

Kraków, 02.11.2020

## CODE OF CONDUCT

### 1. Definition and goals of Code of Conduct

The Code provides the action lines which must be followed by our company and our employees in the performance of their professional duties.

The goal of this Code consists of exacting an ethical and responsible professional conduct from our company and entire workforce in the conduct of our business anywhere in the world. This document describes the principles and values which shall govern the relationship between Ergo Store and business environment (employees, clients, shareholders, business partners, suppliers).

Therefore, the Code allows gaining awareness and enforcing Ergo Store business culture, deeply rooted in respecting human and labour rights and human diversity.

All the Ergo Store employees should follow the rules of Code Of Conduct and it is responsibility of the management to implement and ensure compliance with the Code.

Employees and managers who act contrary to the Code may be subject to disciplinary action, up to and including dismissal, depending on the facts and circumstances.

### 2. Core Values and Ethical Principles

#### a) Regarding employees:

We are committed to diversity and inclusion in our people, support and development of their talent, dignity and safety in our workplaces.

#### - Diversity and inclusion

From the beginning of our company, we have strived to nurture a respectful, inclusive environment that encourages diverse individuals to thrive as full contributors to the success of the Company and the clients we serve. We do not permit or tolerate discrimination in our workplaces. This means all human resources decisions must be:

a) respecting differences among employees and potential employees

b) based on factors relevant to their ability to perform the work they are or would be expected to do

c) this includes decisions related to the recruiting, hiring, assignment, compensation, training and development and dismissal of personnel, as well as other terms and conditions of employment

d) applicable local laws, which we follow, vary, but differences that we strive to overlook in personnel decisions include race, color, creed, religion, citizenship, national origin, ethnicity and/or cultural background, age, sex, gender, sexual orientation, marital status, pregnancy and disability.

- **Harassment**

We do not tolerate harassment in the workplace. This applies whether the person being harassed or doing the harassing is an employee or a non-employee. Harassment involves a pattern of abusive and degrading conduct (verbal abuse, sexually explicit or derogatory comments, unwanted touching or offensive gestures or jokes) that someone did not solicit or invite and which the harassed person reasonably regards as offensive. Such harassment can occur in or outside the office, or through social media. We may take action against people responsible for harassment and prepare specific legal protections for the person being harassed where it deems appropriate.

- **Workplace Behavior**

We are committed to build and maintain a positive, safe, diverse and inclusive working environment. We have expectations about the way we deal with one another, and certain types of behavior are not acceptable at Ergo Store. First of all, it refers to harassment, discrimination and bullying.

- **Healthy and Safe Work Environment**

We are committed to maintain a healthy and safe work environment in all offices. Dangerous, abusive or violent behavior, or the threat of such behavior, is prohibited and will not be tolerated.

This means:

- We must conduct ourselves in a safe manner, following all applicable safety laws and regulations.
- We strictly prohibit the sale, possession, distribution or use of illegal substances and the misuse of prescription medications in our workplaces. It is a violation to work while under the influence of drugs, alcohol or other substances that impair your ability to work safely and effectively.

- **Speaking up**

Our employees who speak up when they believe in good faith that the Ergo Store Code of Conduct has been breached, are doing the right thing and acting in line with our values.

Ergo Store Management needs to be aware of integrity issues, so that it can address them quickly and in a trustworthy way. By raising compliance concerns, Ergo Store employees help to protect themselves, their colleagues and company interests and rights.

If we have a compliance concern, we primarily talk to our Chairman of The Board or V-ce Chairman of The Board.

We allow Ergo Store employees to report a compliance concern anywhere and anytime, either by Internet and/or by phone.

Any employee who raises a compliance concern in good faith acts in the interest of Ergo Store and deserves acknowledgment. We do not tolerate any retaliation against an employee who raises a compliance concern in good faith.

**b) Regarding Clients:**

- **Customer Service Standards**

Our goal is to provide clients with the highest quality of furniture delivered while respecting the environment and work comfort of all those involved in the production of our furniture.

Our reputation rests on the quality of our people and service.

