

alsendo



Code of Ethics



Code of Ethics

The Code of Ethics prepared by Alsendo sp. z o.o. (hereinafter also referred to as the Code) is a **set of values and principles** observed by Alsendo.

The Code defines **core ethical values and standards** that guide our organization.

The Code of Ethics also provides information on how to report irregularities in case of violation of / non-compliance with the values and principles that guide our company.

Our Values

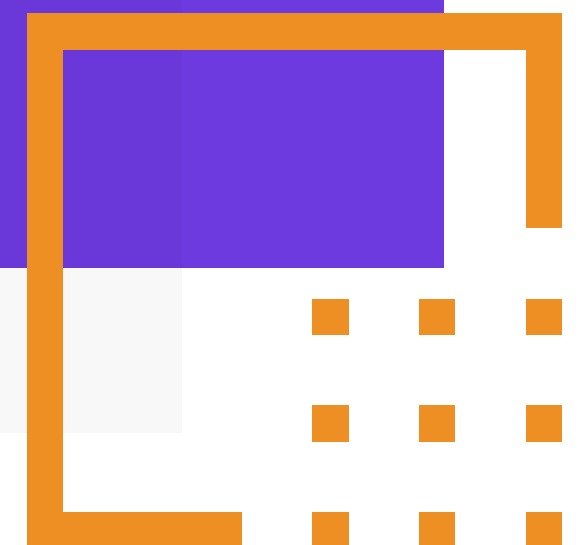
Professionalism

Attention to Customer Satisfaction

Innovation

Cooperation

Autonomy



Introduction

Alsendo offers highest quality services, applying the best business practices and standards.

Together, we have formulated our core values and principles of ethical behavior, and further developed them in this Code of Ethics.

We are concerned about the safety of our Employees, Customers, Business Partners and the well-being of the entire company.

The Code of Ethics emphasizes our commitment to established principles, provides guidance in the event of ethical dilemmas, and identifies unacceptable behavior at our Company.



The Code of Ethics, together with the Anti-Corruption Policy, the Conflict of Interests Management Procedure, the Whistleblower Protection Procedure and the Anti-Mobbing and Anti-Discrimination Procedure, sets forth a consistent and comprehensive approach to ethical conduct at all levels of the organization.

Both Employees and all Management Personnel are required to comply with the Code of Ethics.

If in doubt, please contact your immediate Superior or Compliance Officer.

Alsendo Management Board

Our Principles

- We are committed to the **sustainable and safe** development of the Company.
- We provide **professional support and tools to our Customers** to help them grow their business.
- We care about **good relations with Business Partners**.
- We build **trust in interpersonal relationships**.
- We take care of **friendly and safe working conditions**.
- We care about the **environment**.



Our Values

Professionalism

We offer our Customers the highest quality services. We set high standards for cooperation with Customers. We have the knowledge and skills and we are consistent in our work.

Attention to Customer Satisfaction

The Customer satisfaction is our priority. We offer reliable service, know-how and flexibility to meet expectations of our Customers. We are professional in our work. We believe that Customer satisfaction is the success of all of us.

Innovation

We are constantly improving our products and processes. We are constantly inspired by the latest trends in the new technology market. We are open to changes and improving our services.

Cooperation

We keep adapting to the changing environment. We value building good relationships based on trust and mutual support. We are engaged in working with others toward a common goal.

Autonomy

We value thinking outside the box, which is why we give our employees independence and autonomy in decision-making. We develop managers to seek innovative solutions. The result of this approach is quality and accountability for the work we do.



Our Customers

We make every effort to ensure that each project is distinguished by the **highest quality and customization**, and that the proposed solutions best meet the needs of our Customers.

