



Code of Conduct and Ethics



CEO's Message

Dear coworker,

In the business environment, there are several rules which we need to follow and, with ethical posture, we are able to contribute to the results of the Organization where we work. For the act of following these rules becomes part of our daily life, certain attitudes require guidance.

This document aims to guide the relationship between the coworkers of SoftExpert and its value chain. It serves as a guide of professional and personal conduct, consolidates legal matters, reinforces our beliefs and clarifies the principles and directives indispensable to SoftExpert and its business units. And it shall rule our performance, maintaining a personal, commercial and legal conduct compatible with our values. I remind you that ethical conduct does not have frontiers, applying to the coworkers of SoftExpert and the business units around the world.

Our decisions shall be aligned with the principles and directives defined herein, because what we do brings consequences for us and for the people with whom we are related. I believe that respecting the legislation, enhancing people and understanding the customer's focus, we shall be able to drive the sustainable development of SoftExpert.

This means, for example, that our coworkers and our business units shall give up business instead of infringing laws or jeopardizing ethical standards. It also means that we shall respect those whose lives we affect and treat them as we would like to be treated, whether they are: customers, suppliers, business partners or coworkers regardless of the function exercised.

This document was created to aid our coworkers to make the right choices in conducting the business of our Organization.

Therefore, read this code mindfully, seeking to observe the relations existing between the guidelines declared herein and the decisions which you make in your professional day-to-day. Together, we are going to make this document an authentic instrument of our beliefs, confirming that we are capable of developing our business in a sustainable way with respect, responsibility, education and common sense.

If you are aware of any deviation of conduct, it is your duty to indicate it in the channels of access and reports.

The solid reputation of excellence and integrity of SoftExpert demand that we make the right choice in every case. We point out that there is no correct means of doing something wrong.

I count upon you!

Sincerely,

Ricardo Lepper

CEO - SoftExpert Software S.A.

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1. INTRODUCTION AND OBJECT

SoftExpert strengthens organizations of all sizes and areas of performance to think and act strategically, promote innovation and continuous improvement, align processes and resources, commit coworkers and customers, and focus on the key results of the business: products and services, customers, finances, human capital, processes and leadership.

From the operational to the strategic level, from BackOffice to the supply chain, from the internal coworkers to the customers and suppliers, SoftExpert integrates teams and organizations to work together more efficiently and apply knowledge in business more effectively to remain ahead in its segment.

The purpose of the present Code is to guide the relationship between the coworkers of SoftExpert and its value chain, serving as a guide of professional and personal conduct. This code aims to consolidate legal matters, reinforce the beliefs of SoftExpert, as well as clarify the principles and directives indispensable to the Organization and its business units.

The preparation of this Code was based upon the values followed by SoftExpert and arose from our commitment to the practice of “corporate governance”, where we aim to guide the activities executed by all our coworkers, as well as by our customers, suppliers, competitors, business partners, etc.

This document applies to all the professionals of the Organization, regardless of the job title which they hold, as well as its partners and customers. Therefore, it is the duty of each one of them to remain always updated regarding this document and the policies and procedures published.



2. MANAGEMENT OF EXCELLENCE

WE SEEK TO TRANSFORM EXCELLENCE IN MANAGEMENT INTO COMPETITIVE ADVANTAGE FOR OUR CUSTOMERS.

SoftExpert seeks in the relationship with its customers the construction of solid and long-term links, aiming at mutual gains and ensuring the sustainable growth of both parties, always based on cooperation, integrity, transparency of the relations and values of the Organization, thereby avoiding errors which may come to impair our reputation.

2.1 Focus on Continuous Improvement

The great differential we offer our customers is the commitment to continuous improvement and optimization of their business processes, thereby transforming operational excellence into a true competitive advantage.

2.2 Competition/Antitrust

SoftExpert is committed to exercising fair and open competition in all the markets in which it performs around the world, as we believe that competition drives us and motivates us to be the best that we can be to gain our customers.

