



Conduct and Ethics code

May 14, 2018



Preamble

It is evident that all decisions and daily actions in the professional forum comprise ethical content to a certain extent. It is for this reason that we compiled this Code of Conduct and Ethics, hereinafter referred to as CCE, the principles and values that guide our daily attitudes and behaviours.

This CCE is a reference that is used in the relationships among us, our customers and competitors, and our suppliers and society in general. It is permanently in line with our values in the daily performance of activities and our mission.

Our Values

Excellence, Trust and Commitment



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Scope

The application and enforcement of this CCE by all associates of HCCT, whatever the nature of the respective relationship, is subject to simultaneous application of ethical codes from specific professional groups as well as the law and internal regulations.

Each associate is responsible for complying with this CCE and is also responsible for requiring compliance by those who interact with us.

Our commitment

We strive to deliver solutions that adhere to professionalism and integrity and to exceeding the expectations of our interlocutors, thereby achieving excellence in our service to our customers.

We stand by our customers and other stakeholders, helping them pursue the best solutions for their business with trusting, lasting and prosperous relationships for both parties, achieving sustained growth economically, socially and environmentally.

We are passionate in every project and activity about achieving the results that we have set for ourselves on time and exceeding them in the following period without losing sight of the rules of CCE described below.





With our Clients

1. We are committed to maintaining the confidentiality of information received from our customers, handling it with confidence and respect for the privacy of organizations and people involved;
2. We always treat our customers and the general public cordially and politely, and serve them with transparency, efficiency and speed;
3. We provide our customers with the information necessary for making the right decision in an informed and timely manner and ensure strict adherence to the agreed conditions;

With our competitors

4. We seek to outperform our competitors in a healthy way, offering our customers solutions and services with a differentiated cost / benefit;
5. We relate to competitors in a cordial manner, promoting mutual respect, in particular regarding intellectual and industrial property;





With society

6. We create a healthy working environment, ensuring compliance with applicable health and safety standards;
7. We stand for respect and fulfilment of the rights of people with physical or psychological disabilities and / or special needs;
8. We do not adopt or welcome discriminatory behavior, particularly based on race, sex, age, sexual orientation, political opinions or religious beliefs;
9. We do not practice or exude behaviors that may constitute libel or slander;
10. We do not commit or condone violence of any kind;
11. We do not use or permit the use of illegal substances or anything else that may affect the proper performance of duties;
12. We use all resources, tangible and intangible assets, with respect and responsibility towards the environment;
13. We recognize the need of protecting people data and all entities and, therefore, we respect the new General Data Protection Regulation 679/2016 of April 27, 2016.

