

CODE OF CONDUCT

Prepared on October 2023 by Alisson Batres,

CEO Organizing Committee

58th Annual Assembly FELABAN Guatemala 2024

Our strategy and operating philosophy: • Develop and create extraordinary experiences promoting the Destination and mice industry in Guatemala • Provide consistent and outstanding guest service • Build and sustain the communities in which we work and live • Be fair, inclusive, and responsible in all we do Our approach to conducting business and creating entertainment experiences is built on four core values:

1. Teamwork
2. Integrity
3. Excellence
4. Inclusion

This vision, made up of our mission, beliefs, and values, represents who we are and what we stand for. These values make us a cohesive, collaborative, and consistent organization. They are the building blocks of the Code, which will help bring our vision to life. We believe that values drive behaviors, and that behaviors drive outcomes. These values become truly meaningful when they are put into action on a daily basis.

LEADING THE SHOW WITH INTEGRITY

Leading the SHOW with Integrity means that we uphold our values and mission by acting ethically and with integrity while pursuing our customer service objectives: • Smile and Greet • Own the Experience • WOW the Guest.

The Code is the cornerstone of our Ethics and Compliance Program, which helps drive the values of our business. The Code will provide us with the knowledge and empowerment necessary to speak up and report noncompliant, unethical, or illegal behavior.

WHO MUST FOLLOW THE CODE

This Code is a guide and policy for all 56th Annual Assembly FELABAN Guatemala, contractors, officers, and directors. The responsibility to follow the Code falls on all of us.

CONSEQUENCES OF VIOLATING THE CODE Violations of the Code can harm our reputation as the meeting and architect planners company that puts integrity first. Violations may also lead to disciplinary or legal action, depending on the nature and severity.

It is our responsibility to report any known violations or suspected violations of the Code, our policies, rules, regulations, or the law. Remember—if you see something, say something. Additionally, all employees must acknowledge their adherence to this Code upon hire.

ADDITIONAL RESPONSIBILITIES OF LEADERS, MANAGERS, AND SUPERVISORS

Leaders, managers, or supervisors who witness a violation of the Code or receive a report of a violation are required to report it. We take our leaders' responsibilities as mandatory reporters very seriously.

ACT ONE: TREAT OTHERS FAIRLY AND ETHICALLY We conduct business fairly, and that starts with the way we treat each other. We cultivate a diverse, inclusive, safe, lawful, and harmonious work environment that fosters respect for the humanity and dignity of all people.

LEADING A WORKPLACE FREE FROM HARASSMENT, DISCRIMINATION, AND RETALIATION At the Event, we set the stage for a lawful and harmonious work environment. We are committed to maintaining a workplace and public space free from discrimination or harassment based on: • Sex • Race • Color • National origin • Ancestry • Age • Religion • Disability • Perceived disability • Sexual orientation • Union affiliation • Genetic information • Any other status or classification protected by law in Guatemala and Paraguay Constitution.

LEADING A WORKPLACE FREE FROM HARASSMENT

Harassment is any unwelcome or unsolicited verbal or written statement or physical act that ridicules, disparages, or shows hostility toward an individual because he or she is a member of a group protected by law or because he or she has a characteristic protected by law. Harassment can create an intimidating, hostile, offensive, or abusive

working environment. It can also unreasonably interfere with an employee's job performance or opportunities.

Examples include (but are not limited to):

- Verbal conduct:
- Inappropriate remarks
- Insults or slurs
- Degrading nicknames, statements, stories, or jokes
- Negative stereotyping
- Hostile threats of physical harm
- Non-verbal or physical conduct, such as the display, circulation, or use of inappropriate:

- Notes, letters, or other written documents
- Pictures, cartoons, posters, objects, email messages, text messages, voicemail messages, web pages, or other social media
- Obscene or discriminatory gestures, physical threats, or physical assault
- Sexual harassment:
- Unwelcome sexual conduct, whether verbal, non-verbal, or physical conduct such as:
- Sexual advances
- Physical contact
- Requests for sexual favors
- Whistling/catcalling
- Repeated romantic invitations for dates
- Blocking another person's movements
- Or other conduct of a sexual nature including:
- Offering employment benefits such as favorable assignments, pay raises, bonuses, etc., in exchange for sexual favors
- Threatening an individual for rejecting sexual advances or propositions