This commitment generates in our customers the trust that they will not be treated in an unequal way and that their interests will never be impaired by the union of SoftExpert with their competitors.

It is the responsibility of each one of the coworkers of SoftExpert, as well as its partners, representatives and suppliers, to comply with the laws of competition/antitrust in the countries in which the Organization does business, having as minimum standards the following directives:

- a) SoftExpert does not enter into agreements with competitors, in order to fix prices or allocate products, markets or customers;
- b) We do not share and/or seek to obtain information of competitors related to the market;
- c) We never act in a way that favors one customer over another competing customer.

It is of utmost importance that the coworkers of SoftExpert, as well as its partners and representatives are aware to the risks brought by meetings of class entities or professional categories where there is the concentration of competitors of the Organization, the following being required thereof:

- a) Only attend lawful meetings, held with commercial, scientific or professional purposes;

- b) Question, with your supervisor or the Legal department, any items on a meeting agenda which appears to be suspicious;
- c) Leave, immediately, any meeting in which there is an activity that seems to be unlawful or suspicious, as well as notify the situation to your supervisor or the Legal department.

2.3 Undue Payments

SoftExpert estimates its image and reputation as a complete and honest company and, it is the duty of all its coworkers to aid in maintaining this image. Thus, it is completely forbidden to make any form of payment, directly or indirectly, to any public employee or governmental body in order to maintain or obtain advantages.

Any other payment made to governmental bodies shall be approved beforehand by the Financial department and recorded in the accounting by the Organization.

2.4 Gifts, Presents and Favors

SoftExpert understands that the practice of giving or receiving any types of gift and/or presents from or to public or private employees is harmful to its credibility, as it makes the Organization liable to allegations that commercial decisions can be influenced by factors which are not purely worthy.

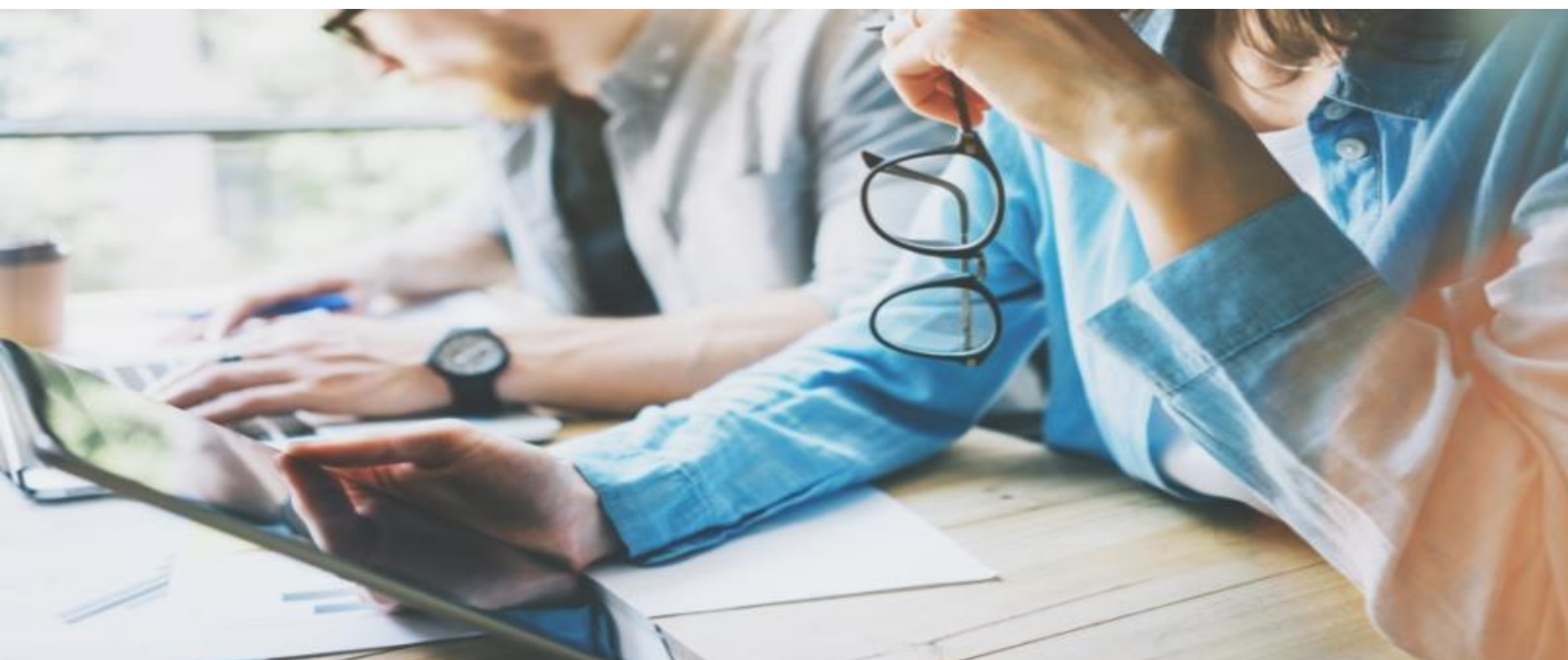
Therefore, the coworkers of SoftExpert shall not offer, provide or accept presents, payments, programs of entertainment or services in their relationship with commercial partners. If it can be assumed that they may come to influence commercial decisions and/or operations.

