

PRAGUE CONGRESS CENTRE CODE OF ETHICS

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1. AIMS AND PURPOSE

The aim and purpose of this Code of Ethics is to ensure consistently high standards of services provided to the PCC's clients and partners, to further build and maintain a creative environment in the workplace and to ensure that PCC employees consistently perform their tasks in a highly professional manner.

2. EXTENT OF VALIDITY

This document applies to the Prague Congress Centre and the PCC's contractual partners.

3. GLOSSARY OF ACCRONYMS

PCC Prague Congress Centre.

4. DEFINITION

4.1 General Provisions

- 4.1.1 The PCC regularly reviews, adapts and upgrades its range of services offered taking into consideration the economical parameters of the functioning of the company i.e. profitability, cash-flow and investment.
- 4.1.2 The PCC operates according to ecological norms and best practices including minimising waste, sorting waste and ensuring recycling and disposal by certified enterprises.
- 4.1.3 In all its operations and activities the PCC strives to ensure health and safety.
- 4.1.4 Every employee is obliged to adhere to the Code of Ethics and has the right to demand that colleagues do likewise.

4.2 General Obligations

- 4.2.1 In all situations employees are obliged to conduct themselves in a polite, respectful, honest and diligent manner in accordance with the interests of the PCC. The professionalism, helpfulness, empathy, flexibility and reliability of PCC employees are essential for ensuring the satisfaction of clients. Also in their private lives employees are expected to observe and uphold good morals and decent behaviour. Employees are obliged to work effectively and perform tasks which are compatible with their job position. PCC property is to be used for work tasks only, unless specifically stated otherwise in valid internal guidelines.
- 4.2.2 Good communication and cooperation between employees are in the interests of the PCC, therefore friendly and open relations between colleagues are encouraged. Employees endeavour to help build a spirit of trust, respect and cooperation. The PCC supports the spirit of cooperation and positive entrepreneurial thinking and as such welcomes suggestions and ideas from employees for the improvement of processes and operations. Employees are encouraged to openly share innovative ideas and suggestions relating to the PCC's operations.
- 4.2.3 The PCC supports the personal development of employees and considers all requests for training and education relating to their work tasks. Employees are expected to care for their education and to keep themselves informed about legal and internal PCC norms and regulations (and changes thereto) pertaining to their work responsibilities.

4.2.4 PCC employees take a professional approach in all situations, including dressing appropriately. Employees are required to care for their outward appearance in order to favourably represent the PCC.

4.3 Protection of Employees' Rights and Freedoms

4.3.1 The PCC respects fundamental individual rights and freedoms and stresses the importance of decent conduct in the workplace. Intimidation or sexual harassment are not tolerated under any circumstances. Employees are required to respect the dignity and good name and reputation of their colleagues.

4.3.2 The PCC protects all data and personal information of its employees in accordance with pertaining legislation. Employees may under no circumstances infringe the privacy of their colleagues and are obliged to be vigilant against the unauthorized collection, publication or other misuse of personal data of PCC employees. Employees are required to protect the confidentiality of contracts and all other confidential documents and records.

4.3.3 The PCC acts against all forms of discrimination against its employees, business partners or clients. Employees are required to apply the principals of equal rights and unbiased conduct in all their dealings, irrespective of ethnicity, colour, religion, sex, or disability. The PCC enforces the principle of non-discrimination and equal rights and strives to create conditions to ensure every employee has the opportunity to realise their full potential in the workplace.

4.4 Zero Tolerance to Criminal Activity

4.4.1 The PCC implements a zero tolerance policy against all forms of criminal activity. Employees are required to be vigilant of any circumstances which may implicate criminal activity by colleagues, business partners or clients, and are forbidden from any act (or inaction), which may assist a business partner or client in actions which could lead to a breach of contractual obligations, general regulations or laws.

4.4.2 The PCC implements a zero tolerance policy against receipt, offer or intermediation of bribes. Employees may receive gifts only under conditions specified in the internal PCC guidelines 'Prevention of Criminal Acts'.

4.4.3 The PCC opposes any form of bribery and corruption and takes an active stance against money laundering or financing of terrorism.

4.4.4 The PCC is a diligent taxpayer and does not tolerate any acts which could lead to breach or evasion of tax regulations.

4.4.5 Employees are required to report any suspicions of potential criminal activity in accordance with internal PCC guidelines in the section 'Prevention of Criminal Acts'. Any suspicious activity can be reported via email etika@kcp.cz

4.5 Principles of Loyalty and Trust

4.5.1 The values of the PCC must be respected and upheld during all public presentations or representations of the PCC, be it in communications with the media or via social networks.

