



Code of Conduct

Forum d'Ideias, Lda.

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PME Excelência



PME Líder



Travelife Partner



Associated Members



We are a company made of people and for people. Therefore, we are aware that our team is our greatest asset and our policies are based on a respectful and growing relationship for both parties.

We follow a conduct based on loyalty, honesty and respect, built on principles of professional ethics, avoiding and preventing conflicts, whether internal or external. But especially conflicts of interest and freedom of competition, since we believe that a diversified, consistent market with a good reputation benefits all players in the sector and the country.

This Code of Ethics and Conduct establishes the ethical principles and standards of behaviour that all company employees must adopt when conducting business and in their relationships with other employees, customers, suppliers and community members.

This code applies not only to employees but also to the company's management. We also hope to positively influence our partners to adopt the same principles.

We are a company with more than 20 years of consolidated experience in the market, which has created a reputation as a reliable company, with practices based on fair and transparent business and commercial exchanges for all parties involved. This is how we want to continue working.

Below are some basic principles for our activity:

1. Integrity and Professional Ethics

- 1.1. Act with honesty, integrity and ethics but also with efficiency, dedication, devotion and professionalism in all our activities and professional relationships, in order to promote the competitiveness, development, appreciation and growth of the company, the sector and the community.
- 1.2. Employees must carry out the processes and their daily activity in a competent and diligent manner, preparing themselves in advance in a technically, with due analysis and adequate prudence. Action must be guided by the effort to maintain the trust of the other players, contributing to maintain the good image of the company, the sector and the country.
- 1.3. Comply with applicable laws and regulations, as well as ethical standards in our area of expertise.
- 1.4. Avoid conflicts of interest and make impartial decisions, always prioritizing the company and customers interests.
- 1.5. Contracts with customers and suppliers must always be concluded in good faith, with clarity and transparency, without ambiguity, requiring due confidentiality and respecting the general principles of ethics mentioned in this code of conduct.

- 1.6. Employees must act in a cooperative manner, committing themselves to respect established rules, respect deadlines, meet the needs and expectations of those who have contact with our company.

2. Respect and Diversity

- 2.1. All employees are entitled to equal opportunities, treatment, training, career promotion, remuneration, and no one can be privileged, benefited, or harmed, deprived of any right or exempt from duties or actions, for reasons of ascendancy, age, gender, sexual orientation, marital status, family situation, pregnancy, parenting, economic situation, origin, genetic heritage, reduced work capacity, disability, chronic illness, nationality, ethnicity, race, language, religion, union affiliation, or by political or ideological convictions that do not place the company in a situation of unsustainability or unviability.
- 2.2. Always treat people with respect, dignity and courtesy, regardless of their origin, nationality, race, gender, ideology or religion, sexual orientation, age or any other personal characteristic. We respect the personal dignity, private sphere and human rights of every individual.
- 2.3. Prejudice, discrimination or inequality by employees or suppliers are not tolerated. For this reason, any behaviour with the aim and effect of disturbing or embarrassing anyone, affecting their dignity, creating a hostile, toxic, degrading, humiliating and destabilizing environment is not accepted
- 2.4. Any type of sexual or moral harassment in verbal, non-verbal or physical form is not tolerated.
- 2.5. Money laundering in any form is not tolerated. We totally and without exception reject all activities that do not comply with the rules, laws, and mandatory documents.
- 2.6. We follow a policy that prohibits the practice of all conduct that may constitute or be related to extortion, corruption, bribery, influence peddling and facilitation payments. We terminate any partnership with suppliers that violate our policies, namely through acts of bribery, corruption, discrimination and violation of human rights. We promote transparency and honour our values.
- 2.7. The company is not involved in activities that are considered unfair competition or in violation of any antitrust laws.

2.8. The company has exclusion factors that apply to all partnerships or relationships across the value chain, such as:

- EXPLORATION: Commercial, sexual, child or animal labour exploitation.
- HARASSMENT: Commercial, corruption, bribery, blackmail, sexual or moral harassment. We do not tolerate any type of action similar to theft or over speculation that has negative impacts on the company and on the internal and external community. All transactions must be properly documented and invoiced.
- DISCRIMINATION: gender, race, religion, disability, age or any other personal aspect that has no impact on the exercise of the function in question.
- RISK TO THE COMMUNITY: activities that jeopardize the dignity or the provision of basic services and health care to the community.
- UNSAFE OR UNDIGNIFIED WORK: those that sustain unworthy, insecure, inaccessible work environments, with unequal opportunities, inhibiting training or education.
- UNFAIR, ILLEGAL, DEGRADANT COLLECTION AND TRADE: we do not trade, sell, display historical or archaeological artifacts, or endangered species that is not authorized by local and international legislation.
- DISRESPECT FOR FAUNA AND FLORA: Capture, collection, exhibition, sale, exploitation of flora and fauna, wild animals, protected species, kept in captivity in disregard of local and international laws, except in accordance with regulated activity that guarantees sustainable use and well-being of communities.

