regulations and diligently safeguarded and preserved, in accordance with data protection regulations.

Transparency is a basic principle for UNAVETS. In this sense, all company members must collaborate with internal and external control areas, supervisors, regulators, and administrative and judicial authorities, attending to their requests and requirements and providing information quickly and accurately within our competence.

UNAVETS CORPORATE IMAGE

Any relationship with the media will be controlled by the communication and marketing department of UNAVETS, and action cannot be taken without the knowledge of the responsible parties of this department.

UNAVETS image cannot be used by third parties without express consent.

UNAVETS image cannot be used to express personal opinions on social media or any other communication channel, present or future.

Communication channels may only be opened on behalf of UNAVETS by persons expressly authorised.

The UNAVETS logo and brand may only be used for their own activities or those carried out by a third party with express consent.

INFORMATION SURVEILLANCE AND CONFIDENTIALITY

All UNAVETS personnel handle confidential information. All individuals who are part of our company have the obligation to comply with the rules regarding Information Security and Data Protection in force, as well as to respect the measures that UNAVETS has implemented to prevent third parties from accessing information or data for which they are not authorised.

The obligation of confidentiality and discretion persists after the termination of the relationship or connection with UNAVETS by former employees.

All information, electronic means, passwords, logos, websites, and binding documents are the property of UNAVETS, and their use for personal benefit is expressly prohibited, resulting in legal responsibilities that empower our company to initiate legal proceedings that will be adjusted to the situation arising from such breaches.

LOYALTY AND COMMITMENT

UNAVETS workers are the focus of our activity, so we strive to establish lasting relationships based on mutual trust, honesty, professional responsibility, and value contribution. We communicate transparently the characteristics of our services by providing rigorous, truthful, complete, and understandable information. We respect the commitments made and act with integrity in our actions.



DIVERSITY AND FAIR TREATMENT

Fair treatment is a principle of action. UNAVETS develops programmes, internal procedures, and actions aimed at creating an enriching work environment within the veterinary collective it represents, free from any discrimination and promoting diversity, clearly and transparently. UNAVETS does not tolerate discrimination based on sex, religion, sexual orientation, ethnic origin, nationality, political ideology, union affiliation, disability, or any other reason, and transfers this premise to its members for compliance, promoting reports that may occur due to workplace or sexual harassment within our company.

RELATIONSHIPS WITH THIRD PARTIES

Sponsorships, collaborations, or donations made by UNAVETS are granted to entities of recognised prestige and ethical behavior, which have the appropriate organisational structure to guarantee the proper administration of resources, according to objective criteria related to the activities they represent.

All collaboration or sponsorship, including those made in kind, are documented and duly authorised, monitoring, as far as possible, the use of the contribution made, in order to know its final destination.

UNAVETS does not make donations to political parties or public officials.

Suppliers and collaborators must demonstrate ethical behaviour in accordance with commercial relationships and express their rejection of bribery and fraud, committing to respect Human Rights and act diligently regarding social commitment and compliance with standards in occupational safety and respect for the environment.

SYNTHESIS

The ethical code does not cover all situations that may arise, but establishes clear guidelines of conduct. It is the obligation of all of us to apply the inspiring principles of the ethical code in every decision-making process, and if a doubt arises in a specific case, it must be consulted with the responsible parties of our company. It is the obligation of each member of UNAVETS to implement the premises of the ethical code, reporting any facts that may violate it through the various means available, including the ethics or reporting channel.