



CODE OF GOOD CONDUCT FOR PREVENTING AND
COMBATING HARASSMENT AT WORK

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1. FRAMING

TISpt's health and safety policy involves the company's commitment to adopting and ensuring a safe and healthy work environment, in order to promote the physical and mental health of its professionals.

Law no. 73/2017, of 16 August, strengthened the legislative framework for preventing and combating harassment practices at work in the public and private sectors, obliging employers to adopt codes of good conduct for preventing and combating harassment at work and to initiate disciplinary procedures whenever they are aware of sufficient evidence of situations of moral and/or sexual harassment.

This document specifies the general principles and rules of a legal, ethical and deontological nature that should guide the behaviour of its workers, with a view to preventing and combating psychosocial risks and, particularly those related to harassment and violence at work.

2. SCOPE

This Code applies to all employees and members of the governing bodies of TIS.PT, in all circumstances in the exercise of their duties, in the relationship with each other or with any third parties, regardless of the reasons or nature of their contact with the company.

3. GENERAL PRINCIPLES

- 1 In the exercise of their functions and competences, employees and members of TISpt's governing bodies must always act with a view to pursuing the interests of the company, respecting the principle of non-discrimination and combating harassment at work.
- 2 Employees and members of TISpt's governing bodies may not adopt discriminatory behaviour towards others or any third parties, namely on the grounds of age, sex, sexual orientation, marital status, family situation, economic situation, social origin or condition, genetic heritage, physical or mental disability, nationality, ethnic origin or race, religion, political or ideological convictions.

4. DEFINITION OF HARASSMENT

- 1 Harassment is unwanted behaviour, namely that based on a discrimination factor, practiced with the purpose or effect of disturbing or constraining the person, affect their dignity or create an intimidating, hostile, degrading, humiliating or destabilising environment.
- 2 Harassment is sexual if the unwanted behaviour is of a sexual nature, in verbal, non-verbal or physical form.

5. PROHIBITED CONDUCT AND BEHAVIOURS

- 1 TISpt employees must maintain an ethical and professional conduct, acting with civility, honesty and integrity, honouring the values and principles set forth in this Code and in the applicable legislation regarding matters of non-discrimination and combating harassment at work. Any and all behaviours that may constitute the practice of moral harassment are expressly prohibited, such as:
 - a) Systematically devaluing the work of colleagues, subordinate or not;
 - b) Promote social isolation;
 - c) Ridicule, directly or indirectly, a physical or psychological characteristic;
 - d) Making recurring threats of dismissal;
 - e) Systematically setting objectives and goals that are impossible to achieve or setting unachievable deadlines;
 - f) Persist in the systematic assignment of strange or inappropriate functions;
 - g) Not systematically assigning any occupation to the worker;
 - h) Appropriating ideas, proposals, projects and works of colleagues, subordinate or not, without identifying the respective author;
 - i) Despising, ignoring or humiliating colleagues, forcing their isolation from other colleagues and/or superiors;
 - j) Withholding information necessary for the performance of the duties of other colleagues, subordinate or not, related to the functioning of the TIS.PT, being, however, the content of this information made available to the others;
 - k) Spreading rumours and malicious comments or repeated criticism about co-workers, subordinates or not, as well as superiors;
 - l) Systematically criticizing colleagues, subordinates or not, as well as superiors in public;
 - m) Insinuating that the colleague has mental or family problems;
 - n) Constantly shouting or intimidating;
 - o) Make frequent comments with offensive content referring to age, gender, sexual orientation, family situation, economic situation, origin or social condition, genetic heritage, physical or mental disability, nationality, ethnic origin or race, religion, political or ideological convictions of other colleagues, subordinate or not;
 - p) Systematically commenting on the personal life of others.

2. All behaviours that may constitute the practice of sexual harassment are expressly prohibited, such as:
 - a) Systematically repeating suggestive remarks, jokes, or comments about sexual appearance or condition;
 - b) Repeatedly sending drawings or any unwanted images of sexual content;
 - c) Make telephone contacts or send unwanted messages, through any physical or digital support, of sexual content;
 - d) Promoting intentional and unsolicited or excessive physical contact, as well as provoking unwanted physical approaches;
 - e) Presenting invitations and requests for sexual favours associated with the promise of obtaining employment or improving working conditions, job stability or professional career, and this relationship may be express, direct or merely insinuated.

6. FORMALIZATION OF THE COMPLAINT

- 1 Employees who consider themselves to be the target of moral or sexual harassment at work, who have witnessed it or who suspect this practice with good reason, must report the situation to their hierarchical superior (Executive Committee or Head of Unit), and to the head of human resources (SRHQ) through the email address created for this purpose, conduta@tis.pt.
- 2 All employees who are aware of or reasonably suspect practices that may constitute situations of moral or sexual harassment must report them to any hierarchical superior of the perpetrator or perpetrators of these practices and must provide due cooperation in any disciplinary proceedings or others that may be initiated.
- 3 The complaint must be submitted in writing, containing a detailed and precise description of the facts that the complainant understands to constitute practices likely to constitute situations of harassment, namely as to the circumstances, time, place, identity of the victim or victims, identity of the harasser or harassers, as well as all means of testimonial, documentary or expert evidence that exist.
- 4 Complaints based on false statements, with the aim of raising false suspicions, will be subject to competent disciplinary proceedings under the terms of the legislation in force.

7. Procedure and Discipline

- 1 Whenever it becomes aware of situations or behaviours that may constitute discriminatory practices or harassment at work, either between employees or between

them towards third parties, a competent disciplinary procedure will be initiated within sixty days following the date of knowledge of these situations and/or behaviours, if they are practiced by employees subject to TISpt's disciplinary power.

- 2 The use of the position, function or any privilege for the manipulation of others or the obtaining of favours is also subject to disciplinary proceedings.
- 3 It is a disciplinary infraction to practice harassment by any employee, regardless of the functions they perform.

8 CONFIDENTIALITY PROTECTION

- 1 The confidentiality of the complaint, the complainants and the witnesses is guaranteed until the accusation is brought.
- 2 The complainant and the witnesses indicated by him cannot be sanctioned by disciplinary action, unless they act with intent, based on statements or facts contained in the case file, judicial or administrative offence, without prejudice to the exercise of the right to be heard.
- 3 Dismissal or other sanction imposed to punish an infringement is presumed to be abusive if it takes place within one year of the complaint or after another form of claiming or exercising rights relating to equality, non-discrimination and harassment.

9 VALIDITY AND DISCLOSURE

This Code enters into force immediately after its approval and will be made available on the TISpt intranet accessible to all employees.

This document was subjected to Internal Quality Control in accordance with the Quality Control Procedure for Documents (P2/05) as defined in the TISpt Management System.



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