That means we must assign the right people to each stage of production process (concept design – production – transportation (logistic) - installation and maintenance services), give them clear and sufficient instruction, so they do the right things and supervise them appropriately to ensure that they do things the right way.

After installation works, as a standard service, we provide our Clients with warranty and post-warranty services and on-going support regarding usage, maintenance and repair of their shop-fittings.

Our goal is to assure Clients that the fittings we produce will be delivered in a timely manner and without any damage, in compliance with transport-related regulations of the European and Asian countries.

- **Relationship with Clients**

Long term cooperation with our Clients encourage us to get to know our clients personally and “turn relationships into friendships.” But we must always keep in mind that client relationships are business relationships and certain lines must not be crossed.

We must be particularly careful not to offer, give, ask for or accept gifts, entertainment or other similar benefits with the intent of obtaining or retaining business or otherwise improperly influencing the client's decisions or business affairs or our own behavior.

### **3. Environmental Policy**

As a company we introduce the highest standards regarding safety, ecology and responsibility for our workers and surrounding environment.

Our policy is to reduce the impact of the company's operations on the environment.

In our company, the quality control begins as early as the acquiring of materials and sources needed for the production of our equipment. Materials provided, such as wood, steel, plastics have to come from reliable, controlled and safe sources.

Moreover, we promote sustainability and environmental awareness at all levels of the company by:

- complying with all applicable environmental legislation and sustainability commitments
- preventing pollution and reducing consumption of resources through waste management strategies that promote waste minimization, recovery and recycling, as appropriate
- incorporating energy efficiency measures into the company's facilities and promoting efficient energy use in all areas of business activity
- ensure our staff are aware of the environmental impacts of their work activities and encourage them through regular awareness and training to minimize those impacts

### **4. Conflict of Interest**

Personal interests must not influence our professional judgment. A conflict of interest exists when an employee's personal interests are inconsistent with those of Ergo Store and create conflicting loyalties.

Professional engagements outside of Ergo Store, including third-party board memberships, can result in conflicts of interest. Therefore, a prior approval is required for board membership or advisory board in a third-party companies. The exception is board memberships of charitable, non-profit organizations.

## 5. External Communication on Behalf of the Company

Ergo Store is committed to conduct open and reliable communication with all stakeholders. Employees who make public statements about Ergo Store influence the image of Company – especially in relation to its business environment, including media, business partners and competitors.

Employees may express their private opinion in public, however, they must never imply they are speaking on behalf of Ergo Store. This applies especially when using social media. Public statements on behalf of Ergo Store may only be made by persons who are specifically authorized to do so.

## 6. Social Media

The following principles apply to professional use of social media on behalf of Ergo Store as well as personal use of social media when referencing company:

- Employees should be aware of the effect their actions may have on their images, as well as Ergo Store image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Ergo Store may observe content and information posted by employees in social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Ergo Store, its employees, or customers.
- Employees are not allowed to post any information that is considered confidential or not public.
- Social media use shouldn't interfere with employee's responsibilities at Ergo Store. Company's computer systems are to be used for business purposes only.

## 7. Confidentiality And Privacy Protection

Our Company's activities constantly require data, documents and information regarding business negotiations, procedures, transactions and contracts.

The Ergo Store databases may contain, moreover, personal data protected by privacy laws.

Each employee is thus required to safeguard the private and confidential nature of the information acquired as part of his/her work.

Each employee shall:

- obtain and process only the data that is necessary and directly related to his/her duties
- retain data in such a way that outside third parties are prevented from becoming aware of it
- ensure that there are no confidentiality-related restrictions by virtue of relations of any kind with third parties.

The Company for its part undertakes to protect information and data relating to its employees and to third parties as well as to prevent said information and data from being used improperly.

## **8. Political Activities**

Political activities must be conducted on employee own time and using employees own resources. Workers must not promote any political or personal views or beliefs (including by posting or distributing notices or other materials) on or around Ergo Store premises, and you may not indicate or suggest that you speak for Ergo Store or that the company supports your views.