HOW TO LEAD A SAFE WORKPLACE In order to prevent violence in the workplace:

- Unauthorized visitors are not permitted in the back-of-the-house.
- Vendors/contractors are required to sign in with Security and obtain a vendor/contractor badge to access the back-of-the-house.
- Employees are required to present their photo ID badges and cooperate with Security if asked for identification

Managers are required to maintain a safe work environment and take incidents or threats of violence seriously. Employees are not required to follow a chain of command to report violence. Employees who experience, observe, or become aware of an act of violence must report it immediately.

MEDIA USE IS IMPORTANT HOW TO LEAD A RESPONSIBLE ONLINE PRESENCE Social media allows us to have direct and meaningful exchanges with others. Ultimately, we are solely responsible for what we post online. Before creating online content, we must consider the risks and rewards that are involved. Any conduct that adversely affects our job performance or the performance of fellow associates, or otherwise adversely affects members, customers, suppliers, and people who work on behalf of the Company's legitimate business interests, **SHOULD NOT BE PUBLISHED.**

As more thoroughly set forth in the Company's Social Media Policy, we can engage with social media appropriately by:

- Knowing the Company rules and policies and ensuring our social media activities are consistent with such policies
- Recognizing the privacy of others
- Being honest and accurate when posting information or news
- Understanding and following the terms of use of the social media we utilize
- Never disclosing personal information about our customers, colleagues, or competitors
- Being fair to fellow employees, customers, members, suppliers, and people who work on behalf of the Company

Properly identifying and disclosing our relationship with the Company where appropriate and never presenting our personal views as the Company's views

- Never using social media while on work time or on equipment we provide, unless it is work-related as authorized by our manager

If we witness inappropriate behavior on social media, we report it just as we would report inappropriate behavior we might witness in person.

ACT TWO: BEING TRUTHFUL, FAIR, AND ETHICAL

In today's world, even a single act of dishonesty can destroy a company's reputation. That's why we pursue our business objectives with honesty and in full compliance with all applicable laws.

HOW TO LEAD WITHOUT CONFLICTS OF INTEREST As proud employees of Organization, S.A., we are known for our credibility and fairness. Conflicts of interest can threaten that reputation and jeopardize our relationships with customers and business partners. We put on our best show by making impartial decisions and striving to be sincere in all that we do. We must not engage, directly or indirectly either on or off the job, in any conduct that is disloyal, disruptive, competitive, or damaging to the Company. Such prohibited activity also includes:

- Any illegal acts in restraint of trade
- Acts that are inconsistent with the Company's compliance with its obligations under applicable laws and regulations including gaming, financial, and privacy laws and regulations
- Any activity in which we engage, on our own or on behalf of others, that could potentially harm the Company's competitive position, compete against the Company, or maintain employment with another employer or organization, or usurp Company opportunities

We own the experience by:

- Staying alert for activities or relationships that might affect our ability to remain unbiased
- Avoiding even the

appearance of a conflict of interest • Reporting any potential conflicts of interest • Reaching out for guidance if we aren't sure if a conflict of interest exists • Removing ourselves from the decision on how to resolve any conflicts of interest we are involved in.

HOW TO LEAD WITHOUT DISCLOSING NON-PUBLIC INFORMATION We protect our reputation as a reliable Company by protecting the information that is entrusted to us. Even the appearance of disclosing non-public confidential information or insider trading could harm our credibility. Insider trading is illegal and may result in serious legal difficulties for you, as well the Company. Whether information belongs to us or another company, we make sure to never share it or use it unlawfully. We maintain this standard by:

- Never disclosing inside information, even accidentally.
- Avoiding even the appearance of insider dealing or improper disclosure
- Never encouraging or allowing others to trade on inside information
- Never spreading false or manipulative information

