

Corporate social responsibility

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Preamble

The management of Promonotes Sp. z o.o., in wishing for ethical conduct and transparency of business processes, has accepted "The Code of Responsible and Ethical Business" as a proof that we are a mature, stable and trustworthy organization.

Our mission is to expand our activities and establish values by providing innovative products that fully meet customers' expectations. Our mission is being implemented with respect for legitimate interests of all concerned parties. The company operates its business activities in a socially responsible, unbiased and ethical way, respecting the rules of equality and honesty in employment relationships, guaranteeing safety of its employees, promoting pro-ecological attitudes and fully obeying law regulations.

Our aim is to make sure that the ways we act as well as policies of our company comply with regulations set by **The International Labour Organization, United Nation of Global Compact as well as Social Accountability International.**

The Code symbolizes our striving for permanent improvement of the way we operate a business and build up internal as well as external relations. Our aim is to ensure development of PromoNotes Sp. z o.o. based on common values and ethical standards recognized by all employees and, as a result, effective protection of the company's reputation and assets and consistent value increase for stakeholders.

We are convinced that the "Code of responsible and ethical business", which has been established and implemented in our organisation, confirms that PromoNotes Sp. z o.o. is attached to widely accepted principles of operating business activities and is ready to face requirements and expectations of our stakeholders.

1. Applying the Code

We adopt the following three key rules when acting.

Flexibility

One of the basic priorities of our company is customer satisfaction. We do our best to meet all their requirements and expectations. Hence, in agreement with our business partner, we try to offer such a product that meets even the most unique requirements concerning design, shape, colour, paper quality etc.

Kindness

We do our best to make sure that our employees are always kind and smiley towards our customers. Thus, we make every effort to organise and conduct proper trainings aimed at preparing our employees to deal with everyone who is interested in our services. We believe that we should treat our interlocutors the way we would like to be treated.

Promptness

Our main virtue is ability to adjust the pace of service delivery to meet our customers' expectations in terms of completion date of a particular task. We make every effort to, whenever possible, process even the most urgent orders. Despite the fact that promptness is very crucial, it is not more important than the quality of our product. We always try to keep the quality high and consistent.

Promonotes Sp. z o. o. undertakes to apply rules envisaged in the Code at both the company's seat as well as in customer and third party relations. All guidelines referred to in the Code are to be obeyed by all employees of Promonotes while any breach of the guidelines by the concerned parties may bring consequences, depending on the internal company's regulations and in accordance with the applicable law regulations.

The organisation will make all efforts as part of promoting assumptions envisaged in the code in relations with suppliers, partners, customers and all other stakeholders.

The current rules may be supplemented and clarified on the basis of local regulations. Should there be any doubts or questions, each employee may seek advice from the authorised person: Mr Maciej Maćkowiak.

According to the local procedures, all employees as well as officers of Promonotes Sp. z o. o. are acquainted with the rules.

2. Irregularity detection system

Our company pays special attention to opinions of the parties concerned. We do not stay indifferent to any opinions expressed by our customers, suppliers or other persons or groups that also have influence on the way our company functions. We consider all comments and requests that have been put forward to us. We also try to meet all of them within reasonable limits.

In order to detect ethical irregularities, the company has introduced an irregularity reporting system. Each employee, customer or stakeholder, who witnesses any breach of rules or procedures, is required to promptly report each such incident.

One may do it in one of the two following ways:

- by using a tab available on www.promonotes.pl CSR tab report irregularity
- by sending a report directly to the following e-mail address: ethics@promonotes.pl entitled REPORTING OF IRREGULARITY

Each person reporting irregularity and acting in good faith is guaranteed secrecy. Moreover, employees of the company are protected and cannot be put at risk of any sanctions imposed by their employer.

3. Obligations of Promonotes Sp. z o.o.

3.1 Obligations towards employees

PromoNotes Sp. z o.o. does not contribute to human rights violation and is entirely against all practices that may lead towards that. The company offers decent work conditions, meets legal requirements while its employees are satisfied with them. The organization undertakes to ensure all Basic Social Norms resulting from the Convention of the International Labour Organization, concerning most of all:

- abolishing and preventing child labour,
- organising work of the disabled,
- abolishing and preventing unfree labour,
- lack of discrimination,
- maintaining the right of association and collective disputes between employers and employees,

- ensuring safety and hygiene at work,
- complying with maximum working hours,
- providing decent wages.

