

ONE by BNP Paribas PROCEDURE 2019

[1] Associates

[1.1] ONE maintains an Associates list, which contains each associate's details: Name, surname, UID, personal email, birth date, civil status, number of children and company. This information is confidential and for internal purposes only.

[1.2] The registration in ONE is possible for all BNP Paribas Portugal workers with a permanent contract

[1.3] BNP Paribas Portugal Workers who are interested to be part of ONE should register in ONE website at <http://www.one-association.pt>

[1.4] If you are an internal employee of BNP Paribas Group, being an ONE Associate is completely free. No fees are required.

[1.5] If you are an external employee, an intern or a temporary worker, you are entitled to become an associate but you'll need to pay an annual fee of 75€. This fee will only be valid until the end of the current year, independently of the registration date. In the first week of the following year a new payment of the fee will be required to remain as an associate.

[2] Registration

[2.1] The username is always the UID and it will only be accepted personal emails (out of BNP Paribas) due to security reasons. After approval, an automatic email will be sent with the respective accesses to the page.

[3] Activity Communication

[3.1] The Activity's Communication is made via email to all ONE associates.

[3.2] The activity's details will also be posted in ONE's page and Facebook page.

[4] Activity Registration

[4.1] The activities' communication will have a registration start period (day and hour), normally the day after the communication was made.

[4.2] The registration is done directly in ONE's page, after completing the checkout process. The person doing the order is registered on that order. If the person is only registering other people, it's necessary to inform that on the Checkout section, in the Activity Registration Details. No exceptions will be accepted. Further modifications on the registrations will imply the order cancellation.

[4.3] Only the applications received after the registration start period will be considered.

[4.4] In accordance with the above point, registrations done before the starting period will be deleted with no notification to the associate.

[4.5] Each registration can include a maximum of two different people. At least one of the participants must be an Associate. Non-associate participants, like family, can only be included when the activity is open for non-associates.

[4.6] Activities for kids will have specific rules for registration. ONE will communicate the rules in the activity's description. Only Associate's direct children will be accepted.

[4.7] Duplicated registrations will be cancelled. The Associate with more than one application on the activity will be notified by email concerning the rejection of the duplicated registrations and his vacancy lost. The Associate will have the opportunity to make a new valid registration.

[4.8] A confirmation via email is always sent to the participant in order to acknowledge its registration. A second validation by email will be sent if your registration is confirmed. No payment should be done before the validation (second notification). If we receive a payment and no validation was sent from our side there will be no refunds.

[4.9] There will be a registration deadline for each ongoing activity. Registrations after the deadline will not be accounted.

The registration deadline will be terminated if we receive more than 100% of the available place. ONE will inform all the participants of the lottery date (please check the below point).

[4.10] If the registrations exceed in 50% the available places, there will be a public lottery, transmitted live in Skype to determine which registrations can participate and which ones will remain in waiting list. The full list with results will then be sent by email to all the candidates of the activity.

[5] Payment

[5.1] Payment is to be made within the following five calendar days after the registration validation sent by ONE.

[5.2] Exceptionally, the time period to make the payment can be shorter, due to external circumstances. In this case, it will be informed by email.

[5.3] ONE can propose a split of the payment into several fractions. The deadline of each fraction will be communicated and must be respected. The five business days rule will also apply to the fractional payments.

[5.4] The payment is made via MB reference. The details will be automatically communicated to the associate upon confirmation..

[5.5] Each reference is applicable only to one activity's payment, unless you have received instructions to use the same ones on fraction payments.

[6] Registration Refunds

[6.1] The registration can be cancelled by the associate between the activity starting period and registration deadline, with full payment amount refunded.

[6.2] After the registration deadline, if there's a waiting list, ONE will hand over the registration to the next person in the waiting list and return the registration payment. If there's no waiting list, no registration payment will be returned. Regardless that fact, the person may indicate an associate as a replacement.

[6.3] There will be no type of refund if the cancellation is done one week before the activity, even on the situations indicated on point 6.2.

[7] Activity Attendance

[7.1] No shows on the activity day without a preventive contact and a meaningful justification will imply the payment of the actual activity cost, which means paying the difference between associate and non-associate price.

[7.2] The above is valid for the totality of the activity. No show on part of the activity without a preventive contact and a meaningful justification will also imply the payment of the actual total activity cost.

[7.3] Accepted justifications, with document proof:

- a) Professional blockage (major incident, sudden lack of staff,...)
- b) Death, accident, disease or hospitalization of the associate or direct family members
- c) Car accident, theft or violent occurred on the way to the activity
- d) Flight delay or flight cancellation
- e) Public strikes

[7.4] The lack of payment of this activity cost will cause the Associate's suspension until payment is made, meaning that no registrations will be accepted in any of ONE's activities until the debt is settled.

[8] Activity Cancellation by One

[8.1] Each activity is communicated with a minimum or a maximum of possible registrations. If the minimum isn't reached, ONE will communicate the activity's cancellation.

[8.2] Weather conditions or cancelation by one of our providers may be also a reason to cancel an activity.

[9] Sanctions

[9.1] If an associate incurs in a breach of the internal regulations and/or legal dispositions, may suffer the following sanctions:

- a) Registered reprimand
- b) Suspension for a period of time
- c) Expulsion

[9.2] The application of reprimands and suspension sanctions shall be decided by the Management from each an appeal can be filed to the General Meeting.

[9.3] The associate can incur on expulsion from ONE if there's a continuous disrespect regarding ONE's procedure, rules or towards any executive member of ONE. The expulsions shall be decided exclusively on a General Meeting.