

CODE OF ETHICS



Our vision is to be a moral partner whose success depends on the satisfaction of customers, employees, suppliers, companies and shareholders.

We perceive it as our duty to adhere to the Code of Ethics and its principles, which express the main legal and ethical aspects of our business behaviour and give us guidance on how to behave. Integrity, our good name and the trust of all concerned are our most important values, and it is the duty of each one of us to protect them.

All employees of the company are obliged to act in accordance with this Code of Ethics to create a respectful and trustworthy working environment. Our Code of Ethics is based on the values of our society.

1

EMPLOYMENT RELATIONS AND WORKING ENVIRONMENT

People are the greatest asset of our company. We aim to provide our employees with a safe and secure working environment to prevent accidents and injuries. Employees are expected to behave fairly and with appropriate mutual respect regardless of their position or status. Both the employees and the company must act according to the company's regulations and applicable laws.

2

CONSUMPTION AND ACTIVITY FOR CUSTOMERS AND SUPPLIERS

We appreciate every customer, and we always put their satisfaction first. We respond to new demands in a helpful way and offer unique solutions. We value partnerships based on mutual respect and responsibility. Our customers can rely on us being honest and respectable.

3

CONFLICT OF INTEREST

The company supports those personal efforts that do not endanger our business activities and our trustworthiness. We always do our best to avoid situations that may result in a conflict between the personal interests and interests of our customers, suppliers or shareholders. We are cautious in every situation, whether real or expected, at work or beyond, which might result in an opportunity to discredit the confidence and integrity of our company.

4

POLITICAL SUPPORT AND BRIBERY

Personal support of a political party on behalf of the company (money, services) is forbidden. It is forbidden to engage with public officials to gain influence or to maintain a business deal. It is forbidden to provide or accept financial donations, loans or gifts of inappropriate nature, or disproportionate value to promote business, as it could lead to doubts about compliance with QBSW's reputation as an ethically-acting company. All negotiations must be in full compliance with the law.

5

COMPETITIVENESS

Competitiveness is the key to our growth, and our free business system depends on it. The company respects competitive companies as a natural part of a transparent environment and understands the importance of integrity within our professional relationships, including with our competitors. Since certain information cannot be provided to competitors, we do not speak to competitors about prices, internal and sensitive details of products, services, marketing, personal and confidential or classified information.

6 LEGALITY

We comply with the laws of the Slovak Republic, standards and regulations related to our business. We pay taxes properly. We use software licenses in accordance with law and business contracts. Every employee adheres to the relevant legislation and internal company regulations.

7 QUALITY AND RELIABILITY

The quality of responsible approach and reliability are perceived as the contribution of each employee to the smooth operation of the company, and we consider them to be crucial for success. We work in accordance with our best knowledge and abilities. We guarantee the high quality of each of our activities.

8 OPENNESS, COMMUNICATION AND MUTUAL RESPECT

The management of the company respects the opinion of each employee and creates a space for his fair and open expression. We provide accurate and unbiased information. We approach all employees equally following the principles of equal opportunities and gender equality. We respect religious, political, cultural and sexual freedom, and we do not tolerate gender, racial, ethnic discrimination, or degrading in any form. We all respect each other and treat each other courteously and with respect.

9 WORKING CONDITIONS

We create conditions for work based on mutual satisfaction and trust between the employee and employer. All work is performed voluntarily, without discrimination and with the aim of building strong and long-term working relationships. We offer fair job evaluation, space for growth and support for both work-related and non-work-related activities.

Forced labour and child labour is forbidden in the company. The company does not accept it, not even for its customers and suppliers.

10 HEALTHY AND SAFE WORKING ENVIRONMENT

We create and maintain such a working environment that lowers the risk of impact on the health and safety of our employees. We support activities that promote a healthy lifestyle in the field of diet, sports and exercise. We care about the fulfilment of all safety requirements as well as regularly informing about them.

11 RESPONSIBILITY IN SALES AND MARKETING

In the fields of sales and marketing, we support activities leading to the creation and protection of the good name of the company. We communicate the description, benefits, price as well as all other aspects of the services we offer with the emphasis on clarity, unambiguity and completeness.

12 ENVIRONMENTAL IMPACT

We observe a policy based on the environmental legislation and protection of the environment. We maintain our technological equipment in a state of maximum ecological safety. Our interest is to satisfy our customers' needs with a minimum impact on the environment, for example, by minimizing our production of waste or proper recycling.