3.1.1 Fundamental labour rules and rights – child labour, unfree labour, discrimination

Promonotes Sp. z o.o. recognizes all fundamental labour rights defined by the International Labour Organisation. In reference to the aforesaid guidelines, we do not practise any forms of unfree or compulsory labour, or child labour. We do not cooperate with companies whose practices do not comply with our assumptions relating to the fundamental labour rules and rights. What is more, we do not stay passive if we notice any non-compliance. We do not tolerate discrimination, violence, mobbing, abusive behaviour or any other unwanted behaviour that could destroy employee's dignity and lead to hostility, debasement, humiliation or derogation. We employ deaf-mute employees to prove the above.

3.1.2 Employment and employment relationships

All of our employees are in the legal employment relationship with us. As an employer, we fulfil all of our obligations that have been imposed on us in connection with accepted agreements, contracts and national law. PromoNotes Sp. z o.o. ensures that all its employees have equal working conditions and opportunities. The company properly protects personal data and workers' privacy. It does not use any arbitrary or discriminating methods of ending employment relationships. All orders and sub-orders as well as relationships with partners are straight, legal and in accordance with the applicable law.

We treat everyone as individuals and yet, we do not forget that together we create a small community. We also pay special attention to the atmosphere in the company. We try to solve all disputes amicably so that our professional relations and private interests and benefits do not influence the quality of our work. Having in mind creating pleasant atmosphere, we try to enable our employees to develop good professional and private relations. We try to achieve that through organizing various integration events for employees.

3.1.3 Working conditions and social care

Working conditions that the company offers to its employees comply with the applicable law regulations. The employer ensures that decent working conditions are provided, especially in connection with:

- **wages** – paid on time, adequate to tasks performed, documented and compliant with the provisions of the Labour Code

- **working hours and rest breaks after a working week** – in accordance with standards envisaged in the Labour Code

- **health and security issues** – including both ensuring safe and hygienic working conditions, adjusted to law regulations and guaranteeing periodical training concerning safety and hygiene at work

- **maternity protection and opportunity to reconcile professional duties with family life.**

- **ensuring freedom in establishing workers' associations and participation in such.**

- **social care** – employees receive co-financing of their summer holidays known as "Holiday breaks under a pear tree". We also organise Christmas Eve meetings on a yearly basis that are aimed at cultivating tradition and culture. Our employees also have a possibility to participate in integration and training trips aimed at skill development and rapport building among participants. Such trips enhance motivation and improve the atmosphere in the company.

3.1.4 Safety and hygiene at work

Promonotes Sp. z o.o. has defined and implemented policy concerning safety and hygiene at work. The company obeys the policy rules and executes its objectives. As part of actions undertaken on safety and hygiene at work, probable risks at particular work stands are analysed and monitored while employees are equipped with all the necessary safety equipment. The company pays a lot of attention to employees' awareness that can be built through appropriate trainings. All employees have ergonomically adjusted work stands that meet the applicable law requirements.

3.1.5 Personal growth and trainings at work

All of our employees are guaranteed equal development and training possibilities as well as equal and unbiased possibilities for promotion. Since we realize how important employees' awareness is and how it influences cooperation between them, we ensure that all our employees receive proper training in, among others, safety and hygiene at work, environmental protection or skill improvement.

3.1.6 Mobbing and abusive behaviours

Our employees have the right to feel that there is no risk of mobbing or abusive behaviours at their work place. Mobbing and abusive behaviours include all humiliating, threatening, insulting or derogatory behaviours. We, as a society, must pay attention to every unwanted behaviour towards others, whether verbal, physical or visual, displayed in person or by other means (e.g. via e-mail), and if such is noticed it must be promptly reported through the irregularity detection system (see point 2 of the Ethical Code).

3.2 Obligations of Promonotes Sp. z o.o. towards environment

3.2.1 Environmental responsibility

Promonotes acts in accordance with regulations concerning environmental protection. Additionally, it promotes actions and measures aimed at natural resources protection as well as environmental and nature protection. When conducting each of its undertakings, the company tries to deploy environmentally-friendly actions, programs and practices.

