



## Team Member HANDBOOK

"Everything you need to know  
as an **ESTI** team member!"

## **CHAPTER 4     Code of Ethics and Business Conduct**

Our commitment to ethical behaviour and the solid ethical foundations are one of the most essential components of our operation. ESTI is committed to doing business the right way, based on a culture of ethics and compliance.

In the long term, ESTI can successfully face the challenges of competitive market environment by accepting the imperatives of moral responsibility, both as individuals and as a company. In performing the job duties, the employees should always act lawfully, ethically and in the best interests of the foundation.

### **Article 4.1 Introduction**

This CODE OF ETHICS AND BUSINESS CONDUCT of ESTI serves as the ethical commitment and as a guide to proper business conduct for all our stakeholders. ESTI team members are committed to doing business legally, ethically and in a transparent manner.

This applies to all team members who work for ESTI (including officers, directors, managers, team leaders, employees, temporary, agency, interim, sub-contractor or consultant team member), and include other organisations who do business with us.

ESTI expects its team member to be impartial and honest in all affairs relating to their job. All team members bear a responsibility in general, to be of good faith and do nothing to destroy the trust necessary for employment.

The success of our business is based on the trust ESTI earn from our employees, customers and partners. ESTI gain credibility by adhering to the commitment to fairness and reaching ESTI's goals solely through ethical conduct. All team members are expected to adhere to this Code in their professional, as well as personal conduct, treat everyone with respect, honesty and fairness.

ESTI is open to any questions at any time and will not allow punishment or retaliation against anyone for reporting a misconduct in good faith. Managers and leaders have a higher responsibility for demonstrating, also through their actions, the importance of this Code. Managers and leaders are responsible for promptly addressing every raised ethical question or concern. Employees must cooperate in investigations of potential or alleged misconduct.

Non-compliance to this Code considered as a misconduct that could warrant disciplinary action, including termination of employment or other contract in deserving cases. ESTI is committed to making efforts to apply the values and norms also throughout the entire value chain of our own suppliers, sub-contractors, service providers and business partners.

### **Ethical**

The core values at ESTI are:

**●Honesty ●Integrity ●Trustworthiness ●Respect for others ●Responsibility ●Accountability**

## **1. Ethical Decision-making**

Ethical conduct is a value-driven decision-making. Several key questions can help to identify situations that may be unethical, inappropriate or illegal. Ask yourself:

Is what I am doing legal? • Does it reflect our company values and ethics? • Does it comply with the Code and company rules/policies? • Does it respect the rights of others? • How would it look if it made the news headlines? • Am I being loyal to my family, my company and myself? • Is this the right thing to do? • What would I tell my child to do? • Have I been asked to misrepresent information or deviate from normal procedure?

## **2. Compliance with laws and regulations**

Our commitment to integrity begins with complying with laws, rules and regulations. ESTI understand and comply with the legal requirements and commercial practices of lawful business. ESTI is committed to adhere to every valid and binding contractual agreement that ESTI conclude, and ESTI does not abuse our rights. ESTI team members must follow applicable laws and regulations, always including the Code and must ensure compliant operation.

## **3. Sustainability: People + Profit + Planet**

ESTI is committed to meet current requirements without compromising the needs of future generations. To this, ESTI combine economic, environmental and social factors in our operation and our business decisions.

## **4. Human rights**

ESTI is committed to respect human dignity and rights of each individual and community whom ESTI interact with during the course of work. ESTI shall not, in any way, cause or contribute to the violation of human rights. Our team member shall treat everybody with dignity, respect and care and uphold human rights.

## **5. Fair labour practices and working conditions**

ESTI is committed to promote equality in our employment practices and to fair employment and remuneration policy in compliance with applicable laws. ESTI is firmly opposed to employ or contract child or slave labour or any form of forced or compulsory or bonded labour. ESTI condemn all forms of illegal, unfair, unethical labour practice that exploits workforce, destroys social security or serves as tax evasion, including but not limited to undeclared and “grey” work or holding back wages. Our team member shall act with integrity and treat their colleagues and others through the work with full respect.

## **6. Discrimination and harassment**

ESTI provides equal opportunity in employment and does tolerate any discrimination or harassment or any type from abuse. No direct or indirect discrimination shall take place based on any professionally non-relevant trait or circumstance, like gender, marital status, age, national or social or ethnic origin, colour, religion and political opinion, disability, sexual orientation, employee representation, property, birth or other status. Any kind of discriminatory behaviour, harassment, bullying or victimization is prohibited.

Every team member is expected to follow the highest standards of conduct in all verbal and written communication based on mutual respect, and must refrain from any form of harassment, slander or any behaviour that could be taken as offensive, intimidating, humiliating, malicious or insulting.

## **7. Health, Safety and Environment**

ESTI provides clean, safe and healthy work conditions and ESTI is dedicated to maintaining a healthy environment. ESTI is committed to minimise the impact on the natural environment of our operations. ESTI make efforts to reduce the use of finite resources, like energy or water, and the harmful emissions, like waste.

All team members must follow and comply with every relevant health, safety and environmental protection laws, regulations and rules all times.

## **8. Fair competition and business conduct**

ESTI's relationships with business partners are built upon trust and mutual benefits compliant with competition law. ESTI is dedicated to ethical and fair competition, as ESTI sell products and services based on their quality, functionality and competitive pricing. ESTI will make independent pricing and marketing decisions and will not improperly cooperate or coordinate our activities with our competitors. ESTI will not offer or solicit improper payments or gratuities, nor will ESTI engage or assist in unlawful boycotts of customers. ESTI commits to comply with all applicable trade controls, restrictions, sanctions and import-export embargos.

