



## Terms and Conditions

ReverseMi AGM 2026

April 11-14<sup>th</sup>

Venue: Casa Grande Hotel Resort & Spa

Guarujá, Sao Paulo, Brazil

### General

Unless annual fees are paid in full, members will not be allowed to participate in conferences.

Members are expected to cover the cost of the following when attending the conference:

- a) Room charges (inclusive of full international breakfasts) during the conference and can be booked directly with the Venue
- b) Airfare and transportation to and from conference venue
- c) All “travel and entertainment” incidentals
- d) Travel VISA (if required)
- e) Conference registration fees per attendee which covers:
  - i. Conference package (inclusive of coffee/tea breaks)
  - ii. Lunches during the conference days
  - iii. One welcome party / cocktail and one/two evening dinner depending on the flow of the program for the conference (inclusive of food and beverages)
  - iv. Any other items clearly defined as part of the program by ReverseMi

Registration/delegate fees must be paid in full prior to the commencement of the conference. All are in USD unless otherwise specified.

Members will be expected to register online for the event via [www.reversemi.com](http://www.reversemi.com) and will be able to book their hotel accommodation via the link/email provided in the Conference Package information.

Each Member is responsible for their own welfare during the conference.

### Payment

Payment of Conference Fees should be made in Full no later than March 1<sup>st</sup>.

### Marketing

ReverseMi will be using material gained from the Conference, which will include photo's company names and details to promote and publish this and future events. By registering for the ReverseMi Conference you are accepting the terms and conditions and specifically the use of your photograph and company name in various media and social media forums.

### Insurance

It is highly recommended that each Member attending the conference should have appropriate Travel and Health insurance for their stay in Brazil.

## **Cancellation**

Members who have confirmed through the registration form that they will attend the conference will have up until March 1st 6pm CET (Central European Time) to cancel, at which time their Conference Fee's will be refunded in full. An Administration fee of USD40.00 will be deducted from their conference fees when the refunded amount is transferred.

Subsequently those that have not made full payment of Conference Fees by March 1st will not be confirmed as an attendee and the hotel will be notified and any accommodation cancelled.

Members that cancel their Hotel booking will be subject to the cancellation policy of Casa Grande Hotel Resort & Spa, available on request.

## **Hotel Bookings**

Members and Guests who have registered for the event will be required to book their own accommodation via the email provided by Casa Grande Hotel Resort & Spa. All Members and Guests will be provided with an email and booking code to make their booking with our agreed ReverseMi negotiated rates. Rooms are on a first come first served basis, ReverseMi cannot guarantee room availability, so bookings must be done early.

All Room rates and associated hotel services are quoted by the hotel in BRL.

Any requirement for your stay at the hotel must be made directly to the hotel. If the event is postponed, ReverseMi will not be able to guarantee the same hotel rate for new dates.

Please ensure you carefully read the Casa Grande Hotel Resort & Spa Terms and Conditions. You need to be aware of cancellation charges, when these apply, early check out fees, terms of payment, etc.

## **Airport Transfers**

ReverseMi will organize group transfers between São Paulo/Guarulhos International Airport (GRU) and the Casa Grande Hotel Resort & Spa at designated scheduled times. Participants wishing to use this service must book their transfer in advance and complete payment no later than March 1st.

Please note that ReverseMi will not be responsible for any flight arrangements, delays, cancellations, or inaccuracies in flight details provided by participants. It is the responsibility of each participant to ensure that their flight schedule aligns with the designated transfer times.

No refunds will be provided for transfer bookings affected by flight delays, changes, or cancellations.

## **Personal Wellbeing and Health while at the Conference**

All attendees are encouraged to take personal responsibility for their health and safety. It is advised to follow any recommended guidelines and protocols in place during the event to ensure a safe environment for everyone involved. Participants should also carry any necessary medications or health supplies they may need and consult with healthcare professionals if they have any specific concerns regarding their health during the event. By attending, members and guests acknowledge and accept these terms and agree to hold REVERSEMI and Casa Grande Hotel Resort & Spa harmless for any health-related issues that may arise.

## **Code of Conduct**

Anyone associated with ReverseMi should endeavor to maintain the highest standards of personal and professional conduct. We have put this Code in place to ensure that our members and associates can engage with

each other in a supportive and mutually respectful manner. The Code underpins our commitment to develop a global community of Logistics Professionals dedicated to the improvement of the Pharma Supply Chain.

The principles of the Code of Conduct

All members and non-members associated with REVERSEMI are expected to act in accordance with the principles outlined in this document. The Code is based on seven key principles outlined below:

1. Responsibility and accountability

You should be aware of the ethical, legal, and professional responsibilities of REVERSEMI and of your own institution. You should avoid personal and professional misconduct that might bring REVERSEMI or the reputation of the profession into disrepute, recognizing that legal action that reflects on your suitability to operate in the field of Logistics may be regarded as misconduct by us.

You should encourage and support fellow members in their professional development and, where possible, engage with and mentor new entrants to our profession.

2. Integrity and honesty

You should:

Be honest and accurate in representing your professional affiliations and qualifications, including such matters as knowledge, skill, training, education, and professional experience.

Take reasonable steps to ensure that your qualifications and competencies are not misrepresented by others and to correct any misrepresentation identified. You must recognize and clarify the limits of your knowledge, skills, training, qualifications, education, and experience.

