

# Code of Ethics

RESCO spol. s r.o.

## Purpose and Scope

This Code of Ethics (hereinafter referred to as the “Code”) sets out the core values and principles that guide the daily behavior and decision-making of all those who work for RESCO spol. s r.o. (hereinafter referred to as the “Company”). Our values – Resco listens, Resco supports, Resco excels, and Resco trusts – are the pillars of our corporate culture and reflect our ambition, innovative approach, team spirit, and commitment to doing the right thing.

The Code defines standards of behavior that help identify appropriate conduct in work situations. Adherence to these principles ensures the integrity, credibility, and reputation of the Company, which we value as our most precious asset.

Respect for applicable laws and internal rules is the foundation of our business. This Code complements legal requirements with ethical standards that go beyond the scope of legislation and promotes a responsible approach to work.

The Code applies to all employees, members of management, and bodies of the Company, regardless of the nature of their employment relationship. We also expect our business partnerships – suppliers, consultants, contractors, and clients – to respect the basic principles of the Code.

## Our Values

### Resco listens

- Our communication is based on openness and respect.
- We actively listen to understand the needs of colleagues, customers, and partners.
- We respect diverse opinions and encourage constructive feedback.

### Resco supports

- We create a supportive work environment where we help each other grow.
- We ensure fair conditions, support education, and professional development.
- We care about making a positive impact on the community and society.

### Resco excels

- We strive for high quality products, services, and work processes.
- We seek opportunities for innovation and improvement.
- We work efficiently and with a professional approach.

### Resco trusts

- We act transparently and responsibly, building relationships based on trust and respect.
- We take care to protect sensitive information and respect the privacy of employees, clients, and partners.
- Our actions support the credibility of the Company.

## Our Core Principles

### Diversity and Inclusion

- Resco supports an inclusive work environment based on respect. We see team diversity as a source of strength that fosters innovation and creativity. Therefore, we promote equal opportunities, prohibit discrimination, and support the uniqueness of everyone.
- Discrimination based on gender, age, race, ethnic origin, religion, sexual orientation, disability, or other characteristics is not tolerated.
- Every employee has the right to be treated with dignity and to work in an environment free from harassment or bullying. By fostering a culture of inclusion, we create conditions in which everyone can fully develop their potential.

### Honesty and Responsibility in Business

- At Resco, we value honesty, responsibility, and transparency in all areas of business. These principles are an integral part of our values and form the basis of the trust we maintain with our partners, customers, and colleagues.
- We comply with all applicable European and national laws and reject any illegal practices, including corruption, bribery, embezzlement, or the provision or acceptance of undue advantage. We consider ethical behavior to be an essential prerequisite for the long-term success and sustainable development of our Company.

### Transparency and Fairness

- We conduct all business activities openly and in accordance with applicable laws.
- We value the truthfulness and accuracy of the information provided to customers, business partners, and the public.
- Internal controls and audits serve to verify the integrity of our processes, and we expect maximum cooperation from employees.

**Rejection of Unethical Practices**

- We do not offer, promise, provide, or accept benefits that could influence decision-making.
- We avoid conflicts of interest and ensure objectivity in business relationships.
- Any gifts or hospitality must comply with the rules of transparency and appropriateness.

Employees are required to report any situations that could jeopardize the integrity of the Company. By adhering to these principles, we contribute to maintaining a professional and ethical work environment that supports long-term trust and success.

**Protection of Information, Intellectual Property, and Cybersecurity**

In our operations, we work with sensitive data and specialized knowledge, which makes their protection one of our top priorities. Confidential information – whether internal Company data or information entrusted to us by our customers and partners – must be securely protected.

**Protection of Confidential Information**

- Employees are responsible for maintaining confidentiality regarding all non-public facts they become aware of during their work.
- Information that has not been officially disclosed must not be shared outside the Company or used for private purposes without permission.
- This obligation continues even after the termination of employment or business relationships.
- Regular training ensures that all employees comply with internal guidelines on the classification and protection of information.

**Protection of Personal Data**

- When processing personal data, we act in accordance with applicable regulations, including the GDPR. We respect the privacy of employees, clients, and business partners, and process personal data solely for legitimate business purposes.
- We implement appropriate technical and organizational measures to protect data from unauthorized access, leakage, or misuse.

**Intellectual Property**

- Our know-how, software solutions, databases, and brand are among our most valuable assets and must be protected.
- Internal materials and source code may only be used for work purposes and within the scope of the employee's authorization.
- When developing software and using external resources, we always respect licensing terms and copyright.
- We do not use unlicensed software or illegally obtained content.

**Cybersecurity**

- Employees are required to follow the principles of secure use of company IT systems and devices.
- This includes safe storage of access credentials, avoiding the use of unauthorized software, and performing regular updates.
- Any security incident or suspicion of data compromise must be reported immediately so that appropriate measures can be taken.

Information protection is a shared responsibility that supports the security, trust, and long-term success of the Company.

## Relationships with third parties

### Relationships with Customers and Business Partners

At Resco, we are committed to building professional and respectful relationships based on trust, transparency, and mutual respect. Our clients are primarily business customers (B2B), to whom we provide software and services under license agreements. We are committed not only to fulfilling our contractual obligations but also to actively contributing to their business success through reliable and high-quality solutions.

Our relationships with customers are based on open communication, a professional attitude, and respect for their needs:

- **Transparency of information** – We provide customers with accurate, truthful, and understandable information about our products and services. Every presentation, offer, or advertisement must faithfully reflect their features and benefits, avoiding misleading claims or distortions of reality.
- **Fulfilling commitments** – We always adhere to the agreed terms of license agreements, service contracts, and technical support. If a situation arises that could affect the quality or delivery time, we inform the customer transparently and actively seek solutions.
- **Problem resolution** – In the case of complaints, technical issues, or specific customer requests, we act promptly and fairly. We value feedback and treat every comment as an opportunity to improve our products and services.
- **Long-term customer satisfaction** – Our goal is not only to meet customer expectations but, where possible, to exceed them. We focus not on short-term profit but on building long-term, valuable partnerships.

