

Ethics and Conduct Code

Version 12.0

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1 OBJECTIVE

To be a formal and institutional reference for personal and professional conduct. Qintess EMPLOYEES and MANAGERS, as well as SHAREHOLDERS or STOCKHOLDERS, and to all these regardless of the position or function they occupy, to become a standard of internal relationship and with its stakeholders: shareholders, customers, employees, unions, partners, suppliers, service providers, competitors, society, government and the communities where it operates, and also:

- Enable ethical behavior based on Qintess' beliefs and values;
- Reduce the subjectivity of personal interpretations of moral and ethical principles;
- Strengthen the image of the Qintess Group and its EMPLOYEES AND MANAGERS with their stakeholders.

1.1 Principles

This Ethics and Conduct Code is to provide employees with references mandates of good corporate governance practices and to contribute to the following principles guide to a sustainable development of the company:

- Integrity - understood as the development of activities according to current legislation, as well as observing moral and ethical precepts;
- Effectiveness - use of instruments that can achieve the expected results, always guided by the processes and actions rationality;
- Transparency – publicity of values and practices, with active availability and passive information that affects the stakeholders;
- Best Result – optimization of activities according to an analysis of short, medium and long term, sustainably adding value to businesses and the public interest;
- Social and Environmental Responsibility – integration with the reality of different audiences with whom he/she relates, in a collaborative and sustainable approach;
- Continuous Improvement – the commitment to review the methods and critical analysis of processes and actions;
- Confidentiality of Information – protection and preservation of personal and confidential data, in favor of privacy of those involved.

2 TERMS AND DEFINITIONS

PPE: Personal Protective Equipment.

Vacation: Annual period of paid rest with the duration provided by law.

Managers: Responsible for planning and directing the work of a specific area or sector, leading, monitoring, and controlling the work carried out.

Executive Ethics Committee: Directly and operationally responsible for the Integrity management must operate the Compliance Communication Channel, as well as prepare the clarifications and periodic reports of the operations and work carried out, submitted to the Integrity Council.

Qintess Integrity Framework: Its purpose is to improve, develop and monitor the Integrity Program, comprising the Integrity Council and the Executive Committee of Ethics, whose attributions are in the Corporate Anti-Corruption Policy.

Employees: all those who contribute to the work developed at Qintess, regardless of the hiring regime, position, or function that they occupy.

3 SCOPE

This policy applies to all Qintess group employees, regardless of the regime hiring, the position or function they hold.

4 ROLES AND RESPONSIBILITIES

4.1 Personnel Management

- a. Inform employees of the Qintess Conduct Code.

4.2 New Employees

- a. Participate in the Institutional Integration carried out by Qintess.
- b. Respect laws, rules, procedures, and the company's Conduct Code.

4.3 Employees

- a. Respect laws, rules, procedures, and the company's Conduct Code.

4.4 Ethics Committee

- a. Assist in maintaining the integrity and ethical behavior at Qintess;
- b. Investigate any complaints received;
- c. Properly record the results of the investigation;
- d. Position the parties on the results of the investigation;

5 POLICY

5.1 Relationship at Work

5.1.1 *In the exercise of their position or function, Qintess employees:*

- ✓ They always pursue the best overall result for the company, not just worrying about your area's result or your own.
- ✓ Perform their duties effectively, eliminating situations that lead to errors or delays in providing the service.
- ✓ They always adopt a transparent attitude, such as respect and collaboration, with their colleagues.
- ✓ Labor, suppliers, union representatives, and community agencies representatives.
- ✓ Promote actions that improve internal communication.
- ✓ Emphasize the integration and development of teamwork.
- ✓ Do not use position, function, activity, facilities and influence to obtain any favor for yourself or others.
- ✓ They do not create artificial difficulties in exercising their position, function, or attribution to overvalue your professional performance.
- ✓ Do not alter or misrepresent the content of any document, information, or data.

- ✓ Promote diversity and inclusion in an integral, respectful, and honest manner. Respect the company's guiding principles and the human rights provided for in local laws, international agreements and universal declarations of human rights.
- ✓ Respect and guarantee their human rights and cannot, in any way, be physically or psychologically forced to any complaint as a result of their work.
- ✓ Do not discriminate against any employee on the grounds of race, sex, sexual orientation, status, civility, pregnancy, religion, political opinion, nationality, ethnic origin, social status, disability, age, or political party affiliation.

