

THE CODE OF ETHICS



Code of Ethics in Concept sp. z o.o. (Ltd.)

Mission of the Company

The Company's mission is to provide Customers with the best quality products available on the market, as well as to provide the highest quality of services to ensure the safety of health and life.

Chapter I. General principles.

Art. 1

The Code of Ethics sets out the principles and ethical values that express the standards of conduct of employees and co-workers with respect to the Mission of the Company and the implementation of its strategy.

Art. 2

The Code of Ethics complements and enhances the standards of conduct set forth in the regulations governing the rights and obligations of employees, serving to build effective and transparent operations of the Company and to build the trust of Customers.

Art. 3

Behavioural patterns and ethical standards set out in the Code of Ethics apply to all employees of the Company. If the Code of Ethics mentions an employee, analogous principles apply to co-workers regardless of the type of contract of cooperation (civil law contracts).

Art. 4

Work in the Company serves the common good of employees, contractors and the Company itself.

The performance of duties by an employee within the framework of the assigned tasks requires the respect of generally applicable norms and regulations of law, the observance of the principles of social coexistence and good manners.

An employee uses the rights granted to him/her exclusively to achieve the objectives for which the rights have been entrusted to him/her.

Chapter II. Basic standards of employee behaviour.

Art. 5

When performing the tasks entrusted to him/her, the employee acts in accordance with the standards of conduct and ethical values which they are:

1. lawfulness,
2. honesty, reliability and responsibility,
3. professionalism in action,
4. partnership,
5. apoliticism,
6. courtesy and kindness in contacts with Customers, superiors, subordinates and co-workers,
7. high personal culture and suitability of clothes.

Art. 6

Notwithstanding the obligation to comply with the standards of conduct and ethics set out in art. 5, a staff member shall:

1. strive to meet the requirements of the Customer to a degree exceeding his expectations, according to the principle of "fully satisfied customer",
2. continuously improve their skills and professional qualifications, as well as develop specialist knowledge in order to achieve the best possible results at work for the benefit of the Company,
3. demonstrate initiative, entrepreneurship and innovation,
4. take care of the Company's assets, image and good name, showing due diligence and thriftiness,
5. respect and protect Company attributes, in particular the name and logo of the company,
6. identify with the Company's brand, which is a special resource and a unique value strengthening the sense of belonging to the Company,

7. be respectful of intellectual values and organisational culture,
8. represent the Company with dignity in the workplace and beyond,
9. apply generally accepted standards of courtesy in direct contacts, telephone calls and correspondence,
10. take care of your appearance and spoken words,
11. engage in political activity only as private individuals and not as representatives of the Company,
12. not use for their private activities the Company's assets or working time during which they are obliged to perform tasks for the Company,
13. oppose actions that threaten the Company's prestige, credibility and trustworthiness,
14. not to undertake any work that would interfere with the performance of duties or negatively affect the objectivity of the decisions made,
15. not to copy and use materials owned by others, without the owner's agreement,
16. refrain from carrying trademarks of competitors.

Chapter III. Customer Relationship.

Art. 7

Customer relations are based on mutual trust.

The Client is treated in a professional, reliable and honest manner with respect to the agreed terms of service.

The employee makes all his knowledge and professional experience available to the Client.

The Client has the right to full information about the products and services offered by the Company, their prices and terms of sale, and any circumstances affecting the performance of the service and mutual relations.

Art. 8

In contact with the Client, the employee:

1. treat all Customers equally without any pressure, does not accept any obligations arising from relationship, acquaintance and refrains from promoting any Customers,
2. enables Customers to access information within the limits set by law, in particular the confidentiality of the Company,
3. undertakes to provide a service that can be properly and timely performed based on the actual capabilities of itself and the persons involved,
4. it preserves the confidentiality of information from the Client, does not disclose it and does not use it for financial or personal gain,

5. does not provide third persons with information on the scope of services provided to individual Customers,
6. behave courteously, culturally and professionally, provide advice and assistance in order to achieve the highest possible standard of service and provide the Customer with complete satisfaction.

Chapter IV. Relationships between employees.

Art. 9

Relations between employees are based on the principles of partnership, understanding and kindness, as well as the promotion of friendly relations.

Art. 10

In relations within the organization, an employee:

1. shares knowledge and experience with colleagues,
2. respects the knowledge, experience, qualifications and views of other employees,
3. creates a good and inspiring atmosphere in the work environment, conducive to ethics, culture and effectiveness,
4. takes care of proper interpersonal relations by observing the rules of correct behaviour,
5. points out and condemns all forms of mobbing and discrimination, immediately reporting them to superiors,
6. working in a team strives for a consensual cooperation defined more as understanding of tasks and responsibilities than dependence on the company,
7. does not disseminate information that endangers the personal interests of other employees and Customers, as well as gossip that leads to conflicts and disrupts proper relations within the Company.

Chapter V. Conflicts of interest - relations with competitors, attitude towards competitors.

Art. 11

Employees do not allow situations that could lead to a conflict between the Company's interest and the employee's private interest to arise.

In a situation where an employee's private interest is in conflict with the Company's interest, the employee should ensure that the conflict of interest is resolved for the Company's benefit.

Art. 12

While employed by the Company, employees refrain from conducting any activities related to the Company that are competitive to the Company's business:

1. consulting, consultation, or temporary employment for the benefit of entities whose interests interfere with the interests of the Company,
2. conducting competitive activity as defined in the Company's contract,
3. secret financial relations with competitors or entities cooperating with the Company,
4. undertaking work for third parties using the Company's working time and assets and colliding with the duties performed.

It is treated as inadmissible:

1. breach of professional secrecy,
2. corruption, fraud, abuse in the process of obtaining customers and contractors,
3. violation of the law and applicable regulations.

In circumstances where an employee is engaged in activities that may conflict with the Company's interests, the employee is required to make a written statement to that effect.

In such a case, the employee should be prepared at the request of his/her superior to cease running the business or to resign from the Company.

In connection with the performance of their duties, employees refrain from accepting and seeking material benefits from other companies or persons (cash, gifts, awards, loans, employment or services provided by customers, contractors, etc.).

Approval of material benefits may take place when the object is an advertising or promotional object or an object of small value customarily presented during the ceremony, occasion, and at the same time has no influence on the tasks and decisions.

If the item has a higher value or is difficult to determine, the fact of receiving the item should be immediately reported by the employee to the superior.

Chapter VI. Liability.

Art. 13

Every employee is obliged to observe the principles of the Code of Ethics and to react to its violation.

Each employee of the Company is obliged to immediately inform the immediate superior about any violation or justified suspicion of violation of the provisions of this Code. An employee reporting a violation is guaranteed full anonymity.

Non-compliance or violation of applicable rules and ethical standards is considered an activity detrimental to the Company.

Employees who violate the Code of Ethics will be liable to disciplinary action under the provisions of the Labour Code. Violation of the Code of Ethics may result in termination of employment contracts or discontinuation of further cooperation.

The provisions of this Code can be a guideline for the interpretation of what type of evaporator behaviour constitutes action to the detriment of the Company, and can also be helpful in indicating the reason justifying the termination of the employment contract.

Chapter VII. Final dispositions.

Art. 14

The Code of Ethics shall be amended in accordance with the procedure laid down for its establishment.

Art. 15

The Code of Ethics is made known to employees by sending its contents to all organizational units, placing it on the Company's website and posting it in the Company's registered office.

Art. 16

The provisions of the Code of Ethics come into force on 20.10.2016 r.