



Quest  
HOLDINGS

## Supplier Code of Conduct

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## 1 Introduction

The relationships developed by Quest Group companies with their Suppliers are based on trust and honesty. Respectively, they expect Suppliers to behave towards them with the same degree of integrity and respect as they do.

All supplies are made in accordance with the laws and regulations of the countries in which the Group operates. The Quest Group also asks the Suppliers of its Companies to recognize and comply with this Code of Conduct and positively evaluates the collaboration with environmentally aware and socially responsible Suppliers.

The companies of the Quest Group adopt and implement the ten principles of the UN Global Compact in the areas of human rights, labour, environment and anti-corruption.

The ten principles of the UN, together with the principles and values of the Quest Group, define the framework for the evaluation of both existing and future Suppliers of goods and services in relation to Corporate Responsibility issues in the areas of labour, health and safety, environment and ethics as referred to in this Supplier Code of Conduct.

The Group companies reserve the right to make reasonable changes to the requirements set out in this Supplier Code of Conduct. In this case, the Group expects its Suppliers to accept these reasonable modifications.

In addition, the Suppliers of the Group companies are encouraged to take all necessary steps to ensure that any of their partners, and / or their subcontractors, comply with the terms of this Supplier Code of Conduct.

In the event that Suppliers already have a corresponding Code of Conduct, which is more stringent and overrides the rules hereof, it will be acceptable to the Quest Group companies.

## 2 Labour practices

The management and executives of the Group companies always behave respectfully to the individual as the subject of rights and human dignity, both in the workplace and in society. Corporate management recognize their responsibility for the protection and promotion of human rights at work and in society, and expect their Suppliers to uphold the human rights of their workers and to treat them with dignity and respect.

### 2.1 Free Selection of Employment

Suppliers should not use any form of forced labour. Work must be offered with free will and workers must be free to leave the job or to terminate their professional relationship, upon notice, within a reasonable time.

Suppliers should not oblige employees to submit any official original document (identity card, passport, work permit, etc.) or other "warranty" as a condition of work.

## **2.2 Avoiding Employment of Minors**

Suppliers are not allowed to employ minors.

Where there are specific grounds for the employment of minors, all the provisions and conditions laid down by labour law for the employment of minors should be respected.

Group companies urge Suppliers - and take seriously in their assessment - to design and implement relevant Policies and Procedures to help identify any case of illegal employment of a minor.

## **2.3 Terms and Payments**

The wages or salaries paid by the Suppliers to their employees must amount to at least the amounts determined by the applicable legislation or the individual provisions in force.

The applicable labour law for all employees of the Supplier must be respected in a responsible manner.

The conditions of employment must be fair and reasonable. Employees also need to be provided with full and clear information about their employment position and employment conditions before the start of employment.

## **2.4 Respect and non-discrimination**

Suppliers must respect the personality and rights of their employees. Insults, any other harassment and any threats or other form of intimidation are not acceptable.

Illegal discrimination, including but not limited to discrimination based on race, colour, age, sex, sexual preferences, nationality, disability, pregnancy, religious or political beliefs, participation in unions or marital status, are prohibited and are not acceptable.

## **2.5 Trade union freedom**

Suppliers must respect workers' right to freely trade, create and become members of labour unions or similar organizations of their choice, seek representation and negotiate collectively, as permitted by applicable law without fear of sanctions being imposed or retaliation on behalf of the Suppliers.

# **3 Health and Safety**

Suppliers recognize that employee morale, harmonious production flow and, therefore, the quality of products and services increase in a working environment in which health and safety rules are adhered to. Suppliers also recognize that it is imperative to recognize and resolve health and safety issues in the workplace, always in accordance with the relevant provisions of the existing legislation.

## **3.1 Work Safety**

Suppliers are required to provide employees with all the necessary means and appropriate training to protect them from workplace hazards. The rules that protect the health and safety of workers, in accordance with national and international legislation, including the prevention of workers' exposure to potential hazards and accidents at work, and their management in the event of their occurrence, are respected.

### **3.2 Facilities**

A healthy and safe working environment includes access to clean premises where the rules are complied with, drinking water and, where applicable, facilities for the storage of foods meeting the statutory hygiene requirements. Where Suppliers provide their employees with accommodation, it must be clean, safe and at least meet their basic needs. If protective equipment is required it must be provided free of charge.

### **3.3 Physically demanding work**

The exposure of workers to physically demanding work, including manual handling of materials and the lifting of heavy objects, prolonged standing and work requiring many repetitions or heavy muscular stress, should be evaluated and controlled to ensure the health and safety of workers.

### **3.4 Preparedness and Emergency Systems**

Suppliers of Group companies must be able to recognize and assess urgent situations and incidents, provide any necessary means and implement contingency plans designed to predict and minimize their impact on their human resources. Appropriate procedures, including, but not limited to, first aid, evacuation of premises, fire detection and fire fighting, and related training and education of workers, should be applied for this purpose.

### **3.5 Health and Safety Policy**

The establishment and implementation of a Health and Safety Policy by Suppliers is welcomed and taken into account for the purposes of their assessment.

## **4 Governance**

Suppliers are committed to maintaining transparency and open and two-way communication with their employees, suppliers and customers - stakeholders.

The corporate governance of the Quest Group is characterized by absolute compliance with applicable law, while honesty and integrity in the transactions are the main foundation for the Group's business activity. In addition, through the implementation of Policies and Procedures and the Principles and Values that govern it, the Group promotes and supports transparency and open and two-way communication with all its stakeholders.

