

Code of Ethics and Conduct

1. Purpose

To establish the general guidelines of ethical conduct that must govern all employees of FutureLab both in the performance of their duties and in their professional relationships with colleagues, superiors, subordinates, customers, and suppliers, public officials, always acting in accordance with the laws of our country and respecting the ethical principles of different cultures.

The Code of Ethics is part of FutureLab Corporate Governance rules and reflects its commitment to business ethics and transparency in all areas of activity.

2. Scope of application

This Code of Ethics applies to all individuals who have a labor or similar contractual relationship with FutureLab, whether they are performing training practices or carrying out their work activities using FutureLab's facilities or materials, regardless of their geographical or functional location.

Compliance with this code is understood without prejudice to the general or sectoral rules derived from Peruvian legislation or from the countries in which professionals carry out their activity.

All FutureLab employees must accept the contents of this Code of Ethics.

3. FutureLab Values

- **Collaboration:** I know I can rely on my team when I need help, and they can rely on me. I try to be an ally to those who need me and establish reciprocal relationships with others, knowing that it will lead me to the achievement of common goals.
- **Justice:** I treat others with equity. I respect the integrity of others at all times and seek the common good above my own.
- **Innovation:** I believe that things can always be done better and I am willing to think outside the box at all times.
- **Honesty:** I diligently respect the current laws, the Code of Ethics, and the internal regulations. Under no circumstances can the achievement of FutureLab's interests justify dishonest conduct.
- **Proper conduct in case of potential conflicts of interest:** I avoid situations where the parties involved in the transactions are, or appear to be, in a conflict of interest. This includes both a collaborator having a different interest regarding FutureLab's mission and the balance of the interests of the parties involved or benefiting "personally" from FutureLab's business opportunities, as well as representatives of customers or suppliers, or public institutions, acting against the fiduciary

obligations associated with their position in their relationships with FutureLab.

4. General standards of conduct

In accordance with the aforementioned principles, below are the general guidelines of ethical conduct that should guide and direct all employees in their actions during the course of their professional activities:

a. Compliance with legality, rights and fundamental freedoms

At all times, actions will be taken with respect to legality, human rights, and public liberties, and all policies, procedures, and regulations of FutureLab within their scope of action will be assumed, complied with, and respected.

b. Labor rights

The rights of workers will be promoted and respected, including the right to rest, digital disconnection, safety and health at work, among other rights established by our legal system.

The workday will be adapted to our local legislation, ensuring compliance with the conventions and recommendations of the International Labour Organization. Additionally, FutureLab is committed to compliance with current legislation on remuneration and the principle of equal pay for work of equal value.

c. Respect

The principles of equal opportunities, diversity, respect for people, and non-discrimination based on race, color, sex, sexual orientation, language, religion, political opinion or any other kind, national or social origin, economic position, disability or any other condition will be respected and promoted.

Abuse, workplace harassment, sexual harassment, intimidation, or any other form of mistreatment towards any person, whether or not they are part of FutureLab, will not be tolerated.

Under no circumstances will forced labor or labor performed under coercion, as well as child labor, be permitted at FutureLab.

d. People management

The existence of diversity of people, points of view, talent, and experiences must be promoted and valued.

Those who perform management and leadership roles must assume responsibility for their actions and those of their collaborators.

They must also promote the professional development of their collaborators through the necessary training for the proper performance of their current and future positions.

The relationship with collaborators must be based on mutual respect, promoting fluid dialogue and constant communication.

The merit and qualities of each collaborator will be valued, and equal access to existing professional development opportunities will be promoted based on the characteristics, qualities, and contributions of each person.

Decisions that affect the professional career of collaborators will not be made solely based on personal relationships.

