



Code of Ethics



SEIDOR | 2025

Message from the Executive President.....	3
Commitment, Purpose, and Scope.....	4
Purpose	5
Scope and General Principles.....	5
Code of Conduct	7
Legality and Business Ethics.....	7
Protection of SEIDOR's Resources and Assets	9
Honest and Respectful Treatment of People.....	11
Sustainability	13
Sustainability Policy	13
Environmental Protection	14
Implementation of the Code of Ethics	14
Training Initiatives.....	15

Message from the Executive President

At SEIDOR, our purpose of “humanizing technology” places human value at the core of all our actions. Through technology, we aim to drive transformation processes that generate a positive impact on people, integrating this vision across our company’s entire strategy. We believe that technology serves as a catalyst for transformation, capable of positively reshaping organizations and society.

Sustainability serves as the strategic pillar guiding our decisions and actions. Our impact is structured around four fundamental areas: social responsibility, talent development, environmental stewardship, and ethics. These pillars allow us to act consistently, ensuring that every step we take aligns with our core values. In this context, ethics plays a crucial role, ensuring responsible management carried out with integrity and transparency.

This Code of Ethics establishes the reference framework for SEIDOR’s nearly 10,000 professionals and collaborators, ensuring that they act responsibly in their daily work. It outlines fundamental principles based on legality, fairness, and honesty, which are the foundation of a culture of mutual respect—one that promotes fair competition and prevents any inappropriate behavior. Moreover, our decisions are always made with consideration for the company’s reputation and image, committing us to act according to the highest ethical standards in our internal and external relationships, whether with suppliers, institutions, or other stakeholders.

By doing so, we foster a work environment where transparency and accountability are essential. We believe in an organizational culture where trust, respect, and integrity guide our actions and decision-making processes.

For SEIDOR, technology is truly transformative when it serves people. The principles outlined in this Code of Ethics reflect our unwavering belief that honesty and appropriate conduct are essential to fulfilling our purpose of “humanizing technology” helping us build a fairer, more inclusive, and sustainable present and future.

Josep Benito
Executive President
SEIDOR



Commitment, Purpose, and Scope

The management of SEIDOR is firmly committed to fostering a culture of compliance, as outlined in its Integrated Management System. This commitment extends to ensuring the quality of its products and services, environmental protection, and information security across all its operations.

SEIDOR acknowledges the expectations of all stakeholders with whom it interacts. It continuously assesses associated risks, threats, and opportunities to ensure their expectations are met. Our primary objective is to deliver high-quality, safe, and sustainable products and services while maintaining strict regulatory compliance.

We recognize that:

- Our activities impact the environment through the consumption of natural and energy resources and the generation of waste.
- Information is a strategic asset for SEIDOR, given that our core business is the provision of Information Technology services, necessitating robust protection of this asset.

Our Commitments:

- Identify stakeholders and contextual elements relevant to our business, including clients, partners, shareholders, employees, candidates, suppliers, public administration, social agents, and society at large. Meeting their expectations serves as the strategic foundation of SEIDOR's business and provides the framework for establishing corporate objectives.
- Define objectives and goals aligned with SEIDOR's strategic direction, focusing on performance evaluation and continuous improvement across all operations and the Integrated Management System.
- Ensure compliance with all applicable regulations, internal policies, voluntarily adopted procedures, contractual obligations, and any other guidelines governing SEIDOR's activities.
- Safeguard the confidentiality, integrity, availability, authenticity, and traceability of our own information systems and those of third parties (clients, partners, public administration, etc.), while identifying risks and implementing necessary protective measures.
- Provide services and conduct activities with environmental responsibility, ensuring resource efficiency and effective waste management, thereby contributing to sustainable development, pollution prevention, and environmental preservation across the entire product life-cycle and supply chain.
- Uphold ethical conduct in all actions carried out by SEIDOR personnel.
- Maintain open and effective communication, both internally (across company departments) and externally (with clients and stakeholders), including issues related to environmental awareness and information security.
- Assess and ensure the technical and managerial competency of personnel while fostering motivation and engagement in continuous process improvement.
- Educate and train all individuals involved in SEIDOR's activities (both internal and external) on corporate culture, ethical standards, and compliance obligations, particularly regarding information security and the Integrated Management System procedures.
- Ensure the proper maintenance of facilities and appropriate equipment to align with SEIDOR's operations, goals, and objectives. Adequate resources will always be provided to establish, implement, maintain, and enhance the Integrated Management System.