In order to meet the expectations of the market, we make sure that all **orders are carried out in compliance with the obligations assumed by the law and contracts.**



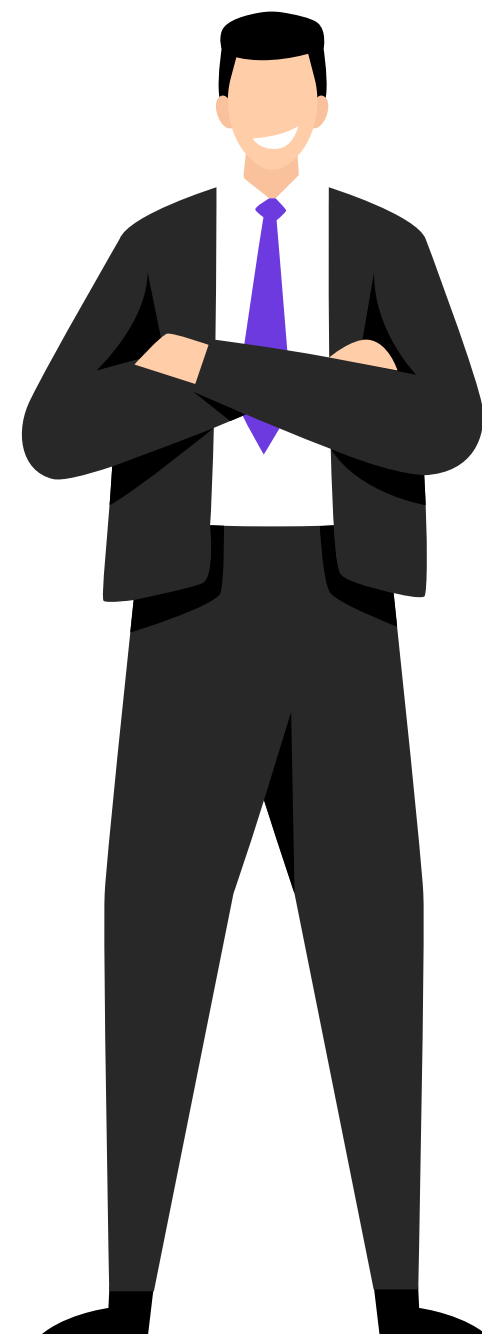
How do we do it?

- ✓ We build partnerships with Customers, based on mutual trust.
- ✓ We believe that excellent service is just as important to the success of the entire business as outstanding service quality and innovation.
- ✓ We are always open and ready for dialog. We listen to Customers and strive to incorporate their feedback in the continuous process of improving our services.

Our Employees

At Alsendo, **we respect one another.**
We promote cooperation and initiative.

We strive to make our work environment welcoming and inspiring the development and implementation of innovative ideas.

