



INSTITUT IGH, d.d.

CODE OF CONDUCT

SINCE 1979

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1. EXCELLENCE IS IN ACTION...

"Success is nothing more than a few simple disciplines, practiced every day."
Jim Rohn

Every successful company has the right employees and the right corporate culture. Everything written in this Code of Conduct defines us and helps us to act as leaders in the community, industry, country and the whole world

We understand that the company is a collection of different personalities with different abilities but with the same **attitude** towards their work and life **values**.



We respect **and** understand **the uniqueness** of each person, and it does not matter what his or her role is: client, subcontractor or employee; woman or man.

We respect everything we use, because we understand that it was created by someone's effort and investment **of time, energy and love**.



We stand for **honesty, integrity and teamwork**. In order to be honest with other people, you need to be honest with yourself. Only by knowing your own needs and abilities can you be honest with others and give appropriate feedback or assessment of what you can do for others, monitor both the situation and the other person.

We allow mistakes, but it is **not allowed not to learn** from them, that is why teamwork is important, We need to talk about our mistakes so that others can learn from them, that's why mentoring is important. Only **by sharing** our experience can we succeed.



We know how to manage our own emotions and we understand that only we are **responsible** for them. We are also aware of how they **can influence our efficiency** and the efficiency of others

We respect ourselves and never say to people behind their backs what we wouldn't say to their face.

We value knowledge and use it in the most effective way. Every day we see many opportunities to learn something new. We believe that **intellectual curiosity** must be permanent.

We are looking for suppliers and business associates who demonstrate **strong values** and commit to the ethical principles outlined in the IGH Code of Conduct.

*We understand that we create our **HIGHWAYS** to a better life!*



2. CORPORATE VALUES OF IGH

In addition to expertise and professionalism, we consider business culture as an advantage which we improve by introducing new positive trends both within the company and on the market. Our business values are the basis of our business culture, which we use in work and private life.

SOCIALLY RESPONSIBLE BEHAVIOR - we contribute to sustainability and our behaviour affects the community, the environment and society. We understand the power of responsibility placed before our communities who are dedicated to safety and care for our environment.

PROACTIVITY - progress is in action. We are not afraid of changes and are ready for new challenges. We fully understand that agility and flexibility are the keys to creating new opportunities.

INTEGRITY - we only promise what we can realistically expect to deliver and we build our reputation through trust. IGH's reputation reflects the ethical work of the people employed here. With a proper understanding of interests, it can be seen that there is a harmony of interests between rational individuals.

EXCELLENCE – we improve quality and recognize new opportunities to be better than we were yesterday. We strive to exceed the expectations of clients and partners.

COMMUNITY - we know that we can achieve better results than any of us can alone. We encourage cooperation and knowledge sharing, foster good interpersonal relationships and create a pleasant and stimulating work atmosphere. We encourage self-development and will help employees master current business duties and improve business skills.



3. MAIN RULES OF ETHICS

“Our attitude towards others determines their attitude towards us „
Earl Nightingale

THE PRINCIPLE OF RESPECTING AUTONOMY

We are obliged to respect the autonomy of others, which means respecting the decisions of others concerning their lives.

We believe that our differences, previous experiences and opinions allow progress and improvement, which makes us the best in this field. All employees are equal regardless of gender, sexual orientation, age, nationality, ethnic origin, political and religious beliefs, marital status, family ties, social position, language, socio-economic status, membership in a trade union or political party or lack thereof, physical or mental disabilities or anything else. Differences between employees are accepted without invading their privacy or intimacy. All employees have an equal opportunity to succeed and their position depends only on the results and performance of each individual.

THE PRINCIPLE OF BENEVOLENCE

We have an obligation to do well in all our **actions**. We must take positive steps to prevent harm.

There are 2 aspects of benevolence:

1. Ensuring welfare
2. Balancing between welfare and risks/harms.

The principle of benevolence supports the following moral rules or obligations:

- ✓ Protect and defend the rights of others
- ✓ Prevent harm to others
- ✓ Remove conditions that cause harm

PRINCIPLE OF HARMLESSNESS

It is wrong to waste resources that could be diverted for something good. Every action must cause more good than harm.