Be honest and accurate in conveying professional conclusions, opinions, and research findings, and in acknowledging their potential limitations.

Not use your REVERSEMI membership as a means of conveying a level of competency or professional standards, as we are not an accrediting body and there is no assessment of competency to attain/retain membership.

3. Compliance with Laws, Rules, and Regulations

All members are committed to International and local laws, rules, and regulations. Compliance is important part of membership, and all associated with the group shall follow industry Compliance standards.

4. Respect and fairness

We are committed to maintaining and promoting a professional community in which people treat each other with dignity and respect. You should not discriminate against, bully or harass others on the basis of: cultural and role difference, including (but not exclusively) those involving age, disability, education, ethnicity, gender, language, national origin, political beliefs, race, religion, sexual orientation, marital or family status and socio-economic status. You should respect the knowledge, insight, experience, and expertise of fellow members, (regardless of career stage and length of REVERSEMI membership) relevant third parties, and members of the general public. We recognize as bullying, behavior that may be characterized as offensive, intimidating, malicious or insulting, an abuse or misuse of power through means intended to undermine, humiliate, denigrate, or injure the recipient. Bullying does not need to be deliberate; someone may demonstrate bullying behavior, which falls within the above definition, without intending it. Whatever form it takes, bullying is unwarranted and unwelcome, and can cause embarrassment, fear, humiliation, or distress to an individual or group of individuals. Bullying often results from a misuse of individual power derived from status/position, physical strength, or force of personality. It can also follow from collective power arising out of a strength of numbers. We recognize as harassment any unwelcome verbal or physical behavior, including sexual advances, when the unwanted

conduct has the purpose or effect of either violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. Harassment does not need to be deliberate; someone may harass another person without intending to. In some situations where the unwanted conduct is serious, a single incident may constitute harassment. In other situations, conduct may become harassment if it is repeated or sustained. The following list provides examples of the types of behavior which can amount to harassment, although the list is, by no means, exhaustive:

- Unwelcome physical contact or physical interaction: This may range from unnecessary touching or brushing against another's body, physical assault, coercive sexual relations, physical threats, insulting or abusive behaviors or gestures. It may also encompass invading someone's "personal space" by standing very close to him/her where this is unnecessary.
- Unwelcome verbal conduct: This may include the making of remarks and comments about appearance, lewd comments, sexual advances, innuendo, and banter, the making or repetition of offensive or stereotyped comments, jokes or songs, the making of threats and the making of patronizing comments.
- Unwelcome written or visual interaction: This may include sending unwelcome emails, text, whatsapp, viber weechat messages, or pictures, and displaying or sending offensive material on any REVERSEMI social media/websites/blogs etc.
- Harassment, bullying and victimization of members, or by members by electronic methods Given the current reliance upon electronic means of communication it should be specifically noted that harassment, bullying and victimization by electronic means is also unacceptable. For example, this might involve:
  - Sending emails (with or without attachments) which breach the terms of this Code.
  - Inappropriate copying of emails to parties not seen as relevant to the discussion, as a way of intimidating or inappropriately gaining leverage over other members, guests, volunteers, or staff.

If any of the above should occur REVERSEMI will immediately dismiss the member or guest from the conference with no reimbursement of registration or associated fees. REVERSEMI will then engage with local authorities to determine whether further action is required.

#### 5. Privacy and confidentiality

You should respect the individual and collective rights to privacy and maintain confidentiality in compliance with international law and regulations (please read our Privacy policy for more information)

#### 6. Avoidance of personal gain

You should neither offer nor accept bribes or inducements either on a personal basis or on behalf of the Association. More information on this can be found in our Donations, sponsorship, and fundraising policy - coming soon.

#### 7. Conflict of interest

You should declare to REVERSEMI Executive any competing professional or personal interests that may be pertinent to your activities within REVERSEMI and REVERSEMI-supported events and working groups. This includes any professional/academic disputes, whistleblowing activity within your academic work and issues/disputes over your research integrity. Any activities undertaken in the REVERSEMI name must be

consistent with our vision, strategic objectives and the principles outlined on our About REVERSEMI page. If a conflict of interest does arise, you must inform the REVERSEMI Director immediately the matter becomes apparent and should take the following actions:

- abstain from the activity in question
- declare a conflict of interest and pass the role to a colleague or
- stand down/withdraw from the activity in question.

Failure to do so, may lead to the imposition of actions, including a ban on attendance/participation at specific REVERSEMI events or activities and ultimately termination of membership. You can find more information about conflict of interest in our conflict-of-interest policy (coming soon) and disclosure policy (coming soon).

This Code of Conduct specifies principles to which all REVERSEMI members and associates should adhere. It is intended to encourage trust and respect within our community. While the Code is comprehensive in scope, it may not cover every issue that may arise. If you have any doubts or queries as to its contents or purpose, you are free to contact the REVERSEMI Director. Finally, if you feel any aspect of the Code has been breached in your interactions with REVERSEMI activities and events, please make use of our complaint's procedure.

## **Law**

Members will comply with all applicable laws, statutes, codes, ordinances, rules and regulations, including any applicable Hotel policies.

## **Governing Law**

This Agreement shall be governed by and construed and enforced by the laws of country where the event is taking place.

## **Confidentiality**

ReverseMi request that all Conference details prior, during and after the event be kept confidential. You will be able to release information to others once you have received sign off from the ReverseMi Director.