5.1.2 In the relationship with immediate superiors and colleagues:

- ✓ Do not harm their colleagues or manager's reputation through judgment prejudices, perjury, unsubstantiated information, or any other scam.
- ✓ Recognize the merits related to work carried out by colleagues or managers.
- ✓ In their professional life, they always act reasonably with colleagues or managers.
- ✓ They do not seek to exchange favors that appear or may give rise to any personal commitment or obligation.
- ✓ They work courteously, with availability and attention to all the people they interact with.
- ✓ Relate, respecting individual differences.
- ✓ Stimulate the expression of ideas when aligned with the planning objectives of the company.
- ✓ Do not have prejudices of origin, race, sex, color, age, religion, and other forms of discrimination.

5.1.3 Regarding intimidation, Qintess employees:

- ✓ Respect the hierarchy, but immediately report any irregular behavior, provided it is duly substantiated.
- ✓ Do not tolerate threats or harassment of any kind.
- ✓ Do not submit to situations of moral harassment (understood as the act of repeatedly disqualifying, through words, gestures or attitudes, self-esteem, security, or image of colleagues due to hierarchical link), and denounce the harasser.

- ✓ Immediately communicate to their hierarchical superiors, for measures applicable, any enticement, act, or omission that they deem contrary to the company's interest. They do not give in to pressures aimed at obtaining undue advantages.
- ✓ Do not tolerate discriminatory behavior, abuse of authority, or other harassment, including those of a sexual nature.
- ✓ Do not make jokes, insults, or any other comments as a result of a particular condition, whether by age, disability, sex, illness, social class, race, religion, sexual preference and/or orientation, or what is generally (or could be) considered discrimination or harassment.
- ✓ Immediately communicate to their hierarchical superiors and the Executive Ethics Committee the existence of a family relationship with another employee under the same immediate leadership.

5.1.4 Regarding error tolerance, Qintess employees:

- ✓ They learn based on their own mistakes or others, eliminating their causes and avoiding repetition.
- ✓ When they consider themselves unfit to perform a task, they look for their colleagues, managers, and supervisors to obtain the means to overcome these limitations.
- ✓ Systematically assess their mistakes and successes, with the participation of immediate management and supervisors, aiming to improve the quality of their work continuously.
- ✓ Always try to share the errors that occurred to prevent others from committing.

5.1.5 Regarding personal information, Qintess:

- ✓ Qintess ensures that personal information, including medical and benefits, is restricted to the employee and the person responsible for guarding, maintaining, and handling this information. Requests to analyze and transfer this information are only made by those who have the legitimacy to do so, in the exact terms of the legislation and normative provisions, and to provide evidence in court, by the guidance of the legal area.
- ✓ Qintess grants employees access to their user information.
- ✓ Qintess discloses its company cash usage and refund policies.
- ✓ Qintess assures its employees the right to request and receive clarifications about their rights and advantages, such as legal benefits and advantages offered by the company.
- ✓ Qintess must be permanently updated on your data employees.

5.1.6 Regarding the work environment:

- ✓ Individual rights are legitimate respected and always compatible with the collective well-being and values of the company.
- ✓ Qintess guarantees its employees a good work environment, aiming at safety, hygiene, health, and well-being.
- ✓ In carrying out their activities, Qintess employees preserve the assets of the company translated into equipment, materials, and strategic information.

5.1.7 Regarding the use of email, Qintess employees:

- ✓ They use email for relevant content to their work, always taking care of information security and do not disseminate messages that have illegal content such as, pornographic, racist, religious and/or political matters.
- ✓ Urgent matters, which may in any way cause harm to the company or for your collaborators, they should not only be treated by email.

5.1.8 In serving customers, partners, suppliers, and competitors, Qintess' employees:

- ✓ They do not use gimmicks that cause delays or damage to the regular exercise of the suppliers rights, customers, service providers, and others.
- ✓ They do not leave customers and suppliers waiting for a solution, keeping them informed of the actions that are underway to serve them.
- ✓ Treat customers, partners, suppliers, and competitors respectfully and cordially, seeking to improve communication and relationship processes.

5.1.9 When disclosing information to customers, partners, suppliers, and competitors, Qintess employees:

- ✓ Only transfer documents to the external public when duly authorized by the competent areas, constantly identifying the authorship.

