



Responsible policy for action with suppliers

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1. Introduction. Values and objectives.

The Redsys Group, made up of the companies Redsys Servicios de Procesamiento, S.L., Redsys Salud, S.L.U. and Gefrasan, S.L.U. (hereinafter the Redsys Group, or the Group), undertakes in the development of all its activity to respect the ethical principles of integrity and regulatory compliance in force, and in accordance with good practices in the sector, operating in accordance with the values of corporate responsibility that represent us as a company in the pursuit of our corporate goals.

In the relationship with its suppliers, the Redsys Group demands a responsible attitude among its administrators, managers, employees, and collaborators based on the values set out below:

- **Objectivity and professionalism:** implemented through measures such as the mandatory presentation of several suppliers for the same goods or services procurement process, in accordance with the Procurement Procedure, or ensuring the independence of our employees in compliance with the corporate Code of Ethics in force, which seeks, among other things, transparency and non-discrimination in the company's procurement processes.
- **Integrity:** fostered by transparent actions in the selection of suppliers in accordance with the guidelines contained in the Procurement Procedure and aligned with a model compliance with current legislation.
- **Commitment to social responsibility with stakeholders:** giving opportunities to suppliers from different geographic areas and sizes, and positively assessing compliance with CSR criteria in selection, such as the generation of innovation and respect for the environment.
- **Trust and communication:** by promoting a fluid, honest and permanent dialogue with our suppliers.
- **Results orientation:** by hiring suppliers based on criteria of need, relevance, and rationalization of spending, seeking in all cases efficiency, and centralizing the function around Relationship with Suppliers and General Services.

Through a relationship with its suppliers, based on the values outlined above, the Redsys Group pursues the main objective of favouring the evolution and growth of its business, while contributing to the progress of companies and the people who are part of them, helping to combat and face part of the global challenges we are currently facing, such as sustainable economic growth or the effort to fight unemployment and inequalities of all kinds. At the Redsys Group we are sure that the economic progress we generate will lead to social progress.



It is also our objective to encourage other companies to be socially responsible, motivating the implementation of measures to ensure ethical, environmental, or socially responsible conduct that have a positive and noticeable impact on the different stakeholders.

This document sets forth the fundamental principles of action to be followed by all directors, managers, employees, and collaborators who provide services (through an employment or commercial relationship for the companies of the Group) with respect to past, present, and future suppliers around corporate social responsibility.

2. Principles of action with suppliers

This policy develops a procurement model for the Group's companies, based on responsible values and objectives that are synthesised in the following principles:

- The contracting of suppliers will be done in accordance with commercial and economic criteria that are impartial and objective, pursuing the mutual benefit of both parties. There will be no personal interests of any kind that could give rise to conflicts of interest.
- Suppliers contracted by the Group will fully abide by and respect the principles contained in the Code of Ethics (which sets forth specific guidelines for suppliers, in line with the Group's principles and values), as well as in the Code of Conduct for Suppliers and Subcontractors. The obligation to respect and comply with these codes will be attached to the contracts signed with the suppliers.
- Suppliers will be treated equally and in a clear and transparent manner, always guaranteeing the confidentiality of their data, especially those that may affect them in terms of market competition or with respect to current privacy regulations.
- If the product or service hired from the supplier and the needs and requirements of quality and business continuity make it possible, the exclusive purchase or contracting of a single supplier will be avoided, promoting the exercise of competition, as well as the sustainable distribution of available economic resources.
- The representatives on both parties will maintain fluid communication, based on professionalism and a results orientation to ensure that all problems and needs that arise during the business relationship are properly detected and addressed.
- It will be guaranteed that the suppliers contracted conduct their activities in accordance with the highest standards of legality and compliance, especially in labour and environmental matters, as well as favouring alliances for the fight against any form of corruption.



- It will be guaranteed that the Group's suppliers comply with the applicable laws in force regarding Human Rights, those referring to labour matters, under the terms of the Corporate Manifesto on Respect for Human Rights.
- Preferential alliances will be promoted with suppliers for the development of innovative and socially responsible projects.
- Suppliers will be guaranteed and encouraged to conduct their professional activity in accordance with social responsibility standards and in line with the strategy defined by the Redsys Group and may be considered socially responsible companies.
- Additionally, the tasks conducted by the supplier in terms of awareness-raising and sensitisation, through dissemination or training activities, both internally to its employees, managers and/or collaborators and to its different stakeholders, will be assessed.
- The Group undertakes to collaborate for the common development in economic, social, environmental, and good governance matters, seeking to improve their mutual performance and guaranteeing compliance with these basic principles in matters of corporate social responsibility.