



ROCK  
TRADING WORLD

# CODE OF CONDUCT

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This code of conduct is made by the principles and behavioural rules to which Rock Trading World, S.A. has conformed since it is formed. They are the basis of our business culture.

Rock Trading World, S.A. is aware of its role in the market as well as in the community, and we intend to make clear by this document our ethical behaviour based on correctness, transparency and the strictest compliance with laws in force.

Rock Trading World, S.A. is responsible for its employees, always letting them grow and recognizing their role and efforts with equitable and fair salaries. We also try to give them a motivating environment where it is easier to make progress and achieve their goals which are also ours. Rock Trading World, S.A. always respects and recognises the dignity, the privacy and the rights of all individuals and condemns any kind of discrimination.

We pursue our activity being social responsible and we also support local communities in reaching their goals as much as possible.

Rock Trading World, S.A. is also responsible for the customer satisfaction. We always intend to get the best for our customers gaining their satisfaction and being updated to fulfill their needs using the newest development of commercial techniques.

Rock Trading World, S.A. is committed to compliance with applicable competition laws and is bound by the principle of fair competition when competing with other market participants. Rock Trading World, S.A. shall not assist any third party in breaching the laws of any country, or participate, in any criminal, fraudulent or corrupt practice.

Rock Trading World, S.A. undertakes to fully respect any legal and regulatory requirements in each energy market in which it operates, with specific regard to the prevention and punishment of any form of corruption and criminal organization.

As we are committed to the principles of fairness and irreproachability in business, we expect the same from our business partners. We don't support any form of offering or accepting undue advantage and we denounce it all as a form of corruption. We do not boost the offering or receipt of gifts.



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