- Continuously analyze all processes, implementing necessary improvements based on identified risks, obtained results, and established objectives and indicators.
- Identify, assess, and control potential risks that may impact SEIDOR while ensuring compliance with risk management processes and procedures.
- Ensure that SEIDOR's services and activities maintain a high level of security and undergo rigorous testing to mitigate risks to an acceptable level.
- Develop and implement all necessary policies and regulations related to information security to ensure business continuity, responsibility assignment, and stakeholder expectations. SEIDOR's Cybersecurity Office is responsible for monitoring, maintaining, and continuously improving the company's Information Security Management System.

This Corporate Code of Ethics has been approved by SEIDOR's Board of Directors.

Purpose

Our Corporate Code serves as the foundation upon which SEIDOR's principles, values, and standards are built. It defines the conduct, actions, and behaviors expected from all Collaborators, Employees, and Executives of SEIDOR in the performance of their professional activities.

The principles outlined in this Corporate Code establish an unwavering framework of reference for the conduct of SEIDOR employees. These principles are fully endorsed by the company's Management and supported by the necessary means and resources to ensure their effective implementation and compliance.

Scope and General Principles

This Code of Ethics applies to and is mandatory for all shareholders, owners, administrators, executives, employees, and collaborators who provide services for SEIDOR or act on its behalf in any capacity, including agents, intermediaries, and subcontracted companies. This requirement applies regardless of the territory in which they operate or whether their relationship with SEIDOR is contractual or commercial.

The scope of this Code of Ethics extends to the entire SEIDOR corporate group, in accordance with its corporate structure, and applies to the designated groups under the following general principles:

Shareholding and Ownership

Shareholders and owners commit to:

- Structuring the company as a vehicle for wealth creation, ensuring that its primary objective of generating profitability is compatible with sustainable social development and environmental responsibility, while ensuring that all activities are conducted ethically and responsibly.
- Developing the company as a medium- and long-term institution, avoiding short-term financial ambitions that could compromise its continuity.
- Upholding ethical conduct within the organization by approving and ensuring the effective implementation of this Code of Ethics.
- Maintaining a fair balance between capital and labor, ensuring that employees receive fair and equitable compensation for their work.

- Appointing administrators and executives who possess the appropriate qualifications and experience, ensuring that they conduct their management duties in a professional, ethical, and responsible manner.
- Defining and upholding the company's mission and values in alignment with this Code of Ethics.

Administration and Management

Administrators and management commit to:

- Exercising their roles professionally, ethically, and responsibly.
- Complying with and enforcing SEIDOR's Code of Ethics, ensuring that it is effectively communicated and that appropriate mechanisms are in place for its enforcement.
- Providing shareholders and owners with timely and accurate information regarding the company's status and future outlook.
- Maintaining accurate and honest financial records, ensuring that data supports informed and responsible decision-making.
- Providing external and internal auditors with all necessary information and explanations to facilitate their work.
- Prioritizing corporate interests over personal gain when acting on behalf of the company, and refraining from using company assets for personal benefit without transparency, prior authorization, and fair market compensation.
- Immediately reporting any conflict of interest to the Board of Administration and refraining from involvement in its resolution.
- Ensuring transparency and accountability in compensation policies, aligning salaries with responsibilities, performance, and company structure.
- Maintaining the confidentiality of all company data, records, and documents, both during and after employment.
- Fulfilling financial obligations by ensuring the timely payment of company debts and responsible collection of receivables.
- Developing and maintaining a succession plan for key management positions, ensuring business continuity beyond the tenure of any administrator or executive.
- Hiring and promoting employees based on merit and competence, ensuring objectivity and the company's best interests.

Employees and Collaborators

Employees and collaborators commit to:

- Understanding and adhering to SEIDOR's Code of Ethics in all professional activities.
- Responsibly reporting any signs of misconduct or violations of the Code of Ethics.
- Protecting the confidentiality of SEIDOR's information, including data related to clients, shareholders, employees, and suppliers.

Code of Conduct

Legality and Business Ethics

SEIDOR and its employees must comply with all applicable laws and regulations. Legal compliance is integrated into our value chain, ensuring that SEIDOR competes fairly and transparently in all markets where it operates while promoting free competition for the benefit of its customers.

