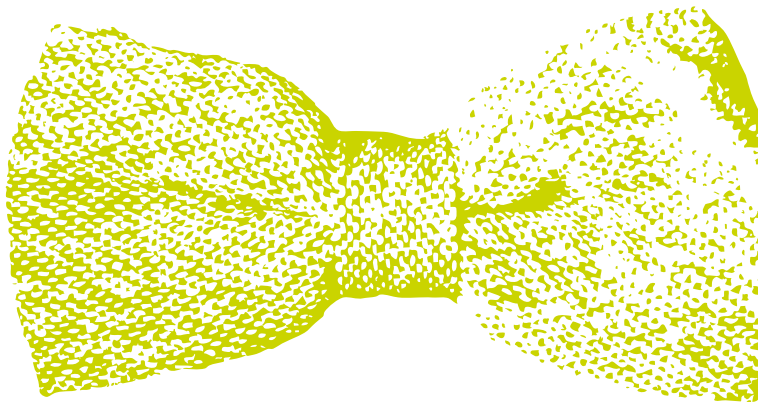


CODE OF CONDUCT



Code of Conduct of Czech Print Center (hereinafter referred to as CPC) defines high standards of behaviour expected from each employee regardless of his/her position in the company hierarchy.

At the same time, the CPC Company undertakes in it to adhere to fundamental ethical principles protecting the rights of employees.



Employee Code of Conduct

I cooperate with colleagues and people from other teams in carrying out set tasks

I fulfil my career goals and tasks effectively, responsibly, and in a timely manner

I give suggestions to improve the working environment, my performance as well as my colleagues' performance

I develop my strengths and minimize my weaknesses

I can accept criticism of my work as well as praise from my boss

I follow improvement and innovation that take place in society and I am aware of their importance

I educate myself effectively in view of my professional needs and personal development

I understand the strategic goals of the company I work for

I know ways of remuneration and incentives as well as penalties for violations of labour discipline

I comply with all laws and regulations related to my work, especially the safety standards

I treat my superiors and other colleagues on the basis of mutual esteem and respect

Also in a private environment I pay attention to a positive image of the company I work for, I am always loyal. It is forbidden in any way to discredit and belittle third parties, such as customers, competitors, suppliers

Each employee must ensure that any possible comparison with the competition, services and products is always substantiated and accurate, and that it is not misleading.

It is the responsibility of every employee not to disclose confidential information about customers, business partners, marketing, etc. to strangers

Our relationships with business partners, public officials, civil servants and others are based on trust and quality of services provided, therefore we do not provide or accept any gifts that might influence decisions in our favour, with the exception of small gratuities as a small gift or courtesy, e.g. as an expression of gratitude for the good work done after the completion of a project, etc. Generally, it can be a product that can be consumed in one day.

If there is a breach of any regulations, or if an employee feels discriminated and harmed, s/he is obliged to report this fact to his/her direct superior or the company management. It goes without saying that any employee who reports violations of the Code in good faith shall not suffer any reprisals

If an employee breaches the Code of Conduct, the employer may impose sanctions. The type and scope of the sanctions will depend on the severity of the violation and the particular contractual and legal provisions of the relevant employment relationship (employment contract)

AN **ORGANIZATION**, NO MATTER HOW WELL DESIGNED, IS ONLY AS GOOD AS THE **PEOPLE** WHO LIVE AND WORK IN IT.

// Dee Hock



Customer charter

I can present the CPC Company to customers and I know the basic information

I know the basic services and products that CPC offers

I am able to present interesting references and products

I always communicate with the customer professionally and respectfully, I express in an understandable way without slang and curse words

I realize that I can meet the customer outside working hours, so in every situation I comply with the principles of social behaviour, pay attention to my appearance and behaviour

I always communicate with the customer professionally and respectfully, protecting information on mutual business conditions

The customer is always first, therefore I always solve his/her requirements in a high quality, quickly, and efficiently

I continuously hand on accurate and verified information to the customer and I only undertake to do things within my authority

I handle problematic situation calmly, I do not underestimate the customer's comments and suggestions and I try to understand them. I deal with any disputes, comments, and complaints wisely, I avoid quarrels and potential personal attacks



Occupational safety code

I care about my health and safety, and I am not indifferent to the health and safety of others in the workplace who may be concerned by my potential neglect

I comply with all established rules and regulations and do not tolerate their violation by another person

I always use the assigned work and protective aids

I do not carry out work I am not properly qualified or authorized for, I have the right to refuse such a task

It is my duty to participate in job training and validation of knowledge held by the employer

I undergo regular medical examinations by an occupational physician

I immediately inform my superiors about a problem or danger that I cannot prevent myself within my competence

I know the correct procedures for providing first aid and calling rescue squads

In particular, it is forbidden to drink alcohol in the workplace and to use other addictive substances; snacks and meals are allowed to be eaten only in the designated areas (canteen).

I respect the ban on smoking in the workplace and on the whole company premises

I am fully aware of the risks and penalties that threaten me for breach of discipline in the workplace

Safety rules must be observed even in the office, my priority is my own safety and safety of my colleagues.



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