This guideline doesn't apply to offering or receiving gifts at commercial events where the focus is the Market and not a specific customer and in the cases in which the gifts are drawn.

In cases where, for some reason, it is not possible to avoid receiving a gift, it must be forwarded to the HR department.

For cases of payment of meals, the organization's policy must be followed.

If you are in doubt as to what is acceptable, request prior authorization from the Compliance Committee for through the email compliance@softexpert.com informing the details of the situation.



3. PROFESSIONAL CONDUCT

WE ESTIMATE PROFESSIONAL CONDUCT IN THE EXECUTION OF OUR DAILY ACTIVITIES

It is the duty of all of us, as members of the SoftExpert's team, to daily act always based upon the basic premises of good coexistence and professional behavior to ensure a transparent and harmonious relationship with our colleagues, customers, suppliers and other third parties.

3.1 Use of Assets

The care and appropriate use of the goods and resources of SoftExpert demonstrate the dedication and respect of its coworkers for the Organization's assets, as well as by the work that they execute, thereby contributing to the pursuit of productivity, income and continuation of business. Thus, it is the duty of each coworker to:

- a) Use, in an appropriate way and for professional purposes, the assets and resources of the Organization, such as: facilities, vehicles (leased or reserved vehicles), equipment, computers (hardware), programs (software), access to the Internet and emails, landlines and/or cell phones, office material and other supplies;
- b) SoftExpert and its professionals shall act in the social networks respecting the values of the Organization and this code of conduct and ethics.

Possible queries, which are not duly indicated in this code, regarding the correct use of Company's assets can be remedied by inquiring in POP050.EN - Employee Handbook and PDC007.EN - Assignment of Use and Access to the Network Policy, or directly with your supervisor.

3.2 Intellectual Property

Intellectual property is all the brands, innovations, improvements, training, processes, procedures, products, designs, models, methodologies and financial, commercial or market information, ideas, know-how, sources, platforms or any other non-material activity developed in the Organization or by hiring it.

SoftExpert estimates the protection of its intellectual property, as it understands that this is one of its most valuable assets. So, it is important to understand that all the coworkers, directly or indirectly, are responsible for the intellectual property of the Organization. Thus, we shall:

- a) Use the name and trademark of SoftExpert and of its products and services only on behalf of its business through contractual authorization or from the marketing department, being forbidden the use associated with any illegal or undue purposes;
- b) Follow the Policy of Architecture of Brand;
- c) Follow the Guidelines for DP - Degree Projects.

