Under the approach of continuous improvement at Grupo HAME

We seek to strengthen transparency and compliance in our actions. Thanks to that, in December 2019, Grupo HAME became the first corporate group at the national level, that certified 13 of its companies under the standard ISO 37001 Non-bribery Management Systems. The main objective pursued by the ISO 37001 standard is to help companies to prevent bribery and to promote an ethical company culture.

As part of the process, we strengthened our governance structure, by making it more solid, objective, and transparent. Roles and responsibilities were separated, by establishing controls for an ethical and responsible action. The area of Compliance was created, and it responds to an executive committee with external advisors, which provides the area with autonomy and the ability to communicate with complete transparency.

Grupo HAME has a policy on Transparency, Ethics, and Anticorruption which was approved by the Governing Body, formed by directors of the company, contributing to governance strengthening, thanks to the fact that support and leadership came from the highest hierarchy of the group.

The work plan of the area of Compliance comes from the policy, and this work plan promotes actions that encourage values from the ISO 37001 standard and the policy on Transparency, Ethics, and Anticorruption. Effectiveness of said plan is maintained above 95%, which complies with requirements of the standard which affect activities of due diligence in collaborators, suppliers, and clients so that they know and partake of an ethical company culture.

A fundamental part of the work plan is communication of and training on the standard to the collaborators. We have been able to publicize ISO 37001 guidelines using internal communication channels to more than 25 thousand collaborators of the group.
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Even though collaborators, suppliers, and clients know the standard, a risk diagram was installed so that the standard maintains the best practices and standards. This diagram identified bribery risks within the company’s structure, and for them there is a series of automatic and manual controls that mitigate their impact. Moreover, there is a plan to measure effectiveness of said controls, including here the free hot line (Grievance Mechanism), which is a fundamental tool to capture any anomaly that might evade the system and at the same time it helps us to reform our ethical aspects.

As part of continuous improvement, trainings have been promoted from our platform, School HAME, where the topics on risks and the ISO 37001 standard are delved into. For 2021 an education plan for group leaders on topics of risk and non-bribery management has been proposed, to encourage a cultural change, and thus manage to live every day under an approach of risk management and mitigation.

In 2020 the area of Compliance conducted 3287 due diligences, integrated by controls to suppliers, clients, human resources, grants, documented information, communications, grievances, extortions, and non-compliances. Demonstrating that the system works, it generates information and inputs to continue with the challenge of strengthening ethics in our corporate culture.

In November 2020, World Compliance Association carried out a follow-up certification audit. Results were satisfactory because any non-compliance was detected, and this result meant that Grupo HAME maintains the certification on the Non-bribery Management System.

At Grupo HAME we are pioneers in the ISO 37001 standard in Guatemala, and we are committed to keep strong with strengthening of an ethical corporate culture to remain referents in everything we do, working always as a team, as the big HAME family that we are.