ESTI does not allow any violence of the fairness of any tendering process in any way. ESTI refrains from damaging competition and the reputation of any business partners and any behaviour that harms competitor's creditability.

Every ESTI team member is responsible for ensuring fair business during their job and adhere to every competition, consumer protection and fair marketing rule. Customers and business partners shall be treated fairly and equally, products and services shall be displayed in a manner that is fair and accurate (fair marketing and advertising), and that discloses all relevant information.

## **9. Anti-corruption**

ESTI firmly condemns all and does not tolerate any form of corruption. It is prohibited directly or indirectly offering, promising, giving, asking, soliciting or accepting any unfair advantage or benefit, to obtain, retain or facilitate in any way the business. An unfair advantage or benefit may include cash, any cash equivalent (e.g. voucher), gift, credit, discount, travel, personal advantage, accommodation or services. ESTI does not permit facilitation (or "grease") payments to government officials or private business to secure or speed up routine actions. Corruption also covers the misuse of function or position as well, when someone makes that false appearance that improperly influences a decision maker.

Corruption for either to obtain or retain business, or to obtain or retain an advantage in the conduct of business is considered gross misconduct. Similarly accepting or allowing another person to accept a bribe is considered gross misconduct. Every team member must account for all benefits received while doing business and must not give or receive bribes or otherwise act corruptly.

## **10. Gifts and Hospitality**

ESTI shall avoid any actions that create a perception that favourable treatment was sought, received or given in exchange for personal benefits.

Business courtesies or benefits include gifts, gratuities, meals, refreshments, entertainment or other advantage from persons or companies with whom ESTI does or may do business. ESTI will neither give nor accept such benefits that constitute, or could reasonably be perceived as constituting, unfair business inducements that would violate law, regulation or policies, or would

cause embarrassment. ESTI team members may never use personal funds or resources to do something that cannot be done with our resources.

ESTI team members will politely refuse gifts. If it is not possible to refuse or return the gift it shall be offered for charity or community purposes. It is the responsibility of the person offering, providing, receiving or accepting the gift to decide how to handle this.

**11. Security, protection and proper use of company assets**

ESTI is responsible for the security, protection and for the economic use of company resources. Our resources, including time, material, equipment and information are provided for legitimate business use only. Occasional personal use is permissible if it is lawful, does not affect job performance or disrupts workplace morale.

All team members are obliged to follow appropriate security measures and they should treat company property, whether material or intangible, with respect and shouldn't misuse company assets or use it carelessly.

**12. Confidentiality, information security, proprietary information and intellectual property**

ESTI is committed to business information confidentiality, integrity and accessibility, ESTI implement proper technical security measures this and it is our team member's obligation to uphold this. Proprietary information includes all non-public information that might be harmful to the company or its customers, business partners if disclosed to unauthorised parties. All team members must handle any such information as secret. It also covers that, no one is entitled to trade with securities while in possession of non-public information or deliver non-public information to others that could have impact on the securities. Every rule ensuring information security must be followed all times.

ESTI respect the property rights of others. ESTI will not acquire or seek to acquire trade secrets or other proprietary or confidential information by improper means. ESTI will not engage in unauthorized use, copying, distribution or alteration of software or other protected intellectual property.

**13. Bookkeeping, true reporting and financial integrity**

Our books, records, accounts and financial statements must be maintained in appropriate detail, must truly and properly reflect our transactions. ESTI condemn all forms of money laundering, so ESTI is committed to do business with partners involved in legitimate business activities with funds derived from legitimate sources.

ESTI is committed to fair taxation and to avoid all tax evasion practices, including such as failing to issue receipt or accounting fake expense invoices. All team members must follow accounting procedures, ensure that business transactions are recorded and documented appropriately and make certain that all disclosures made in financial reports are full, honest, accurate, timely and understandable. All team members must not improperly influence, manipulate or mislead any audit.

**14. Anti-Fraud**

Fraud – the act or intent to cheat, steal, deceive or lie – is both unethical and, in most cases,

criminal. Fraud in every form, (including e.g. submitting false expense reports; forging or altering financial documents or certifications; misappropriating assets or misusing company property; making any untrue financial or non-financial entry on records or statements) is prohibited.

#### **15. Conflict(s) of Interest**

ESTI decisions shall be based on objective and fair assessments avoiding the possibility of any improper influence. A "conflict of interest" exists when an employee's personal interest (that can be linked to e.g. friends, family, or customer, competitor, supplier, contractor entity, as well) interferes or potentially interferes with the best interests of ESTI. Determining whether a conflict of interest exists is not always easy to do, thus anyone with a conflict-of-interest question should seek advice from management.

Conflicts of interest could arise:

- Being employed (you or a close family member) by or being in economic relation with an actual or potential customer, competitor, supplier or contractor.
- Hiring or supervising family members or closely related persons.
- Serving as a board member for another company or organization in direct relation with ESTI.
- Owning or having a substantial interest in a customer, competitor, supplier or contractor.
- Having a personal interest, financial interest or potential personal gain in any company transaction.

If co-workers become involved in personal relations with each other, the onus is on the senior employee concerned to bring this to the attention of his or her manager to confirm that there is no conflict of interest, nor will a conflict of interest arise.

#### **16. Privacy, personal data protection**

ESTI respects people's privacy and ESTI acknowledge customers, employees and other natural persons' need to feel confident that their personal data is processed appropriately and for a legitimate business purpose. ESTI is committed to comply with all personal data protection laws. ESTI only acquires and keeps personal information that is necessary, and ESTI give proper information on these activities to data owners. ESTI implement proper security measures to assure confidentiality, integrity and availability of personal information.

Our team member must observe the legal requirements, apply compliant practices and follow related procedures to ensure legality of personal data handling and processing activities.