



Code of Professional Conduct of AS CleanR Grupa

The principles of professional ethics at the joint stock company AS CleanR Grupa (hereinafter the Group), the key values underpinning professional conduct and ethical behavior in concrete situations are set out in the Group's Code of Professional Conduct.

Fundamental ethical principles underpinning the Group's operations

At the core of the Group's growth and development lie high ethical standards and professional conduct, which it observes in relation to its clients, partners, the Group's employees, and society.

Fundamental ethical principles and ethical decision-making

Professional conduct of the Group's employees is determined by the following ethical values which the Group and its employees must meet in their actions and deals at all times:

- integrity
- accountability (loyalty)
- fairness
- justice
- confidentiality
- professionalism

When performing their professional duties, including decision-making, the Group's employees must always consider whether their actions and/or decisions do not contradict the fundamental ethical principles or other requirements set out in the Group's Code of Professional Conduct.

Behavior in concrete situations

A Group employee in their actions and attitude must observe the following principles:

- just and impartial attitude towards all employees
- maintenance of a work environment free of any kind of discrimination, prejudice, disrespectful attitude, bullying or any sort of violence
- intolerance against abuse and surpassing of one's authority
- ownership of any issues that stem from the assumed responsibility
- carrying out duties professionally, with a sense of responsibility, accurately and honestly, using the best experience and practice
- observance of confidentiality in the performance of work duties
- loyalty to your workplace

An employee at and outside the workplace avoids situations that do not comply with the generally accepted behavioral standards and may negatively affect the Group's or its employees' reputation. Every employee's duty is to look after the Group's reputation.

Customer relations

When performing their duties, an employee provides services to customers on behalf of the Group honestly, fairly, professionally, and consistently with the customer's needs. An employee must treat a client favorably, politely, and tolerantly, regardless of the client's or potential client's financial standing, nature of the deal, or the employee's personal attitude towards the client or potential client. An employee is obliged to give a client true, clear, accurate, and complete information about the Group and its services, revealing all essential risks so that the client may fully understand the product/service they are offered.

Conflict of interest

A conflict of interest may arise if an employee's personal interests compromise or intervene with the fulfilment of work duties towards the Group and its clients. The Group and its employees have a duty to maintain a



workplace that is free of conflicts of interest. To achieve this aim, employees must avoid situations which cause a conflict (or suspicions of a conflict) between personal interests and duties towards the Group. The Group must ensure that the business units between which a conflict of interest may arise are not interdependent. In the event of a conflict of interest or if such conflict is suspected, we kindly ask you to report it to CleanR Grupa through the Group's Hotline, our whistleblowing system, which may be accessed on the Group's homepage www.cleanrupa.lv