

CODE OF CONDUCT AND ETHICS

Afianci Global Networking

The present document “**Code of Conduct and Ethics**” describes the directives for ethics and conduct to be observed by Afianci Global Networking’s collaborators in their internal relations, as well as in their business relationships with customers, suppliers, global partners, governmental entities, sectorial institution and towards the community at-large.

It aims at compiling and disseminating the responsibilities shared by us, as well as providing a platform for questions of ethical and legal nature that may arise among our institutional and personal relationships.

The oversight for the Ethics and Conduct Program lies with Afianci Global Networking’s Ethics and Conduct Committee, which is composed by the following representatives:

- Administrative Director
- Commercial Director
- Commercial Manager
- Logistics Manager
- Human Resources Analyst
- Legal Advisor

Our work environment must be engaged in a culture of optimization of the existing human and material resources and on the promotion of the indispensable conditions that are required for the smooth operation of the relationships that exist between collaborators, business partners (internal and external), as well as towards customers. It is expected that all can coexist with satisfaction through concepts of professional proficiency, efficiency, enthusiasm and an ethical approach towards relationships and mutual respect.

Important: This document does not intend to delineate every policy, procedure and standard within Afianci. In it, the main principles will be listed, aiming at the illustration of the organization’s modus operandi as a means of showcasing its initiatives and decision-making processes. The expected behavior from each employee on the development of the company’s activities, as well as the standards adopted towards the adequate functioning of the business will be fully disclosed in the Internal Regime document, which is available for the entire team.

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- **Responsability and etics:**

To maintain synergy with the brands represented by Afianci on the international market, with the goal that each proposed negotiation offers relevant monetary return as the result to the quality of the developed services.

- **Relationships with customers and partners:**

Afianci anchors its business relations through ethical and legal values, based on the implementation of moral values, with competence, efficiency and good-manners in its dealings with its collaborators, partners, customers and other institutions.

- **Customer relations:**

To offer quality services and treatment, identifying their demands and fulfilling their expectations. To maintain confidentiality and discretion for the transacted information and documentation. To attend to calls, e-mails and social media demands in a cordial and helpful manner.

- The documents received and delivered to customers must be maintained in strict confidentiality. To inform the customer of potentially disruptive factors to our services, such as extended holidays, labor strikes and other undesirable events, which can impact the correct providing of services and support.

- **Legal and regulatory commitment:**

Afianci is guided by the Law, and is committed to following relevant regulatory measures at all times. Its collaborators must adhere to the professional rules and regulations established internally by the company.

- **Professional integrity:**

It is expected of those for whom this document is addressed to be guided by impartial values. In instances in which the established rules do not account for the factual matters that go into the decision-making process, it is necessary to balance possible conflicts of interest in accordance with the Compliance and General Law for Data Protection (Lei Geral de Proteção de Dados - LGPD) and with Afianci's internal regiment. In the instance where these regulations are not fully applicable, other norms and current laws can be used.

- **Suppliers and international Business**

Afianci's partners must adhere to the norms imposed in ports, airports, roads, rail systems as well as all the regulations pertaining to international commerce. It is prohibited to collaborators and partners to seek any unlawful advantage before the pertinent authorities. Such behavior can be punished with justified termination from the company and in the case of third parties, that the contract with the offending party can be rescinded without penalty.

Caxias do Sul,
October of 2020