- ✓ Always disclose accurate information, making it available equally for all concerned.
- ✓ When they are not allowed to respond to a query, report the fact to the plaintiff.
- ✓ Do not disclose strategic and confidential information.
- ✓ They do not disclose company' information, such as customer contracts, input from customers, and internal results;

5.1.10 When in conflict of interest, Qintess employees:

- ✓ Do not misuse Qintess resources (information, computers, printers, telephone, working hours, etc.) to cater to its interests.
- ✓ Do not engage in any activity that is of conflicting interest with Qintess business.
- ✓ They do not provide technical assistance or consultancy of any kind to suppliers, Qintess' current customers and service providers or those in process of entry into the registry, except when formally authorized by the respective managements.
- ✓ Do not engage in any activities that conflict with working hours, your attention and time to Qintess.

5.1.11 In Customer Relations, Qintess employees:

- ✓ Maintains a strictly professional relationship and, in the event of any type of more intimate relationship, they immediately inform their immediate manager so that it takes the necessary measures and avoids the generation of any kind of conflict of interest between the parts.

5.1.12 In the relationship between employees with a direct reporting line, the Qintess employees should:

- ✓ Avoid relationships beyond the professional with direct hierarchical lines to eliminate possible conflicts of interest or even strain relationships.

- ✓ In a relationship between employees with a direct reporting line, the employee must report the incident in writing and have their management supervised periodically. Any decision involving related parties (increases, promotions, change of role, concessions) should be scaled to ensure transparency and thus avoid any conflict of interest.

5.1.13 Regarding personal benefits, Qintess employees:

- ✓ They do not accept invitations of a personal nature for accommodation, trips, and other attractions that may generate damage to the company's image and interests.
- ✓ They are not influence in deciding a result of relationships with customers, suppliers, partners, and competitors.
- ✓ Do not maintain private business relationships with customers, suppliers, partners and Qintess' competitors.
- ✓ Do not plead, solicit, provoke, suggest, or receive any kind of financial help, gratuity, prize, commission, donation, gift, or advantage of any species, for him/she, its family members, or any other person, for the exercise of their professional activities or to influence another colleague for the same purpose.
- ✓ They do not accept lunches, dinners, or meals from customers, suppliers, partners, or competitors, whose value exceeds BRL300.00 (three hundred reais).
- ✓ They do not accept gifts from customers, suppliers, partners, or competitors, whose value is above BRL100.00 (one hundred reais).

5.1.14 Regarding the Anti-Corruption commitment, Qintess employees:

- ✓ Behave with honesty and integrity, avoiding fraudulent behavior or that could be interpreted such as, deserving special attention to comply with everything about anti-corruption or money laundering laws.
- ✓ They do not accept or offer, directly or indirectly, any payment, gifts or gratuities from or a third party internally or externally to obtain or keep business or any other advantage.
- ✓ The Executive Ethics Committee and its immediate leadership communicate the existence of kinship with a supplier, when he is a majority shareholder or has decision-making power concerning the activities of the contract.

5.1.15 Gifts:

- ✓ Subject to all other parameters and limits of this Policy, they may be accepted or offered gifts, as long as they are modest, shared in a business environment, not requested, with no money involved (or equivalent), by the law and without the intention of influence professional judgment and/or employment relationships.

5.1.16 Bribes and Blackmail:

- ✓ It is strictly prohibited to ask for or accept, offer or practice any bribery, blackmail or any other illegal benefit. Employees must immediately inform whenever they become aware of any offer, proposal, or intention of bribery.

5.1.17 Regarding the relationship with public/government officials:

- ✓ Cannot offer any payment or professional kindness to an employee public and/or government official, if this could reasonably be interpreted as having any connection to Qintess' business, even if it has a face value or no value.
- ✓ You must be aware that what may be allowed in negotiations with companies may be considered illegal and possibly criminal when dealing with the government.
- ✓ It is responsible, in Brazil or abroad, for the full compliance with Foreign Corrupt Practices Act. This law makes it illegal to offer, pay, promise payment or authorize to pay any amount, gift, or other value item to any foreign official political party, or candidate to help the Company or anyone else obtaining or retaining business.
- ✓ All managers must monitor the continued Foreign Corrupt Practices Compliance Act, in addition to accessing the compliance programs of the partners involved in the development of your business.

5.2 In the relationship with Unions

- ✓ Qintess maintains a relationship of respect with the Unions and does not practice any kind of discrimination.

5.3 In the relationship with the Community

Qintess seeks to support actions aimed at exercising citizenship and local development, regional and national, especially those aimed at improving living conditions of the communities where it has activities, based on:

- ✓ A constructive relationship with society;
- ✓ Concern for the environment and support for sustainable measures, rejecting the waste of environmental resources;
- ✓ Encouragement of volunteering and social actions.