All the proprietary rights referred to intellectual property assets which may be created, directly or indirectly by the coworkers of SoftExpert, even though the exercise of their functions are not related to development of research or inventions, belong exclusively to SoftExpert.

3.3 Confidential Information

Commercial secrets and other confidential information of the Organization, its business activities, its customers and suppliers shall be treated as secret and cannot be used for self-benefit or from third parties.

Confidential data concerning coworkers shall not be disclosed to people inside or outside SoftExpert, unless there is a professional or legal requirement.

SoftExpert demands from its coworkers, suppliers, customers and partners the appropriate use of the Organization's information. The disclosure shall be executed in compliance with the policies of the Organization (internal) and applicable laws. Furthermore, the coworkers shall avoid the misuse, unauthorized disclosure or inappropriate destruction of information which is under their responsibility. The destruction thereof shall be appropriate and careful, observing the legal terms of retaining documents.

This information may be printed, electronic or in any other media. Upon handling of internal information or of third parties, the coworkers shall observe the laws of copyright, software licensing contracts and relevant policies of the Organization.

The representatives of the IT area can offer advice and assistance in the protection of electronic information, in accordance with the internal policies of privacy and security of information.

3.4 Conflict of Interests

SoftExpert expects from its coworkers a performance that does not create conflict with the interests thereof. Conflict of interests include interference or apparent interference with the interests of the Organization as opposed to personal interests.

The coworkers and their dependents shall avoid any business relationship or action which may create a conflict between their own interests and the interests of SoftExpert. In other words, coworkers shall not take part in decisions of the Organization in which they may obtain personal benefits.

The use of the Organization's assets and information will not be allowed, nor will it take advantage of business for its self-benefit, to the detriment of the interests of SoftExpert.

Some of the most common examples of conflicting interests that can be found in our day-to-day are:

- a) Coworker who exercises, or is invited to exercise a position similar to the one that is executed in the Organization, in another entity and which can characterize a conflict with the performance of his/her functions in SoftExpert;
- b) Possibility of entering into agreements with companies that belongs to, or are administered by a relative or companion;
- c) Acquisition of share in assets or business which SoftExpert may be interested in acquiring.

The coworkers have the duty to disclose to their supervisor or the Legal department any situation which is, or seems to be, a conflict of interest. If in doubt, it is always better to disclose.

3.5 Privileged Information

Privileged information is those that are not publicly available and of whose disclosure to the market may affect SoftExpert's operations.

This type of information can be acquired within the scope of the functions performed by each one of us or even casually, and may be related to, but not limited to:

- a) Income, financial budgets and plans;
- b) Mergers and/or acquisitions;
- c) Strategic plans or contracts;
- d) Product or technical development;
- e) Various business relations.

In view of the considerable value of aforesaid information and the national and international legislation concerning the subject, the disclosure thereof, to whomsoever it may be, as well as the practice of trading securities (such as stocks, shares or securities/bonds) are strictly forbidden, both practices being, besides unethical, illegal.

3.6 Accounting Records and Money Laundering

All the financial, accounting and expense records or reports, records of hours worked, and other documents shall represent, accurately and clearly the facts occurring. Inappropriate or fraudulent documents and records are contrary to the policy of SoftExpert.

Therefore, accounting procedures and other control standards are established to ensure that all the assets of the Organization are protected and are suitably used and that the financial records are accurate and reliable.

There are also policies that control the receipt of money and the processing of payments to ensure the ensure compliance with the anti-money laundering laws, which is generally characterized, , when resources coming from illegal sources are transferred to lawful financial channels in order to conceal them or make them legitimate.

It is the duty of each one of us to protect the reputation and integrity of the Organization, thereby aiding it to detect possible activities of "money laundering".