FutureLab will maintain the most rigorous and objective selection program, attending exclusively to the academic, personal, and professional merits of the candidates and the needs of the group, taking into account the competencies and values defined by Future in its organization and functions manual.

e. Teamwork

Active collaboration will be carried out in the work teams in which one is a member, in order to achieve the proposed objectives, and all necessary information will be provided to colleagues, supervisors, collaborators, among others, without hiding errors or non-compliance.

f. Right to privacy

The right to privacy of its professionals will be respected, especially regarding personal, medical, and economic data. FutureLab will respect the personal communications of its professionals through the Internet and other means of communication.

FutureLab provides the means for professional use, considering the information transmitted through them as corporate information. They do not generate privacy expectations, in case they have to be supervised by the group in the performance of their control duties.

g. Use and protection of resources

FutureLab is committed to providing its professionals with the necessary and adequate resources and means for the development of their professional activity.

An appropriate use will be made of all resources provided for the performance of tasks and purposes to which they are intended.

The use of any type of asset, expense or expenditure on behalf of FutureLab must comply with the principles of necessity and austerity.

The group's professionals are committed to making responsible use of communication media, computer systems, and in general, any other means that society provides to them in accordance with the policies and criteria established for this purpose.

The group's professionals, once their employment relationship has ended, must deliver the information worked on during their stay in the company. Regarding their institutional email account, they will communicate to the technical support area to generate an automatic response communicating the professional's departure for a period of 30 calendar days. During this time, incoming emails are forwarded to the immediate supervisor's email account, with the aim of continuing processes and transparency to our clients, suppliers, and business partners.

h. Health and safety

FutureLab promotes a preventive culture among its team members (as well as its collaborators, suppliers, and contractors through adequate business coordination), so that all of them integrate health and safety management into their daily work. Therefore, all of them are inescapably committed to respecting and complying with the obligations derived from this matter.

i. Environmental responsibility

FutureLab must promote and integrate a responsible culture with the environment.

In accordance with this, all members of the organization must know and assume this policy and strive to minimize the environmental impact derived from their activities and the use of equipment, facilities, and means of work made available to them.

j. Good governance

FutureLab is committed to adopting advanced corporate governance practices, in line with the recommendations of good governance of general recognition in international markets.

k. Fight against corruption

In order to ensure compliance with our anti-corruption policy commitments, FutureLab urges all its employees to strictly comply with the following ethical conduct guidelines:

- **Bribery**

Employees of FutureLab are prohibited from offering, paying, soliciting, or receiving a bribe, understood as any type of loan, fee, gratuity, or other benefit, to or from any person as an incentive to perform a dishonest, illegal, or trust-breaking act during the development of business and commercial relationships at FutureLab.

- **Facilitation payments**

FutureLab prohibits all employees from giving or receiving money in exchange for ensuring or expediting the course of a procedure or action.

- **Gifts**

Except for limited exceptions established in the following sections of the procedure for gifts, attentions, donations, and similar benefits, members of FutureLab cannot directly or indirectly accept/offer/supply money, loans, loan guarantees, gifts, services, favors, entertainment, donations, travel, or preferential treatment for services rendered on behalf of FutureLab or related to agreements with third parties involving our company.

They can be accepted without any type of control or express authorization, delivery, offering, and/or acceptance when they are delivered by our organization or by a supplier with whom we are working.

- Gifts on the occasion of holidays (anniversary, birthday, national holidays), as long as their value does not exceed 150 soles.
- Gifts that are delivered by the Employee Experience as part of their employee motivation program and whose value does not exceed 150 soles.
- Branded utensils/stationery (merchandising): pens, mugs, t-shirts, among others, that sponsor our organization (in the case of delivery) or another organization (in the case of receiving it), as long as their value does not exceed 150 soles.
- Commemorative plaques and/or commemorative items of special events or those with symbolic value, as long as they do not exceed 150 soles and carry the FutureLab logo.

l. Conflict of interest

Personal influence will not be misused to do business with a company or organization in which oneself or someone with whom one is associated has an interest other than that of FutureLab.

Academic, social, or political activities can be carried out in other entities, as long as they do not pose a conflict of interest or have an impact on the employee's commitment to FutureLab.

