

CODE OF ETHICS AND COMPLIANCE OF THE DONAVI COMMUNITY

Working translation of the original Portuguese document. In case of any discrepancy, the Portuguese version shall prevail.

PREAMBLE

This Code of Ethics and Compliance establishes the principles of conduct, integrity, governance and behavior applicable to all members of the DONAVI Community.

DONAVI is founded on a culture of solidarity, respect, transparency and cooperation, and this code is the basis of its ethical and social functioning.

All members undertake to respect and comply with the rules described herein, contributing to the protection of the community's integrity.

1. Fundamental Principles

All DONAVI members must guide their conduct by the following values:

- Integrity
- Transparency
- Respect
- Responsibility
- Solidarity
- Cooperation
- Good faith

These principles are mandatory in all interactions within the community.

2. Code of Conduct

2.1 General Behavior

All members must act with respect, courtesy and a collaborative spirit in all interactions.

2.2 Prohibitions

The following are strictly prohibited:

- hate speech
- discrimination of any kind
- moral, verbal or psychological harassment
- personal offenses or abusive behavior
- spreading false or misleading information about DONAVI

2.3 Communication Responsibility

Each member is responsible for how they communicate within the community and must avoid unnecessary conflicts and inappropriate language.

3. Transparency and Integrity

3.1 Truthfulness of Information

All members must provide information that is truthful, complete and up to date.

3.2 Community Trust

Trust among members is one of DONAVI's pillars — it is essential to maintain consistency, honesty and clarity in all interactions.

4. Anti-Fraud Policy

4.1 Prohibition of Fraud

Fraudulent practices, manipulation of information or improper use of the community are not permitted.

4.2 Suspicious Accounts and Behavior

DONAVI may monitor internal activities to protect the community.

Suspicious accounts may be temporarily suspended or removed.

4.3 Protection of the Community

Any attempt to abuse the system, gain an undue advantage or exploit members will be considered a serious violation.

5. Community Governance

5.1 Coordination Structure

DONAVI is managed by a team of coordinators and members responsible for the community's internal organization and operation.

5.2 Role of Coordinators

Coordinators are responsible for:

- ensuring compliance with the rules
- mediating internal situations
- supporting new members
- ensuring the community's balance

5.3 Impartiality

All decisions must be made based on criteria of fairness, balance and protection of the community.

6. Conflict Resolution

6.1 Principle of Dialogue

DONAVI always favors the amicable resolution of conflicts through dialogue.

6.2 Internal Mediation

Any disagreement between members should, whenever possible, be referred to DONAVI's mediation team.

6.3 Progressive Resolution

Conflicts must be handled progressively, avoiding unnecessary escalation.

7. Safety and Protection of the Community

7.1 Safe Environment

DONAVI is committed to maintaining a safe, respectful and collaborative environment.

7.2 Internal Measures

The community may apply measures such as:

- warning
- temporary suspension
- permanent removal

whenever necessary to protect the collective.

8. Official Communication

8.1 Official Channels

All relevant DONAVI communication is made through official channels.

8.2 Member's Responsibility

Each member is responsible for following official information and staying up to date.

9. Compliance and Conformity

9.1 Compliance with Rules

All members must fully comply with DONAVI's regulations.

9.2 Culture of Compliance

Compliance with the rules is not optional — it is an essential part of remaining in the community.

10. Protection of the Brand and Identity

10.1 Use of the Brand

The DONAVI brand, name, visual identity and official content are the property of the community.

10.2 Improper Use

Any use of the brand without prior authorization is prohibited.

11. Reports and Irregularities

11.1 Reporting Problems

Members may report suspicious situations or rule violations to the official channels.

11.2 Internal Review

All reports will be reviewed confidentially and impartially.

12. Changes to the Code

DONAVI may update this Code whenever necessary.

Changes will be communicated through the official channels.

Remaining in the community implies acceptance of the updates.

13. Final Declaration

By remaining in DONAVI, the member declares that they:

- understand this Code of Ethics and Compliance
- accept to fully respect its principles
- undertake to act with integrity and respect
- recognize the importance of ethical conduct for the community