1. Do not cause moral or physical suffering to anyone
2. Do not hinder anyone
3. Do not offend anyone

PRINCIPLE OF FAIRNESS

We have an obligation to provide others with whatever they are owed or deserve. In public life, we have an obligation to treat all people with **respect, equally, fairly,** and impartially.

The principle of fairness supports the following rules:

1. To each person an equal share
2. To each person according to need
3. To each person according to effort
4. To each person according to contribution
5. To each person according to merit





A healthy and functional environment is the biggest driver and basis of any successful company

4. WORK IN THE OFFICE

It is very important to create a positive and good atmosphere because it affects our mental state and efficiency.

Protecting information and assets of IGH

- *Intellectual property (IP)* – by securing our IP we continuously improve, expand and protect our presence on the market. When you leave IGH do not take the IP with you. Even if you created it, remember that it is a valuable company asset. We respect the valid intellectual property rights of others
- *Physical property* – we are careful in how we use property belonging to IGH or our clients and use it for business purposes only.
- *Information security* – protecting business secrets and confidential and private information is vital to our success. Sharing or using confidential information incorrectly can result in serious criminal liability, fines, criminal charges and loss of client trust. Disclosure of confidential information to anyone is not permitted unless you are authorised or legally required to do so.
- *Data privacy* - by protecting personal data, we retain the trust of employees, clients and shareholders. We are obliged to comply with all data protection laws, such as the EU General Data Protection Regulation (GDPR).
- *Social media & External communications* – we understand that each of us creates the company's reputation and represents the company's interests. We are responsible for what we say outside the company and support our words with actions.



Discipline

- *Time Management* – we care about the time of our colleagues, mentors, clients and our own time. We organise our time by analysing our to-do-list and prioritize tasks in terms of delivering services on time.
- *Self-management* - we understand that we are responsible for our own emotions and learn to control them. In every situation, we choose how to react in order to achieve the best result for ourselves and the company.
- *Awareness* – we are absolutely aware of our abilities and responsibilities, as well as our shortcomings, which we strive to eliminate and improve through everyday learning. We encourage employees to pursue their career aspirations and personal development.



Caring for the community and for each other

- *Protection and safety at work* – We put safety first by striving to prevent injuries, work-related illnesses and accidents at work and promptly report any injury or illness that is related to our work. We never work under the influence of illegal drugs, alcohol or medication that affects our ability to work safely.
- *Equal opportunities* – we encourage the input from all our colleagues and support them in showing their abilities. It is very important to have the will for work and be satisfied with the outcome, which always leads to positive results and high efficiency.
- *Environmental Protection and Waste Prevention* - we care for our planet and the environment and promote the efficient use of resources at our locations.

5. WORK WITH CLIENTS AND SUBCONTRACTORS

IGH always tries to exceed expectations of our clients and partners. Our business partners and commercial intermediaries are very important to us and help us arrange services and conduct our business by representing our interests. We are ultimately responsible for the actions of anyone acting on our behalf. What they do can adversely affect our reputation.

We evaluate and approve our commercial intermediaries through the Committee for Selection of Subcontractors, to ensure market competition and eliminate conflict of interests.

IGH is also active on international markets. No matter what the market, all IGH d.d. employees must know and follow the laws and regulations of the countries in which we operate, which apply to our business.

We build trust and engagement through open and honest dialogue. Our business associates should meet our values and standards, in an ethical sense.

- *Anti-bribery and anti-corruption* - we support initiatives to eliminate corruption and conduct our entire business dealings ethically.
- *Political activities and contributions* – IGH is politically impartial and does not fund any political parties, leaders, or candidates using own funds.
- *Gifts and hospitality* – we build relationships on trust and integrity, based on the quality of our work and ethical reputation.