The company minimises and actively manages pollution and waste production by waste segregation.

What is more, the company makes every effort to minimize the results of its activity and adaptation to climate changes. It also provides and organises appropriate information and trainings to make sure that its obligations are fully understandable.

3.2.2 Sustainable development

Each new undertaking is evaluated in terms of influence it may have on natural environment as well as in terms of law regulations. All of our actions are organised in an environmentally-friendly way.

The organisation follows the rule of sustainable use of natural resources, paying special attention to the following:

Efficient energy use

Using properly task-adjusted bulbs that provide comfortable working conditions and are environmentally-friendly. Additionally, our employees demonstrate high level of awareness in terms of efficient energy use, remembering about switching off all electrically powered devices once their work is finished.

Effective use of materials

This is also one of those aspects of our activity that we pay special attention to. We ensure that all materials are effectively used – (sheets of paper that have been incorrectly printed are always used by our employees as rough notebooks), we store used up materials and have them recycled.

Refilling toner cartridges

We strive to minimise the amount of documents to be printed, however it is not possible to cease printing entirely. Hence, we do not dispose of empty toner cartridges but refill them.

Water-based glue

We use a water-based glue in all products we offer as it allows us to avoid using all environmentally-poisonous substances during manufacturing process. We do not use self-adhesive paper that has been produced with the use of solvents or other substances that may have negative impact on the environment.

FSC certificate

Proves that both producers, who use FSC certified materials, and consumers, who look for FSC certified products pay special attention to environmental protection. Purchase of FSC certified products means that all materials the products are made up of have been sourced with attention to conservation of natural resources, responsible management of wood resources and with support for people, who work within the forestry industry. We offer products that have been manufactured with the use of FSC certified materials.

Waste segregation

We promote waste segregation among our employees. There are specially marked recycling bins for paper, plastic and glass in the office. We hope that our employees' promote their recycling habits at their homes, among their friends and family members.

3.3 Obligations of Promonotes Sp. z o.o. towards stakeholders

The company's success is based most of all on **the quality of products, customers' satisfaction** as well as **innovation** and **flexibility** in action.

Promonotes Sp. z o.o. builds long-term relations with its customers and suppliers. These relations are based on fair, clear and properly documented rules that comply with the company's applicable internal requirements as well as law regulations.

Promonotes Sp. z o.o. takes care of the high quality of customer services and bears full

liability for its work. Our actions are characterized by **fairness and honesty**. All information that we pass on is always properly verified, true and up-to-date.

We are a team of professionals, who are consistent in their actions and have both knowledge and skills necessary to deal with assigned tasks in a timely manner.

3.3.1 Information safety

Promonotes Sp. z o.o. is fully aware of how important crucial information safety is. The company takes care of its customers' reputation and ensures safety of information that has been obtained during cooperation.

We provide all concerned parties with access to the broadest possible information about products and services we offer. Nevertheless, we reserve the right to protect confidentiality of all data concerning the company itself as well as trade secrets relating to executed works and their prices. Thus, our partners may place their **trust** in us. Additionally, pursuant to the Data Protection Act, we do not disclose or make available detailed information about our counterparties and customers from our data base.

All data and information obtained or generated when executing professional tasks, are property of Promonotes Sp. z o.o. and may be used only to its interest.

3.3.2 Openness to cooperation

In our business activities we pay special attention to cooperation with a customer. Pursuant to the aforesaid basic values, our priority is the best interest of our customers that we are able to provide thanks to our promptness, flexibility and kindness.

We have made our products' catalogue available online for our current and future customers. However, we also recognize and appreciate creativity and ingenuity of others. Hence, we offer a possibility for sending one's own designs and ideas. In such a case, employees of our Graphic Designing Department decide what constraints and chances there are to execute a particular design.

In order to meet the needs of companies that we cooperate with we strive to meet all their expectations concerning our cooperation. We fulfil our obligations envisaged in written agreements and keep oral promises.

Having in mind the rule to treat others the way we would like to be treated, we try to finalize all tasks that we have undertaken. Starting cooperation, we aim to precisely define its terms and conditions to avoid possible misunderstandings. Hence, we do not accept orders that we are unable to process, always explaining the reason behind our decision. In such cases, we try together with a customer to find an alternative solution to a particular issue.

