

STAYINGVALENCIA

CODE OF ETHICS AND CONDUCT

TIBESOCA, S.L.

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Code of Ethics and Conduct

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Principles

1.1 At TIBESOCA, S.L., we aim to be a sustainably successful company and recognize that success will not endure if it is not based on good business practices. Therefore, we want our success to be grounded in the principles of:

- Responsibility: Conducting our activities with integrity, efficiency, and proactivity.
- Respect: Acknowledging and respecting individual differences, whether of sex, race, religion, nationality, disability, social or economic class, and professional training.
- Professional Ethics
- Integrity
- Honesty
- Loyalty
- Efficiency
- Continuous Improvement: Planning, controlling, involving, and sensitizing our personnel and collaborators.

1.2 Our Code of Ethics and Conduct is an explicit declaration of the principles, values, and behavioral guidelines that should inspire and guide the behavior of the people within the company in their professional and work activities.

1.3 These principles and values describe the behavior we expect from our executives and employees.

1.4 This Code aims to share with the company's members the corporate principles that are part of our good practices culture. To this end, we develop behavioral models based on the aforementioned principles, also aiding in the prevention of actions contrary to the law.

1.5 Zero Tolerance Principle, integrated into the organizational culture's DNA. To prevent any form of discrimination based on sex in the workplace, we do not tolerate any behavior that violates the freedom, dignity, and physical and mental integrity of workers, customers, suppliers, collaborators, or anyone linked to the company in any way.

To prevent actions against sexual freedom, including sexual assault, sexual and moral harassment, sexual extortion, and digital sexual violence. Applying a diligent preventive and reactive policy to them.

To this end, a Protocol Against Sexual Harassment and Gender-Based Harassment and a procedure against moral, sexual, or gender-based harassment or workplace violence, which is an integral part of this Ethical Code, have also been implemented.

1.6 The ultimate goal of our Code of Ethics and Conduct is to foster a responsible work environment beyond legal requirements for all members of our organization, from whom the highest level of ethical behavior and integrity is expected.

Scope of Application

1.7 The development of this Code of Ethics and Conduct originated from the initiative of the administration body of TIBESOCA, S.L.; however, the entire management team and all employees commit to sharing its implementation and making it their own, working to achieve its dynamization until it is fully consolidated in the corporate culture.

1.8 This code applies to the following individuals:

- (1) Company partners.
- (2) The administration body.
- (3) Executives.
- (4) Employees.
- (5) Associated individuals.

Objectives of the Code of Ethics and Conduct

1.9 The objectives of our Code of Ethics and Conduct cover the following areas of action (all interrelated and guiding our actions):

- (a) Personal responsibility.
- (b) Compliance with the law.
- (c) Relationships with colleagues.
- (d) Relationships with customers and suppliers.
- (e) Professional development and training.

- (f) Workplace safety and health.
- (g) Prevention of money laundering.
- (h) Respect for individuals.
- (i) Honesty and integrity in business.
- (j) Transparency.
- (k) Environmental responsibility.
- (l) Social responsibility.
- (m) Right to privacy.
- (n) Confidentiality and use of company information.
- (o) Use and protection of company and third-party assets.

1.10 We are committed to the World Tourism Organization (UNWTO) Code of Ethics. This Code, approved in 1999 by the UNWTO Assembly, comprises 10 principles covering the economic, social, cultural, and environmental components of travel and tourism, designed to guide the key players in tourism development. It aims to maximize the benefits of the sector while minimizing its impact on the environment, cultural heritage, and local communities.

Known as the Responsible Traveler's Manifesto, it constitutes a guide of 10 basic guidelines for practicing responsible tourism, a decalogue of fundamental guidelines for traveling, promoted by the InterMundial Foundation to show the benefits that tourism brings to society and the environment, favoring responsible tourism development and rewarding any initiative that supports excellence and the commitment that the tourism industry maintains with the socio-economic and environmental context.

Principles of the Global Code of Ethics for Tourism

Article 1: Contribution of tourism to mutual understanding and respect between people and societies.

Article 2: Tourism as a vehicle for individual and collective development.

Article 3: Tourism, a factor of sustainable development.

Article 4: Tourism, a user and promoter of cultural heritage.

Article 5: Tourism, a beneficial activity for host countries and communities.

Article 6: Obligations of stakeholders in tourism development.

Article 7: Right to tourism.

Article 8: Freedom of tourist movements.

Article 9: Rights of workers and entrepreneurs in the tourism sector.

Article 10: Implementation of the principles of the Global Code of Ethics for Tourism.

We Are Responsible When We Follow Ethical Principles

1.11 Individuals associated with TIBESOCA, S.L. must accept personal responsibility for complying with the Compliance Manual and this code. Therefore, they should take the necessary time to read and understand them and to know the consequences of their non-compliance.

1.12 Their main duties include:

- (1) Performing their respective functions with honesty, care, diligence, professionalism, and integrity.
- (2) Committing to always do the right thing.
- (3) Understanding their belonging to the company as their commitment to being part of a team, and recognizing that failing this commitment means failing the team.
- (4) Always doing what is promised.
- (5) Being sincere and not looking for excuses to avoid it.
- (6) Being orderly in their person and work.
- (7) Not making commitments or promises of any kind, knowing they harm the company's interests.
- (8) Understanding that non-compliance with norms cannot be considered an option within the business risk framework.
- (9) Informing the administration body of any act of waste, fraud, abuse, or corruption they become aware of.

