

Mobisol Code of Ethics

1 **WE TREAT EACH OTHER IN A TRUSTING AND MUTUALLY RESPECTFUL WAY**

For us at Mobisol, human rights are at the core of everything we do. Every individual is entitled to fair, dignified and respectful treatment. We will not tolerate any forms of violence, harassment or bullying. We condemn forced or child labor and any form of human exploitation.

2 **WE ENCOURAGE EVERYONE TO SPEAK FREELY AND WITHOUT FEAR OF RETALIATION**

We value an open work environment where we can all raise any concerns or criticism freely. Managers are responsible for encouraging open dialogue and addressing their teams' concerns. Intimidation or retaliation against employees who in good faith provide reports of suspected or actual misconduct will not be tolerated. If employees feel uncomfortable raising concerns directly with their supervisor, they are encouraged to get in touch with the respective HR department in their country office.

3 **WE EMBRACE DIVERSITY AND FOSTER AN INCLUSIVE WORK ENVIRONMENT**

We appreciate and learn from the cultures we work in, encouraging a diverse workplace in which each individual's value is recognized. We welcome people of any gender, race, ethnicity, size, age, nationality, pregnancy, marital or parental status, sexual orientation, ability level, religion, culture, subculture, or political opinion. The way we treat each other, and particularly any decisions in recruiting, disciplinary measures or promotions, shall not be based on discriminatory practices.

4 **WE PUT FAIR WORKING CONDITIONS AND EQUALITY AT THE CORE OF OUR CORPORATE CULTURE**

We aim at complying with legal requirements for the protection of fair and equal working conditions for all genders, including those regulating compensation, working hours, and privacy. We provide a healthy and safe workplace for our employees by targeting compliance with all applicable health and safety standards.

5 **WE CONSIDER THE PROTECTION OF THE ENVIRONMENT AND PEOPLE'S HEALTH AS PART OF OUR VISION**

It is our core belief that renewable technologies are the only sources of energy to guarantee a sustainable future for humanity. We aim at reducing our corporate and private footprint each day, striving for environmentally responsible use of natural resources and improving our resource efficiency continuously by optimizing our products' lifecycles, following the notion of a circular economy. We pay attention to the amount of resources we consume or use in our daily work and save such resources in any possible manner (e.g. by reducing waste, printing less, using recycled materials, using public transport and bicycles, reduce the use of fuel-based vehicles, etc.).

6 **WE BUILD OUR ACTIVITIES ON LEGAL AND LAWFUL BUSINESS PRACTICES**

In order to impact all our stakeholders in a positive manner and being acknowledged as a social business, we aim at complying with all applicable local, national and international laws and regulations wherever we do business. Our business partners (e.g., suppliers, corporate partners and consultants) expect to rely on Mobisol as a partner that is in conformity with the law, and vice versa.

7 WE DEAL WITH COMPANY PROPERTY, PRODUCTS AND RESOURCES RESPONSIBLY

Company assets (such as products, work materials, IT equipment) shall only be used for their intended purposes and not for improper personal, illegal or other unauthorized purposes. All material resources should be handled carefully and with a focus on long-term use. We all feel responsible for the assets and resources we use during our daily work and should not willingly misuse or waste them in a careless manner. This particularly relates to accessing the company's monetary resources (e.g. by using the fleet or travelling on company expenses).

8 WE OFFER SAFE AND RELIABLE PRODUCTS AND SERVICES

We are committed to providing our customers with safe, high-quality products and services. Our products and services must not contain defects or unsafe features that could lead to the endangerment of health or damage of property. It is every employee's responsibility to look for innovations and improvements. We communicate in a transparent manner about any potential implications that any of our activities, products or services may have on any member of society. We screen, train, and monitor staff, agents and entities providing outsourced services to ensure that they offer safe and reliable services as well.

9 WE PUT ATTENTION TO OUR CUSTOMERS IN EVERYTHING WE DO

We oblige ourselves to must put our customers at the center of everything we do and put their interest at first. We treat our customers fairly and respectfully. We take adequate care to design products and delivery channels, which are appropriate to clients and meet their preferences. We do all efforts to set pricing, terms and conditions in a way that is affordable to clients while ensuring financial sustainability. We commit to dealing with customer complaints in a timely and effective manner. All this shall be also valid for the third parties we work with.

10 WE CARE FOR TRANSPARENT COMMUNICATION WITH OUR CUSTOMERS

We communicate clearly, sufficiently, and timely in a manner that customers can understand so that they can make informed decisions, including all information regarding fees, terms and conditions and our data privacy practices. We do not knowingly engage in or promote misrepresentation or fraud in the marketing or advertising of our products and services.

11 WE HANDLE PERSONAL DATA WITH CARE

When we collect, retain, use or transmit personal data relating to employees, customers or other parties, we do so with great care and sensitivity and we aim at complying with applicable law and policy. Individual client data shall be only used for the purposes specified at the time the information is collected or as permitted by law, unless otherwise agreed with the client.

12 WE CONDEMN ALL FORMS OF CORRUPTION AND BRIBERY

At Mobisol, offering or accepting a bribe, in any form, to or from any person in either the public or private sectors, is prohibited. Reasonable hospitality and promotional or other business expenditures that seek to maintain cordial relations or present products or services, are recognized as a legitimate part of doing business. Anonymous reporting (i.e "whistle-blowing") of perceived corruption, bribery or fraud is encouraged.

13 WE EXERCISE TRANSPARENCY AND OPEN COMMUNICATION AT WORK - EVERY DAY

It is the responsibility of every staff member to avail useful information to relevant teams and colleagues. We oblige ourselves to practice transparency, honesty and open communication.