



The Idea Company
Premium Agave Products

Code of Ethics and Conduct for Clients



The objective of submitting this document is to be informed of the provisions for the rules of conduct and behaviour for those people who are subject to them and who maintain a direct or indirect relationship with **The iidea Company**.



The iidea Company is a company that is committed to a healthy lifestyle, values, proper conduct, good practices, and continuous improvement.

Client Relationships

Clients must defend workers' rights and treat them with dignity and respect. This applies to all workers; including temporary workers, students, contract employees, direct employees who are directly employed, and any other kind of worker. The employment standards that our clients must fulfill with their workers are:

Social and Working Conditions

Forced Labour

We encourage our clients not to support forced labour, servitude (including indentured labour), indentured servants, or forced labour for people in prison; and to not get involved in slave labour or human trafficking. Our clients will ensure access to personnel documentation (for example, government issued identification, passports, or work permits), and payments to workers that are hired or paid through fees and labour expenses.

Forced Labour Convention No. 29 .

The Abolition of Forced Labour Convention No. 105

Child Labour

We encourage our clients to eliminate child labour from our supply chain, according to what is defined in the applicable laws. We expect our clients to support our efforts which indicate that these practices will not be utilized wherever the value chain exists.

International Labour Organization No. 138 regarding minimum age for admission to employment.

International Labour Organization No. 182 regarding the worst forms of child labour.

International Labour Organization Recommendation 146 regarding minimum age.

Working Hours

We encourage our clients to comply with all applicable national laws; with respect to working hours and overtime, and to also guarantee a day off for every six days of work.

International Labour Organization No. 14 and No. 106 regarding weekly rest day.

Salaries and Benefits

We encourage our clients to comply with all applicable local and national laws relating to salaries and benefits. They must offer salaries that are equivalent to, or at least comparable to, similar companies.

International Labour Organization No. 100 regarding equal pay.

International Labour Organization No. 131 regarding the setting of the minimum wage.

Workplace Bullying

We encourage our clients to comply with all applicable local and national laws regarding employee abuse and not to permit hostile or inhuman treatment; including any type of sexual harassment, sexual abuse, corporal punishment, mental or physical coercion, or verbal abuse directed at workers.

International Labour Organization against torture.

Discrimination

We encourage our clients not to practise any type of discrimination based on race, colour, age, gender, sexual orientation, ethnic origin, people with disabilities, pregnancy, religion, activism, political affiliation, union membership, and marital status; regarding hiring and related employment practices.

United Nations Declaration regarding the elimination of all forms of racial discrimination.

Agreement related to discrimination concerning employment and occupation No. 111.

Freedom of Association

They will be encouraged to comply with all applicable laws regarding freedom of association and collective bargaining agreements. Employees' rights to associate freely, to seek representation, and to join employee associations will be respected. Representatives will have the right to have access to the members in their workplace.

International Labour Organization Agreement No. 87 regarding Freedom of Association and Protection of the Right to Organize.

International Labour Organization Agreement No.98 regarding the Right to Organize and Collective Bargaining.

Regulatory Laws

They will be encouraged to comply with all laws, rules, regulations, and applicable requirements for the manufacturing, supply chain distribution, and the provision of services to the company; as well as international, federal, and state norms; and those that originate from private initiatives and civil government institutions that contribute to the integrity and development of human beings.

Health and Safety

Clients must offer the employees a safe and healthy environment that includes suitable controls, safety procedures, preventive maintenance, and personal protective equipment. These practices must comply with all relevant laws, codes, and local and national regulations. They must keep a record of all training concerning health and safety, work-related injuries, and emergency evacuations.

International Labour Organization Agreement No. 155 regarding health and safety in the environment.

International Labour Organization Agreement No. 164 regarding worker health and safety.

Relationship with clients and terms of negotiation

The intention of [The iidea Company](#) is to be the best option for our clients, offering them the finest treatment and service at the same moment that it is provided, along with quality products.

We promote compliance with our customers within the legal framework, and recommend that they develop their activities within the framework of current laws. For this reason, when we detect that a client is involved in illegal actions, it may result in the termination of the business relationship with the party involved; and as such, we reserve this right.

One of the company values is to offer treatment that is warm and that respects our clients; that emphasizes integrity and professionalism; and moreover, it rejects negativity and rudeness from any associate. Creating and maintaining confidence and credibility between the organization and its clients provides us with an obligation to fulfill all of the previously established agreements.

However, if unforeseen circumstances make it impossible to carry through on a commitment made, then it is the obligation of the organization to provide a satisfactory response to the clients. We want our sales presentations to be free from false or misleading information; with regard to advertising and discounts, since it is an offence against our values.

As stakeholder members, you must defend workers' rights and treat them with dignity and respect; and fulfill all laws, regulations, and applicable requirements for the distribution and application of our products.

It is important to mention that under no circumstance will reprisals be taken when a client files a complaint about any of our associates who may have previously disrespected him/her. No disciplinary measures will be applied, nor will he/she be discriminated against in any way for providing information regarding the failure of any social responsibility associate in his/her.

We promote the efforts of our clients by carrying out business activities in such a way that it serves our associates, the community, and the environment.

The current Code of Ethics and Business Conduct [in Spanish:Código de Ética y Conducta], applies to our clients of [The iidea Company](#), regardless of their position or role. And lastly, we encourage our clients to report any irregularities and to express their concerns at:

iideateescucha@iidea.com.mx

Clients will always have the support and certainty that it will be held as confidential and without any consequences for him/her. All complaints will be submitted for analysis and for case resolution.

If you are aware of any employee in our organization who has infringed, broken, or corrupted the Code of Ethics and Business Conduct.

We appreciate your participation in the application of this Code of Ethics and Business Conduct in your everyday life; hoping that it may be a tool for the good of all our clients; so that we can increasingly reach milestones in the pursuit of excellence; and apply them in our comprehensive, professional, and business development.



WORLDWIDE SALES

GUADALAJARA, MX ☎ +52 (33) 3817 1414

DISTRIBUTION CENTERS

AMERICA-CALIFORNIA, US ☎ + 1 619 274 8998

EUROPE-AMSTERDAM, NL ☎ 0031 020 333 7590

www.iidea.com.mx
info@iidea.com.mx