



# PROFESSIONAL CODE OF CONDUCT



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## 1. General principals

Prosperity and development of a company is strongly based on the trust of clients and partners. This is a trust that needs to exist in the relationship between the company and its employees, and among employees themselves. Aiming maintenance and cultivation of this culture, it is very important to implement the set of rules and principles of Professional of Code of Conduct.

It is exactly this Professional Code of Conduct, as a guideline document which needs to be implemented by each employee of Gener2. This document contains a set of ethical principles, through which there is aimed the maintenance and building up the working standards in Gener2.

It is in the policy of the company that all employees should behave in the highest standards of ethics and their personal responsibility. All the employees should behave in a fair, unbiased, honest manner and with integrity in every single activity of their job, in the relationship with customers, subcontractors, community, suppliers and the third parties.

The policy of the company strictly forbids discrimination and illegal behavior among employees as well as each stakeholder in the process. All employees shall be treated in a fair and respectful manner, with dignity and accountability.

This guideline cannot foresee everything, that is why is required by employees to implement the **“common sense – collaboration – accountability”** rule. As a staff member, you have to hold your responsibility that this institution could maintain and raise the level of trust in each aspect and each relationship established.

## 2. Vision

“While we work for governmental, public, and private clients, our projects help build and develop local economies and improve the quality of life of Albanians.”

Gener2 strives to maintain the highest levels of professionalism, integrity and fairness in its relations with clients, contractors, subcontractors, employees and suppliers.

## 3. Mission

Our company aims to complete each and every project in an innovative, efficient, and cost-effective manner. The main goal of Gener2 is to provide quality while projecting integrity and the highest standards of ethics locally and internationally.

### 4. Values

#### 4.1 Respect

It is very important that each employee feels the real respect for what they serve and to whom they serve. You have to treat the clients, colleagues, suppliers and all the stakeholders with the same respect as you would like to be treated. This means you should treat the relationships in a fair way, unbiased and without discrimination.

#### 4.2 Integrity

Employees that join the company ought to behave with integrity and honesty toward their colleagues, supervisors, contractors, subcontractors, suppliers and all the third parties, thus elevating the company reputation. They have to perform their duties in line with company values, mission and vision. It is very important to know that during the implementation of this guideline, your personal characteristics of honesty, justice, trust and impartiality should be the main attributes that will guide you toward your work in Gener2.

#### 4.3 Transparency

All the processes should be performed transparently and with the involvement of all respective stakeholders. We work with customer and partners in a transparent way, without hiding information which may be subject of abuse and harm our partners, but in fact it will harm us.

#### 4.4 Social Responsibility

Being social responsible means that all the decisions taken will not cause social damage. All the partners need to get informed in the right and transparent way for all the risks that agreements might bear.

#### 4.5 Dedication to long term relationships

By understanding, bearing and implementing all the values and principles, Gener2 will establish long term and reliable relationship between the company and colleagues and company to partners. We believe in long term and reliable relationships.

## 5. Principles of Professional Code of Conduct

### 5.1 Company property

It is your responsibility to maintain and protect the company property. It is your responsibility to use it in the right way because these are tools that enable and help us in our everyday work.

By company property we understand, but not define:

- All Gener2 property, with rent or under its own property including even equipment;
- All customer information;
- Personnel file, archive, applicant databases as well as all other databases that contain information related to Gener2;
- All the researches, promotional documents, customer lists, all reports of each individual form;
- All software owned by the company.

### 5.2 Electronic Communication

To ensure a better communication, Gener2 has provided its employees different communication tools, like computer, email, phone, mobile, internet, etc.

Each employee must ensure that these communication tools will be used only for their job purposes and also should ensure there is no information disclosure. The company has the right to monitor electronic communication, as well as to access and report the content of text messages, including even attachment documents.

### 5.3 Use of Company Telephony

Company telephony shall be used for job purposes. Long personal phone calls are not encouraged. The employee will reimburse the company for personal phone call expenditures.

### 5.4 Confidential Information

During your everyday work, you may access information for the company in overall, information for employees, customers or partners. The whole information must remain confidential and must not be disclosed to other parties that are not involved in the process. The information should be used for job purposes only in order to ensure job continuity. Disclosure of information is strictly forbidden.

