



SOCIAL RESPONSIBILITY POLICY

Daltile México in congruency with its social responsibility strategy, hereby stated through its vision, mission, principles and values as a fundamental part of the culture and way of life of its associates, establishes its sustainability system based in the quality of its products, environmental conservation, health and safety of its associates and the wellbeing of its surrounding community.

Daltile México acknowledges sustainability based in four fundamental pillars (social, environmental, institutional and economic) Therefore, its policies and procedures have been developed to assure compliance and continuous improvement.

1.- SUSTAINIBILITY STRATEGIES

DTM sustainability practices and strategies pursue customer satisfaction and commercial success of covering products based on a vision of active development contribution by means of social responsibility, environmental protection and economic progress. Additionally, they are directly related to the following corporate values:

- A.- Honest behavior in all our acts
- B.- Customer satisfaction by means of innovative technology, quality, value and outstanding services.
- C.- Respect and improve the physical and social environment.
- D.- Value and develop multiple talents, initiatives and leadership of our associates.

Sustainability strategies include and are not limited to

- A.- Meet the requirements of the Norm SA 8000-Social Accountability
- B.- Meet the domestic laws, other applicable laws and requirements that we fulfill voluntarily.
- C.- Meet international recommendations of ILO- INTERNATIONAL LABOR ORGANIZATION.
- D.- Support the business units by means of the corporate safety and environmental systems to identify key processes and establish short and long term solutions.
- E.- Use the continuous improvement life cycle focus in regard to processes and products.
- F.- Establish challenging social, environmental, health and safety objectives and communicate progress on a regular basis by predetermined means.
- G.- Support the needs of associates and the community as an responsible company
- H.- Develop and retain a diverse and talented workforce.
- I.- Create a work environment that retributes for individual initiative and fosters personal learning and growth, safeguarding health and safety as well as innovation as a way of life.
- J.- Generate dignified jobs for local residents.
- K.- Provide a flexible, results oriented work environment.

- L.- Support local needs in regards to education and social assistance in the communities where Daltile México associates live and work.
- M.- Create social programs that foster activities such as: sports, volunteering, education, restoration, support to underprivileged groups as well as cooperation for their development.
- N.- Evaluate the best ways to support initiatives for employee social assistance.
- O.- Integrate the efforts of sustainability to the supply chain (suppliers and customers) at Daltile México.
- P.- Keep all communication channels open with society for purposes of timely feedback in regard to our sustainability results and continuous improvement in order to assure inclusion of all parties in interest. (stakeholders)
- Q.- Foster conciliation between business interests, values and social demands
- R.- Forbid child labor in our internal process as well as the supply chain we engage in.
- S.- Forbid disloyal commercial competition and issue legal and financial information in total transparency.
- T.- Assure personal respect and dignity by fostering social and civic values such as tolerance, solidarity, family integration, rights and responsibilities, forbidding social, ethnic, political, gender, sexual or disability discrimination.
- U.- Defend and promote human rights in our Company and the supply chain (suppliers and clients).
- V.- Align all our commitments as a Socially Responsible Company into our strategic planning.
- W.- Review the policy herein annually, incorporating changes to legislation, conduct codes, continuous improvement or other requirements that may arise.
- Y.- A short version of the policy herein is used throughout the organization for purposes of communication, availability and comprehension within all levels of the organization including personnel rendering services on behalf of Dal Tile
- Z.- The Responsibility Policy herein is public and available to any party in interest at our website: <http://responsabilidad.daltile.com.mx>.

Eugenio Martínez Serna
General Director Daltile México
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