

SOCIAL RESPONSIBILITY & POLICY OF BEHAVIOR AND ETHICS IN BUSINESS

Since its inception in 2000, Mainstream Global has worked tirelessly to create an organization and reputation that conveys our commitment to maintaining high integrity and ethics.

Preserving this reputation is critical and will not be compromised; principles cannot be sacrificed for results. The responsibility to apply legal and ethical principles in our daily conduct and broad relationships begins with our executive leadership and extends to all our team members at every level of the organization globally.

We are committed to demonstrating and supporting responsibility and active contribution toward our environment, employees and their families, customers, suppliers, and our communities. We foster an environment that ensures our employees a safe workplace where they are valued and supported in an environment of integrity and respect.

We pride ourselves on the stellar reputation we have created as an organization and understand this extends to public perception, which is critical to our overall success and those who choose to partner with us.

A single act of misconduct can bring irreparable consequences and can cause damage that leads to undue hardship and civil and even criminal consequences for our company and partners. All without the employee's act reflecting Mainstream Global's overall behavior, code of conduct and ethics.

If any employee has questions, concerns, or doubts about any situation that may arise, the employee(s) has been trained and instructed to seek immediate guidance from their direct supervisor or Human Resources.

Employees are aware that violating any Mainstream Global policy will bring disciplinary consequences that may lead to termination of employment, immediate violation, and breach of any contracts and, if required, notification to legal authorities.

These are the policies to be fulfilled:

1. Competition and antitrust laws

Mainstream Global complies with national and international laws and regulations related to fair competition and the defense of competition, which is why we consider illicit behaviors that tend to reduce competition or restrict free trade. We do not participate in formal or informal agreements with competitors in relation to the following matters: (a) price; (b) issues that affect the price; (c) production levels; (d) inventory levels; (e) offers in bids; (f) division of sales territories, products, customers, or suppliers; (g) marketing; or (h) mutual customers.

2. Anti-corruption laws

Representatives or employees of Mainstream Global are not allowed to receive directly or indirectly offers payment of bribes or gifts to obtain or retain business or influence a commercial or legal decision. Consequently, Mainstream Global does not offer or deliver sums of money or items of value, either directly or indirectly, through its employees or third

parties to obtain or retain business or achieve an improper commercial advantage in any way.

Mainstream Global strictly prohibits any form of bribery. Mainstream Global prohibits its representatives and employees from offering or delivering gifts in cash, in kind, bribes, or commercial attention for any improper purpose, such as influencing an employee or another individual to adopt a certain line of action. This extends to immediate family members of employees or representatives of Mainstream Global.

3. Accuracy in the records

Mainstream Global keeps books and accounting records complete, accurate, and reliable in relation to all sales services and/or products, as well as all commercial transactions. False or deceptive accounting practices, clandestine funds, and any other financial practices are prohibited by the company and could constitute a violation of applicable laws. Therefore, employees of Mainstream Global should not deal with any kind of deceptive transactional documentation, inaccurate or falsified.

The transactions must be implemented in accordance with all local laws and regulations and according to what is authorized by management. The transactions are recorded in such a way as to allow the exact preparation of the reports and financial and accounting statements without secrets or suspicious transactions.

Concerning deliveries or provision of services, they will be made as requested without intentionally omitting any requirement, so they may be subjected to a comparison between the requests and the client's delivery.

All types of records, documentation, or information that employees provide internally or externally must be true, precise, and accurate without suspicion of altered information.

4. Relations with third parties / interested parties.

Mainstream Global does not enter into contracts on behalf of its partners with any entity or individual that is involved or suspected of being involved in the payment of bribes, kickbacks, or other similar improper or illegal payments. For example, Mainstream Global must ensure that all its contractors and representatives observe standards of ethics and conduct policy.

No employee or representative of Mainstream Global is authorized to use the company's funds or resources to contribute to political parties, candidates for public dignity, or public figures. Employees who wish to participate personally in contributions or events of political parties must communicate to Executive Management to be aware that such activities do not violate their responsibilities with Mainstream Global. These activities must be done in the employee's free time and must be clear to interested parties that the person is acting on their own behalf and not on behalf of the company.

Employees should communicate to the interested parties with whom they interact about Mainstream Global's ethics in business policy in case of concerns raised by the interested parties. If an employee has the answer to resolve the concern must answer; if not, ask their supervision line to grant the appropriate response. All employees must inform their supervisory line, Human Resources, or Senior Management about interested parties that violate our standards.

5. Conflict of interest

The representatives or employees of Mainstream Global must not have investments or relationships with external organizations that may place them in a position of conflict of interest with the company. In addition, the representatives or employees of Mainstream Global must not participate in legal actions in which the employee or his family members are the company's counterparts or have an adverse interest in the company.