### **4.1 Legislative and regulatory compliance**

Suppliers of Group companies are required to ensure compliance with all international, national laws and regulatory requirements and regulations under which they must operate.

## **4.2 Supporting transparency**

The Suppliers of the Group's companies undertake to ensure and observe the highest possible integrity standards in all their business transactions. They must have and be able to apply procedures to prevent circumstances or incidents involving any form of bribery, corruption, extortion and abuse in their business activities, by adopting the required, fair business practices.

Corruption, extortion and abuse, in any form, are strictly forbidden and may be the cause of immediate termination of cooperation with the Supplier acting in a manner contrary to the above.

## **4.3 Fair competition**

Fair competition is an essential factor in the sustainable development of businesses. Suppliers of the Group are bound by the competition laws in the country or countries in which they operate to avoid any action of unfair competition and any involvement in unfair business practices, in particular when acting on behalf of or in cooperation with companies of the Quest Group.

## **4.4 Disclosure of information**

Suppliers are required to disclose information relating to their professional activities, structure, economic, environmental and social status and performance, in accordance with applicable laws, regulations and routine business practices.

## **4.5 Protection of personal data**

Suppliers of the Quest Group companies must take all necessary measures to effectively protect the personal data of employees, suppliers, customers, and associates from use beyond the lawful or otherwise agreed, from interception, alteration or destruction. They are also required to comply with applicable law and regulatory requirements in the process of collecting, keeping, storing, processing and transmitting this information.

## **4.6 Unfair advantages**

Suppliers will not offer or accept gifts or other benefits to obtain unpaid or inappropriate advantages.

## **4.7 Intellectual property protection**

Suppliers have to respect the intellectual property rights of the companies with which they cooperate. The transfer of technology and know-how will be done in a way that protects intellectual property rights.

## **4.8 Prohibition of retaliation**

Suppliers are required not to impose unlawful retaliation against employees who report a matter of compliance or ethics that they perceive during their work or for which they cooperate in good faith when investigating a complaint.

## **5 Supplies**

### **5.1 Quality and safety of products and services**

The Quest Group places special emphasis on the quality of the products and services offered. The concern of the Group's companies is to ensure that the products / services or projects placed on the market meet the specifications set by the law or the customer, as well as the expectations of end-users of the products / services. The Suppliers of the Group's companies undertake to meet the quality requirements both in the execution of the relevant contracts and in the provision / supply of the products and services in order to ensure the above requirements of the Group's companies.

### **5.2 Risk assessment and management**

Suppliers of Group companies are required to apply procedures and related mechanisms to assess, identify, record and manage risk in all areas covered by this Code of Conduct in accordance with the requirements of applicable laws and regulations which govern their operation.

### **5.3 Procedure for corrective actions and continuous improvement**

Suppliers of Group companies are required to have and implement a procedure of corrective and preventive actions to resolve and remedy any deficiencies or shortcomings that may arise from the management of their business. In addition, the Group's Suppliers are expected to adopt a culture of continuous improvement in their performance, particularly with regard to the issues contained in this Code, by taking and applying the appropriate measures.

## **6 Environment**

Environmental issues are an integral part of the Quest Group's Corporate Responsibility objectives. Consequently, Suppliers recognize that environmental responsibility is important both for the provision of internationally recognized products and services and for the general well-being of society, and are committed to complying with existing legislation on the protection and preservation of the environment. They also recognize that negative impacts on society, the environment and natural resources should be minimized while taking into account the protection of public health and safety. They should also be responsible for obtaining, updating and maintaining records of all necessary national and local environmental permits and requirements governing the business activities they undertake on behalf of the Quest Group companies.

### **6.1 Environmental Policy**

The Quest Group welcomes and encourages any action and activity by the Suppliers in the direction of systematic efforts to reduce the burden on the environment from the activity of the Suppliers.

It also supports the design and implementation of Environmental Policy by Suppliers, including procedures, targets and improvement programs related to:

the prevention of pollution, the reduction of greenhouse gas emissions, the reduction of natural resources use, the safe use, transport, storage, recycling, reuse and disposal of hazardous substances, as well as the disposal of waste water and solid waste and all similar related to the activity of each Supplier.

Quest Group companies will positively evaluate the voluntary implementation of environmental management systems on behalf of their Suppliers.

## **7 Compliance with the Code**

The provisions of this Code are guidelines for the business conduct of Quest Group Suppliers.

In the event that the terms of the contract between the Group companies and the Suppliers are stricter than the Code, the Supplier has to apply the strictest terms of the contract.

Existing and potential Suppliers of the Group are required to ensure compliance with the provisions of this Code. In the event that they can not ensure this compliance and the work (products or services) that have been or are about to undertake for or in cooperation with the Group's companies, is executed or will be executed mainly by the associates, subcontractors and / or their suppliers, the latter must comply with this Code.

Quest Group companies may control and verify whether or not Suppliers comply with this Code for the purpose of taking preventive and corrective improvements. For this purpose, the Group companies may request the Group's Suppliers to complete a relevant questionnaire regarding the adoption of the minutes. In addition, representatives of the Group's companies or their authorized partners may contact the Suppliers to arrange a visit to the Suppliers premises for on-site verification of compliance with this Code. At the same time, the Group companies may require Suppliers to provide relevant certificates or other official documents in order to verify compliance with this Code or not.

If the supplier already has and applies a corresponding Code of Conduct that is more stringent and overrides the rules hereof, this will be acceptable to the Quest Group companies.