Since we respect our customers' time, we always promptly handle all lodged complaints. Should a complaint be rejected, a customer is offered an explanation including the reason for the rejection.

We are known for our openness to dialogue with our customers. During fair trades we are extremely willing and pleased to present our ideas for creating promotional products made of paper. Additionally, we listen carefully to your opinions and humbly accept negative ones, considering them to be constructive criticism that may help us to improve the way the company functions as well as the quality of our products.

3.4 Obligations of Promonotes Sp. z o.o. towards countries, in which the company operates its business activities.

Promonotes Sp. z o.o. takes responsible attitude in countries, in which it operates its business activities. It thereby contributes to commercial and social growth of such countries.

It undertakes to:

- Comply with applicable tax regulations,
- Recognize cultural differences and local conditions in such countries,
- Reject all forms of corruption,
- Observe law regulations and rules prevailing in a particular country.

The company is far from being in favour of any political or religious ideas.

4. Fair business practices

4.1 Anti-corruption activities

In this matter it is strictly forbidden to offer, directly or indirectly, hidden bribes and benefits to the benefit of customers or suppliers as well as to accept the aforesaid from customers or suppliers. The company ensures that each employee undertakes to obey the following rules when acting in the company's interest:

- any transaction made by an employee that results in a payment to the benefit of a third party, must reflect an actual service to the benefit of Promonotes Sp. z o.o. or delivery of actual good to its benefit,
- any price for any service or product must reflect market conditions,
- any payment processed by the company must be made directly to the benefit of a natural or legal person, acting in the capacity of counterparty or providing a particular service.

Additionally, employees must not accept in person from any persons or companies that have started or plan to start cooperation with the company the following:

- discounts, commission or any other forms of remuneration,
- loans or pre-payments other than those obtained from banks or financial institutions on a commercial basis,
- goods, equipment, services, repair and modernization works without payment or at a price in an invoice that does not reflect market rates
- invitations, gifts in any form (material and non-material gifts) or other benefits (financial or legal)

In case of any doubts, employees shall consult their supervisors.

4.2 Fair competition

The company undertakes to observe all regulations concerning competition and requires its employees to do the same. The company undertakes not to conclude any contracts or agreements that might in any way result in restricting free trade. The company, in agreement or conspiracy with competitive entities and companies, does not decide upon, in particular, prices, division of customers into particular groups or division of spheres of influence and markets. Our aim is to win new customers and market shares by offering the best products, excellent customer service and through promotion. Our company's attitude is the sum of attitudes of our employees, who wish to participate in creation of a trustworthy brand.

4.3 Fair marketing

The company presents only true and objective information about its products and way of their presentation. The company adopts fair practices towards all stakeholders, undertakes to treat all concerned parties equally as well as to obey market regulations and applicable national laws.

What is more, our company works and develops for its clients. We regularly conduct research on needs and expectations of our customers. We take into consideration needs and expectations of our stakeholders when developing plans for the future. We conduct research on product development and innovation in cooperation with students of the University of Arts in Poznań.

5. Community involvement

We do realize that, as a company, we are a small community and, at the same time, a member of larger communities such as Community Suchy Las, Greater Poland voivodeship, Poland, Europe and the entire world. Hence, we take care of positive relations between us.

5.1 Charity

Promonotes Sp. z o.o. conducts various activities for charity. It is also open, to the furthest possible extent, to suggestions for new charitable activities. The company supports local kindergarten, providing notebooks and other useful stationery for kids. These materials are leftovers or faulty batches that children may safely use up.

Moreover, we actively encourage employees in our organisation to give 1% of their tax for charity.

5.2 Cooperation with society

We are a company, whose one of the most important goals is to help the young, who enter the job market. Our actions support their personal growth and professional development. We cooperate with the University of Arts in Poznań and Poznań University of Technology. Students of the University of Arts in Poznań in cooperation with our specialists create innovative products for the industry we operate within. Our cooperation has been extremely fruitful. We are proud to say that one of our students has achieved great success and won the second place prize in the competition at the self-stick notes printers' convention - „Club of Notes” that took place in Portugal. The laureate prepared and presented at the convention a new product called Pocket Notes that is currently exclusively offered by our company and can be found in our products catalogue.