4.5.2 All employees are forbidden from providing third parties with any information which they obtain through work activities or from colleagues which is considered confidential and the leak of which could damage the PCC.

4.5.3 Only the General Manager and personnel authorised by him are permitted to supply company information to third parties. The directors of the appropriate departments have the right to demand to review any documentation or other information which is to be provided to third parties by PCC employees authorised to lead relations with third parties in accordance with organisational regulations. Details about the storage, provision or communication of confidential information are contained in the 'Personnel' section of the internal PCC regulations.

4.6 Abuse of Authority and Conflicts of Interest

- 4.6.1 Employees undertake to not abuse their position and/or authority for personal gain and are required to refuse and resist any form of influence which could compromise the neutrality of their decisions.
- 4.6.2 Employees are forbidden from obtaining any finances or property of the PCC, colleagues or business partners for personal gain or use. Likewise, employees are forbidden from using knowledge, information or material means belonging to the PCC for personal gain.
- 4.6.3 The PCC respects the private activities of employees outside working hours as long as those activities are legal and are not in conflict with the interests of the PCC. In the event of public activism employees are required to avoid relating such activities with the PCC. Employees must not engage directly or indirectly in commercial activity which could compete with the commercial activities of the PCC, unless expressly permitted by the PCC.
- 4.6.4 Employees are forbidden from abusing their position, knowledge or personal contacts to the detriment of the PCC and are required to report any activities which may represent a conflict of personal interest with the interests of the PCC, or may damage the reputation of the PCC. Employees are forbidden from using the good name of the PCC or their position to further their personal interests or the interests of third parties.
- 4.6.5 Employees are required to inform without delay their superior of any circumstances which could potentially lead to a conflict of interests including such circumstances that arise as a result of personal or family relationships with business partners, clients or competitors.

4.7 Relations with Business Partners

- 4.7.1 The satisfaction of clients and quality of services provided are of paramount importance for the PCC. PCC employees are required to act in a polite and decent manner in all dealings and always ensure that conditions and negotiations under which business relations are conducted are transparent and coherent.
- 4.7.2 Employees are required to conduct negotiations in accordance with the commercial interests of the participants without partiality or favouritism and without placing personal interests before the interests of the PCC or its business partners or clients.
- 4.7.3 Employees are required to conduct their tasks with professional care and to protect the business interests of the PCC and its business partners and clients.
- 4.7.4 Under no circumstances may employees obtain unauthorised advantages be they financial, material or non-material.
- 4.7.5 Employees may only obtain and store data in a manner which does not contravene rights on the protection of the individual and personal data.

4.8 Rights and Obligations to Report Breaches of Code of Ethics

- 4.8.1 Every employee has the right and duty to report circumstances which he/she considers may be in breach of the Code of Ethics.
- 4.8.2 Employees are guaranteed that any report of a breach of the Code of Ethics will be dealt with confidentially unless in exceptional circumstances in which it is not possible to conceal the identity of the employee who files the report. No sanctions will be imposed on employees who file such a report. However, reports of ethical breaches must be submitted in a responsible manner and the mechanism must not be abused with the aim of bringing someone into disrepute.

4.9 Concluding Provisions

- 4.9.1 During any kind of human activity errors and/or breaches of regulations can occur either intentionally, or as a result of neglect. Errors, however, must not be concealed. Employees recognise and respect that specialised departments in the company have the right to verify adherence to regulations and are required to provide all necessary assistance required for such checks. Employees are expected as a matter of course to adhere to laws, regulations, standards,

internal norms and contractual obligations, and likewise to protect the property of the PCC against damage, loss, theft and/or misuse.

4.9.2 Training of managerial employees on all levels of management and their familiarisation with this Code of Ethics are organised and provided by the Personnel Department, which keeps records on the extent of the training and attendance thereof. Organisation of training of subordinates is the responsibility of their managerial superiors who likewise keep records of the extent of the training and attendance by employees. By signing the appropriate documentation each employee confirms that they have familiarised themselves with this Code of Ethics, that they respect the principles therein and will fully observe and implement the principles of the Code of Ethics.

5. RELATED DOCUMENTS:

PCC Organisational Structure
SM-00-07 Prevention of Criminal Acts in the PCC
SQ-06-01 Personnel
SQ-07-01 Procurement

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