### Collaboration with Suppliers and Business Partners

In our business partnerships, we follow principles of fairness, transparency, and objective decision-making:

- **Partner selection** – We apply transparent processes and objective criteria when selecting suppliers and partners, such as quality, price, delivery reliability, and the ability to meet our requirements. We provide equal opportunities to all applicants who meet the set conditions.
- **Ethical business relationships** – We expect our business partners to comply with all legal and ethical standards, including human rights, working conditions, and environmental standards. If we find that a partner acts contrary to these principles (e.g., engages in corruption or violates labor conditions), we will take appropriate steps, including reconsidering or terminating the cooperation.
- **Transparency in business decisions** – We make decisions based on objective indicators, not personal connections or pressure. We prefer fair competition and reject unfair practices such as favoritism or non-transparent advantages.
- **Confidentiality** – Information obtained from a business partner (e.g., price offers, technical know-how) is considered confidential and will not be misused or shared with third parties without consent. We expect the same approach from our partners regarding the information we provide.
- **Building long-term relationships** – Trust and stability are key factors in successful cooperation. We strive to create business relationships that are long-term and mutually beneficial. We prefer open communication and fair distribution of risks and profits.

All our business decisions should reflect Resco's values – we listen, support, excel, and trust. Our goal is to build professional relationships based on ethical principles and mutual trust.

## Fair Economic Competition

At Resco, we believe that open and transparent economic competition fosters innovation, improves product quality, and delivers greater value to customers. That's why we respect the principles of fair competition in all countries where we operate and comply with legislation protecting economic competition.

### Principles of Fair Competition

Our business strategy is based on independent decision-making, expertise, and the quality of our products and services:

- **Compliance with market rules** – We compete fairly, without secret agreements or practices that would artificially restrict market conditions.
- **Transparent cooperation** – We respect every entity's right to free enterprise and economic decision-making, while promoting ethical business relationships.
- **Protection of the competitive environment** – We do not enter into agreements with competitors that would restrict competitive conditions, such as price-fixing, market division, or exclusive contracts without mutual benefit.

### Ethical Business Conduct

We are committed to fair business practices and expect the same from our employees and business partners:

- **Equal conditions for all** – In business relationships, we do not exert undue pressure on partners to work exclusively with us, and we respect their freedom of choice.
- **Fair communication with competitors** – We do not make misleading or false statements about competitors or their products. When comparing our solutions, we do so objectively, based on verifiable data.
- **Responsible contact with competitors** – Employees who come into contact with competing companies (e.g., at conferences or professional events) must avoid communication or agreements that could be perceived as undermining fair competition.

### **Long-Term Business Approach**

Our priority is to achieve success through honest and transparent means:

- Ethical business decisions – We do not impose restrictions on our customers or partners that would unduly interfere with their business opportunities.
- Legitimacy and professional conduct – In all business decisions, we follow principles of honesty and responsibility, prioritizing long-term trust over short-term gain.
- Innovation and quality as competitive advantages – We stand out in the market not by limiting competition, but through better ideas, technologies, and services.

We are committed to fair business and economic competition based on trust, professionalism, and ethical principles.

## **Reporting Violations and Enforcing the Code**

At Resco, we value transparency and adherence to ethical principles. Therefore, everyone who works for or collaborates with the Company has the opportunity to report conduct that conflicts with this Code or with applicable legal regulations.

### **Reporting Mechanisms**

The Company provides safe and confidential channels for reporting potential violations, including the option to report anonymously. Employees may contact:

- Their direct supervisor
- The Human Resources department
- The designated person responsible for ethics and compliance (Legal Counsel).

Every report will be handled with maximum discretion and without negative consequences for the person who raises the concern.

### **Consequences of Violating the Code**

Adhering to the principles outlined in the Code is important not only for maintaining a professional work environment but also for protecting the integrity of the Company. In the event of a serious violation, appropriate measures may be taken, such as:

- Disciplinary action in accordance with internal regulations

Reassessment or termination of cooperation with external partners

Legal proceedings in accordance with applicable legislation

### **Management Responsibility and Regular Updates**

Managers have a special responsibility to ensure compliance with the Code. Their role includes:

- Providing clear guidance on ethical principles
- Creating a culture of open communication where employees are not afraid to raise concerns
- Regularly reviewing the Code to reflect current challenges and the Company's values

In case of uncertainty or ethical dilemmas, employees may contact their supervisor, the HR department, or the designated person for ethics and compliance (Legal Counsel). By following these principles, we support trust and stability in our corporate culture.

## Final Provisions

This Code of Ethics enters into force on the date of its approval by the relevant body of the Company. It is the result of thorough discussion and approval by the Company's management, which fully supports its provisions and the values on which it is based.

The Code of Ethics is binding for all employees, members of management, and Company bodies. Every employee and collaborator should familiarize themselves with its content and adhere to its principles in their daily work.

The original version of the Code is stored with the Company's management. Its electronic version is available on the Company's intranet, and a public version is accessible on the Company's website, so that everyone who collaborates with us can better understand our values and principles.

Ethical behavior represents more than just fulfilling formal requirements – it is an integral part of our corporate culture and everyday decisions. We believe that transparency, honesty, and responsibility will help us continuously strengthen the trust of our customers, partners, and the public, and contribute to the sustainable success of our Company.