When the employee closes the business day, he/she should ensure that no confidential information is left on the desk or other visible places. All the confidential information should be locked. The computer also should be password protected.

In specific cases, the confidential information will be disclosed only by the written approval of Chief Executive Officer. The employees will disclose information among each other only when is job related within Gener2. Responsibility for confidential information remains valid even after employment contract termination.

### 5.5 Relationship with Competitors

Gener2 supports the fair competition in the market. Given this, it is required by all employees to maintain the highest standards of professional ethics, not only among colleagues but also towards its customers and competitors. To ensure a fair and

effective competition, Gener2 is vigilant toward changes of outside factors and does not obtain information illegally.

It is strictly prohibited to have agreements with the third parties which interfere into the legal and honest competition. It is considered illegally when an employee discloses information to a competitor.

Prohibition of illegal competition is prohibited by law even after employment contract termination. (Labor Code, Article 28, 29, 30, 31)

### 5.6 Conflict of Interests

The conflict of interests is described as the circumstance of conflict between the duty and private interests of an employee. These interests might be directly or indirectly to the tasks or might result in a failure of tasks.

Employee private interests are those interests that match, contain, are based or generated from:

- rights and property obligations of all types;
- other civil-legal agreement;
- gifts, promises, favors, preferential treatment;
- possible negotiation for employment opportunities;
- involvement in private activities for profit purposes, or other activities that generate incomes; involvement in profit and nonprofit organizations, syndicates or professional, political, governmental organizations.
- other relationships such as:
  - family;
  - community;
  - ethnical;
  - religion;
- previous engagement from which are derived the above interests.

All kinds of private interests of employees mentioned above, or combination of them will be considered conflict of interest.

### 6. Tips on how to avoid conflict of interests

- In each relationship, the employee needs to verify if there is any possible current conflict of interests.
- Possible conflicts of interests between an applicant and employee should be resolved before the employment.
- Direct supervisor, supported by the Human Resources Directory, takes the necessary measures by not charging duties that might cause possible conflict of interest.
- The employee ***must not*** ask or accept gifts, favors, expectations or any other benefit for him, family, relatives, persons or organizations he is related to. This rule is not implemented in case of general invitations, traditional hospitality, gifts with symbolic values, which do not influence impartiality of employee. (Symbolic values should not be more than 2500 LEK).
- Each employee should avoid conflict of interests in case of discounts of prices or other benefits from suppliers, or customers.
- Each employee should avoid conflict of interests in cases when customers or the business are addressed to suppliers that are owned or managed by employees' family members of close friends.

### 7. Reporting cases of conflict of Interests

In case of conflict of interests, each employee must:

- Inform the Direct Supervisor or the Human Resources Director.
- If the gifts or favors may not be delivered back to the sender, they need to be kept/not used, or be used as less as possible. The employee must inform the Direct Supervisor or Human Resources Director.
- Report all your effort of avoiding conflict of interests as soon as possible to the Direct Supervisor or Human Resources Director.
- Give up of job performance that causes the conflict of interests.

### 8. Cultural Diversity, Discrimination and Disturbances

All employees of Gener2 have the right to work in an environment in which their cultural identity is acknowledged and respected.

All customers, employees, suppliers and all partners will be treated fairly and equally regardless their religion, color, language, politics, origin or culture.

Discrimination and disturbances might happen among the employees or third parties. It will be called discrimination and disturbance when:

- There is an hostile, offensive and not appropriate environment,
- It negatively affects someone's performance at work;
- It results to a strained resignation;
- It affects the integrity and reputation of Gener2.

It is the responsibility of each employee to ensure that there is no decimation and disturbance in Gener2 environment. Recruiting, promotion and evaluation of employees should be based exclusively on objective criteria oriented to the performance at work. Also, it is forbidden the discrimination towards employees that have reported discrimination.

### 9. Reporting and Administrative Measurements in Case of Discrimination and Disturbance

Each employee who is aware of hostile, abusive or criminal conditions as described at this section should report the case immediately. Gener2 will undertake investigation ensuring full confidentiality.

