

CODE OF ETHICS

Common code for partner companies, clients, and independent agents:

To comply with professional ethics, the practitioners commissioned by Alpax S.A. agree to:

- 1*** Perform their work with respect and dignity for others. Be attentive to personal problems and needs while respecting people's privacy.
- 2*** Maintain absolute professional secrecy; observe strict confidentiality.
- 3*** Refuse to use any practice and/or technique outside the scope of their skills, abilities, qualifications, and available means.
- 4*** Never offer a medical diagnosis of the client's health condition and never criticize the diagnosis of health professionals. When necessary, direct the client to a health professional. Never prescribe medication in any form whatsoever.
- 5*** Refuse to massage anyone who says he is sick, injured, or under medical treatment, without the approval of his primary care physician, referring physician, specialist, or any other duly qualified health professional.
- 6*** Discuss with each client at the initial session whether a massage is advisable for his condition. In particular, massage would be contraindicated in illnesses involving the bones (osteoporosis), surgery, infectious diseases (bacterial or viral, high fever), or heart conditions (arteriosclerosis, hypertension, pacemaker). In addition, a doctor's note is required for all types of cancer, circulatory problems, phlebitis, and pregnancy. We also recommend against massage immediately after eating.
- 7*** Respect the client's right to modesty by observing the norms of decency during the session and while the client is dressing and undressing, and by never requiring nudity.
- 8*** Respect the client's political, religious, and philosophical beliefs and avoid all attempts at conversion.
- 9*** Respect the rules of personal hygiene and the dress code; follow instructions for all materials used.
- 10*** Refuse to work while being in a condition, wearing clothing, or under circumstances or on premises likely to compromise the quality and dignity of the profession or the client's safety.
- 11*** Be fully knowledgeable about the products used, how and under what conditions to use them when providing massage.
- 12*** Have professional liability insurance, all qualifications and certificates required by their specialization, and an AVS pension certificate.

Additional code for independent agents:

In addition, the practitioners commissioned by Alpax S.A. agree to:

13* Observe at all times the internal rules and instructions of the partner company where they are working.

14* Arrive at the work site at least 30 minutes prior to the start of the session in order to set up the required equipment according to the instructions provided by Alpax S.A.. Exit the premises within 30 minutes of the final personal care and wellness session, leaving the area just as clean and orderly as they found it.

15* Wear immaculate professional attire.

16* Be extremely polite and eager to serve the clients.

17* Observe impeccable personal hygiene — clean, short nails; fresh breath.

18* Refuse all requests for services of a sexual nature. If such a request occurs, immediately interrupt the session and inform Alpax S.A., who will take the appropriate measures directly with the partner company or the relevant authorities where necessary.

19* Before each session, attach mattress protectors, set out clean bath towels, and change the headrest covers. Make sure the music and decoration are set up and the scented candles lit.

20* After each session, carefully fold the equipment and dispose of the used towels and sheets in the bag provided. The practitioner will then store these items in the area indicated by the partner company, to be collected later by an Alpax S.A. member.

21* Inform Alpax S.A. immediately if any problems arise while working, e.g., delay passing through security, materials not available, etc.

22* Confirm the schedule at the end of the day after each session.

23* Immediately inform Alpax S.A. of any unexpected absence (illness, accident).

24* Send an invoice once every 30 days for services rendered.

Geneva, 1 April 2016