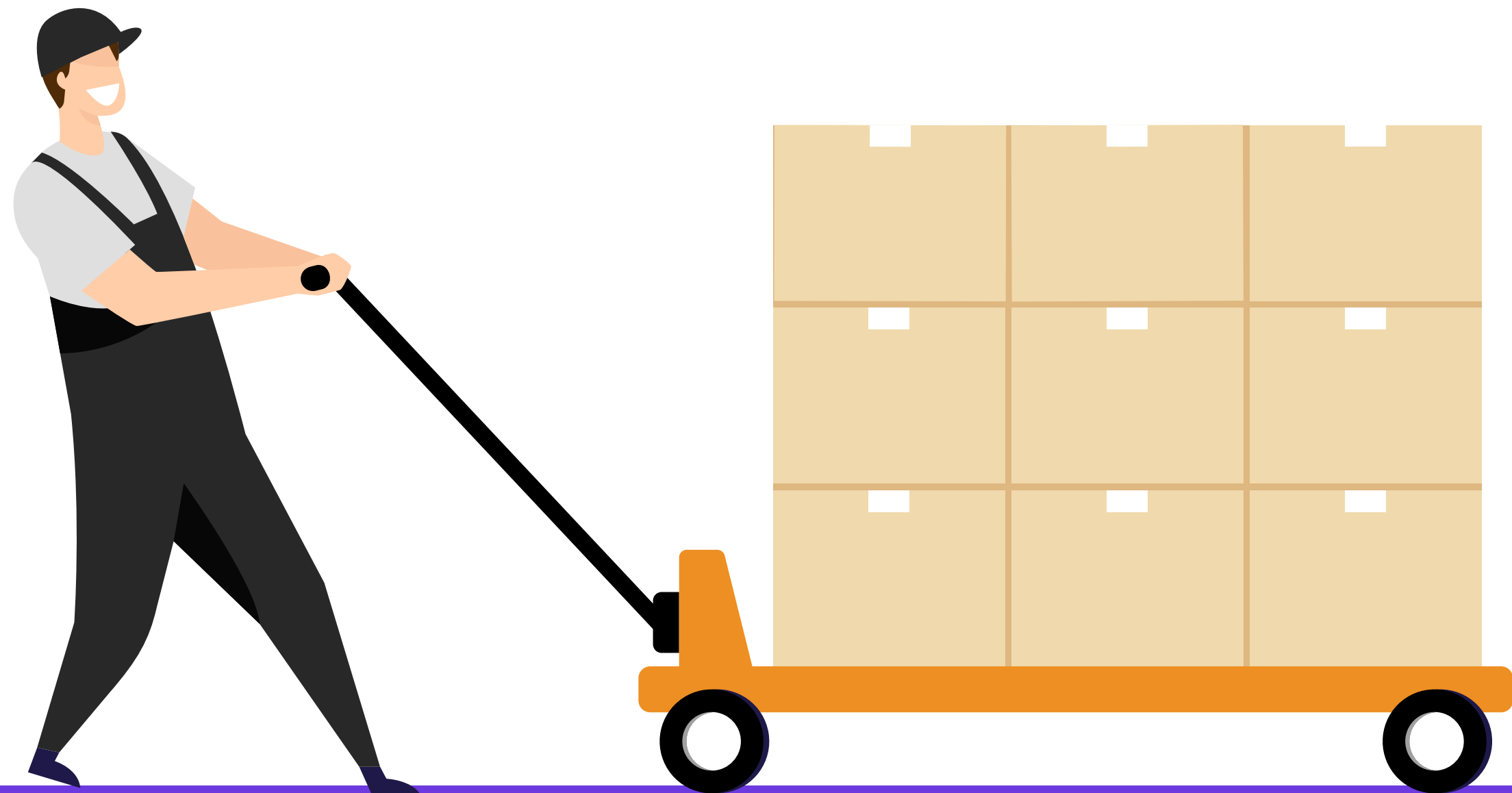


How do we do it?

- ✓ We strive to maintain ethical work environment. We do not accept any unlawful conduct that goes against good practices or creates an unfavorable work climate.
- ✓ We believe in an open-door policy. We listen to our Employees, are open-minded and promote creativity and proactive attitudes.
- ✓ We encourage our Employees to share their ideas and problems. To this end, we have created a number of communication channels, including a channel that guarantees anonymity.

Our Suppliers

We select our Partners with the utmost care, using objective criteria.



How do we do it?

- ✓ We offer each of our Partners an equal opportunity to establish a business relationship.
- ✓ The supplier selection process is based on objective and transparent principles.
- ✓ We expect our Suppliers to be aware of and adhere to the ethical principles adopted by our Company, especially with regard to managing conflicts of interest and counteracting corrupt practices.
- ✓ We do not work with Suppliers suspected of any wrongdoing, especially human rights violations.

Corruption Prevention

At Alsendo, we have a **zero-tolerance policy for bribes and other forms of corruption.**



How do we do it?

- ✓ The Employees do not engage in any corrupt activities.
- ✓ We treat all stakeholders equally.
- ✓ We do not accept or make offers that involve illegal benefits.



Corruption prevention is regulated in detail in the Anti-Corruption Policy.

Gift Policy

Except for **small customary gifts**, we do not accept or offer gifts, paid entertainment proposals from current or potential Business Partners.



How do we do it?

