



Code of Conduct

1. Integrity and Ethics:

- We are committed to the highest standards of integrity and ethical behavior in all business activities.
- We act with honesty, transparency, and accountability, taking our obligations to customers, employees, and partners seriously.

2. Customer Focus:

- We are dedicated to providing excellent customer service and strive to understand and meet the needs and expectations of our customers.
- We treat all customers fairly, respectfully, and professionally, aiming to build long-term customer relationships.

3. Workplace Environment:

- We create a safe, inclusive, and collaborative workplace environment based on respect, equality, and diversity.
- Discrimination, harassment, or bullying in any form are not tolerated.

4. Responsibility to Environment and Society:

- We recognize our responsibility to the environment and society.
- We pursue sustainable business practices, responsible resource management, and environmental protection.

5. Compliance and Legal Obligations:

- We adhere to all applicable laws, regulations, and standards, acting with the highest legal and ethical standards.
- We take our responsibility for compliance seriously, implementing measures to prevent violations.

6. Confidentiality and Data Privacy:

- We handle confidential information and personal data with the utmost care and comply with all applicable data privacy regulations.
- We ensure the confidentiality of customer information, trade secrets, and other sensitive data.

7. Business Relationships and Conflicts of Interest:

- We maintain fair and respectful business relationships with customers, suppliers, partners, and competitors.
- Conflicts of interest are avoided or transparently disclosed and managed in the best interest of the company.



8. Communication and Openness:

- We communicate clearly, honestly, and in a timely manner with our internal and external stakeholders.
- We encourage open communication, actively listen, and respect the opinions of others.

9. Workplace Safety and Health:

- We prioritize the safety and health of our employees and strive to provide a safe working environment.
- We promote safety awareness, risk prevention, and appropriate safety measures.

10. Reporting Violations:

- We encourage employees to report violations of the Code of Conduct or other ethical concerns.
- We ensure whistleblower protection and treat all reports confidentially.

Each employee has the responsibility to understand, comply with, and apply the Code of Conduct in their daily actions. This Code of Conduct serves as the foundation for our behavior and decision-making, reflecting our shared values and standards.

Spomenko Tomić

