

At your service since 1955 through DESPACHO ERICH VOGT



The accurate point of reference for your protection and effective management of your risks

## Code of Ethics and Conduct

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Protección Dinámica is a company that has distinguished itself during its history for its great attachment to corporate ethical standards, standards for doing business and compliance with laws, as well as offering the best service to our customers.

Our reputation and integrity is a reason to be proud and look after each and every one of us who are part of this great company.

It is therefore important to know the Code of Conduct, as it is an ethical guide to direct our daily actions, always under the principles of quality, service and rectitude, as well as to maintain a decent and cordial work environment in order to conserve, as employees, commitment in an appropriate and responsible manner.

Our work is governed by basic values, leadership principles and the policies of Protección Dinámica. All these rules govern our actions and their values, trying to put them into practice every day.

### Mission and Vision

#### Mission

To provide our clients, both people and companies, with a wide range of integrated services that solve their needs, offering the best solutions and always looking for the best cost-benefit without sacrificing quality.

#### Vision

To be an efficient and effective advisor in the Risk Management Programs, and placement of insurance and sureties through the available mechanisms.

### Infractions to the Code of Ethics and Conduct

It is important to know that actions contrary to the Code of Ethics and Conduct constitute serious infractions that may result in disciplinary actions, warnings, suspensions, rescission of the employment relationship or legal actions by Protección Dinámica.

Likewise, those who commit breaches of the Code of Ethics and Conduct and who also violate the Law and its regulations may be subject to fines, sanctions, criminal proceedings or other legal remedies.

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## Conduct in front of our Company

Each member and collaborator has the obligation and commitment to protect the resources of Protección Dinámica, comply with and enforce the compliance of the policies, manuals and procedures, and avoid conflicts of interest.

### **Service**

The primary goal is customer service and satisfaction.

### **Commitment**

Excellence in customer service.

### **Use and allocation of resources**

Care, use and allocate the resources provided in a responsible manner to ensure that they are not misused or wasted.

### **Responsibility**

Comply with the assigned obligations in a functional and competent manner.

### **Honesty**

To have a behavior congruent with what is thought, said and done.

### **Relationship between co-workers**

To seek conciliation and respectful collaboration with colleagues, always with dignity and kind treatment regardless of the hierarchical level, gender, religion or age.

### **Transparency and use of the information**

Be cautious and handle with confidentiality the information derived from the position and assigned functions, assuming the commitment to comply with the laws of privacy and personal data protection in all the places where we operate and in all the processes that we apply.

### **Fairness and Impartiality**

Act in the exercise of assigned functions without granting undue preferences or privileges.

### **Health, Safety, Conservation and Improvement of the Environment**

Caring for and avoiding putting at risk the health, personal safety and that of colleagues, adopting principles of promotion of health, safety and environmental conservation in the performance of our duties.

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All the employees, including the new entrants, must periodically sign the acknowledgement that they have read the **Code of Ethics and Conduct** and agree to comply with its provisions.

The **Code of Ethics and Conduct** does not consider all the behaviors of the work environment, since Protección Dinámica has policies, manuals and additional procedures that consider behaviors not contemplated in this **Code**.

- Disclosure and Access to Information Policy..
- Issuance of Remittance Letters Manual.
- Confidentiality for Employees Policy.
- Training Policy.

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