

2. Companies shall ensure that their products meet the declared quality parameters and requirements included in national and international standards;

3. The customer has the right to receive professional care by the team of employees to meet all their requirements. Technology improvement, honesty and reliability in fulfilling the tasks is used to increase product quality;

4. If for some reason we can not meet the agreed requirements and deadlines, we inform the customer without delay and seek an alternative solution together with him;

5. We protect the assets of our customers and do not damage their reputation. All those who come into contact with information about the customer company treat such information as confidential and will protect it from possible abuse.

## ENVIRONMENT

1. KASPER group companies and their employees adhere to all applicable laws relating to the creation and protection of all environmental sectors and they carry out all waste management activities in accordance with the decisions issued by state authorities;

2. All companies have implemented an integrated management system covering the environmental area certified according to ISO 14001 standard.

## FINAL PROVISIONS

1. Every employee is obliged to act in accordance with the principles outlined in the Code of Ethics and is entitled to demand the same attitude from other employees, regardless of their status. At the same time they are entitled and obliged to draw attention to the possible contradictions between the principles of the Code of Ethics and behaviour of their co-workers, regardless of the position held;

2. A person who violates the Code of Ethics will be subject to disciplinary action and a penalty will apply; in extreme cases, they can be dismissed from their job;

3. The employer is obliged to acquaint all employees with the full Code of Ethics;

4. An employee shall confirm with his signature that they were acquainted with the Code of Ethics, understand its content and take into note the principles and guidelines that are in it, and that they will follow them;

5. The Code of Ethics will be available for viewing at any line-manager or at the HR manager;

6. This Code is valid for the companies KASPER KOVO, KASPER CZ, KASPER DESIGN and KASPER GROUP.

Code of Ethics is effective since 01/10/2015.

Revision: 30/09/2017

Rudolf Kasper, CEO

[WWW.KASPERGROUP.CZ](http://WWW.KASPERGROUP.CZ)



**KASPER**<sup>®</sup>

# CODE OF ETHICS OF KASPER COMPANIES

## A Word of the CEO – Preamble

The aim of the joint activities of the KASPER group companies is to achieve excellence and competitiveness in the fields of their business. Respect for ethical principles must therefore become an integral part of each employee's conduct inside and outside the company. The aim of the Code of Ethics is to achieve a situation when the behaviour of companies' employees could always be regarded as completely professional in all respects.

The basic objective of the Code of Ethics is customer satisfaction and corporate prosperity; our aim is a style that is open, customer- and business-oriented and respecting the values of the people who are involved in creating results.

## MAIN PRINCIPLES

1. Meeting the needs and wishes of customers;
2. High quality of products and services;
3. Permanent economic growth of the companies ensuring maximum efficiency while maintaining stability and security of the companies;
4. Starting and running only such business activities, of which the resulting risks are balanced with the ability of the companies to control them and that will be operated in accordance with applicable laws and other regulations;
5. Formation of adequate conditions for the development of employees, their remuneration and optimization of working environment;
6. For the customer, we are always a partner that actively recognizes their needs, accepts and develops them and offers the best possible solutions;
7. We apply the principle of equality in employment and unbiased conduct towards all employees, regardless of their race, colour, religion, nationality, age, gender, disability or any other distinguishing characteristic protected by law. This principle is followed by all employees in relation to others;
8. Company informs its employees about its objectives, intentions and expectations. We promote open communication, and we are ready to provide all available information responsibly, seriously, honestly and in a timely manner;
9. Teamwork is the basis of our success. Through mutual cooperation we achieve common results which depend on the level of accountability and quality of work of every individual. We honour good interpersonal relationships, relationships between colleagues, superiors and subordinates;

10. Safe work with the objective to have working environment without work-related accidents, based on the responsible preparation of each activity, systematic prevention as well as necessary sanctions in order to comply with all applicable safety at work standards

## EMPLOYEE CODE OF ETHICS

1. Each employee honours and respects the objectives of the KASPER group;
2. They follow the system of internal regulations and instructions of superiors. They shall not be influenced by personal relationships, sympathies or antipathies when meeting customer requirements and selecting a supplier, any business partner or associate. If they are authorized to conclude contracts, they are obliged to verify the credibility of a partner and in case of doubt to take measures to prevent the harm that could affect the companies. At the same time they are obliged to inform a supervisor of the situation;
3. They recognise that the quality of our products, the term accuracy and the level of customer care and work precision is the highest value our customer can get. The high quality of their work is therefore the goal of every KASPER group employee if they want to be a permanent employee. There is no other alternative;
4. They monitor the customer's interests and strive to achieve their maximum satisfaction in line with the objectives of those companies. The employee always provides customers with comprehensive, unbiased, truthful and understandable information when conducting business relationship;
5. They communicate openly and helpfully. They share their knowledge and experience with others and listen to them. They use the most effective means of communication

and try to respect both work and time load of others. During telephone communication, each employee presents themselves with the name of the company and then theirs. They communicate briefly, clearly, politely and accurately;

6. They are aware that their appearance and clothing must comply with the general requirements arising from the post and their activities. The employee, who was given corporate clothing and work boots to perform their work, is required to perform the activity in this outfit. They ensure that their clothing is always in usable condition and clean. Corporate clothing bearing the corporate logos may only be used to perform work in or for the companies. An employee may not use corporate clothing with corporate logos to use in their free time for personal activities;
7. An employee shall respect the principles of safe work, adhere to and use the stipulated working hours, respect the rule of clean and tidy work space after business hours and whenever on leave for a longer period of time. The reason for this is to ensure the safety and tidiness of the work space;
8. It is not permissible to provide confidential information about the company, its business partners and products without the management consent. It is also not permitted to provide any information to the media without the express consent of the CEO;
9. An employee shall not use their position in the company to accept or claim any benefits from customers, business partners, competitors or colleagues. In no case should they accept gifts, services, rewards or commission. An employee can receive and give promotional items. If a gift is a promotional item of greater value, it is recommended to consult its receipt with a supervisor;
10. An employee will promptly notify their supervisor about all circumstances that relate

to their person and which are known to possibly lead to a conflict of interests and also those they may get involved in without their own intention because of personal or family ties to business partners or competitors of the KASPER group companies;

11. An employee does not act in conflict with the legitimate interests of the employer. They must not directly or indirectly engage in any activity that would be or could be in competition with the core business of the KASPER group companies. At the same time they are obliged to inform the supervisor of all the circumstances relating to their person and which they know or believe that could lead to a conflict of interests;
12. An employee is obliged to protect the privacy of co-workers and to keep secret the internal affairs of the companies. In particular, documentation and public information must be protected against unauthorized access by employees at all levels;
13. An employee properly manages the resources entrusted to them in order to protect the property of the employer. They are responsible to the full amount for the loss of given items that were supplied to conduct their work. They do not leave such items unattended and unsecured both at the workplace and even in the car. It is duty of employees to protect other company assets. If an employee causes any damage through the breach of this obligation, the employer may request a refund up to the amount stipulated by law.

## CUSTOMER CARE

1. The company regards honesty, courtesy and responsibility towards customers as the basis for a successful and lasting business relationship. We make sure to satisfy customer wishes and requirements, and we take every effort to identify a mutually beneficial solution;