2.9. Foster an inclusive work environment free of discrimination, promoting diversity and valuing different perspectives and experiences.

2.10. We have no association with entities that have been successfully prosecuted for forced labour and environmental violations.

3. Confidentiality and Privacy

3.1. Preserve the confidentiality of sensitive company, customer, supplier and employee information, ensuring data security and privacy.

3.2. Use confidential information only for authorized professional purposes, avoiding unauthorized disclosure or misuse.

3.3. All employees and partners must maintain a strict confidentiality duty, not only for the company's business but also for the information resulting from its activity and operation in connection with the other players involved. This applies during and after the end of the contractual relationship with our company.

3.4. Data protection: We respect the privacy and protect the personal data of clients and event participants. We collect, store and process information in compliance with applicable data protection laws and regulations.

4. Quality and Excellence

4.1. We work with commitment to sustainability and with the premise of providing excellent, high-quality service, adjusted to the client's requirements and budget, with a balanced quality, price, safety and sustainability relationship. We are focused on constantly improving our services and providing a quick, effective and efficient service. We continually seek excellence in the execution of our activities, with the aim of satisfying our clients.

4.2. We promote continuous improvement, adopting good practices and seeking to update our knowledge and skills.

4.3. The company makes available to its employees' equipment, tools, technologies, so that the performance of the employees in their functions is carried out with the highest quality and excellence, allowing the high degree of satisfaction of both the employee and the clients. The employee must be responsible and scrupulous in the use of company information, funds, equipment and facilities.

4.4. Annual training is scheduled according to the needs of each employee and we are constantly innovating, updating and improving our services.

4.5. The company has a policy of valuing, motivating and rewarding its employees, through the attribution of an annual reward.

5. Sustainability and Social Responsibility

5.1. Consider, at all stages of the events (before, during and after), the social and environmental impacts of our activities, looking for sustainable solutions to minimize the environmental impact, promote the efficient use of natural resources and encourage social responsibility.

5.2. Participate, whenever possible, in social initiatives and projects, contributing to the development of the communities where we operate.

5.3. Promote sustainable operating practices in the events we organize, whenever possible, seeking to minimize the environmental and social impact and maximize the resources efficiency.

5.4. Waste management: Always seek to reduce, reuse and recycle materials at events. Foster the use of recyclable and biodegradable materials, reduce waste and encourage recycling during events. The policy of the 3 Rs of sustainability must be applied in the following order of importance: reduce, reuse and recycle. Reduce consumption as much as possible, reuse products and materials as long as they can be reused and, finally, recycle those that have reached the end of their useful life (promote proper waste separation). We also try to minimize food waste and promote the donation of surpluses to charities.

5.5. Careful selection of suppliers: Prioritize, whenever possible, suppliers and partners who share our sustainability values and adopt responsible practices in their operations.

5.6. Continually looking for more sustainable alternatives for our operations at all levels – accommodation, transport, activities, dinners, gifts, decoration, audiovisual equipment or any other service that is contracted.

5.7. Sustainable transport: Efficiently manage transfers to and from the airport, in order to use the maximum capacity of each vehicle, bringing together several participants; encourage the use of electric or low-carbon vehicles in activities and suggest activities that can be done on foot.

5.8. Recommend clients to carry out carbon offsetting for trips from their country of origin to Portugal.

5.9. Raise event participants awareness about the importance of sustainability, encouraging the adoption of more conscious behaviours and respect for nature and the community.

5.10. Align our operating practices with the company goals, demonstrating our commitment to making a positive difference to the environment and community.

6. Integrity and Professional Ethics

- 6.1. Honesty and transparency: Act and preserve a high standard of integrity and professionalism. Establish professional relationships based on trust, mutual respect and collaboration. We expect all employees to act with honesty, integrity, fairness, courtesy, sensitivity, transparency in all interactions with customers, suppliers, co-workers, and the community. Dishonest conduct such as fraud, corruption or bribery is not tolerated.
- 6.2. Conflict of interest: It is important to avoid situations that may generate conflicts of interest between personal and professional interests. Employees must disclose any conflict of interest and seek appropriate guidance to resolve them ethically and transparently with the company's management or with their direct supervisor.
- 6.3. Respect and diversity: Promote a healthy work environment by encouraging open, constructive communication and peaceful conflict resolution. We value diversity and promote an inclusive work environment free from discrimination and harassment. We treat all individuals with respect, regardless of their race, colour, religion, gender, sexual orientation, age, or any other characteristic or personal choice.
- 6.4. The company does not sign or adopt any agreement that may restrict market freedom and competition law. Group pricing is not adopted, material and intellectual property rights are respected. Abusive conduct and discriminatory practices are repudiated, and those who operate without proper licenses or legal activity access compliance are reported to the official regulator.
- 6.5. Management takes employee issues seriously and can be raised at any time. We have a fully open-door policy. If a problem occurs, it must be reported as soon as possible.
- 6.6. We commit ourselves to practise human and children's rights.
- 6.7. We intend to contribute positively to the credibility and appreciation of the sector, the community, the country and the professionals, ensuring that the trust of society in general and of the corporate client and associations in particular is maintained.