Direct Supervisor or Human Resources Director who will be reported should:

- Take other measures to ensure that reported discrimination will not happen again.
- If proved that charges are real, disciplinary actions will be taken immediately up to employment contract termination. If proved that charges are not real, disciplinary actions will be taken toward the accuser up to employment contract termination.
- Ensure that in case of discrimination and revenge toward a person that addresses the concern, or toward the charged party, the person who is responsible for the disturbance or revenge will be subject of penalty measurement up to employment contract termination.
- Ensure that these cases should be treated in secret in order to protect the best interests of all damaged parties.

There will be no tolerance to disturbances (including but not only sexual harassment), and discrimination. Gener2 is devoted to undertake all the necessary actions to prevent it and resolve it in case of reporting.

### 10. Employees' activities outside the Company

With activities outside the company we will understand each regular or random activity which requires employee engagement, for profit or not profit purposes. The employee should not be engaged in activities that prevent the performance of his duties in Gener2, or influence company reputation.

In case an employee is not clear whether the outside activity is allowed or not, he/she should consult the Human Resources Directory.

Prior to conducting activities outside the company, the employees need to report to their Direct Supervisors and Human Resources Director.

Syndical activities, activities that require representation of employers, or teaching activities are allowed when they do not prevent performance of job and principles of this professional code.

### 11. Fraud

Fraud of any type will not be tolerated in Gener2. Gener2 will investigate immediately all fraud cases. This is valid for all employees regardless the hierarchical position or experience.

Fraud acts includes but are not limited to the following:

- Financial peculation, misuse or other irregularities,
- Falsification or changes of documents (checks, contracts, electronic files, financial documents, timesheets, etc.),
- Signature forgery,



- Intentional distortion of financial situation or accounts,
- Data destruction or deletion,
- Acceptation of gifts valued more than 2500 LEK from suppliers or competitors without declaring it as described in this guideline.
- Improper payments to suppliers or competitors in order to profit an advantage,
- Irregularities during money use or financial transactions (including briberies, favors, etc.).
- Theft or peculation of company assets including funds, equipment and inventory, supply or any other asset,
- Authorization or payment admission for unperformed services,
- Forgery of expenditures reimbursement,
- Disclosing unauthorized confidential information to the third parties,
- Use of company assets for personal purposes,
- Cooperation with a customer or third party that results in fraud activities toward Gener2.

### 12. Customer Service

Gener2 is devoted to a customer service culture and continually strives to over exceed expectations of its customers.

Gener2 employees need to be responsible for the importance of customer relationship and other parties.

Gener2 ensures that all recommendations related to product, procedures or services are honest and fair. It also ensures that customers are informed on possible risks.

False or not exact information, or when is not in line with customers profile will not be acceptable for the company standards.

### 13. Copyright

Gener2 acts in line with laws on copyright and industrial ownership, including software also.

### 14. Drug and Alcohol Abuse

Gener2 tries to provide a healthy working environment and support healthy habits. Gener2 considers drug and alcohol use as not safe and healthy during business hours. It respects employees' right to manage their personal life. Nevertheless, employees' behavior affects the work, colleagues, partners and customers. It is in Gener2 policy to recruit people that are not under the influence of alcohol and drug not only during business hours, but even beyond.

Legal medications that are issued by the doctors may be taken during business hours. If the medication, as prescribed on the prescription sheet, affects employee's work, he/she should inform Direct Supervisor and Human Resources Director.

Company strictly forbids the use of drug and alcohol during the business hours.

Each employee that acts against of this policy will be subject to disciplinary administrative measurement up to employment contract termination.

### 15. Reporting and disciplinary actions

Public trust to honesty and integrity of Gener2 employees is crucial. Thus, we expect from all of our employees to support and promote the principles of this Professional Code. Each employee is required to sign the Declaration Form confirming that they have understood and implant the principles of this guideline.

We encourage all employees to report the breaches of this professional code of conduct. They must inform the Direct Supervisor and Human Resources Manager. In case of breaches of principles, the following disciplinary actions will be applied:

- Verbal Call of Attention
- Written Call of Attention
- Warning Letter,
- (Immediate) Contract Termination.
- Penal charge