It is considered a conflict of interest when an employee owns or is a partner of a company that intends to do business with Mainstream Global if the employee may influence the decisions made regarding Mainstream Global's business with that company.

A violation of this policy is the use of Mainstream Global assets for personal benefit, as well as a violation of the policy when the employee allows a third party to make use of the assets of the company without a previously authorized agreement or if it has not been paid for such use.

When a representative or employee must make decisions related to the acquisition of assets, the employee must ensure the interests of Mainstream Global and its recommendations will be oriented toward the company's benefit, not the personal benefit.

It is considered a labor conflict of interest when an employee is a member of the board of directors and has a labor relationship or personal contract with suppliers, competitors, or customers of the company.

When a Mainstream Global employee observes a conflict of interest, whether real or potential, he must report all the details he knows to a representative or partner.

6. International trade laws

The representatives and employees of Mainstream Global must comply with the legal requirements in force governing international business between countries that are involved in commercial practices, including but not limited to: export control laws, economic sanctions, anti-embargo, corrupt practices abroad, laws on money laundering, tax, and customs regulations.

Considering that in some circumstances, Mainstream Global can hire local agents to facilitate customs procedures, it is possible that there may be a violation of the laws, so all agreements with agents, whether renewals of existing agreements or new agents, should be requested for review by the lawyers hired to represent Mainstream Global in each location.

7. Intellectual property and industrial secret

Mainstream Global's representatives and employees will protect the company's intellectual property. They will not violate the rights of Mainstream Global or third parties with respect to their intellectual property.

Intellectual property is considered any idea, process, mark identity, invention, or improvement created by an employee in relation to the company's business, and that has been developed or acquired with the company's resources.

The industrial secret is considered all the information that has economic value for a company because of its secret and that represents an advantage over its competitors; it is not limited to something that requires a patent or copyright and may include technology, business methods, databases, processes, business knowledge, among others.

The employees of Mainstream Global will not seize, infringe, discredit, or make improper use of trademarks, patents, trade secrets, or texts that are not of their authorship. In addition, Mainstream Global does not participate in the storage or sale of counterfeit products.

To comply with this policy, employees must take special care and physically secure all the information on exclusive company property while it is not monitored; for example, they should not leave computers with open access. You should also delete boards, whiteboards, or any means used in meetings to avoid misusing shared information.

All unauthorized access by employees or third parties to computer or application systems must be reported immediately.

8. Confidential information, information, and data security / appropriate use of the computer, equipment, computer systems, and applications

No employee is authorized to share or disclose internal information about Mainstream Global. All employees must execute the "MSG-012 Confidentiality Commitment" and understand and respect our "MSG-013 Data backup and security policy."

Confidential information may include prices, customer information, marketing strategies, financing plans, agreements, possible acquisitions, and organizational changes, among others.

Employees are responsible for the security and integrity of the computer equipment and computer systems to which they have access. You should be aware that if a third party wants to harm Mainstream Global, it can take advantage of weak points such as intercepting conversations, transporting documents, or sharing information by mail, so caution should be exercised in sharing information.

When conducting business abroad, special caution must be exercised in the internet networks accessed because the information could be spied on or recorded, so it is better to hold meetings in secure public places without leaving documents with sensitive information sight.

The use of computers and equipment of Mainstream Global owned by the company must be used exclusively in labor matters, and this includes and does not limit the proper use of the Internet or telephone lines.

Texts that are used from external or internal sources cannot be copied, so the source of the information and copyright must be expressed.

The use of electronic mail should be limited to work purposes, as it is one of the communication tools provided by the company and may be subject to audit the information shared by this means, depending on its sensitivity, must have authorization before the diffusion.

The information for business intelligence must also respect the confidentiality policies of the interested parties so that the employees of Mainstream Global do not have authorization to induce anyone to violate its confidentiality policy and cannot spread confidential information about competitors.

When the press or media are involved, Mainstream Global employees cannot disclose any internal or external information unless they have written authorization.

9. Equal Opportunities

Mainstream Global provides equal employment opportunities and reasonable accommodation (when needed) to all people regardless of race, color, religious tendency, gender identity or expression, sexual orientation, genetic information, immigration status, identity, nationality, ethnic origin, ancestry, union or political affiliation/participation, caste, citizenship, age, marital or family status, minority status, medical condition, physical or mental disability, family or medical care leave, pregnancy status, union membership, protected veteran status or any other characteristic protected by law, regulations, and ordinances.

The only exception to this policy is hiring a person who requires essential physical abilities for the performance of the primary functions of the work, for which such physical capacities should be considered. As part of the equality of opportunities, Mainstream Global is concerned with the well-being and health of its employees, which is why it follows the medical recommendations for relocating positions, both in temporary and permanent functions, in cases that merit.