5.4 Commitment to Ethics

- ✓ Considering their exercise of citizenship, Qintess employees always seek to respect the laws, rules, procedures, and Ethics and Conduct Code.
- ✓ Violations of the Ethical Principles of the Ethics and Conduct Code are liable to application of disciplinary measures, provided for in the same code.
- ✓ There will be the dissemination of the ethical culture in the company, encouraging the communication of any breaches of the Organization's legislation and policies, prohibited any retaliation for reports made in good faith.
- ✓ Employees, guided by their commitment to integrity, must act with honesty and ethics in bidding processes to attract public customers, as well as to attracting private customers, guided by compliance with standards and policies internal.
- ✓ The employee must be impartial, not acting in a way that generates suspicious attitudes, always reporting any suspicious activity to the responsible department.

5.5 Disciplinary Samson

- ✓ Qintess is responsible for the direction power, that is, the power to organize its activities, such as, control and discipline the work according to the purpose of the enterprise.
- ✓ Thus, Qintess has the power to apply penalties to employees who do not comply with the obligations provided for in the employment contract, internal policies, aiming maintain order and discipline in the workplace.

- ✓ Without prejudice to the disciplinary and contractual sanctions provided for in legislation and instruments concluded, Qintess may forward information to the competent authorities, evidence or well-founded suspicion of the commission of an administrative, civil or criminal offense by its Collaborators and Managers, whenever they have knowledge and mastery of such elements.

5.6 Penalties

- ✓ **Warning:** Thus, being a warning, means the declaration of someone to another, in the to draw attention to the occurrence of a particular fact, so that a requirement, such as, for example that the employee comply with the clauses provided for in the contract administrative rules or internal company policy.

The warning may also have a sense of caution, in which case it will be applied as a criminal sanction for violating regulations or administrative rules. Treating yourself of minor negligence, the employer may reprimand or admonish the employee who committed it, verbally or in writing. It is recommended, however, that it be done in writing. Either way, it will be transcribed in employees' books or registration forms, as it is considered a penalty. Employing a warning, the employee will become aware that the reiteration of his faulty behavior may result in termination, for cause, of your contract of work.

- ✓ **Disciplinary Suspension:** Employment Suspension is the corrective measure imposed on the employee as a sanction for a regulatory infraction or non-compliance with the duty set on him/her. Suspension results in salary loss and any other benefits during the period of suspension.

The employee may be suspended for 1, 3, 5, or 10 days depending on the wrongful act he/she has committed. The employee suspension entails the remuneration loss for days' not worked, as well as in counting the length of service, as these days will not be computed.

- ✓ **Dismissal:** The Just Cause will be given for the reasons set out in art. 482 of the CLT. She is the the maximum penalty that can be imposed on the worker, because in addition to losing his employment, your rights on termination will be limited.

- To apply the sanctions, we must follow the procedure below:
 - Verbal warning;
 - 3 Written Warnings;
 - 1-day suspension;
 - 3-day suspension;
 - 5-day suspension;
 - 10-day suspension.
 - The last measure is dismissal for cause.

- ✓ **Employee's Refusal to Receive the Penalty:** When the employee, without a fair reason, refuse to receive the penalty notice being imposed, the immediate superior must read the content of the communication to the employee, in the presence of two witnesses. After reading, you should insert an observation at the foot of the communication, as we suggest: "Due to the employee's refusal to acknowledge receipt of this communication, its contents were read by me, in your presence and in that of the witnesses below, on (date)". Soon after, the reader and witnesses sign. If on occasion described here the employee physically or verbally assaulting the person in charge of delivering the penalty, he/she will be subject to dismissal for cause immediately.

6 COMMUNICATION CHANNELS

- ✓ The Organization will maintain communication channels in which doubts can be clarified and made complaints or raised concerns about possible non-compliance of this Policy, the Corporate Anti-Corruption Code, or applicable law.
- ✓ General guidelines will be provided that will allow you to assess most of the situations that Qintess group employees may face, however, necessarily all possible problems and conditions, and others may arise on the day to day.
- ✓ Eventually, there may be doubts about behavior or act, if that, the superior must be informed before taking any decision. Any doubts should be reported to the corresponding instance.
- ✓ Any questions regarding the interpretation and application of the provisions of this Policy can be addressed to the Qintess Ethics Channel, available on the website of the Group on the internet, where details of the media can be known available.

