

## **ETHICS CHARTER OF BALKAN GROUP**

For a responsible commitment combined with respect of our partners

### **Responsibility towards civil society**

We comply with laws and regulations.

We actively manage risks in accordance with sustainable development principles and act in favour of greater environmental responsibility by reducing the overall impact of the transport industry on the planet.

We respect personal commitments provided they do not involve the Group.

We do not tolerate corruption nor encourage illicit practices.

### **Responsibility to our commercial partners**

We are representatives of the commitment and values of the Group. We believe in free competition and respect our competitors.

We do not accept gifts and advantages that would create a situation of obligation.

We act properly and in an appropriate manner with our customers providing quality, fairness and confidentiality where appropriate.

We confer importance to our partners sharing our ethical principles.

### **Responsibility towards our group and our shareholders**

We contribute to the enhancement of the Group's image by sharing the same environmental, social and governance values.

We develop our business activities responsibly and we stand by our commitments.

We communicate reliable, complete and appropriate information concerning our business activity and results.

We protect confidential documents and data. We respect and protect property made available to us.

We avoid conflicts of interest or situations that may be perceived as such.

We fulfil our employment contracts conscientiously.

### **Responsibility towards our staff**

We respect obligations arising from the law, statutes and contracts.

We respect diversity and condemn all discrimination. We promote mutual respect and do not tolerate harassment.

We encourage our staff to consider the environmental consequences of their actions and seek to minimize the impact where it is reasonably practicable.

We maintain a healthy, secure and harmonious working environment.

We respect the individual and his/her private life.

We are committed to resources and competencies development and improvement policy.

We value expertise and support and encourage entrepreneurial spirit.

10 May 2023, Casablanca (Maroc)