

PROFESSIONAL CODE OF CONDUCT AND SOCIAL RESPONSIBILITY

1. *Preamble:*

Inforlandia, S.A. is a nationally renowned company in the IT field and community, basing its services by competence, innovation, quality, environment and social responsibility and seriousness, should all its directors, employees, interns, suppliers and service providers, to adopt cooperate in sustaining these standards.

In order to achieve a better perception and apprehension of the obligations resulting to Inforlandia, S.A. employees, namely in their relationship with Customers, between themselves and with the company, the Code of Professional Conduct and Social Responsibility was adopted, which is then discriminated against and which is binding, and must be complied with even after leaving Inforlandia, S.A. and should be maintained for at least three years thereafter.

2. *Inforlandia, S.A. affirms its support for fundamental rights in the community, namely:*

Freedom of employment. It will not be tolerated the use or promotion of forced or compulsory labour, in accordance with the respective international standards (Conventions No. 29 and 105 of the ILO. - International Labour Organization);

Non-discrimination. The absence of discrimination in employment shall be maintained so that all employees enjoy equal opportunities and treatment irrespective of their race, national or social origin, social class, birth, religion, disability, sex, sexual orientation, family responsibilities, marital status, trade union membership, political opinion, age or other distinctive features (ILO Conventions No. 100 and 111);

Prohibition of child labour. There will be no recourse to child labour.

Only employees over 18 years of age will be hired, with the guarantee that the minimum compulsory schooling in the respective countries will always be respected (ILO Convention No. 138 and Recommendation No. 146);

Young people under the age of 18 will not carry out work which, by their nature or the circumstances in which they are carried out, could jeopardize their health, safety or education (ILO Convention No. 182).

3. *Inforlandia, S.A. affirms its support and respect for fundamental human rights in the workplace.*

Inforlandia, S.A. undertakes to observe the ILO Conventions on freedom of association and trade union rights, to recognize the right of employees to join trade unions and their right to represent and negotiate on behalf of their employees, and to observe the minimum standards relating to remuneration and working conditions.

Freedom of association and the right to collective bargaining will be respected.

All employees shall have the right to form and join trade unions (ILO Convention No. 87);

It will also respect the right of trade union and employees to organize themselves (ILO Convention No 98).

Rights of employee representation

Inforlandia, S.A. will ensure that employee's representatives will not be discriminated against on the grounds of this condition and will allow them access to the workplace in order to fully perform their representation functions (Convention No. 135).

Minimum Wages

Employees receive salaries, allowances, and other benefits at least equal to those established in legislation or national agreements for the job of an entity of trade, industry or any other industry service where the work is performed.

No worker will receive a salary lower than the legal minimum and should always be sufficient to meet their basic needs and their families (ILO Conventions No. 100 and 131).

Deductions from wages except those permitted under national law or collective agreements will not be made without the employee's authorization.

Corruption, extortion, fraud or bribery

Inforlandia, S.A., S.A combats and will not tolerate any acts of corruption, extortion, fraud or bribery;

Working day

The working day notice at least the requirements specified in national legislation, or national agreements and / or industry standards (ILO Conventions No. 1 and Recommendation No. 116).

The provision of additional hours of work shall be voluntary wherever possible and shall not be required as a standard and shall not constitute a form of substitution of insufficient regular wages and shall always be remunerated in accordance with national law and the provisions of collective agreements.

Training and requalification

Employees will be given the opportunity to participate in professional training and / or retraining programs, in order to guarantee their good professional performance.

Obligations regarding employment

Inforlandia, S.A. will respect its obligations to employees, both with regard to labour and social security laws, as well as other employment regulations.

4. Inforlandia, S.A. affirms its support and respect for the standards and principles applicable to the environment, safety and health in the workplace, in particular the following:

Ensuring that workplaces are safe and do not pose risks to the safety and health of employees (Convention no. 155 and Recommendation No. 164 of the ILO);

The **promotion** of best practices in the field of occupational safety and health being provided, when necessary, appropriate clothing or protective equipment to prevent the risk of accidents or harmful effects on the health of employees. These procedures shall be in accordance with the Conventions, Specifications and Standards of International Security Conduct (Recommendation No. 164 of the ILO Conventions).

Co-operation between those responsible, the collaborators and their representatives will be essential for compliance with the measures adopted and the legislation in force to ensure safety and health.

To employees and their representatives will be broadcast information and given appropriate training on safety and health at work.

Respect in general terms at work

Employees should observe the basic living standards, avoiding any behaviour that implies a lack of respect or disrespect for others. Those who take responsibility for coordinating a workgroup or leading other employees should be concerned with equitably and qualitatively distributing tasks.

The necessary measures will be taken to ensure that workplaces are free from all forms of harassment, as defined in the code of conduct for preventing and combating harassment at work.

Respect for the environment

Inforlandia, S.A. undertakes to make every effort to ensure and ensure that environmental legislation is respected.

Recognition for the right to online communication

Inforlandia, S.A. is committed to recognizing employees' right to online communication.

The Convention and ILO Recommendation concerning the matter now heading, is to recognize that in workplaces with electronic media, traditional forms of communication used by trade unions can no longer be the most appropriate, while recognizing that the representatives of employees they must be able to cooperate and coordinate their work across national borders.

Thus employees have the right to use the company's electronic systems to communicate with their union or their representatives. This right also includes the possibility of sending union information to the respective members through electronic means.

5. The employees of Inforlandia, S.A. are required the following duties towards the company :

i) Inforlandia, S.A. employees, as long as they remain at their service, must:

- To exercise his functions with zeal, diligence, competence and dedication;
- To observe loyalty to Inforlandia, S.A. and to obey the instructions and guidelines provided by it;
- To promote all due diligence, within the scope of their respective functions, to the best productivity of the company;
- To fulfill and follow with dedication and use all the training actions promoted or given by Inforlandia, S.A. ;
- Maintain a clean and composed appearance as long as they maintain their functions in the service of Inforlandia, S.A. ;
- Always communicate with education and respect towards your hierarchical superiors.

ii) Inforlandia, S.A. employees , *up to a period of three years after termination of the professional relationship with Inforlandia, S.A.* , are subject to the provisions of the Employment Contract, namely with regard to:

- Restitution of documents and materials;
- Confidentiality and professional secrecy;
- Data protection;

6. The employees of Inforlandia, S.A. are required to fulfill the following duties with their co-workers :

ii) The employees of Inforlandia, S.A., S.A with respect to their Colleagues, must:

- Adopt educated treatment and be in solidarity with colleagues;
- Cooperate and assist Colleagues requesting assistance;
- Do not interfere with the work of their Colleagues, unless agreed upon by the interested parties.

7. Inforlandia, S.A., employees are required of the following duties to their clients:

iv) Inforlandia, S.A. employees, with respect to the Customers must :

- Adopt attentive and educated service;
- Always be available for explanation and assistance to any questions placed by the Customer;
- Advise and inform the Client with honesty, clarity, technical accuracy and precision;
- Maintain secrecy with respect to any data or information accessed by virtue of the performance of his duties as collaborator or employee of Inforlandia, S.A.;
- Avoid accessing information or data stored in the Clients software or hardware, delivered during his service as an employee of Inforlandia, S.A., S.A.

v) The employees of Inforlandia, S.A. are especially bound to not divulge or facilitate the access of third parties to data entrusted to them, by the Client or to which they access in the exercise of their functions, being understood as third parties any persons or entities other than the entity or employers who justify the need for access to information.

Aveiro, June 11th, 2019