4. COMMERCIAL RELATIONSHIPS

THE INTEGRITY OF OUR ALLIES IS REFLECTED DIRECTLY IN OUR IMAGE AND REPUTATION

The way in which SoftExpert conducts its business is crucial to the maintenance of its image and consequently of its success. Part of this conducting is linked to the partners, consultants, representatives and suppliers with whom we choose to work.

4.1 Suppliers, Representatives, Consultants and Partners

SoftExpert encourages its partners, suppliers, consultants and representatives, regardless of their size, to adopt management practices focused on excellence and always endeavor to comply with the standards stipulated in this Code through clauses which integrate all their contracts.

The selection and contracting of our suppliers shall be the object of transparent and unmistakable competition, prioritizing technical competence, legal compliance, reputation and ethical behavior thereof, aiming at a better cost x benefit ratio for the Organization.

We rely on subcontractors to assist us in carrying out determined projects and acknowledge that their contribution in these cases is essential in building our relationship with the customers and in maintaining our image and reputation. Therefore, we always aim to select subcontractors whose conduct is compatible with our values and the guidelines of this Code.

In order to preserve the aforementioned, it is inadmissible that any supplier, consultant, representative or business partner:

- a) Behave in a misaligned way with the values of the Organization;
- b) Disrespects the basic principles of social responsibility, health and safety, or the country legislation;
- c) Uses child labor or acquires products or services from suppliers that knowingly make use of this type of resource, as well as from those that maintain workers in inhuman labor conditions;
- d) Practices any act or has any conduct, which may be considered illegal, fraudulent or harmful to public administration.

4.2 Communication

All the SoftExpert communication and advertising materials shall be true and comply with the internal policies of communication, guidelines, standards and laws.

Any statements concerning the performance or quality of our products in advertisements, sales training material, points of sale, presentations or in other literature shall be based upon and approved by the areas competent or responsible for their authorization, before being produced.

SoftExpert acknowledges the importance of the role of the media in modern society and maintains with the press a communication channel always opened.

All its coworkers and business partners shall work to build a relationship of total credibility with the communication media, as well as take care of the institutional image, organizational reputation, brands and products of the Organization.

The disclosure of information regarding the Organization or the expression of opinion about SoftExpert, to any external media, including public social network, shall be preceded by the formal authorization of the Financial Administrative Board, concerning financial information, and of the Business Development Board, for the other types of information.

Nevertheless, it is expressly forbidden for any coworker to grant interviews and statements to the press without the assignment of speaker of the Organization. Each and any interaction with media channels shall be notified, evaluated and followed up by the Communication department (communication@softexpert.com).



5. ETHICAL COMMITMENT

THE POSTURE WHICH WE ADOPT BEFORE GOVERNAMENTAL AND POLITICAL BODIES SHOWS OUR COMMITMENT TO THE HIGHEST ETHICAL STANDARDS

A possible interaction with different spheres of public powers, whether executive, legislative or judicial, is something that may occur to any coworker during the execution of its functions within the Organization, so it is extremely important that some points referring to these interactions are duly aligned.

5.1 Coercive Practices against Corruption

SoftExpert restrains from, and it is the duty of all the coworkers to repress, the practice of any act that is characterized as active or passive corruption, being forbidden to:

- a) Use resources or assets of SoftExpert in order to further, give, make or receive benefits, advantages, payments, or any transfer of amount, illegal or undue, to any public agents, as well as to customers, their workers or third parties;
- b) Act in a way that configures infringement of criminal legislation, as well as the specific precepts and rules contained in the law of biddings, in anti-corruption law, and other applicable laws, being the duty of all to respect the principles of public administration, as well as take all the measures within their reach to prevent any illegal or fraudulent activity;
- c) Offer, render, give or receive any type of advantage, privilege, contribution, donation, favor or gift to, or from, public bodies and servers aiming at favoring of any type.