- ✓ Those covered by this Policy are committed to communicating, in a timely and immediate, any act or suggestion of any action that may be harmful to the Administration Public, performed or proposed by employees, service providers third parties and/or their employees, public agents, and/or their representatives, so that such facts can be promptly verified, interrupted and the necessary corrective actions adopted.

6.1 Lack of Compliance and Irregular Conduct

- ✓ It is the responsibility of each employee to comply with and ensure full compliance with all terms of this Code. Whenever necessary, the employee can search guidance from your immediate hierarchical leadership, People Management Committee, or Ethics and Conduct Channel.
- ✓ Without prejudice to other consequences provided for by law and contracts, non-compliance of this Code implies, as the case may be and at the sole discretion of the Organization, in actions disciplinary action, termination, and/or applicable sanctions.

6.2 Complaints

- ✓ Complaints concerning possible ethical deviations act harmful to the Public Administration or others that may affect the image and reputation of the Qintess group will be dealt with completely confidential.
- ✓ Any practice or action that may be considered inappropriate under this Ethics and Conduct Code must be denounced.
- ✓ Concerns and suspicions, raised in good faith, will never be screened and the investigation, and any retaliation against the whistleblower is prohibited.
- ✓ Doubts, problems, and complaints must be registered through channels available in the company, in a confidential manner, with anonymity being admitted, through the following track of Communication:

6.2.1 Website:

www.qintess.com.br

7 ETHICS AND CONDUCT CODE

This code is based on the ethical principles and beliefs that makes up the company foundation and its leaders. Its purpose is to guide the personal and professional conduct of all Qintess employees, regardless of their position or function, and regulates their relationship with co-workers, leaders, customers, and society.

CHAPTER I - Regulation

Art. 1 This Code contains specific rules governing the relationship between Qintess and its Employees.

§ 1st All those hired by any of the companies that comprise the Qintess Group, defined as “employees” by article 3 of the C.L.T. – Consolidation of Laws Labor: “... any individual who provides non-contingent services to an employer, under his dependence and upon salary”.

§ 2 For the scope of application of this Policy, observing all legal parameters applicable to each type of work, everyone who contributes to the routine way of working at Qintess, regardless of the hiring, position, or function that they hold, with mandatory observance, as applicable, the provisions of this code.

§ 3 The person or employee appointed by the employer to act on his behalf take appropriate action.

CHAPTER II – Admission, Dismissal, and Transfer of Employees

Art. 2 The Admission and Dismissal of employees are private acts of the delegated leaders by the company’s Management, and will be carried out by the legislation and internal policies of the company in force.

Sole Paragraph – Dismissals for Just Cause must be discussed with the H.R. Board or with people with the delegation for that decision.

Art. 3 The successful candidate to fill the vacancy in the staff, in addition to presenting all legal documents, you must also:

- a. Participate in integration training;
- b. Submit background certificates provided by the competent authorities to occupation of the positions of directors and deputy directors;
- c. Submit to the medical examination, provided for by law, performed by physicians accredited by the employer;
- d. Submit to the tests of proposed evaluations;
- e. Provide and present other requested information and documents

Art. 4 Employees who were previously part of the staff crew will not be admitted from any company in the Qintess Group and were fired for cause, or even if have resigned and have not shown good professional capacity.

Art. 5 The Company may, as necessary, transfer employees of a service to another, as well as from one establishment to another, whether in the same municipality, state or country.

Art. 6 The Qintess Group does not allow workers under the minimum age established by legislation, and adolescents are only hired as interns by the legislation that deals with the subject or any form of child, forced or compulsory labor within the Company.

Art. 7 The present regulation, with all its parts, integrates the signed employment contract by the employee with Qintess.

CHAPTER III – Working Hours and Compliance

Art. 8 The Working Hours will be established by the Management Committee, by the laws in force, and the services to be provided by employees, which may be changed, at any moment, as needed by the contracting client. This need results from changes in project scope or contracted tasks.

Art. 9 The beginning and end of each work schedule will be registered in the manner established by the Management Committee, obeying the different realities that make up the universe of provision services in the Company.

Art.10 The overtime hours worked must be mandatory negotiated with the immediate leader.

CHAPTER IV – From Absence to Work

Art. 11. Any absence from work must be justified by the immediate superior, through the presentation of documents, when applicable, and verbally when there is no document proving the situation that gave rise to the absence.