Regarding conflicts of interest, the following general principles of action will be observed:

- Independence: act at all times with professionalism, with loyalty to the group, refraining from prioritizing one's own interests at the expense of those of the group.
- Abstention: refrain from intervening or influencing decision-making that may affect group entities with which there is a conflict of interest.
- Communication: inform about the conflicts of interest in which they are involved.

m. Confidentiality

All strategic, economic, or commercial information of companies and individuals that are part of FutureLab is completely confidential and cannot be shared with any other worker who does not need it to fulfill their functions, nor with any person outside FutureLab (including family and friends).

The obligation to keep all this information strictly confidential continues, even after the employment relationship with FutureLab ends.

n. Transparency of information

All communicated information (including legal and accounting information) shall be reasonably accurate, reliable, complete, and understandable.

Clear and transparent information about the products and services offered shall be provided, ensuring adequate and correct knowledge of them.

o. Relationship with customers and suppliers

The relationship with customers and suppliers shall be based on trust and respect and developed within a framework of collaboration that allows for the achievement of mutual objectives and benefits.

All customers shall be treated with equal diligence and care, without any preferential treatment of some over others.

The selection and hiring of suppliers shall be based on technical, professional, and ethical criteria and on the needs of the company, regardless of any personal, family, or economic ties, always guaranteeing transparency, equal treatment and opportunities, and the use of objective criteria.

Customers and suppliers shall be encouraged to be familiar with this Code of Ethics to achieve the best application of the principles contained herein.

p. Relationship with competitors

FutureLab is committed to competing in the markets fairly and shall not engage in misleading or derogatory advertising of its competitors or third parties.

q. Relationship with society

Relationships with authorities, regulatory bodies, and public administrations shall be based on the principles of cooperation, honesty, and transparency.

5. Code of Ethics Regulations

Ethics Channel

FutureLab provides a confidential communication channel for its employees, clients, suppliers, or stakeholders to encourage compliance with the Code of Ethics.

The ethics channel is a transparent channel for professionals in the group to report behaviors that may involve the commission of irregularities or acts contrary to legality or the rules of the Code of Ethics.

The email to access it is: canaldedenuncias@futurelab.pe.

Interpretation of the Code of Ethics

If there is any doubt about the interpretation of this code, the Compliance Committee is available to the employee to provide an answer.

However, whenever possible, FutureLab encourages its employees to raise questions and issues related to the Code of Ethics through the ethics channel.

Non-compliance and breaches

It is the obligation of each FutureLab employee to report possible non-compliance with the principles outlined in this code, whether it affects them personally or others, as well as any encouragement to violate them (whether internal or external to FutureLab), through the email address canaldedenuncias@futurelab.pe.

Sanctions for breaches or non-compliance with this Code of Ethics will be determined by the General Manager, after receiving a report from the Compliance Officer.

Information security

1. All personnel must maintain the confidentiality of customer, business partner, supplier, and company information in general.
2. All personnel must protect company information from unauthorized access, loss, or damage.
3. Confidential information must not be shared with unauthorized individuals, including family and friends.
4. All established policies and procedures for information security must be followed by personnel.
5. Any incident of information security must be immediately reported to the responsible information security officer.

Innovation

1. The company promotes innovation and the development of new ideas, products, and services.
2. Personnel must use innovation responsibly and ethically, without violating the intellectual property rights of third parties.
3. All policies and procedures related to innovation and the protection of the company's intellectual property must be followed.
4. Any idea, product, or service developed by personnel in the course of their work for the company must be the exclusive property of the company unless a different agreement is established in writing.
5. The company does not tolerate the use of innovation for illegal or unethical purposes, including bribery, corruption, and unfair competition.

Approval, validity, and review of the Code of Ethics

This Code of Ethics becomes effective upon approval by the General Manager of FutureLab and will remain in force until its repeal is approved.

Annually, the Compliance Officer will review this code and propose any necessary modifications (taking into account suggestions and proposals made by employees and FutureLab's commitments in terms of corporate social responsibility), and manage its approval and dissemination again if necessary.



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