

## TRANSWORLD's MUDANÇAS CODE OF ETHICS

Our conduct and decisions are guided by social ethical values, encompassing all social, legal, individual and professional levels.

We respect the social contract in every single day to day interaction.

We follow, and obey, the prevailing laws of the land.

We believe in the principles described above and practice them, for this is the only way to live by.

### **A- Respect for the Individual**

We respect all people, regardless of gender, age, education, social background and creed. We believe in the freedom of ideas, encourage talents, respect opinions and the individual personality of our collaborators. We accept all differences and possible divergences and encourage individual's development.

We value all people, not only those who work at Transworld, team but also those with whom we interact outside the company; customers, suppliers and business partners alike.

### **B- Commitment to our Clients**

The focus of our work is our clients, for whom we offer quality service, at the best cost-benefit ratio.

Our success depends on our ability to identify, understand and work on the need of each individual client.

### **C- Commitment with Best Results**

Our success is the result of a lot of hard work and total commitment from every Transworld Team member, always aiming for the best results possible.

We've developed and implemented structured work plans that clearly guide our way, dictating what actions should be taken to achieve our goals.

We constantly aim to provide the best care, trying not only to meet but to overcome laid individual, operational and business goals and objectives.

### **D- Our Corporate Culture:**

- 1- The individual is the company's building block
- 2- The deal must be good to both parties
- 3- We measure character by a person's actions
- 4- Our rights end where your rights begin and vice versa
- 5- Problems will always exist. A good company is the one that solves them
- 6- Good deeds are good for the soul
- 7- Cultivate your friends
- 8- We aim to hear from our clients "You are the best"
- 9- Show some respect! Have some respect!
- 10- Treat others as yourself.