

# Mobisol Code of Ethics

## 1 WE TREAT EACH OTHER WITH TRUST AND MUTUAL RESPECT

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 WORKING 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 PLACE FAIR WORKING CONDITIONS AND EQUALITY AT THE CORE OF OUR CORPORATE CULTURE

We aim to comply 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 PROTECTING 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. Every day we aim to reduce our corporate and private footprint, striving for environmentally responsible use of natural resources and improving our resource efficiency by continuously optimizing our products' lifecycles, following the ideal of a circular economy. We pay attention to the amount of resources we consume and use in our daily work and save as much as possible (e.g. by reducing waste, printing less, using recycled materials, using public transport and bicycles, reducing the use of fuel-based vehicles, etc).

## 6 WE BASE OUR ACTIVITIES ON LEGAL AND LAWFUL BUSINESS PRACTICES

In order to impact all our stakeholders in a positive manner and to be acknowledged as a social business, we aim to comply 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 PROVIDE 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 OUR CUSTOMERS AT THE CENTER OF EVERYTHING WE DO**

We put our customers at the center of everything we do and are committed to putting their interests 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 make an effort 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. This is also valid for any third parties we work with.

## **10 WE STRIVE FOR TRANSPARENT COMMUNICATION WITH OUR CUSTOMERS**

We communicate clearly, sufficiently, and timely in a manner that customers can understand so 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 RESPONSIBLY**

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**

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.