



CORPORATE SOCIAL RESPONSIBILITY POLICY



Corporate Social Responsibility Policy

GRUPO MAYA, a consolidated player in the professional and household hygiene sector, reaffirms its commitment to sustainable and responsible growth, effectively integrating continuous improvement, innovation, and performance as a sustainable company.

Our Corporate Social Responsibility (CSR) policy is based on respect for people, business ethics, environmental protection, and the creation of social value, aligning with the main international frameworks for sustainability and good governance. In this regard, since 2021 GRUPO MAYA has been a signatory of the United Nations Global Compact, committing to implement and promote its Ten Principles regarding human rights, labor standards, the environment, and anti-corruption.

1. General Commitments

GRUPO MAYA undertakes the following commitments in the course of its activities:

- Strictly comply with applicable legal requirements and other voluntary commitments subscribed by the organization, including those derived from its adherence to the United Nations Global Compact, in line with our sustainability aspirations.
- Promote responsible economic performance, balancing financial results with positive impacts on society and the environment.
- Promote energy efficiency, emissions reduction, and responsible energy use across all facilities and processes.
- Incorporate transparency, ethics, and integrity as fundamental principles in all our operations, rejecting any form of corruption or illegal practices.



- Integrate the principles of Corporate Social Responsibility into business strategy and decision-making processes, ensuring alignment with the international commitments assumed by the organization.

2. Principles of Action

Transparency and Trust

- Act with rigor and clarity in the information provided to clients, suppliers, employees, and other stakeholders.
- Periodically communicate progress in sustainability and CSR, including social, environmental, and ethical performance indicators.
- Promote appropriate communication channels that allow stakeholders to submit inquiries, suggestions, or possible breaches confidentially, ensuring responsible and transparent management of received communications.

Collaboration and Ethical Alignment

- Promote the alignment of our suppliers, clients, and employees with our ethical, social, and environmental principles, in line with the Ten Principles of the Global Compact.
- Foster internal training and awareness on sustainability, social responsibility, and ethical conduct.
- Encourage responsible purchasing practices, incorporating ethical, social, and environmental criteria in supplier selection and evaluation processes.



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Commitment to the Environment

- Reduce the environmental impact of our activities, products, and services through resource optimization, energy efficiency, and responsible waste management.
- Integrate circular economy and sustainability criteria into the value chain.
- Minimize the environmental impact of products throughout their life cycle, promoting eco-design, durability, reuse, and recyclability, as well as providing clients with responsible information regarding product use and end-of-life.

Social and Community Development

- Positively contribute to the communities in which we operate through social support, inclusion, and educational initiatives.
- Promote equality, diversity, and the well-being of our employees, fostering a safe, healthy, and respectful work environment.
- Respect and promote internationally recognized human rights, rejecting any form of forced or child labor or discrimination, and ensuring dignified working conditions, in line with the commitments undertaken under the United Nations Global Compact.

Responsible Customer Relations

- Maintain a commitment to product quality, safety, and reliability.
- Responsibly, effectively, and transparently address customer needs, inquiries, and complaints.



3. Continuous Improvement and Innovation

- Establish objectives and performance indicators regarding environmental, social, and ethical matters, with regular monitoring.
- Review these objectives to ensure continuous improvement and adaptation to new expectations, legal requirements, and voluntary commitments.
- Promote innovation in products, processes, and services that contribute to sustainable development and the creation of shared value.

4. Monitoring and Review

GRUPO MAYA will review this policy every two years to ensure its suitability to business realities, technological advances, international commitments, and stakeholder expectations.

The Management of GRUPO MAYA will assign the necessary responsibilities for the proper implementation, monitoring, and updating of this Corporate Social Responsibility Policy, ensuring that its principles are fully integrated into the company's overall strategy.

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Managers of Grupo Maya



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