We also demand that all our suppliers and business partners have at least the same degree of care, follow the general principles and adopt the values foreseen in this code and fully respect the provisions of the anticorruption law and related legislation.

SoftExpert maintains a relationship with public bodies only through duly authorized people and appointed by it, and in cases of inspections of any nature, the coworkers responsible for attendance shall: cooperate with the public agents providing the information objectively as the legislation determines.

5.2 Political Activities

SoftExpert respects political plurality of its coworkers and believes that the debate is healthy insofar it promotes democracy based on respect for diversity of ideas, each coworker being free to have his/her own political convictions. However, the Organization also acknowledges that the party option is individual and, therefore, maintains a neutral position and encourages the same impartiality among the coworkers in the work environment. The donation to political campaigns by corporate entities is an illegal practice and it is forbidden by the electoral legislation. Thus, any type of contribution by SoftExpert to the aforesaid campaigns, as well as by its coworkers on behalf of the Organization is completely forbidden.

Therefore, it is not allowed:

- a) To have political party initiatives when in the service of SoftExpert, inside or outside its premises;
- b) To disclose material of a political party nature on its physical or electronic premises, without authorization of the Compliance Committee;
- c) Coworkers who take part in political party activities cannot suggest or declare that they speak or act on behalf of the Organization.



6. COEXISTENCE AND OPPORTUNITIES

MUTUAL RESPECT IS THE KEY FOR EVERYONE TO REACH THE SUCCESS WE DESIRE

At SoftExpert we believe that our coworkers are one of the main secrets of our success. Therefore, when selecting the professionals who will join the Organization, we always aim to respect the diversity of cultures and opinions. Likewise, we esteem a work environment which inspires the same values.

6.1 Privacy

The privacy of personal data must be respected not only by the Organization, but also by all its coworkers, who must collect, use, store and disclose always in accordance with the applicable legislation.

Nevertheless, SoftExpert is authorized, within the limitations imposed by local laws, to supervise the use of emails and the Internet. Every kind of communication made by the aforesaid means within the Organization is considered relevant to its business, and thus subject to access, recovery, control and disclosure by SoftExpert.

6.2 Diversity

SoftExpert considers diversity as an asset. We do business all over the world and so we are daily in contact with the most varied cultures and people. It is of utmost importance, therefore, that we treat everyone with respect, regardless of their gender, nationality, age, physical capacity or any other aspect of their diversity.

It is the duty of us all to respect and promote diversity, combat all forms of prejudice and discrimination and to work on awareness and dissemination of these values in both our professional and personal area.

No coworker or person who interacts with the Organization may receive discriminatory treatment due to race, color of skin, ethnic origin, nationality, social position, age, religion, gender, sexual orientation, personal esthetic, physical, mental or psychological condition, marital status, opinion, political conviction or any other factor of individual differentiation.

Practices of discrimination, besides unethical and immoral, in several cases are also illegal and liable to criminal sanctions. SoftExpert repudiates any and all practices of this nature and adopts a zero tolerance policy thereto through the application of punitive measures which may even lead to justified termination of the employment contract.

6.3 Harassment

The coworkers will not feel welcomed if they themselves, their co-workers or any other people that maintain commercial relations with SoftExpert are victims of harassment.

Thus, we are all responsible for constructing a work environment where moral or sexual harassment is unacceptable, as well as for maintaining a respectful behavior in the professional environment. Improper behavior which causes discomfort and humiliation to the others is unacceptable and shall be combated.

Disrespectful, threatening, unworthy and aggressive actions towards the others, regardless of the hierarchical level, job title or function, shall always be a reason for concern, alert and immediate action, not being tolerated under any circumstances.

It should be pointed out that harassment can assume several forms. People can feel harassed due to calumny, intimidation, aggressive acts or words, depreciating jokes, improper gestures or undesirable physical or oral conduct. Harassment can also be expressed by means of communication or display of offensive material related to sex, religion, race, nationality, sexual orientation or physical deficiency.

