Ranco-IT

DOCUMENT FOR INTERNAL USE AND FOR CLIENTS

Code of conduct

How we work, how we look after what people entrust to us, and what to do when something is not right.

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1. Why this code exists

Our clients open up their processes, systems and information to us. That trust is the most valuable thing we have, and this code explains how we look after it in our everyday work.

It does not try to cover every possible situation. When something is not written here, the guiding question is simple: could I explain this decision to the client, to my team and to my family without feeling uncomfortable? If the answer is no, stop and ask.

Who it applies to

- Ranco-IT partners, employees and interns, regardless of their role or way of working.
- External collaborators and freelancers while they work on Ranco-IT projects.
- We also expect our suppliers and subcontractors to act in line with these principles.

This code complements, and does not replace, the law, employment contracts, the Internal Regulations and the agreements signed with each client.

2. What guides us

Five commitments define how we work. They are the same ones we offer our clients:

- Clarity: we explain what we will do, why, and what it costs, without jargon or fine print.
- Built for people: we design with the people who will use what we build, and we respect their time and their work.
- Visible progress: we show real progress, including when there are problems, and we warn early.
- Made to last: we deliver documented, maintainable solutions that the client can understand.
- Confidentiality: what we learn about a client stays with that client.

3. How we work with clients

- We only promise what we can deliver. Time and cost estimates must be realistic, even if that means losing a deal.
- If we are not the best option for a problem, we say so.
- We report risks, mistakes and delays as soon as we detect them, together with a proposal to solve them.
- We use the company's official channels (corporate email, repositories and tools agreed with the client) for project matters.
- We treat everyone at the client with respect, whatever their position.

4. Confidentiality and data protection

We work with information that is not ours: data about our clients, their employees and their own customers. We treat it with the same care we demand for our own.

- Access only the information you need for your task, and only for as long as you need it.
- Do not share one client's information with another client, or use it as an example, case study or demo without written permission.
- Respect the non-disclosure agreements (NDAs) you have signed, even after the project or your relationship with Ranco-IT ends.
- Comply with Chilean data protection laws No. 19,628 and No. 21,719 and, when working with European clients, the General Data Protection Regulation (GDPR).
- When a project closes, return or delete the client's information as agreed, and keep a record of it.

5. Information security

- Use a password manager and enable two-step verification on every work account.
- Never share passwords, tokens or access keys by chat, email or documents. Use the agreed secure channels.
- Everyone works with their own accounts. Accounts are never shared.
- Keep your devices updated, with encrypted disks and automatic screen lock.
- Avoid working with sensitive information on public networks without a secure connection.
- If you lose a device, suspect unauthorized access or make a mistake that exposes information, report it within 24 hours to **etica@ranco-it.com**. Reporting early is always better than hiding it.
- When a project or your part in it ends, hand over and request the revocation of all your access.

6. Responsible use of artificial intelligence

AI is part of our work and of what we offer. That is why we use it with more care, not less.

- Do not enter personal data, confidential information or client code into AI tools unless the client has authorized it and the tool guarantees that it does not use that data to train its models.
- Always review what AI produces before delivering it. Responsibility for the result is ours, not the tool's.
- If a relevant part of a deliverable was generated with AI, the client must be able to know it.
- When designing AI solutions, we assess their risks: errors, bias, privacy and the effect on the people affected by their results.
- We do not use AI to deceive, impersonate people or make important decisions about people without human oversight.

7. Intellectual property and software

- We only use properly licensed software. Pirated software is never installed or used.
- Before adding an open-source library, check that its license is compatible with the project and with what was agreed with the client.

- Ownership of what we build for a client is governed by their contract. Do not reuse one client's code, designs or documents in another project unless you have the right to do so.
- Respect third-party trademarks, content and images. If you are not sure whether you can use something, ask.

8. Conflicts of interest

A conflict of interest exists when a personal interest can influence, or appear to influence, a decision you make for Ranco-IT.

- Disclose any such situation in writing, for example if you or a close relative hold a stake or position in a client, supplier or competitor.
- Do not offer your own services, outside Ranco-IT, to the company's clients or prospects.
- You may have outside professional activities, provided they are lawful, do not compete with Ranco-IT, do not use its information and do not interfere with your work.
- Disclosing a conflict is not a breach. Hiding it is.