§ 1 Except in the cases provided for by law, the lack, even if justified, results in the loss of wages correspondents.

§ 2 The absence from work not communicated or, at the discretion of the leadership not justified, in addition, to result in the loss of the corresponding salaries, will imply applying the measures disciplinary measures provided for in art. 17 of this Regulation.

Art. 12. Frequent delays that compromise the performance of any activities of its liability or that compromise the team's work may lead to sanctions provided for in art. 17 of this Regulation.

Art. 13. The employee may fail to attend the workshop, without prejudice to their remuneration, however communicating to the leadership, as provided for in Article 473 of the CLT, or if Convention or Collective Agreement provides it in a more beneficial way, in the following cases:

- a. For health treatment, provided you present a certificate provided by a doctor accredited, within a maximum period of 72 hours (three calendar days), if this is not possible present within this period, communicate via telephone, e-mail, letter, or other means, with your immediate superior, always respecting the deadline above.
- b. Due to your marriage, up to 3 (three) consecutive days, presenting the due wedding certificate;
- c. Due to the death of family members, up to 2 (two) consecutive days, in the case of spouse, ascendant, descendant, and siblings. Other family members consult the leader or the DP (People Department) team.
- d. For 5 (five) consecutive days, in the event of the birth of a child, during the first week;
- e. Due to voluntary blood donation (one day a year);
- f. Other cases provided for by law.

CHAPTER V – Employee Rights

Art. 14. Qintess employee's rights are:

- a. Perception of the respective salaries by legal provisions;
- b. Interruption of work, for food, made according to the convenience of each service or sector and by the legislation in force;
- c. Annual vacation, granted by the labor legislation in force, in the terms of article 19 of these regulations;
- d. Absence from work without prejudice to their remuneration in the cases provided for and by with article 13 of this code;
- e. Weekly rest of 24 consecutive hours;
- f. Personal appreciation by the company and other employees;
- g. 13th salary (Christmas bonus) by current legislation;
- h. Family allowance, if applicable;
- i. Maternity pay, if applicable;
- j. Paternity and maternity leave, under article 13, letter “d”;
- k. Other rights provided for by law.

CHAPTER VI - Duties of employees

Art. 15. Qintess employee’s duties are:

- a. Comply with this code;
- b. Comply with the orders and instructions of their superiors;
- c. The employee is entitled to family allowance quotas in the event of death of the children beneficiaries (under 14) must communicate the fact to the HR area;
- d. Appear at work properly wearing shoes and clothing suitable for work, respecting the Dress Code policy;
- e. Comply with the working hours provided for in the contract, timetable, or schedule of relay, not being able to leave the service without first informing the superior immediate;
- f. Work overtime, when requested by the administration;
- g. Carry out with promptness, zeal, interest, and attention all the tasks under its responsibility;
- h. Serve with attention and deference to all people who maintain contact with the employer;
- i. Negotiate with your superior, in advance, when you have to be absent from work;
- j. In case of illness, seek the nearest doctor or hospital and ask someone from the family to notify the administration, presenting the medical certificate, within 72 hours (three days run);

- k. Ensure the equipment maintenance, machines, implements, and all material under his responsibility, immediately informing his immediate superior of any damages or irregularities;
- l. Observe absolute confidentiality of everything you know when due to your activities, avoiding commenting with third parties' facts that occurred in the company;
- m. Communicate to the leadership or HR, immediately, any work accident you suffer, for referral to the emergency room and for conducting a prior investigation of the accident;
- n. Adopt safety and hygiene measures provided to prevent accidents and illnesses of the work;
- o. Obey the instructions and rules to avoid accidents at work, under penalty of disciplinary sanctions;
- p. Compensate for damages that, voluntarily or involuntarily, it may cause in the use of machines, equipment, materials, furniture, etc.;
- q. Comply with all orders issued by superiors, as long as they are within the scope of the work and its performance are lawful;
- r. If there is an accident in the company's environment or on the way from home to work, or from work to home, the employee must notify the HR area.
- s. Participate in all training for which you were invited or that you have chosen for its development. Inform the Human Capital area, in advance of at least one week, if you can't participate in any training.
- t. Immediately notify their hierarchical superiors and the Executive Ethics Committee the existence of a family relationship with another employee who is under the same immediate leadership.
- u. Communicate the Executive Ethics Committee and its immediate leadership of the existence of kinship with a supplier, when he is a majority shareholder or has decision-making power concerning the activities of the contract.