In supplier selection and business relationships, SEIDOR will prioritize partners who adhere to labor and tax regulations and uphold generally accepted ethical business principles—with special emphasis on preventing child labor, discrimination, and environmental harm.

SEIDOR commits to maintaining respectful and legally compliant relationships with authorities and public representatives, regardless of nationality or jurisdiction, to promote and protect its legitimate business interests. One of the fundamental objectives of SEIDOR's Code of Ethics is to recognize that all SEIDOR activities directly impact individuals, organizations, and society. We are therefore committed to implementing and upholding the following principles.

All individuals governed by this Code of Ethics will cooperate with authorities and public representatives in the lawful execution of their duties.

Customer Relations

SEIDOR's employees and collaborators will always strive for excellence in delivering goods and services, ensuring that customers and users receive the quality and satisfaction they expect.

SEIDOR promotes a culture of quality at all levels, incorporating a Quality Management System with defined processes aimed at continuous improvement. By setting clear objectives and action plans, SEIDOR ensures that customer satisfaction goes beyond mere regulatory compliance.

SEIDOR guarantees that all products and services meet the highest standards and that customer claims and concerns are addressed promptly and effectively.

Supplier Relations

SEIDOR employees and collaborators must engage with suppliers ethically and lawfully. SEIDOR will only work with suppliers whose business practices respect human dignity, comply with legal standards, and do not compromise the company's reputation.

Suppliers will be selected based on suitability of their products and services, pricing and delivery conditions, and quality standards.

Bribery and Corruption

To maintain a responsible business culture, all individuals subject to this Code of Ethics must refrain from engaging in, facilitating, participating in, or concealing any form of bribery involving authorities or public officials—even if the intent is to expedite or ensure compliance with obligations. Such actions may constitute criminal offenses.

Under no circumstances shall any individual governed by this Code:

- Solicit, accept, or offer bribes, gifts, or undue advantages, whether monetary, preferential treatment, personal favors, or services.
- Engage in unethical transactions.

Employees must consult their supervisors when faced with ethically questionable transactions.

SEIDOR follows the recommendations and guidelines of business associations, the Organization for Economic Cooperation and Development (OECD), and the United Nations Global Compact in its international business operations.

Corporate Courtesy

Under no circumstances shall individuals subject to this Code of Ethics offer or accept gifts, invitations, gratuities, or any other incentives that may serve as a reward or influence a business decision. If a gift or incentive exceeds what is reasonable and moderate, it must be politely declined, citing SEIDOR's Code of Ethics as the reason.

All gifts, invitations, or incentives, regardless of value, must be immediately reported to the employee's supervisor. Transparency is essential for ensuring compliance.

In all cases, the financial threshold for such courtesies must be approved beforehand by the recipient's immediate supervisor and must comply with the internal policies in force for this purpose.

Any courtesy that exceeds reasonable limits, or cannot be justified on ethical or reputational grounds, must be declined and reported to the appropriate responsible party.

Conflicts of Interest

A conflict of interest arises when an individual subject to this Code must make a decision that simultaneously affects both SEIDOR's interests and their own interests, those of a family member or someone with whom they have an equivalent affective bond, close friends, or businesses, enterprises, or entities in which the individual or the aforementioned persons have interests that may be affected by the outcome of the decision.

For example, a conflict of interest would arise in the following situations:

- Deciding or recommending the awarding of a SEIDOR contract to a company where a family member of the decision-maker is employed.
- Making a business decision that could directly benefit a close friend of the decision-maker, either because they would profit financially from the decision or because the company where they work would gain the advantage.

When an individual subject to this Code of Ethics finds themselves in a conflict of interest situation, they must inform their superiors and abstain from making any decision regarding the matter. If their superiors authorize them to proceed after analyzing the possible conflict of interest, the individual may then make the decision that is objectively most beneficial to SEIDOR's interests.

When allowing an individual subject to this Code who is in a conflict of interest situation to make a decision, their superiors will consider not only the individual's integrity and objectivity but also whether the company's image of objectivity could be compromised in the eyes of third parties.

If the individual subject to the Code of Ethics who is in a conflict of interest situation is part of a group of people collectively responsible for making the decision (such as committees or working groups), they must disclose their conflict to the rest of the decision-making body when the decision is collective and must abstain from participating in any vote.

Money Laundering

SEIDOR is particularly committed to combating money laundering.