Mainstream Global does not require workers or potential workers to undergo medical tests, including pregnancy tests, except where required by applicable laws or regulations or prudent for workplace safety, and workers or potential workers are not discriminated against based on test results.

10. Human rights, non-discrimination, and fair work practices

Mainstream Global is committed to upholding industrial hygiene and safety standards, ensuring the protection of the rights of individuals with disabilities, promoting fair workplace practices and labor laws, and adhering to international business and human rights principles. We also align with our customers' codes of conduct. In all locations where Mainstream Global operates, we comply with local requirements about minimum wages, maximum working hours, and legally mandated benefits. This includes employees who are permanent, temporary, dispatched, migrant workers, apprentices, or contract workers. We do not permit deductions from wages as a disciplinary measure. For each pay period, workers receive a timely and clear wage statement with sufficient information to verify accurate compensation.

Mainstream Global says no to the use of forced labor, prison labor, involuntary or captive work, slavery, work under non-restructured contracts, work in payment of debts or continuous renewal of contracts with the modality of temporary contracts, the procurement of commercial sex acts, slavery or trafficking of persons is not permitted nor is the work of minors accepted.

Forced labor (including debt bondage) or indentured labor, involuntary work, or in captivity is understood as those situations in which a sentence forces the worker to perform tasks without receiving remuneration in return or situations in which the work contract imposes legal limitations or unreasonable practices to the employee's ability to leave his job.

Slavery is understood as when the employee becomes the company's property because their original identification documents were withheld or any document that does not allow them to operate freely in the professional or personal field.

Work under non-cancelable contracts means the employer prohibits employees from leaving the employment relationship freely and voluntarily.

Debt settlement work suggests situations in which employees work to pay off a debt owed to the employer, which is often incurred by another person, offering the employee's labor in return.

The work of minors is prohibited. The term "minors" refers to any employee under the age of 18 or younger than the minimum age allowed by local laws to be hired. Using legitimate learning programs in the workplace is permitted, provided they comply with all applicable laws and regulations. This is why Mainstream Global verifies the age of workers before hiring them. Minor workers must not perform dangerous tasks, restricting the night work of these employees in response to their educational needs.

Mainstream Global is committed to maintaining a work environment free from discrimination and harassment, so all employees must be treated with respect and dignity. Harassment is understood as a form of discrimination that will not be tolerated in Mainstream Global's work environment and includes any conduct of slander, threats, intimidation, humiliating jokes, graphic materials aimed at humiliation, hostility, aversion, explicit or implicit hints of sexual nature.

Any sexual harassment will not be tolerated to obtain employment opportunities, economic improvements, promotions, or situations in which lack of submission to these sexual harassments is reflected in labor decisions, interference in work performance, or creation of an intimidating environment.

Mainstream Global provides and maintains a healthy, pleasant, and adequate work environment, providing resources for an auspicious work environment in its physical facilities, social and psychological aspects, creating a dynamic, relaxed, productive, positive, and conflict-free work atmosphere, adopting programs of improvements in the prevention of occupational health and safety for their workers.

When hiring foreign workers who are not nationals of the country in which the work is taking place and who are recruited and who migrate from their home country to another country for the specific purpose of working for Mainstream Global, we provide or pay for return transportation upon the end of their employment as well as reasonable accommodation.

Mainstream Global does not hold or confiscate any documentation such as identity, immigration documents, government-issued identification, passport, driver's license, certificates of training, or work permits.

This policy applies to all employees and persons acting on behalf of Mainstream Global, meaning that any person who suffers or observes an incident that can be considered within the mentioned parameters must communicate the matter to the highest-ranking trusted person or directly to Senior Management. Reporting includes support for or engagement in transporting, harboring, recruiting, transferring, or receiving persons using threat, force, coercion, abduction, or fraud for labor or services. Also, it prohibits any retaliation against human rights defenders.

11. Environment, Occupational Health, and Safety

Mainstream Global carries out its operations responsibly, protecting the environment and the safety and health of all our employees.

Employees are obliged to comply, without limiting only, with the following aspects:

- Respect and preservation of the environment.
- Commitment to reduce pollution/environmental impact generated by the company.
- Before generating waste, try to reuse it or recycle it.
- Commitment to promote recycling even extends it to your home.
- Efficient use of company resources (energy, water, paper, etc.)
- Safe work practice.
- Protection between colleagues, preventing or warning about potential risks.
- Risk analysis before executing tasks.
- Refusing to develop activities that could risk your health or life.

Reasonable steps are taken to remove pregnant women and nursing mothers from working conditions with high hazards, remove or reduce any workplace health and safety risks to pregnant women and nursing mothers, including those associated with their work assignments, and provide reasonable accommodations for nursing mothers, as required by local and/or federal laws.

