



## 1. Preamble:

Inforlandia S.A. is a nationally recognized company in the IT, basing its services on competence, innovation, quality, environment and social responsibility and integrity, and all its directors, employees, interns, suppliers and service providers should adopt appropriate conduct to 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).

#### **Living 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., 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. Inforlandia S.A. is required to perform the following duties towards its employees:**

i) Without prejudice to other obligations, the employer shall:

- a) Respect and treat the worker with politeness and probity;
- b) Pay the compensation in a timely manner, which must be fair and appropriate to the job
- c) Provide good working conditions, both physically and morally
- d) Contribute to raising the worker's level of productivity, namely by providing him/her with vocational training
- e) Respect the technical autonomy of the worker that performs activities whose professional regulation demands it
- f) Enabling the exercise of positions in organisations representing workers
- g) Prevent occupational risks and diseases, taking into account the protection of the safety and health of the worker, by compensating him/her for losses resulting from accidents at work
- h) Adopt, with regard to hygiene, safety and health at work, the measures that result, for the company, establishment or activity, from the application of the legal and conventional prescriptions in force
- i) Provide the worker with adequate information and training for the prevention of accident and sickness risks
- j) Keeping the personnel register permanently updated in each of its establishments, indicating the names, dates of birth and admission, types of contracts, categories, promotions, remuneration, dates of beginning and end of holidays and absences that imply loss of remuneration or reduction of holiday days.

**ii) Workers' guarantees:**

It is forbidden for the employer:

- k) Oppose in any way the worker's exercise of his rights, as well as dismiss him or impose other sanctions on him or treat him unfavourably because of such exercise;
- l) Obtain, unjustifiably, the effective performance of the work;
- m) Put pressure on the worker to act in such a way as to have an unfavourable influence on the working conditions of the worker or his colleagues;
- n) Reduce the remuneration, except in cases provided for by law;
- o) Lower the category of worker, except in the cases provided for by law;
- p) Transfer the employee to another place of work, except in the cases provided for in this CCT;
- q) Transfer employees from their own staff to third parties who exercise over them the powers of authority and management which are vested in the employer or in a person appointed by the employer, except in cases specifically provided for;
- r) Oblige the worker to purchase goods or use services provided by the employer or a person indicated by the employer;
- s) Operate for profit any canteen, canteen, economatoire or other establishment directly related to work for the supply of goods or services to workers;
- t) Terminate the contract and readmit the worker, even with his agreement, with the purpose of harming him in rights or guarantees arising from seniority.

**6. Inforlandia S.A. employees are required to have the following duties towards the company:**

**i) Without prejudice to other obligations, the worker must:**

- a) Respect and treat with politeness and probity the employer, the hierarchical superiors, the co-workers and the other people who are or enter into a relationship with the company;
- b) Attend the service with assiduity and punctuality;
- c) Carry out the work with zeal, diligence, competence and dedication;
- d) Comply with the orders and instructions of the employer in everything that concerns the execution and discipline of the work, except to the extent that they are contrary to the rights and guarantees of the employer;
- e) To maintain loyalty to the employer, namely by not negotiating on their own behalf or in competition with them, nor by disclosing information concerning their organisation, production methods or business;

- f) Ensure the proper maintenance and proper use of goods related to his work and entrusted to him by the employer;
- g) Promote or execute all acts aimed at improving the company's productivity;
- h) Cooperate, within the undertaking, establishment or service, in improving the system of safety, hygiene and health at work, in particular through the representatives of workers elected for this purpose;
- i) Comply with the occupational safety, hygiene and health prescriptions established in the applicable legal or conventional provisions, as well as the orders given by the employer.
- j) Comply with and monitor with dedication and use all training activities promoted or provided by Inforlandia;
- k) Maintain a clean and composed appearance while in service to Inforlandia;

ii) The duty of obedience, referred to in subparagraph d) of the preceding paragraph, shall relate both to the orders and instructions given directly by the employer and to those issued by the employee's superiors, within the powers attributed to them by the latter.

iii) Inforlandia's workers are subject to the terms of their employment contract, in particular with regard to, but not limited to, three years after termination of their employment with Inforlandia:

- Return of documents and materials;
- Confidentiality and professional secrecy;
- Protection of personal data;

## **7. To Inforlandia S.A. employees are required to have the following duties towards their co-workers:**

- i) Os colaboradores da Inforlandia, relativamente aos seus Colegas, devem:
  - 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.

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

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

- l) Adopt attentive and educated service;
- m) Always be available for explanation and assistance to any questions placed by the Customer;
- n) Advise and inform the Client with honesty, clarity, technical accuracy and precision;
- o) 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.;
- p) Avoid accessing information or data stored in the Clients software or hardware, delivered during his service as an employee of Inforlandia S.A.

**ii)** 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.

