

Infosoft Group

CODE OF CONDUCT



Commitment

Board of Directors, Management and all employees of Infosoft Group are required to execute the company's core principles and values outlined in the Code of Conduct, in relation to consumers, customers, government authorities, and creditors as well as the entire community.

The company is committed to give its full performance towards customers, suppliers, public sector and employees. The company aspires to remain a leader in its field as it continues to apply transparency, honesty, integrity and responsibility in the workplace.

The company is committed to preserve the integrity of financial reports by supporting and promoting authorized institutions to



Customer Responsibility

Every employee is required to make an effort in handling the needs of every customer fairly and responsibly. Every employee should assist the company in providing the best services and quality products to all the customers in accordance with the rules and regulations of the company. The company values ethics, honesty and transparent communication as cornerstones that lead to success, prosperity and stability in any business.

Employee Responsibility

The Company:

- Ensures for all employees a secure and prospective workplace, exceeding the expectations of the law.
- Promotes equal rights for all employees in all levels of the company, regardless of color, race, gender, age, ethnicity or religious faith.
- Ensures that all qualified candidates have an equal opportunity in recruiting, compensation, promotion, training in accordance with the employment procedures.
- Prohibits the offer or acceptance of bribes by its employees.
- Prohibits the misuse of company assets and resources or their use for personal motives.
- Prohibits the use of illegal substances or alcohol during business hours, inside company premises.

Commitment for Fair Trade Agreement

The company builds and executes legally rightful agreements with its customers, suppliers, competitors and employees and it encourages the later to do the same thing. No employee can unlawfully benefit through manipulation, concealment, abuse of information, distortion of facts, materials and any other practice that constitutes an unlawful agreement.

The company competes fairly and in accordance with the competition law in the country that it operates in. The company considers false, deceptive or illusive statements as inappropriate and unacceptable.

Given that the company's main goal is fair trade, it has implemented a practice through which employees can:

- Fulfill the requirements of the company by providing orders, contracts and other obligations with suppliers as well as offer services based on sound business foundations.
- Not differentiate or discriminate any customer when providing products and services.

Community responsibilities

Environment

The company is committed to expand its business in accordance with the laws and regulations set in place. Hence, the company encourages all employees to respect and protect the environment as they exercise their duties.

Management of Confidential Information

Privacy

The company frequently gathers information in relation to personal lives of its employees. Such information absolutely cannot be transmitted to third parties, without the initial consent of the employee. The exclusion of this clause takes place only when such thing is required by the law. Within company practices, this information will be attained only in matters when it is crucially important therefore, its usage will be solely for the purpose for which the information was obtained.

The same practice is followed when employees gather personal information on customers, suppliers or investors. Such information cannot be transmitted to third parties without the consent of the person who issues such information, excluding the event when such practice is required by the law.

Business Related Confidential Information

All employees are obligated to protect the confidentiality towards any information that has to do with the business data. This obligation continues even after the termination of employment agreement with the company. Such information can be: data on company's internal affairs, strategic and business plans, data on information technology, various business processes, computer passwords, software, products as well as data on customers, suppliers or company employees.

Conflict of Interest

A conflict of interest usually takes place when an employee's private interest is entangled with the company's business interests. Employees and executives of the company should avoid conflicts between their personal interests and those of the company. In the event of hesitation when determining the existence of such conflict, this matter should be discussed with upper management as soon as possible.

Code Implementation

The implementation of the Code of Conduct is mandatory by the Boards of Directors, Managers of different levels as well as all employees. Breach of this code should be reported to company's upper management. Reporting can be in anonymous. No employee who issues such information shall be subject to any retribution.

Disciplinary actions for breach of this code can be in from: warnings, suspension without pay, decrease in pay/level, settlement or immediate termination of employment agreement.