Worker exposure to the hazards of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing, and highly repetitive or forceful assembly tasks, must be identified, evaluated, and controlled.

Production and other machinery shall be evaluated for safety hazards using the appropriate Hierarchy of Controls. Physical guards, interlocks, emergency stop devices, light curtains, and barriers are to be provided and properly maintained where machinery presents an injury hazard to workers.

Mainstream Global does not use private or public security forces that result in torture, inhuman or degrading treatment, bodily harm, or limitation on freedom of association.

Potential emergency situations and events are identified and assessed, and their impact is minimized by implementing emergency plans and response procedures, including emergency reporting, employee notification and evacuation procedures, worker training, and drills.

Emergency drills are executed at least annually or as local law requires, whichever is more stringent. Mainstream Global's emergency plans include appropriate fire detection and suppression equipment, clear and unobstructed egress, adequate exit facilities, contact

information for emergency responders, and recovery plans. Such plans and procedures are focused on resilience and minimizing harm to life, the environment, and property.

Procedures and systems are in place to prevent, manage, track, and report occupational injury and illness, including provisions to encourage worker reporting, classify and record injury and illness cases, provide necessary medical treatment, investigate cases, and implement corrective actions to eliminate their causes, and facilitate the return of workers to work.

Mainstream Global minimizes or eliminates at the source (when possible) to prevent and avoid emissions and discharges of pollutants, harmful soil change, generation of waste, and noise pollution that impairs human rights and other ecosystem or land degradation. The practices may include pollution control equipment, modifying production, maintenance, facility processes, or other means.

When any chemicals, waste, or other materials that may be released are identified and which may pose a threat to the environment, we manage such chemicals or materials appropriately to ensure their safe handling, movement, storage, use, reuse, recycling, and disposal.

Chemicals, waste, and other materials posing a hazard to humans or the environment are identified, labeled, and managed to ensure their safe handling, movement, storage, use, recycling or reuse, and disposal, including in products or services.

12. Customer oriented

Mainstream Global maintains constant communication with its customers to be honest with what can be accomplished concerning contract requirements, special orders, legal and regulatory requirements, and, if necessary, with the Senior Management authorization, we are open to receiving audits about this code of conduct.

The focus on the Mainstream Global customer is through the fulfillment of the offer that no employee is authorized to make false or illegal assertions of the competition.

The employees of Mainstream Global represent the products and services in a fair, accurate, and truthful way, in such a way that there are no deceitful offers or that they involve the brand in suspicious situations with the customer.

Mainstream Global employees who are in constant communication with customers at any level must analyze the risks and business opportunities for both parties, the "win-win" approach always to increase customer satisfaction.

13. Donations and volunteer work

To make donations on behalf of Mainstream Global, one must obtain prior written authorization from Senior Management. However, the company is always committed to making efforts that can benefit the community.

Employees of Mainstream Global must not pressure third parties to contribute or join charities, nor is it considered ethical for an employee to participate in decisions related to charities of which he or she is a member or has any interest.

Employees of Mainstream Global can participate as volunteers in helping the community on their behalf if they are identified acting on their behalf or behalf of Mainstream Global when they have written authorization from Senior Management.

Workers shall not be required to pay employers', agents', or sub-agents' recruitment fees or other related fees for their employment. If any such fees are found to have been paid by workers, such fees shall be immediately repaid to the worker.

14. Advertising and corporate image

To advertise on behalf of Mainstream Global, written authorization must be obtained from the Senior Management for any participation in promotional or marketing activities that refer to or involve your name, denomination, or logo. Advertising, promotional, or marketing materials must comply with all laws, regulations, and local regulations with truthful and accurate information.

Mainstream Global must not present false statements regarding products, services, and prices or make wrong, misleading, inaccurate, or fraudulent statements about the competition's offers or comparative advertising.

The communications made by employees of Mainstream Global must be by the authority of the position they perform, so they can not speak on behalf of Mainstream Global in personal communications, social media, forums, blogs, chat rooms, or social networks, among others if your authority does not allow it.

Any alteration, violation, or infraction of the policies above must be communicated to Executive Management.

References:

- FCPA Foreign Corrupt Practices Act
- UK Bribery Act
- Local anti-corruption laws
- U.S. Anti-Corruption Oversight (Columbia Law)

Document Revision History			
Version (V)	Description of the change	Date	Reviewed By
0	Creation of format	31 Jul 2017	Luis Yépez
1	Included the specific topics about social responsibility	Feb 24, 2020	President
2	Increasing the number of items in the health and safety explanation by detailing more types of equal opportunities and specific scenarios.	Nov 14, 2023	Senior Management