

## CODE OF CONDUCT

### eValor

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## 1. INTRODUCTION

At eValor we aim to develop our activity based on a set of principles and values that we believe in and that we want to regulate our actions.

We intend to continue developing our activity with independence and complying with National and European standards and/or regulations that apply to the services we provide.

Because we believe in them and because we are convinced that they contribute to our development, we have established a set of principles and rules of conduct that must be adopted by all who act on behalf of eValor in its relationship with its Clients, Colleagues and Other Professionals and External Entities.

With this document, we intend to make known to all the Entities with which eValor relates the principles that we follow, presenting in the following points the objectives and values that guide the development of our activity and the set of rules that constitute our " Code of Conduct".

The management,



## 2. OBJECTIVES AND VALUES

### 2.1. Objectives

In the development of the eValor activity and in its relationship with clients, the following objectives will be sought:

- safeguarding independence in the provision of services to public entities, private companies or individuals
- be competitive in the services to be delivered and that these translate into added value for customers
- contributing to an efficient market economy that promotes economic growth and social cohesion
- meet and comply with all legislation, standards and best practices at National and European level related to the services to be provided
- development of the activity in accordance with what is established in its "Code of Conduct" and with the rules defined by the entities, associations and organizations that it integrates

### 2.2. Values

The values that eValor considers to constitute the fundamental principles on which the development of its activity is based are the following:

- **independence** – promoting the independence of eValor and all those who represent it, not acting in situations where it is not guaranteed or where conflicts of interest are identified
- **professionalism** – development of the activity fulfilling all the principles and professional rules, adopting a posture appropriate to the environment in which it operates and promoting the continuous development of technical and human skills
- **transparency** – pursuit for a clear statement of the grounds on which the opinions given are based, clearly presenting and justifying all the procedures and assumptions that support the conclusions
- **confidentiality** – commitment to clients to maintain confidentiality on all information provided, and undertakes not to disclose and use that information for their own benefit or third parties
- **rigor** – to know and promote the application of National and European standards that relate to the services to be provided
- **efficiency** – adoption of procedures guided by principles of efficiency and economic rationality, also promoting the adoption of practices that mitigate the effects arising from the activity developed on the environment



### **3. RULES OF CONDUCT**

#### **3.1. Relationship with Customers, Colleagues and Other Stakeholders**

- establish relationships based on principles of professionalism, respect and loyalty
- adopt an attitude of a society that is dedicated to the provision of services
- provide information with transparency and truth
- identify and report situations of incompatibility and possible conflicts of interest

#### **3.2. Activity Exercise**

- the activity should be carried out in a responsible and professional manner
- in the exercise of the activity, independence should be promoted, and the society should be organized in such a way that the performance of its professionals is not restricted
- no functions may be developed for which eValor, or professionals acting on its behalf, are not technically competent or unable to perform
- in the exercise of the activity it should be safeguarded the situations in which incompatibility of functions may arise, and eValor, or professionals acting on its behalf, should not perform any functions when this aspect occurs
- any professional who acts on behalf of eValor or who represents it should refrain from participating in or expressing opinions in situations where conflicts of interest occur
- in the exercise of the activity, privacy and confidentiality should be safeguarded on all information provided
- in the exercise of the activity, it should be promoted the use of the resources of society in order to maximize value created, seeking to pursue this goal in a sustained manner and complying with the rules defined in this code

#### **3.3. Personal and professional development**

- foster the good personal relationship of professionals working in society, observing principles of loyalty, integrity, cooperation and respect



- promote the integration of diverse knowledge and cooperation, giving priority to the team spirit
- promote ongoing training with the aim of enhancing the skills and performance of the activity developed

### **3.4. Remuneration for services provided**

- the remuneration of the services should be compatible with the resources employed and with the technical level of the tasks developed
- percentage remuneration or success fees should be avoided, which may only be carried out in particular situations where it is difficult to measure the resources to be employed
- it is condemned the receipt or payment of any benefits in order to influence behavior towards obtaining benefits

### **3.5. Competition**

- strict compliance with all existing labor regulations must be fulfilled and all social responsibilities must be supported
- it is condemned the use of dumping practices or any other practices which may result in distortions of normal market rules
- the relations with competitors must be based on principles of cordiality and respect

### **3.6. Data protection and privacy**

- information provided should be protected through the promotion of internal security rules, being accessed only by authorized personnel
- the privacy of the information should be respected and should not be divulged without the express consent of the interested parties
- any information obtained in the development of the activity must be used with reservation and discretion, complying with the defined rules regarding the confidentiality of the information



### **3.7. Protection and use of goods and resources**

- the integrity, protection and conservation of the physical and intellectual heritage of society must be ensured
- efficient resource use practices should be promoted
- efforts to save energy and water and reduce waste should be developed
- commitment to invest in more efficient equipments and vehicles with less ecological footprint

### **3.8. Application of the Code of Conduct**

The company's management is responsible for the implementation and monitoring of the rules included in this code, and it is also up to this body to ensure compliance and resolve issues related to its non-compliance.

Anyone may submit a complaint or denounce any situation that may violate the rules contained in this Code.

The presentation of any situation or complaint to management will be confidential and must be done through the email [conduta@evalor.pt](mailto:conduta@evalor.pt).