CHAPTER VII - Prohibitions

Art. 16. It is prohibited for Qintess employees to:

- a. Dismantle or even tamper with equipment and machinery without the proper administration authorization;
- b. Participate of gambling in the workplace, whether or not involving money;
- c. Carry out any trade with other employees or strangers, except in expressly authorized situations;

- d. Use equipment or systems in the company or of the company's customers for services private or unauthorized and/or for third parties, except with the authorization of a direct superior;
- e. Act, in any way, against the interests of the company;
- f. Make, promote or support demonstrations, representations, or collective movements not authorized by the employer or not provided for by law;
- g. Attend the service while intoxicated or carrying alcoholic or narcotic beverages;
- h. Smoking on company premises; except in predetermined places;
- i. Do not lend an identification badge or give access to third parties or employees in areas where they are not authorized.
- j. Receive or demand any economic advantage, gifts, travel, gifts to favoring a client, supplier, partner, or competitor, characterizing corruption. If any customer, supplier, partner, or competitor offers some action must be immediately notified to the company's Executive Ethics Committee. E.g.: Gifts of up to R\$ 100.00 (one hundred reais) and/or lunches, dinners, or any meal of up to R\$ 300.00 (three hundred reais), do not characterize acts of corruption (see item 5.11.1).
- k. Offer lunches, dinners, or any meal to customers, suppliers, partners or competitors, whose value exceeds R\$300.00 (three hundred reais), per person.
- l. Offer gifts to customers, suppliers, partners or competitors, whose value is above R\$ 100.00 (one hundred reais).
- m. Offer, promise, deliver or imply future delivery, directly or indirectly, of any undue advantage to a Brazilian or foreign public agent, or the person who exercise, albeit temporarily and precariously, a public function, as well as adjust prices, simulate or conceal acts to defraud competition, contracts, or terms additives or in any other way cause damage to Brazilian public assets or foreign, for their benefit and/or the Organization.

CHAPTER VIII – Sanctions

Art. 17. Transgressions the rules established by this code are subject to the following sanctions:

- a. Verbal warning;
- b. Written warnings;
- c. Suspension of up to 10 (ten) days, with salary loss and other parallel benefits;
- d. Dismissal for Just Cause.

Art. 18. The following constitute Just Cause for the termination of the employment contract by the employer:

- a. Act of improbity;
- b. Conduct incontinence or malpractice;
- c. Customary negotiation for one's own or others without the employer's permission, and when constitute an act of competition to the company for which the employee works, or harmful to the service;
- d. Criminal conviction of the employee, passed in res judicata if has not been suspension of the execution of the sentence;
- e. Disregard in the performance of the respective functions;
- f. Habitual or on-the-job drunkenness;
- g. Violation of company secrecy;
- h. Act of indiscipline or insubordination;
- i. Abandonment of employment;
- j. Act harmful to honor or good reputation committed in service against any person, or offenses physical, under the same conditions, except in the case of self-defense, one's own or another;
- k. Act harmful to honor or good reputation or physical offenses committed against the employer and hierarchical superiors, except in the case of self-defense, one's own or someone else's;
- l. Constant practice of games of chance.

CHAPTER IX – Occupational Health and Safety Standards

Art. 19. The EMPLOYEE must observe the safety and hygiene rules issued by the occupational safety and hygiene professionals and/or by CIPA - Internal Prevention Commission of Accidents.

§ 1 The EMPLOYEE is aware that failure to comply with the rules of this Regulation, in particular, those of Occupational Safety and Hygiene characterizes SERIOUS LACK of INDISCIPLINE, under the letter "h," of Article 482, of the Consolidation of Labor Laws - CLT, which authorizes the company to fire him FOR JUST CAUSE.

§ 2 The Personal Protective Equipment - PPE are means or devices for personal use designed to preserve the worker integrity, especially safety shoes, gloves, ear protectors, respiratory masks, glasses, among others.

§ 4 The EMPLOYEE must use the PPE in a manner appropriate to the service or task that is executing, attentive to the superior's guidelines and determinations, ensuring the conservation of the equipment;

§ 5 The EMPLOYEE who does not use devices, devices, commits SERIOUS FAILURE equipment and individual protectors provided by the company or use them in an incorrect, which gives rise to dismissal for Just Cause under the terms of current legislation.

Art. 20. Qintess EMPLOYEES are subject to the Work Safety Regulations.

