



CODE OF ETHICS OF **THE COMPANY GROUP**

**CULTURAL AND ETHICAL PRINCIPLES
OF A RESILIENT ORGANISATION**



ABOUT EIKA'S CODE OF ETHICS

This Code of Ethics is based on values of the EIKA Group, according to which we live and which we want to share with people around us. Our values – responsibility, honesty, learning – raise expectations to be a reliable partner for our clients and a responsible member of the community.

To enable our ambition to follow high-level ethical principles in our activities, we have created this set of commitments.

Our Code of Ethics gives general guidelines on how we want and need to act in our interactions with our employees, with our clients, the communities in which we operate, other stakeholders, and what behaviour we expect from our business partners, as they are a very important part of our business.

EIKA's Code of Ethics is key to the implementation of our values. We invite you to read it and take part in its implementation.

STRUCTURE OF THE CODE OF ETHICS

**COMMITMENTS IN
THE WORKPLACE**

**COMMITMENTS
IN THE MARKET**

**COMMITMENTS
IN SOCIETY**

COMMITMENTS IN THE WORKPLACE

**HEALTH, SAFETY,
AND WELFARE OF
EMPLOYEES**

**FAIR WORKING
ENVIRONMENT,
DIVERSITY, AND
INCLUSION**

**PERSONAL
GROWTH AND
DEVELOPMENT**

HEALTH AND SAFETY OF EMPLOYEES

Health and safety of employees is prevention of accidents and creation of healthy and safe working environment for our employees and the public that deals with our projects. Our priority is the environment without injuries.

The principles we follow to ensure the health, safety, and welfare of employees:

- We create a working environment that ensures health, welfare, and safe working conditions.
- We ensure that our partners' employees are properly trained and equipped with the necessary equipment to perform their work safely.
- We aim to be leaders in our industry in the field of health and safety, creating an environment without injuries.

FAIR WORKING ENVIRONMENT, DIVERSITY, AND INCLUSION

A fair working environment is the guarantee of equal pay and working conditions for employees and the promotion of diversity and inclusion. We value authenticity in our organization and expect it from our partners.

Seeking a fair and inclusive working environment, we adhere to the following principles:

- We strive to ensure equal working conditions for employees, including full comfort of the workplace.
- We respect all individuals and strive to work together and foster open, respectful communication.
- We strive to create working conditions where our employees do not overwork and maintain a good emotional and physical state in teams.
- We select responsible partners who comply with laws and regulations, respect internationally recognized human rights and ensure appropriate working conditions.

COMMITMENTS IN THE WORKPLACE

PERSONAL GROWTH AND DEVELOPMENT

Opportunities for personal growth and development help to develop the talents of our organization and their potential, so we constantly encourage employees to pursue both personal and professional growth.

The principles we follow in fostering a culture of growth and development within the organization:

- We offer employees training and development opportunities, encourage learning by sharing good practices.
- Employees have the right to receive and give feedback to their supervisors.
- We encourage a transparent career within the company.

COMMITMENTS IN THE MARKET

**RELATIONS WITH
STAKEHOLDERS**

**CONFLICTS OF
INTEREST AND FAIR
COMPETITION**

**QUALITY
ASSURANCE**

RELATIONS WITH STAKEHOLDERS

Our communication with stakeholders determines how our organization is perceived in the market. It is important for us to build long-term relationships based on mutual understanding and trust.

The principles we follow in our interactions with stakeholders:

- In our relations with stakeholders, we are guided by the values of EIKA.
- We strive to build sustainable long-term relationships in every transaction.
- We regularly collect our clients' feedback and improve our products and services keeping them in mind.
- We thoroughly analyse every negative client feedback and, in cooperation with the client, take corrective action.

CONFLICTS OF INTEREST AND FAIR COMPETITION

Conflicts of interest arise when the interests of different parties contradict. This may be due to hospitality, gifts, charity or political contributions, sponsorship, close relationships, and other forms of involvement in relations with an entity that competes or has a business relationship with the EIKA Group.

To ensure that our decisions are made without a conflict of interest, we adhere to the following principles:

- In taking decisions, we apply the principle of "four eyes".
- Possibly interested persons abstain from the decision-making process.
- We accept gifts as the organisation (not personally) and only when they do not distort objectivity in decision-making.
- When we give gifts, it is to thank people for their cooperation rather than to get any favours or business benefit.

COMMITMENTS IN THE MARKET

QUALITY ASSURANCE

One of our values is to act responsibly in creating future spaces for our clients and ensuring quality, which is why our goal is to pursue meeting of the highest requirements and quality and to exceed our clients' expectations.

To ensure the quality of the services and products we provide, we adhere to the following principles:

- Each employee is responsible for the client service quality at each stage.
- We recognize and strive to correct defects in our work in accordance with our contractual obligations.
- We encourage employees to see their personal contribution to the final result.

COMMITMENTS IN SOCIETY

**SUSTAINABILITY
AND THE
ENVIRONMENT**

**RELATIONSHIPS
WITH COMMUNITIES**

**RELATIONS WITH
PUBLIC INTEREST
INSTITUTIONS**

SUSTAINABILITY AND THE ENVIRONMENT

Our sustainability commitments are related to reducing the negative impact of our activities on the environment. To reduce it, we are committed to using resources responsibly, creating sustainable design buildings, measuring and managing negative impact on the environment.

A detailed description of the commitments and objectives is presented in Eika's Sustainability Strategy, which we seek to build on when planning projects and taking decisions.

RELATIONSHIPS WITH COMMUNITIES

The communities in which we operate are an important part of our activities. By our activities, we aim to invest in the welfare of the communities and the creation of sustainable relationships.

We build relationships with communities based on the following principles:

- We create educational opportunities that have clear and long-term benefits for community members.
- We create new opportunities for development and jobs in the communities in which we operate.
- We have an open approach to having a dialogue with those affected by our activities.

COMMITMENTS IN SOCIETY

RELATIONS WITH PUBLIC INTEREST INSTITUTIONS

Communication with public interest institutions is an integral part of the activities of the EIKA Group. By responding properly and in time to the institutions' inquiries, we contribute to smooth mutual cooperation.

To ensure open and respectful communication and cooperation, we stick to the following principles:

- We sincerely have a deep look at the public interest.
- We cooperate transparently with the institutions to achieve a result that creates mutual value.
- We do not solicit, accept, pay or offer to pay bribes either directly or through external parties acting on our behalf.