If any worker believes that (s)he is the victim of discrimination, humiliation or the target of prejudice, pressure, abusive practices or in a situation of disrespect and does not feel comfortable in taking the subject to his/her supervisor, the situation can be formalized through the channel of reports.

6.4 Health and Safety

It is the duty of the Organization as well as of each one of us before our colleagues, to take care of our health and safety at work. SoftExpert adopts all the procedures that it understands to be necessary to protect the life and health condition of its coworkers.

The policies, programs and procedures adopted by SoftExpert have global application, aiming to comply with all the regulations and standard as of the various countries where it acts, and aims to promote safe and healthy working conditions.

Moreover, it is the duty of each coworker to know and observe the laws, as well as the procedures created by the organization, if responsibilities are assigned to them in areas subject to standards and regulations related to safety and/or the environment.



7. SOCIAL RESPONSIBILITIES

THE WAY THAT WE INTERACT WITH THE ENVIRONMENT AND SOCIETY ARE PART OF THE LEGACY THAT WE LEAVE

We at SoftExpert seek excellence and continuous improvement not only in our solutions, services and processes, but in all the areas in which we, as an Organization, cause some type of impact.

This means having management of our business based upon the principles of social responsibility, as well as esteeming the conservation of the environment and always seeking to grow in a sustainable way

7.1 Sustainable Development and the Environment

For us at SoftExpert it is essential that we always act in socially responsible manner with all the parties involved in our business, aiming at actions that brings solid and effective results in our search for the sustainable development of the Organization.

Thus, we all have the responsibility of knowing and abiding by environmental regulations and laws, as well as of respecting the environment regardless of where we are.

More than fulfilling legal requirements, our interest in the environment is also linked to the awareness of all the stakeholders (coworkers, suppliers, partners, etc.) to seek to know, and be involved in activities aiming to reduce the environmental impact that we cause through our operations.

7.2 Social Projects

In our business strategy, we value the relationship with the communities in which we act and seek to contribute to the development of society. To do so:

- a) We encourage the volunteering for social actions practiced by the coworkers;
- b) We support social actions involving coworkers;
- c) We enhance the links established with the communities in which we act and respect their cultural values.



8. LACK OF COMPLIANCE

It is the responsibility of each coworker to comply and ensure the complete compliance of all the terms of this code and seek guidance, when necessary, from his/her supervisor, the Legal department, Compliance Committee or Channel Reports.

Noncompliance with any precept or obligation contained in this code, either by its coworkers, or by its business partners, or also by any entity, even though not expressly referred to in this document, can entail, as determined exclusively by SoftExpert, the taking of disciplinary actions, contractual termination and ensuing closing of the existing relationship, or also in the imposing of fitting sanctions, as per the case.

SoftExpert undertakes to give support to its coworkers so that they comply with the standards of conduct and ethics. In return, all the coworkers shall practice these ethical standards in the performance of their functions.

Upon observing or becoming aware of infringement of the policies of SoftExpert, this document, the laws in force or if there are queries regarding their meaning, intention or application, it is our coworkers' responsibility to expose such situations or clarify their queries promptly.

The Organization will not tolerate retaliation or reprisal against any individual who, in good faith, reports infringements or suspicions of infringements of this document or the legislation. And it will apply disciplinary actions which can lead to termination of the work contract of those who practice retaliation or reprisal.

9. COMMUNICATION OF IRREGULAR CONDUCT

The coworkers shall report any practices or actions which may be considered to be inappropriate in accordance with this Code recording them by means of the "[Channel of Reports](#)".

The reports are approved, analyzed and investigated to be transferred for evaluation of the Compliance Committee which decides the disciplinary measures and other actions to be executed.

10. REFERENCES

The standards that this document adopts are referred to below:

- a) ISO 19.600 - Compliance Management Systems – Guidelines.