Individuals subject to this Code of Ethics must refrain from promoting, facilitating, participating in, or concealing any form of money laundering and must report any such activity as soon as they become aware of it.

Respect for Free Competition

SEIDOR is prepared to compete successfully in today's commercial environment and will always do so in full compliance with all applicable laws regarding competition protection, antitrust, and fair commercial practices. Therefore, employees must adhere at all times to the following standards:

- Commercial policies and pricing must be established independently and must never be agreed upon, either formally or informally, with competitors or other unrelated parties, whether directly or indirectly. Customers, territories, or product markets must never be allocated between SEIDOR and its competitors but should always result from fair competition. Customers and suppliers must be treated fairly.
- All employees, but particularly those engaged in marketing, sales, and procurement activities, or those who are frequently in contact with competitors, must ensure that they are familiar with applicable competition laws.
- Compete fairly with other companies, contributing to the achievement of a free market based on mutual respect between competitors.
- In particular, refrain from acquiring clients from competitors using unethical methods.

Relations with Society

SEIDOR employees and collaborators commit to respecting human rights and democratic institutions and promoting them where possible while maintaining political neutrality and refraining from interfering politically in the communities where we operate, as a demonstration of respect for the diverse opinions and sensitivities of the individuals associated with the company.

We will interact with authorities and public institutions in a lawful and respectful manner, neither accepting nor offering gifts or commissions, whether in cash or in kind. Should contributions be made to political parties or public institutions, they will be carried out strictly in accordance with applicable legislation and, in all cases, ensuring full transparency.

Lastly, we will collaborate as much as possible with public administrations and with entities and non-governmental organizations dedicated to improving social care for the most disadvantaged.

Protection of SEIDOR's Resources and Assets

SEIDOR's management policies, as well as the actions of its executives and professionals, must ensure the proper condition of the company's facilities and equipment, ensuring that they are aligned with the company's activities, objectives, and goals. Likewise, they must guarantee the availability of the necessary resources to establish, implement, maintain, and improve SEIDOR's integrated management system.

Individuals subject to this Code are obligated to properly safeguard and use all assets that SEIDOR provides for the development of its business activities. The company's assets include not only buildings, vehicles, machinery, and furniture but also blueprints, designs, formulas, processes, systems, technologies, master plans, business strategies, product launch plans, promotional campaigns, and, of course, our trademarks, among others.

We make responsible use of the company's assets, ensuring that they remain in optimal working condition and usability, striving to maximize their capacity and extend their lifespan.

Information Systems

SEIDOR has established a policy for the use of information systems to ensure their responsible use and the security of the information they process. These systems must not be used abusively or for personal benefit, nor for any actions that could affect SEIDOR's reputation or image.

Employees may only access authorized information systems and with the proper licenses. No software that could compromise system security may be installed, used, or distributed, nor may unauthorized copies be made or actions taken that could introduce malware.

Communications made through SEIDOR's IT tools must not contain offensive or defamatory statements.

Users of any IT or communication system owned by SEIDOR are prohibited from disclosing or transmitting illegal, sexist, abusive, defamatory, obscene, racist, offensive, pornographic, or any other form of unauthorized content, whether through photographs, text, advertisements, or external links. Users are also prohibited from publishing, transmitting, reproducing, distributing, or exploiting any pirated material or software containing viruses or any other component that could damage the integrity of the company's information systems or violate intellectual property rights.

Similarly, they may not publish or share hacking, cracking, or any other information that SEIDOR considers to have even potential risks for cybersecurity, as they will be solely responsible for their actions and any resulting legal consequences.

Corporate Information Use Policy

Individuals subject to this Code must maintain the strictest professional confidentiality and safeguard all information handled during the course of their professional duties.

For these purposes, "Confidential Information" is defined as any information that may be disclosed verbally, in writing, or by any other means or format, tangible or intangible, to which an individual may have access during their professional activities. This includes, but is not limited to, information related to business plans, products or services, financial forecasts, patents, trademarks, utility models, and any other intellectual or industrial property rights or applications (whether registered or not), computer passwords, source codes, inventions, processes, designs

(whether graphical or not), engineering, advertising, budgets, financial forecasts, and distinctive service elements offered by SEIDOR in the market. It also includes business management techniques, business-related hardware and software, any privileged or confidential information obtained through a partnership, strategic alliance, or collaboration with third parties, and any privileged or confidential information acquired through interactions with competitors, and any other information designated as confidential by SEIDOR.