- 6.8. The company guarantees that, should it ever decide to contribute to political pressure groups and/or political parties, the contribution will always be ethically admissible. So far, no contribution has been made.
- 6.9. We encourage employees to have sustainability as a way of life both at work and in their private lives. We are aware that the success of our internal sustainability operation depends on the individual participation of all staff members.
- 6.10. To date, we have never been sanctioned for non-compliance with legal requirements and ethical principles. If, despite having a clear code of conduct known to all employees, any staff member violates the code of ethics and conduct (accidentally or knowingly), the company is always willing to collaborate, communicate the cause and the corrective measures that have been taken. If the code of conduct and ethics is violated, we will take the necessary steps to prevent a repetition of the behaviour.

7. Safety and Health Care

- 7.1. We recognize the responsibility to avoid, prevent and reduce any risks to the viability of the continuity of the company, or with its customers, employees, or in the community, or that may jeopardize the overall credibility of the sector or the country.
- 7.2. We comply with all legal, fiscal and social norms and duties for the protection of hygiene and safety at work, as well as to ensure the proper medical and social care of our employees.
- 7.3. The company provides the best conditions that are within its reach for its employees, mainly for their comfort, but also to ensure a high level of satisfaction and motivation among staff members, enhancing the reduction of the employee turnover rate.
- 7.4. We not only ensure a workplace that complies with all health and safety policies, but also provide the option of remote working and flexible working hours.

8. Legal Compliance

- 8.1. Legal compliance: All employees and suppliers must comply with national legislation, as well as regulations and standards applicable to our activity. It is

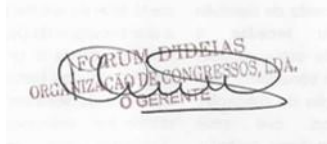
everyone's responsibility to know and act in accordance with relevant laws and regulations. If there are doubts about the laws or rules in force, the company's management should be contacted immediately.

- 8.2. The company complies with all legal aspects, not only related to working conditions in accordance with national labour legislation, but in general.
- 8.3. All our full-time and part-time employees have a written employment contract. The contractual conditions are in accordance with Portuguese law, including the salary that is higher than the minimum wage established by law and 2 additional salaries paid per year referring to the annual vacation and Christmas bonus.
- 8.4. Overtime is paid in accordance with the collective bargaining agreement, or with recovery days and/or the time is returned as compensation.
- 8.5. We guarantee a civil liability insurance in accordance with national legislation.
- 8.6. Preventing any employee from joining trade union structures is totally illegal under Portuguese law. Our company rigorously complies with the legislation in force, although at the moment we do not have unionized staff.
- 8.7. The freedom of an employee to terminate his employment contract is provided for by law and our company rigorously complies with the legislation in force.
- 8.8. Responsibility and compliance: It is the responsibility of all employees to know, understand and comply with this code.
- 8.9. Violations and consequences: Failure to comply with this Code of Ethics and Conduct may result in disciplinary action. Depending on the severity of the situation may include warnings, suspension or termination of employment.
- 8.10. The management of the company guarantees full compliance with the legislation in force, duties and obligations whether fiscal, legal, or other official standards, for the exercise of its activity. The company also keeps up to date with international, national and local legal requirements.
- 8.11. The company has a cooperative attitude with the various authorities, tax, judicial, supervisory and inspection entities or others such as associations for the sectorial self-regulation.
- 8.12. We respect human rights, including labour rights and children's rights.

This Code of Ethics and Conduct is a guide to professional conduct and is expected to be strictly followed. By adopting these ethical principles, we are committed to maintaining a solid, reliable and responsible company that contributes to the well-being of its employees,

clients and community. We thank you for your alignment with the company's values and the usual collaboration, in this commitment to make sustainability a way of life, so that we can set an example and positively influence our customers, suppliers and all those around us in our daily lives.

You can reach us by email at sustainability@forumdideias.com.



The Management

This code was revised in September 2025