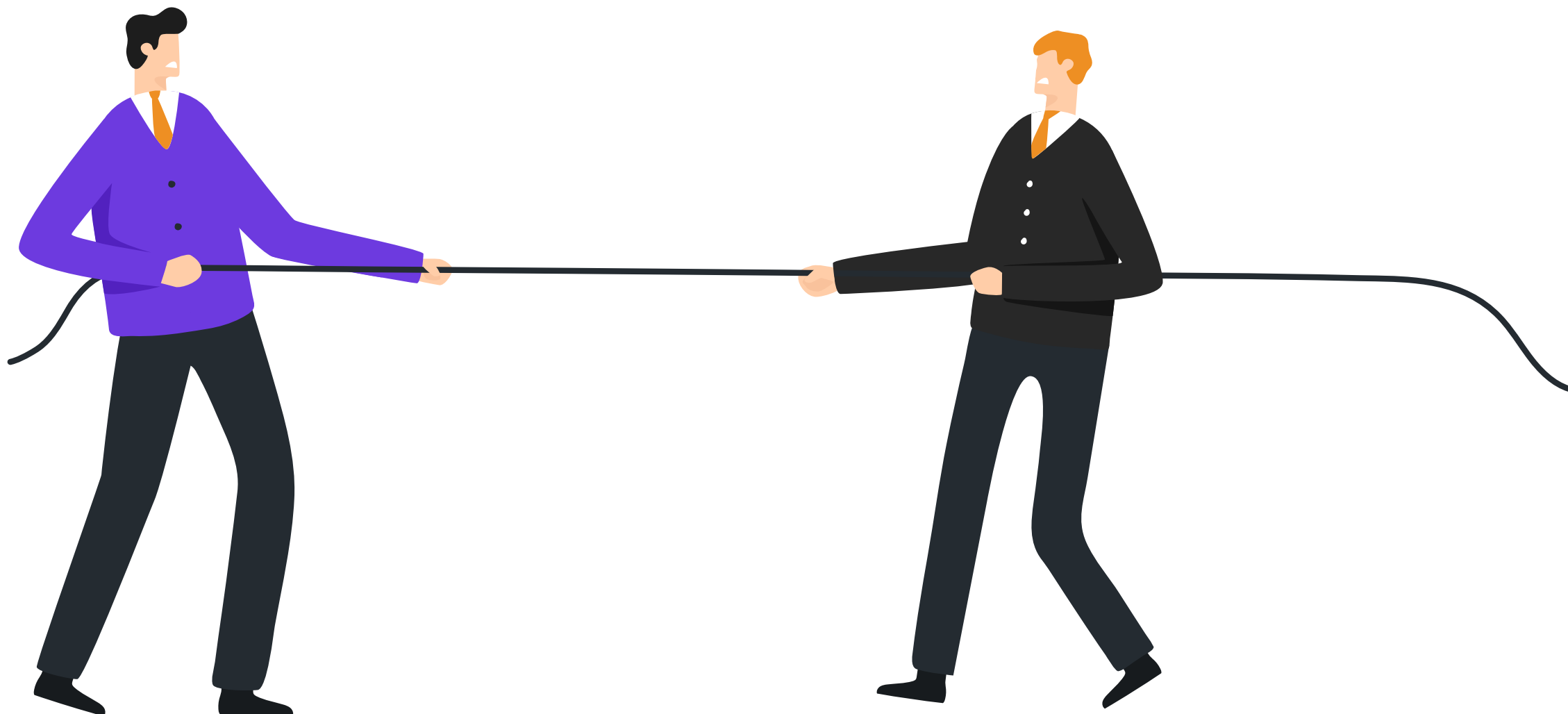
- ✓ We accept small customary gifts of an advertising nature.
- ✓ Gifts, entertainment or other performances with a value of more than PLN 200 must be reported by an employee to the Compliance Officer.
- ✓ Customary hospitality, understood as the occasional invitation of a Business Partner for a meal, is within the financial limits specified in the Anti-Corruption Policy.



Corruption prevention is regulated in detail in the Anti-Corruption Policy.

Conflict of Interests

Alsendo follows **the principle of transparency** in the conduct of its business.



How do we do it?

- ✓ The Employees avoid situations that may cause conflict of interests.
- ✓ When selecting a supplier, we base our selection on the merits of the product or service offered and fair competition principles.
- ✓ A supplier cannot be selected based on a decision by a person with close ties to the offerer of the service or products.



The management of conflicts of interests is regulated in detail in the Conflict of Interests Management Procedure.

Data Protection

We protect personal data, confidential information, sensitive information and any relevant information in our possession.



How do we do it?

- ✓ We protect and secure our personal data, that of our Customers and Business Partners from unauthorized access.
- ✓ We protect confidential information. We do not share confidential information with unauthorized persons.
- ✓ We protect company information which is a business secret and observe professional secrecy.