Compliance with the Law

1.13 TIBESOCA, S.L.'s commitment is to be rigorous in complying with laws.

1.14 All company members must act with absolute respect for current legal regulations and especially avoid criminal behavior. Therefore, they should take the necessary time to read and understand them and to know the consequences of their non-compliance.

5.3 Duties of Individuals Subject to the Compliance Manual Include:

- 5.3.1 Knowing and understanding the compliance manual and company policies.
- 5.3.2 Complying with the obligations, guidelines, and prohibitions developed in company policies.
- 5.3.3 Accessing proprietary or third-party IT systems with absolute respect for the law.
- 5.3.4 Maintaining accurate, rigorous, complete, and transparent financial and accounting records, recording all the company's economic transactions completely and in accordance with generally accepted accounting principles and applicable accounting regulations.
- 5.3.5 Respecting intellectual and industrial property rights of the company and third parties.
- 5.3.6 Maintaining confidentiality and secrecy of any information (proprietary or third-party) acquired through professional or work activities in the company.
- 5.3.7 Informing management of any non-compliance with the law, compliance manual, and code of ethics and conduct they become aware of.
- 5.3.8 Informing management of any risky behavior they become aware of that has not been included in company policies.

Promoting Personal Relationships with Colleagues

6.1 Ethical conduct begins with oneself, so the most valued asset by TIBESOCA, S.L. is the personal relationship of all those who are part of TIBESOCA, S.L. Thus, achieving a good work environment is our primary objective.

6.2 It is only possible to appreciate each individual's contribution if we have a good work environment, good personal relationships, good organization, good emotional health, and if we act with all colleagues according to the norms of courtesy and respect.

6.3 Duties of Individuals Subject to the Compliance Manual Include:

- 6.3.1 Open, respectful, clear, and sincere communication with all colleagues.
- 6.3.2 Collaboration with colleagues and helping them succeed in their roles.
- 6.3.3 Mutual loyalty.
- 6.3.4 Alignment with the company's mission.
- 6.3.5 Teamwork spirit, proactive attitude, and accountability.
- 6.3.6 Respect for individual differences.

6.3.7 Attention to all communications issued by the company to executives and employees.

6.3.8 Harassment in any form is strictly prohibited, whether face-to-face, in writing, by email, or any other means.

6.3.9 Discrimination based on gender, race, sexual orientation, religious beliefs, political opinions, nationality, social origin, disability, or

any other characteristic protected by law is prohibited.

Relationships with Customers and Suppliers

7.1 It is our responsibility to recognize that the customers who have entrusted their money to us deserve the best treatment, regardless of the contract terms, because they have honored us with their trust.

7.2 TIBESOCA, S.L.'s relationship with customers should be based on mutual trust and respect.

7.3 Duties of Individuals Subject to the Compliance Manual Include:

7.3.1 Providing excellent service to customers.

7.3.2 Communicating clearly, respectfully, and transparently with customers.

7.3.3 Resolving customer complaints and issues promptly and efficiently.

7.3.4 Informing customers honestly and accurately about the products and services offered.

7.3.5 Respecting customer confidentiality and privacy.

7.3.6 Building long-term relationships with suppliers based on trust and mutual benefit.

7.3.7 Ensuring that suppliers comply with laws and ethical standards.

7.3.8 Promoting fair and transparent competition among suppliers.

7.3.9 Preventing conflicts of interest in relationships with suppliers.

Professional Development and Training

8.1 TIBESOCA, S.L. believes in continuous learning and professional development for all its employees.

8.2 The company will provide necessary training and development opportunities for employees to enhance their skills and knowledge.

Workplace Safety and Health

9.1 TIBESOCA, S.L. is committed to providing a safe and healthy working environment for all its employees.

9.2 The company will comply with all relevant health and safety laws and regulations.

Environmental Protection

10.1 TIBESOCA, S.L. is committed to minimizing its environmental impact and promoting sustainability.

10.2 The company will comply with all relevant environmental laws and regulations.

Prevention of Money Laundering

11.1 TIBESOCA, S.L. is committed to preventing money laundering and terrorist financing.

11.2 The company will comply with all relevant laws and regulations related to money laundering and terrorist financing.

Right to Privacy

12.1 TIBESOCA, S.L. respects the privacy of its employees, customers, and business partners.

12.2 The company will comply with all relevant privacy laws and regulations.

Confidentiality and Use of Company Information

13.1 TIBESOCA, S.L. requires its employees to maintain the confidentiality of company information.

13.2 Employees must not disclose confidential information to unauthorized persons.

Use and Protection of Company Assets

14.1 TIBESOCA, S.L. requires its employees to use company assets responsibly and protect them from loss, damage, or misuse.

14.2 Employees must not use company assets for personal purposes without authorization.

Conflict of Interest

15.1 TIBESOCA, S.L. requires its employees to avoid conflicts of interest in their professional activities.

15.2 Employees must disclose any potential conflicts of interest to the company.

Effective Date and Acceptance of the Code

16.1 This Code of Ethics and Conduct comes into effect on the date of its implementation.

16.2 All employees of TIBESOCA, S.L. must read, understand, and accept this code as a condition of their employment.