9. Gifts and hospitality

- You may accept or offer courtesy gifts of token value (as a reference, up to 1 UF, roughly USD 40), as long as they are not meant to influence a decision.
- Do not accept or offer gifts, trips or invitations while a tender, quote or negotiation is ongoing with that person or company.
- Never accept or offer cash or cash equivalents (gift cards, transfers).
- If you receive something above these limits, return it politely or report it to **etica@ranco-it.com**.

10. Integrity and dealings with the public sector

We work with private companies and public institutions, in Chile and abroad. In every case, we win business on the quality of our work.

- It is forbidden to offer, promise, give, request or accept bribes or any improper benefit, directly or through third parties.
- In public tenders and procurement, we follow the tender rules and public procurement law, and we do not seek inside information or preferential treatment.
- Meetings with public officials to influence decisions are held in accordance with Chile's Lobbying Law.
- We know our clients and suppliers, and we report transactions or payments that seem unusual, to prevent money laundering and terrorist financing.
- We comply with Chilean Law No. 20,393 on corporate criminal liability and Law No. 21,595 on economic crimes, as well as the anti-corruption laws of the countries where we work.

11. Respect and a harassment-free workplace

We want a team where everyone can do their best work, whether at the office, remotely or at a client's premises.

- We do not tolerate discrimination based on sex, gender identity or sexual orientation, origin, nationality, age, beliefs, disability, political opinion or any other condition.
- We reject workplace harassment, sexual harassment and violence at work, whoever it comes from, including clients and suppliers, as required by Chilean Law No. 21,643 (Ley Karin).
- Ranco-IT maintains a protocol for the prevention, investigation and sanction of this conduct, which is part of the Internal Regulations.
- We respect the right to disconnect of those who work remotely: outside agreed hours, no one is required to reply.
- Disagreements are about ideas, never about people.

12. Communication and social media

- Only authorized people speak on behalf of Ranco-IT to the media, at events or on social media.
- Never publish client information, images or names without their permission.
- You may share your work and your opinions, making clear they are personal and without revealing confidential information.

13. How to report a concern

If you see something that goes against this code or the law, or you are unsure what the right thing to do is, speak up. Raising a question early prevents bigger problems.

- Write to **etica@ranco-it.com**, or talk directly to any of the partners.
- You may report without identifying yourself. Describe the facts in as much detail as possible: what happened, when, who was involved and whether there is supporting evidence.
- We will acknowledge receipt within 3 business days.
- We will investigate confidentially and impartially within 30 days at most. In cases of harassment or violence, we will apply the Ley Karin protocol, including protective measures for the affected person.
- If the report involves the person who would normally receive it, you can send it to another partner.

14. No retaliation

No one will be dismissed, demoted, isolated or harmed in any way for reporting in good faith, even if it later turns out there was no breach. Retaliation against someone who reports is itself a serious breach.

Knowingly making false reports to harm another person is also a breach.

15. Breaches

Failing to comply with this code has consequences proportionate to the seriousness of the breach. They may range from a verbal or written warning to termination of employment, in accordance with Chilean labor law and the Internal Regulations, without prejudice to any applicable legal action. For external collaborators and suppliers, it may mean ending the business relationship.

16. Validity and updates

This code applies from its publication, and we will review it at least once a year, or sooner if the law or the way we work changes. Everyone who joins Ranco-IT receives it, reads it and signs their commitment.

For any questions about how to apply it, write to **etica@ranco-it.com**.

This English version is provided for convenience. If there is any discrepancy, the Spanish version prevails.

QUESTIONS OR REPORTS

etica@ranco-it.com

Have a question or want to report something? Write to us. You can do it without identifying yourself and without fear of retaliation.

Statement of commitment

I declare that I have received and read the Ranco-IT Code of Conduct, that I understand its content and that I commit to complying with it. I know I can raise questions or reports at **etica@ranco-it.com** without fear of retaliation.

FULL NAME

ID NUMBER

ROLE

DATE

SIGNATURE