

# Code of Business Ethics



## Introduction

We at Logistika Pluss have adopted this Code of Business Ethics, and we expect all of our interested parties, including our employees, management, customers and suppliers, to comply with these principles.

The Code of Business Ethics describes the standards of ethical behaviour and honesty in all our activities, and it is related to our values. In our business conduct, we adhere to the applicable legislation, and we operate in a responsible and honest manner. The Code of Business Ethics supports ethical and responsible conduct in the operations of the whole company, and in the establishment and maintenance of business relationships. We want to do right things, and we want to do them well. We expect the same from our business partners.

Everyone of us can act as a role model for other people and, where necessary, point out any inappropriate behaviour.



## Our core values

We treat our colleagues and business partners with respect, and we behave in an honest and open manner. In our work processes, we are precise and proactive by always providing professional solutions. We do our work with commitment, since there is no other way. We find that these values must be reflected in all of our daily activities, and help us to achieve our common objectives.



## Respectful treatment

Everyone should be treated with respect. We shall not permit any discrimination, persecution, degradation, harassment or violent behaviour.

We shall not accept discrimination on the basis of ethnicity, race, skin colour, gender, age, religion, disability, sexual orientation, civil status, parental status, membership in a union, or political views. We shall comply with the principle of equal treatment both in the recruitment of employees as well as the establishment of partnerships.

We shall not accept the usage of child labour or forced labour.



## Open communication

We shall be open in our communication, and we shall pay attention to the following:

- We shall provide correct, timely and reliable information at the correct time
- We shall be open-minded in our daily communication: we shall respect each other's ideas, find solutions to our problems and accept the feedback
- We shall distinguish between private and professional communication in the Internet and the social media
- We shall behave in a law-abiding manner and cooperate with the national supervisory authorities



## Obligations to the employees

Our objective is to create such a work environment for the employees that would enable them to feel themselves as protected and valued employees. We consider it elementary that our activities would be in accordance with the occupational health and safety legislation.

All of our employees know the main terms and conditions of their employment relationship, which is in compliance with the applicable legislation.

As an employer, we stand for the equal and respectful treatment of all of our employees. Everyone should feel that they are being included, and everyone have equal opportunities for professional and personal development.



## Environment

Our objective is to reduce the negative impact of our activities on the environment by limiting the creation of waste and energy consumption. We have compiled our environmental activities into our environmental policy, which is openly available to all interested parties on our website [www.logistikapluss.ee/roheline](http://www.logistikapluss.ee/roheline).



## Prohibition on fraud and corruption

The daily decisions made by all of us have an impact on our reputation. We shall not engage in fraudulent activities. All of our activities shall be in compliance with the legislation.

We shall not tolerate corruption, and we shall not put ourselves into situations, which would leave an opposite impression. We shall not take advantage of the employer for gaining personal advantages. Persons operating on behalf of Logistika Pluss may not offer or take receipt of gifts, which would exceed the limits of hospitality within regular business communication.



## Protection of personal information

People have an important place in our operations, and for this reason, we pay much attention to the protection of the private and delicate information of the persons that communicate with us. We have implemented clear principles for the protection and processing of personal information. We collect and use personal information only for work-related objectives and in compliance with the legislation.



## Expectations for the business partners

It is our objective to serve as a reliable option for our existing and potential business partners. We are customer-friendly, ensure a high level of quality and compliance of the service, as well as adherence to the deadlines. We shall be successful by offering a high-level of service, adherence to the agreements and providing the solutions that we offer. A precondition for working with us is that our business partners share the same principles, ideas reflected in the Code of Business Ethics, and comply with the best business practices, just as we do.



## Notification

If you should think that the activities of a person may breach our Code of Business Ethics, our policies or the legislation, please notify of this, so that the situation could be resolved. As an employee, you can present this notification to the HR worker, your direct supervisor or another senior manager in our company. As a business partner, you can contact a member of the executive board of Logistika Pluss in case of a suspected breach.

Logistika Pluss shall not accept the discrimination or bullying of a person submitting a notification of a suspected breach in good faith, and we shall ensure the anonymity of the person submitting the notification. This Code of Business Ethics shall be obligatory for all of the interested parties.



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