

## ETHICAL CODE

### SCOPE OF THE ETHICAL CODE

The Ethical Code applies to all the collaborators of the Associação Dianova Portugal. For the purpose of the present Code, it is understood that collaborators are those persons who work at this institution, either engaged as employees, for providing services or by mandate of the social bodies that constitute it.

All Professionals of the Associação Dianova Portugal have a duty, at the exercise of their activity, to ensure the highest possible quality of the services they provide to the residents at the Program. The relationship between the Professionals of this institution and its Residents demands, within the work environment and outside it, their being aware of their respective responsibilities, which underlie this Ethical Code.

The Trust and Reputation generated over the years, with the internal dedication and external recognition of the Institution good practices and its social impact must be maintained and, consequently, any action that jeopardizes our Social Capital must be avoided.

The relationship between the Dianova Professionals and the Beneficiaries | Clients and other interest groups require, in and out of the workplace, face-to-face or digitally, the recognition of their responsibilities, which are the basis of this Ethical Code.

### SUBSIDENCE

Observance of the present Ethical Code does not prevent the simultaneous application of rules of conduct proper to other professional areas.

### DUTIES OF THE COLLABORATORS TOWARDS THE BENEFICIARIES | CUSTOMERS AND OTHER GROUPS OF INTEREST OF OUR PROGRAMS AND ACTIVITIES:

- To do their best effort to achieve the tasks entrusted to them, in a continual search of upgrading and updating their range of knowledge, in order to improve their professional abilities.
- To keep absolute secrecy regarding the outside of the institution, acting with reserve and discretion as to any facts and information that may come to their knowledge within the exercise or as a consequence of their work.
- To provide all the services without any discrimination against race, nationality, religion, political affiliation, social background, judicial precedents or economic situation
- To abstain from engaging in any intimate relationship with the Beneficiaries | Customers of our programs and activities.
- To respect the personal integrity of the Beneficiaries | Clients of our programs and activities, not taking advantage of the professional relation to obtain unjustified gains.
- To make available to the Beneficiaries | Clients of our Programs and Activities, the existing regulations and ensure that all its content is met and clearly understood by the Beneficiaries themselves | Customers and Collaborators.

### ENGAGEMENT

All Professionals of the Associação Dianova Portugal must subscribe a statement of commitment to the present code when starting their functions. They have the responsibility to ask questions, seek guidance or report suspicious violations to the Ethical Code, either face-to-face or digitally.

They are also aware that non-compliance with the duties set forth in this Ethical Code may be subject to disciplinary action or other legally prescribed sanction.