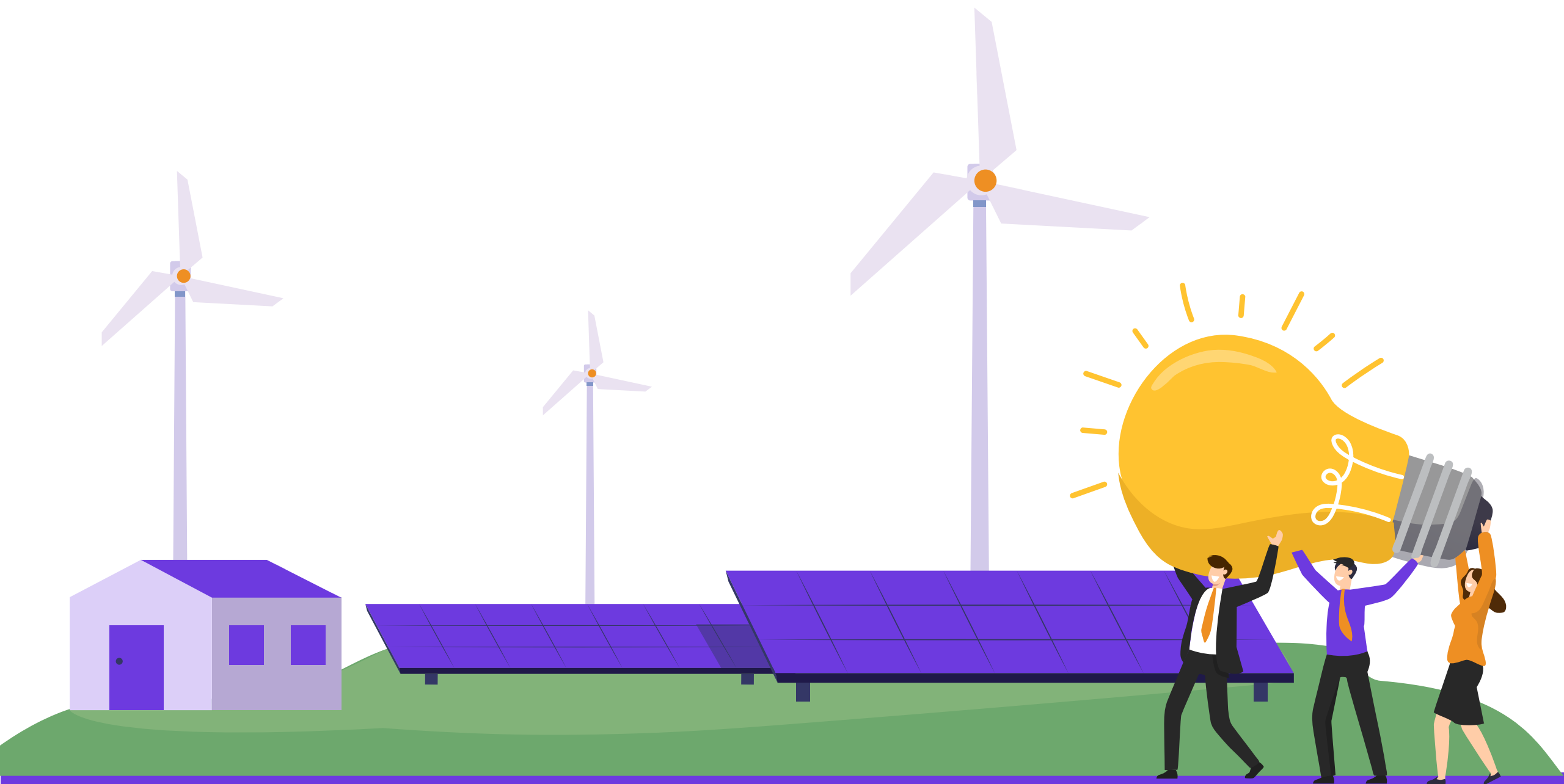


Detailed principles regarding data security, including personal data, are described in the Security Policy.

Environmental Protection

We understand that caring for the environment is everyone's responsibility.

We want to be an **environmentally friendly** Company, operating in full harmony with the environment and promoting the principle of sustainable development.



How do we do it?

- ✓ We want our business to be environmentally friendly, so we have measured Our Carbon Footprint and are promoting measures to reduce it.
- ✓ We keep monitoring and reporting on climate opportunities and risks.
- ✓ We keep raising environmental awareness among employees.



Alsendo's commitments are governed by its Environmental Policy.

alsendo 

 **apaczka**
by alsendo

 **SENDIT**
by alsendo