Employees may not access, use, or disclose Confidential Information unless they have been explicitly authorized in writing by their immediate supervisor. In case of doubt, and unless otherwise indicated, employees must consider all business information as confidential.

All Confidential Information must be protected and maintained as such, meaning that it can only be disclosed and used by the individual for the purposes assigned in their employment contract or any other relationship binding them to SEIDOR. Accordingly, SEIDOR—or any of its employees—may act or speak on behalf of third parties (including partners, strategic allies, or collaborators) only when explicit, written authorization has been issued by the relevant party. If the assistance of a third party is required and it becomes necessary to disclose Confidential Information, the employee must ensure that appropriate protective measures are taken. This includes the signing of a written and legally binding confidentiality agreement with all necessary legal safeguards..

The holder of Confidential Information must not disclose, directly or indirectly, such information to third parties other than those specified above, nor may they copy, reproduce, or duplicate it in whole or in part without SEIDOR's written authorization.

The holder of Confidential Information must immediately report any misuse or improper handling of such information and cooperate with SEIDOR to protect its integrity.

SEIDOR ensures the protection of personal data stored and exchanged during daily business operations, as such protection is a top priority to maintain the highest standards of quality in achieving the company's objectives.

All SEIDOR employees must always comply with data protection legislation when handling the personal data of clients, suppliers, shareholders, or employees.

SEIDOR will implement training policies, periodically distributing educational materials to facilitate understanding and prevent any violations in this regard.

Regarding privileged information, individuals subject to this Code may never use knowledge obtained through their relationship with SEIDOR to gain financial or economic advantage, nor provide such information to third parties for the same purpose.

Misuse, Fraud, or Misappropriation of Assets

Employees must never engage in fraudulent acts or dishonest conduct involving SEIDOR's assets, financial records, or third-party financial statements. Violations of this policy may result in disciplinary action and, where applicable, criminal prosecution.

Honest and Respectful Treatment of People

We believe that the sustainable and continued success of our business depends largely on human relationships. Respect for people is a fundamental value at SEIDOR.

Human Rights

SEIDOR will respect and promote Human Rights. The company recognizes that human rights are fundamental and universal, to be interpreted and acknowledged in accordance with international laws and practices, particularly the Universal Declaration of Human Rights of the United Nations and the principles established by the International Labour Organization (ILO).

SEIDOR takes a special interest in monitoring and ensuring human rights compliance within its workforce, with particular emphasis on business-related rights, such as:

- Freedom of association (right to unionization and collective bargaining).
- Child and youth labor protections (prohibition of child labor and forced labor).
- Fair and equitable working conditions.

SEIDOR is particularly committed to the prevention of sexual exploitation and abuse, in alignment with the United Nations' policies. The company takes all necessary measures to prevent the sexual exploitation and abuse of any individual by its employees or any person contracted and controlled by SEIDOR to perform any service under contract.

For these purposes, any sexual activity with a person under the age of eighteen, regardless of local consent laws, will be considered sexual exploitation and abuse. Additionally, SEIDOR will prohibit and take all reasonable measures to ensure that its employees or any other persons contracted and controlled by the company do not exchange money, goods, services, or other valuables for sexual favors or engage in any activity that is exploitative or degrading.

Respectful Treatment

Individuals subject to this Code will always treat all persons with whom they interact—whether or not they are directly bound by or aware of the company's Code of Ethics—with respect and dignity. No disrespectful verbal or written statements or actions against any individual or group of people will be permitted, whether they are present or not.

Violence and Aggressive Behavior

SEIDOR strictly prohibits any form of violent behavior or aggression, including physical assault, threats of physical violence, or verbal abuse.

Equality and Non-Discrimination

SEIDOR guarantees equal and non-discriminatory treatment of all individuals, regardless of race, color, religion, sex, sexual orientation, nationality, age, disability, or any other legally protected characteristic.

Workplace Conduct

SEIDOR recognizes Human Capital as the company's most valuable resource and aims to ensure that all SEIDOR personnel feel like an integral and valued part of the company—"We want them to want to work with us."

Thus, SEIDOR's social policy, which applies to all Group companies, requires:

- Treating employees with dignity, respect, and fairness, while considering different cultural sensitivities.