11. GLOSSARY (TERMS AND DEFINITIONS)

For the purposes of this document, the following terms are adopted:

Brand:

It is the symbolic representation of a whatever entity, which allows it to be identified immediately. In the theory of communication, it can be a sign, symbol or icon. A single word can refer to a brand.

Bribe:

The money received or supplied in an illegal way, as graft, in an act of corruption.

Channel of reports:

Tool used to communicate or receive reports, criticism and suggestions related to the issues handed in the Code of Conduct and Ethics.

Compliance:

The term Compliance originates from the verb, in English, “to comply”, which means fulfill, execute, satisfy and perform that which was imposed as per the legislation and regulations applicable to business and in accordance with the Code of Conduct and Ethics of Softexpert, the policies and standards of the Organization. Summarizing, nothing more than, being in conformity with rules, standards and procedures.

Conflict of interests:

Conflict of interests occurs when a member of the organization influences or can influence a decision which results in or may result in personal gain, directly or indirectly, for oneself, members of one’s family or any third parties. On many occasions, the conflict of interests occurs due to determined conduct, personal and affective involvement, kinship relations not declared, inappropriate use of the position or by means only of the very influence which the coworker has inside the Organization.

Corruption:

Social relationship (of a personal nature, outside the market and illegal) which is established between two agents or two groups of agents (corrupted and corrupting), if which the aim is the transfer of income in the company or public fund for execution of strictly private purposes. Such relationship involves the exchange of favors between the groups of agents and usually the remuneration of the corrupted with the use of a bribe or any type of graft, reward or recompense.

Graft:

Practice of promising, offering or paying an authority, governing body, public employee or professional of the private sector, a quantity of money or any other favors (from a bottle of drink, jewels, properties or even hotel and plane in vacation trip, etc.) so that the person concerned ceases to behave ethically with his/her professional duties.

Media:

All the means or channels of communication used to disclose information by means of images, texts, sounds, hoardings, newspapers, magazines, television, radio, cinema, CDs, etc.

Moral harassment:

Complaint or criticism arising from coworker, customer, shareholder, supplier or partner or customer of any abusive conduct (gesture, word, writing, behavior, attitude, etc.) which, intentionally and frequently, wounds the dignity and physical or psychological integrity of a person, threatening his/her employment or degrading the work climate.

Gift:

It concerns anything of value which is given or received due to a commercial relationship and whereby the receiver does not have to pay the fair market value.

Sexual harassment:

The approach not desired by the other, with sexual intention or inappropriate insistence of someone in a privileged position, who uses this advantage to obtain sexual favors from subordinates or even without here being a hierarchical relationship.

Social Networks:

Or social media, are relationship networks which connect people by means of the Internet. They usually function based upon the profiles of the users.

About SoftExpert

SoftExpert is a market leader in software and services for enterprise-wide business process improvement and compliance management, providing the most comprehensive application suite to empower organizations to increase business performance at all levels and to maximize industry-mandated compliance and corporate governance programs.

Founded in 1995, SoftExpert has a rich history of innovation and growth as a true industry leader. More than 300,000 users from 2,000 organizations worldwide trust SoftExpert applications to ensure the highest standards of efficiency, quality and innovation for their products, services and processes.

By streamlining and integrating all levels and operations, SoftExpert applications also enable organizations to address an ever-increasing variety and number of international standards, laws and regulations that affect business operations by delivering enhanced compliance capabilities based on industry-specific best practices.

SoftExpert solutions are used by leading corporations in all kinds of industries, including consumer products, automotive, food and beverage, mining and metals, high tech and IT, energy and utilities, government and public sector, financial services, transportation and logistics, healthcare, education, medical devices and many others.

Along with its extensive network of resellers spread across all continents, SoftExpert also provides hosting, implementation, post-sales support, and validation services for its solutions to ensure that customers realize the maximum value from their investments.

SoftExpert Excellence Suite



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