- *Fraud* – we understand that our reputation depends on the integrity of our actions and our business dealings and we prevent fraudulent activities.
- *Anti-money laundering and tax evasion* – we help in the global fight against money laundering and tax evasion

We are also responsible for the certification and maintenance of licenses, which is why professionalism and honesty are extremely important to us.

In addition to the laws and regulations concerning our business, IGH d.d. strictly adheres to all relevant international conventions and declarations in its work.

Regardless of the market or country of business, IGH insists that all its partners and subcontractors also respect all laws and regulations of the countries in which we operate, and that they adhere to all relevant international conventions and declarations

If our employees, including a third party working on our behalf, violate our Code or our policies, this may result in the termination of any relationship with IGH.



6. EXAMPLES FROM LIFE

In our daily private and business life, there are many examples of ethically correct behaviour in the environment in which we find ourselves, from the simplest "good morning" with a smile, to a polite "goodbye" and/or "good night" at the end of the day.



In communication with others, whether we have the right or wrong point of view, let's try to express ourselves in a way that does not offend others and does not compromise our self-respect. Let's think about the fact that our way of life and behaviour represents the company we work in and the environment we come from.

Let's help the colleagues and people in our environment in small things, listen to someone's problems without ridicule, encourage them and motivate them to achieve goals.

Remember that it is easier to stick to ethical principles and the right way of life all the time than 95% of the time. With each failure, wounds become more frequent and inappropriate.

Let's avoid prejudices and communicate with colleagues. For example, in our company as in many others, interpersonal relationships become disrupted due to a poor communication or lack of it, often caused by feelings on a personal level. This creates a problem causing negative energy and atmosphere among colleagues and ultimately has a demotivating effect. In such situations, we try to think positively about the common good and the interest of the company, and solve the problem through conversation and a mature and professional approach. That way, interpersonal relationships will be healthier and people more productive. Through our behaviour and mature approach, let us be an example to other colleagues.

7. „ ACT BY THE CODE“

In order to achieve the purpose of the code, you need to be aware of an action that violates, or appears to violate, the Code of Conduct, company policy or applicable law. In this case, each of us has a personal right and responsibility to respond appropriately. We strongly recommend that you contact your superior or local management as soon as possible.

Let our behaviour and mature approach be an example to other colleagues. A healthy and functional environment is the biggest driver and basis of any successful company

You must use these reporting rights responsibly and must report issues only where you reasonably believe there has been a violation, and not report for the purpose harassing, based on personal opinion or for other trivial reasons. You can raise a question or concern or make such a report to your supervisor, local management, local or corporate human resources teams, Legal services or person assigned for the protection of employee dignity.

The greatest responsibility of a manager is to be a role model to his employees. They are expected to promote a positive work environment where employees feel well. Managers need to adhere to the code in order for employees to emulate them. They should encourage open communication on legal and ethical issues, to point out the mistakes, but also to prevent potential future mistakes. Managers should be familiar with the Code in order to be able to clarify ambiguities and recognize violations of the Code.

You can always contact the Management Board Office using the contact information below.

Direct line: +385 (0) 1 612 5772 or +385 (0) 1 612 5410

Email: uprava@igh.hr

Address: Janka Rakuše 1, Zagreb, 10000, Croatia

Violations of IGH policies, procedures or this Code of Conduct will be addressed promptly and effectively. Subject to the company's HR office guidelines and local laws, violations may result in disciplinary action up to (and including) termination of employment.


POLICY AND ADDITIONAL INFORMATION


The Code is publicly available on the website www.igh.hr. The following business policy is in effect at the time of publication of this Code:

- JOS CLASSIFICATION
- WORK REGULATIONS
- OCCUPATIONAL HEALTH AND SAFETY REGULATIONS
- THE WHISTLEBLOWER PROTECTION ACT
- DANA PROTECTION
- PROTECTION OF ASSETS
- REWARDING EMPLOEES
- ISSUING AND RECEIVING TRAVEL ORDERS



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