WHY SUPPLIER RELATIONS MATTER HOW TO LEAD FAIR SUPPLIER RELATIONS Strong relationships with our suppliers provide a competitive advantage in the marketplace and support our mission to deliver the best guest experience. Maintaining healthy, strategic relationships allows us to leverage the assets, capabilities, and knowledge of suppliers to remain relevant. This is essential to our business's good health and growth. We will maintain a fair and ethical relationship with our suppliers by:

- Dealing fairly with suppliers, customers, tenants, and competitors.
- Selecting suppliers via a transparent, open, fair, and thorough process
- Making purchases of goods and services that are based on price, quality, service, and our commercial needs
- Never taking unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice
- Refraining from any private or professional activity that may undermine objective and independent decision making
- Never offering or accepting bribes, kickbacks, or other unlawful inducement that might influence or appear to influence purchasing decisions
- Never lending to or accepting a loan or credit from any of our customers, tenants, vendors/suppliers, or competitors, or from any of their employees, supervisors or managers, or other agents or representatives
- Never accepting money, gifts, or favors from any entity unless such money, gifts, or favors:

Are valued in the aggregate at \$500 or less in a calendar year, • Never sharing confidential information related to supplier quotes and bids with other suppliers or third parties.

HOW TO LEAD WITH CONFIDENTIALITY We can protect data and maintain confidentiality by: • Only sharing confidential information with those who are authorized • Not discussing sensitive matters in public places • Taking care to not work with confidential information in the presence of others • Securing data and devices with effective physical measures as well as passwords and encryption • Ensuring that visitors and guests do not enter restricted areas • Not connecting to unsecured Wi-Fi networks with company devices or when accessing company systems • Reporting any potential data or confidentiality breaches as soon as possible **SPOTLIGHT: WHAT IS “CONFIDENTIAL INFORMATION”?** Confidential information includes, but is not limited to, information: •

HOW TO LEAD WHILE PROTECTING INTELLECTUAL PROPERTY Our intellectual property is what sets us aside from our competitors. Keeping our intellectual property secure enables us to be unique and innovative. In addition, misuse of our intellectual property, or someone else’s intellectual property, could damage our reputation. All of our property names and venue names are protected by trademark law. We can protect and respect intellectual property by: • Never copying, distributing, displaying, or performing copyrighted works without an appropriate license or usage rights • Never registering or using Internet domain names or usernames if the name is the same or confusingly similar to any of our registered or common law trademarks • Never printing business cards that contain any of the Company’s trademarks, brand names, logos, or other identifiers without proper approval and through authorized means

- Remembering that the absence of a registration or symbol does not necessarily mean that the item is not protected by copyright or other intellectual property rights
- Never using trademarked of the Event name or logo for personal use • Seeking the guidance of our Legal Counsel before adopting a new slogan or name • Seeking the guidance of our Legal Counsel if we need to use copyrighted work

HOW TO LEAD WITH SOCIAL RESPONSIBILITY

We are committed to encouraging a diverse and inclusive workplace. We encourage diversity and inclusion by: • Building highly engaged, diverse, and effective teams • Encouraging team members to actively engage in achieving Corporate Social Responsibility (CSR) goals • Sharing information and seeking input from all of our team

members • Encouraging open communication of ideas, opinions, and suggestions • Speaking out if we feel our policies have been violated • Providing equal access to opportunities We engage with our local communities by: • Volunteering and participating in charitable activities • Ensuring that outside activities do not interfere with our job performance or create conflicts of interest.

HOW TO RESPECT THE RIGHTS AND SAFETY OF OTHERS We play an influential role in the entertainment and hospitality industry. With that influence comes the responsibility to take a stand against human trafficking. There is nothing more important than the dignity, equality, and fair treatment of all human beings. At Organización, S.A., it is our policy to ensure that we safeguard human rights in everything we do by:

- Refusing to look the other way if we see or suspect human rights violations
- Alerting contracted private Security if we see or suspect evidence of human trafficking
- Advising our suppliers and business partners that we expect them to comply with laws and governmental regulations that protect the health and well-being of workers and communities.