- Preventing discrimination based on race, religion, age, nationality, sex, pregnancy status, or any other personal or social characteristic unrelated to merit or ability.
- Strictly prohibiting and addressing all forms of workplace harassment, including sexual harassment.
- Recognizing the rights to unionization, collective bargaining, and freedom of association.
- Ensuring workplace safety and hygiene, taking reasonable measures to prevent occupational risks.
- Recognize the rights of association, unionization, and collective bargaining.
- Establish and communicate clear criteria and rules that ensure a balanced approach to both company and employee rights in hiring and termination processes, including in cases of voluntary changes of employer.
- Ensure workplace safety and hygiene, adopting all reasonable measures to maximize the prevention of occupational risks.
- Promote work-life balance, ensuring that employees can reconcile their professional responsibilities with their personal and family lives.
- Encourage the labor integration of individuals with disabilities, eliminating all barriers within the company to facilitate their inclusion.
- Facilitate employee participation in corporate social responsibility programs.

Protection of Occupational Health and Physical Integrity

SEIDOR is committed to providing employees with a healthy and safe work environment, free from any recognized hazards, in full compliance with all safety regulations and best practices. The company assumes responsibility for taking all necessary precautions to protect all professionals.

SEIDOR maintains a clear commitment to informing all individuals subject to this Code of Conduct about the rules and procedures related to occupational risk prevention.

Individuals governed by the Code of Ethics must report to the company, through their supervisors or occupational health officers, any suspected violation of workplace safety regulations or non-compliance with activities related to health and safety.

Drugs and Alcohol in the Workplace

SEIDOR is committed to maintaining a safe and drug-free work environment that fosters productivity and ensures optimal service for our clients.

The abuse of alcohol, drugs, or any other substances, whether legal or illegal, can interfere with employees' ability to fulfill their professional responsibilities, endanger their health and safety, compromise that of third parties, harm the company's reputation and operations, and potentially result in legal liability.

For this reason, the abuse of alcohol, drugs, or other substances in the workplace is strictly prohibited and subject to disciplinary actions, including legal action in cases involving illegal drugs. While SEIDOR does not prohibit the consumption of alcoholic beverages at business events, the intake of more than a minimal amount of alcohol should be avoided.

Sustainability

SEIDOR's sustainability strategy is designed to address social and environmental protection challenges, both those that currently exist and those that may arise in the future. Through its commitment to sustainability, SEIDOR seeks to generate a positive impact on both society and the business environment.

Sustainability Policy

As part of its ongoing commitment to ethics and sustainable development, SEIDOR has implemented a Sustainability Policy inspired by the United Nations Sustainable Development Goals (SDGs). This policy is integrated into SEIDOR's corporate governance framework and aligns with best international practices and standards.

The company promotes the integration of sustainability across all decision-making processes, in the development of its products and services, and in its relationships with employees, collaborators, clients, and suppliers.

Environmental Protection

Environmental protection is one of the core principles guiding SEIDOR's business operations. The company strictly adheres to all environmental laws and regulations, as well as to the provisions established in its Environmental Management System.

Within its Integrated Management System, SEIDOR has developed a comprehensive framework of environmental management policies and procedures that comply with all applicable legal requirements. These measures allow the company to identify and minimize environmental risks, particularly in areas such as waste disposal, hazardous material handling, and the prevention of spills and leaks.

SEIDOR will provide all individuals subject to this Code of Ethics with the necessary knowledge about the company's internal environmental protection policies and procedures, particularly those relevant to their activities and responsibilities.

Individuals governed by this Code must ensure compliance with these policies and report any environmental risks or violations to their supervisors or the environmental management team. Specifically, they must:

- Comply with environmental laws in all territories where SEIDOR operates, minimizing the environmental impact of facilities, operations, products, and services offered to clients.
- Reduce greenhouse gas (GHG) emissions and promote the responsible use of resources and waste management.
- Enhance SEIDOR's reputation as an environmentally responsible company and provide transparent environmental performance data to the public.

Implementation of the Code of Ethics

Training Initiatives

SEIDOR will conduct training initiatives to ensure that all employees and executives are sufficiently familiar with this Code of Ethics and its contents.

Training will include guidelines and recommendations for resolving ethical concerns, based on accumulated experience and best practices.

In addition to general training, SEIDOR will provide specialized training to specific groups of executives or employees whose job functions require a more detailed understanding of the rules of conduct applicable to their areas of responsibility.



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