§ 1st Procedures and rules for EMPLOYEES in general:

- a. Observe the instructions and standards contained in this code;
- b. Use the appropriate and mandatory PPE according to the service or task to be performed;
- c. Accidents that occur at the workplace or in the service of the employer must be immediately communicated to the hierarchical superior or the members of the CIPA;
- d. Unsafe conditions in the work areas must be communicated to the person responsible for the sector, the area of occupational safety and the CIPA;
- e. When they are not aware of the work to be performed, the employee must request information and guidance to the immediate superior;
- f. The employee must respect the places where smoking is prohibited, as well as pay attention to the traffic signs.
- g. When called, the employee must effectively participate in lectures, training, film screening, and other events related to the Safety and Hygiene of the Work;
- h. Do not bring, much less consume alcoholic or narcotic beverages on-site and work and/or at the service of the company, when externally;

§ 2nd Safety standards to be observed by employees who hold positions of leadership:

- a. Employees who hold leadership positions are responsible for subordinates, in terms of safety and hygiene at work;
- b. Summon subordinates for medical examinations on the dates and times indicated by the competent sector;
- c. Permanently supervise and guide subordinates as to compliance with occupational safety and hygiene standards and the use of PPE - Protective Equipment Individual of your subordinates;
- d. Instruct employees under its coordination, releasing them to work only when clarified adequately about the risks and precautions to be adopted;

- e. Correct or request measures to eliminate unsafe conditions in areas of work;
- f. Consult the work safety area and CIPA members regarding possible problems safety and hygiene with its area of expertise;

§ 3rd Standards for employees of corporate areas and those who work in offices:

- a. Do not use chairs or tables to store shelves;
- b. Cabinet doors, as well as desk and file drawers, must remain permanently closed after removing or placing materials;
- c. Prevent telephone and electrical cables (fans, machines, and other appliances) stay extended on the floor, so as not to cause accidents;
- d. Do not overload electrical outlets, connecting several pieces of equipment on the same circuit;
- e. Chairs and wastebaskets should be placed away from doors and hallways to avoid falls;
- f. When working in a file, do not keep more than one drawer open;
- g. At the end of the daily business, turn off all equipment, close all doors and windows;
- h. Equipment repair is the responsibility of specialized people. For this, the employee must open a call to the competent area;
- i. Ensure the bathroom's hygiene and their conservation;

§ 4 Procedures to be adopted by employees to eliminate unsafe acts - when the employee is responsible for the accident, he/she must act as follows:

- a. Know your work and constantly remain alert;
- b. Where there are risks of accidents, use Personal Protective Equipment - PPE, suitable and recommended by security professionals;
- c. If the PPEs are inefficient, bring them to the attention of the members of the CIPA so that adequate equipment is provided;
- d. Collaborators, especially those newly hired, must ask their superiors for assistance, when necessary, to avoid accidents that can occur due to lack of knowledge and guidelines;
- e. Any problem in electrical circuits or equipment, repairs must be made by maintenance personnel;
- f. When performing services above floor level, use stairs in good condition and equipment indicated, avoiding improvising piles of pallets or boxes that could cause falls;
- g. Do not remove safety guards and warning signs, which are intended for your protection and that of your colleagues;
- h. Do not work wearing flip-flops or open shoes, shirts, shorts, skirts, and dresses, in sectors where these shoes and clothing may pose a risk of accidents;

- i. Do not place objects and carts in the entrances and hallways;
- j. Always keep access to hydrants and fire extinguishers free;
- k. Electrical maintenance must be performed by qualified professionals;
- l. In sectors where there is a slippery floor, be very careful to avoid falls;

CHAPTER XI - General Provisions

Art. 21. The services must be performed during regular working hours, by the established agreement with the area manager, always observing the laws in force.

§1 If there is a need for extraordinary service, its duration shall be compensated with the corresponding rest, unless otherwise determined in writing by the area manager. In this case, overtime payment will be mandatory.

§ 2 The overtime will preferably be compensated, according to the collective agreement.

Art. 22. The company is not responsible for the safekeeping of vehicles and objects left in its interiors in its internal or external car park.

Art. 23. The amount corresponding to the losses will be deducted from the payroll. That the employee causes to the company. Single paragraph. The discount referred to in this article will be based on § 1 of art. 462 of the Consolidation of Labor Laws, as this possibility was expressly provided for in an employment contract.

Art. 24. All labor laws in force, applicable to the employee and the company, integrate the rules of this regulation.

Art. 25. This regulation applies to all employees of this company and will be delivered to all who, as such, are admitted.