

# Code of Conduct

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## Introduction

At BIO OIL GROUP, we are committed to maintaining the highest standards of integrity, transparency, and sustainability in all aspects of our business. Our Code of Conduct serves as a guiding document that embodies our core values and principles, ensuring that we operate with respect, fairness, and accountability.

Our dedication to these values is unwavering and is reflected in our commitment to ethical practices, responsible stewardship of the environment, and the well-being of our employees and communities. We believe that by adhering to these principles, we can foster a culture of trust and excellence that will drive our success and contribute positively to society.

Moreover, BIO OIL GROUP is devoted to the environment and society, extending our responsibilities to future generations. As we turn waste into energy, we aim to create sustainable solutions that minimize environmental impact and enhance the quality of life for current and future communities. We are continuously exploring innovative ways to reduce our carbon footprint and promote renewable energy sources, demonstrating our pledge to environmental sustainability.

This Code of Conduct is not just a set of rules, but a reflection of who we are and what we stand for. It provides a framework for making decisions, solving problems, and facing challenges with integrity and respect. We expect all members of the BIO OIL GROUP to embrace these values and uphold the standards set forth in this document.

Let us work collectively to ensure our actions reflect our values, and strive to create a business community that we can all take pride in. By doing so, we not only safeguard the interests of our stakeholders but also contribute to a better, more sustainable world.

## **Scope and Relevance**

Our Code of Conduct must be observed by all employees across levels and hierarchy, as well as directors and officers at BIO OIL GROUP. Contractors, and consultants who are agents of, or working on behalf of, or in the name of BIO OIL GROUP, are required to act consistently with this Code

Furthermore, it goes without saying that we also expect our business partners, suppliers, service providers and all other stakeholders to identify with these contents and values and to apply standards that are comparable to this Code.

This Code represents a voluntary pledge by BIO OIL GROUP, but it does not create any rights or claims for third parties.

## **Employees**

Building trust through mutual respect is the cornerstone of effective collaboration. Our business has zero tolerance for any form of discrimination and harassment, whether it pertains to age, ethnicity, race or skin color, national origin, religion or belief, political stance, gender, sexual orientation, or disability. We foster an environment where employees treat one another with dignity and appreciation, allowing potential to flourish and mutual support to become standard practice.

BIO OIL GROUP strictly prohibits and does not condone any form of discrimination, harassment, or intimidation. Any instances of threats or acts of violence occurring within the office or in work-related settings must be reported immediately and will face serious consequences.

Additionally, ensuring the health and safety of all employees is our top priority. Management strictly follows relevant regulations, and employees must do the same. We aim to set high standards in health, safety, and environmental protection, continuously improving our practices. New employees receive training on safety regulations, including emergency plans and fire safety, with regular updates provided in writing. Specific work and safety clothing are issued to employees in designated areas like production and laboratory.

The expectations for employees encompass, but are not limited to:

- » Adherence to all guidelines, policies, procedures, rules and contracts established by BIO OIL GROUP and the workplace;
- » Compliance with all laws as well as compliance with all reasonable and lawful instructions given by or on behalf of BIO OIL GROUP;
- » Maintain honesty, fairness, courtesy, and respect with everyone;
- » Operate safely and adhere to all workplace health and safety regulations.
- » Refrain from any discriminatory, bullying, or harassing actions towards customers, clients, colleagues, management, and the public.
- » To not make public statements about BIO OIL GROUP without authorization and refrain from comments on social media that might harm BIO OIL GROUP.
- » Always respect both the company's and others' privacy rights.
- » Refrain from accepting any financial or other benefits from sources outside BIO OIL GROUP in connection with your employment, unless this acceptance is in accordance with BIO OIL GROUP's workplace policies or has been disclosed and expressly approved.
- » Disclose any conflicts of interest promptly and follow instructions to resolve them.
- » Consistently conduct in a manner that reflects BIO OIL GROUP's core values and reinforces the company's integrity and esteemed reputation.
- » Report any conduct violations to HR immediately.

Our Code of Conduct is a key element of our employees' general terms and conditions of employment, serving as the primary guideline for expected behavior. Consequently, certain obligations within this Code persist even after an employee exits the organization. Among these enduring responsibilities is the requirement to uphold confidentiality concerning all corporate and business secrets.



## **Customer Relations**

At BIO OIL GROUP, we place immense value on our relationships with our customers. We are committed to fostering trust through transparency, reliability, and superior service. Integrity and fairness shape our customer relationships. We follow all legal and regulatory requirements for customer protection, treating everyone with respect and keeping our commitments to customers, partners, and service providers. We ensure we have the necessary licenses, expertise, and infrastructure to offer our products and services responsibly.

The EU GDPR is fundamental to our data protection law. We protect stakeholder data internally and externally, disclosing it only when legally required. Data protection and confidentiality are paramount in our company.

Our approach to customer relations is guided by the following principles:

- » Respect and Dignity: Treat every customer with the utmost respect and dignity. This includes courteous and professional interactions at all times.
- » Transparency: Provide clear, accurate, and timely information to our customers about our products, services, and policies. Honesty and openness are the cornerstones of our communication.
- » Responsiveness: Address customer inquiries and complaints promptly and effectively. We strive to resolve issues with fairness and a sense of urgency, ensuring customer satisfaction.
- » Confidentiality: Safeguard customer information with the highest level of confidentiality. Only disclose information when legally required or with the customer's explicit consent.
- » Fairness: Ensure that all customer interactions are conducted with integrity and fairness. Avoid any practices that could be perceived as misleading or deceptive.
- » Compliance: Adhere to all legal, regulatory and internal policy requirements concerning customers
- » Regularly update our practices to comply with the latest regulations and standards.
- » Feedback: Encourage and value customer feedback to continuously improve our products and services. Implement constructive feedback into our operations and acknowledge its importance in our growth.

## **Social and Environmental Responsibility**

Our dedication to social and environmental responsibility is unwavering, serving as the keystone of our operations at BIO OIL Group. We are committed to the innovative transformation of waste into valuable energy sources, particularly through the conversion of used cooking oil into biodiesel. This initiative not only mitigates environmental pollution but also advances sustainable energy solutions. By championing a circular economy, we ensure the efficient and sustainable repurposing of waste products. Our mission is to exemplify environmental stewardship and to cultivate a more sustainable future for forthcoming generations.

At BIO OIL Group, we continuously seek new methods to repurpose waste materials, reducing the strain on natural resources. Our research and development teams work tirelessly to improve the processes of converting waste into energy, aiming to maximize efficiency and minimize environmental impact. This dedication to innovation helps us stay at the forefront of the industry.

Central to our environmental strategy is the concept of a circular economy. By reusing and recycling materials wherever possible, we aim to create a closed-loop system that reduces waste and conserves resources. This approach not only benefits the environment but also enhances the resilience and sustainability of our business operations.

We take our role as environmental stewards seriously, implementing rigorous standards and practices to ensure that our operations have a minimal environmental impact. This includes everything from reducing greenhouse gas emissions to ensuring the responsible disposal of hazardous materials. Our goal is to leave a positive legacy for future generations by protecting the natural world.

Furthermore, we believe that fostering a culture of sustainability extends beyond our operations and into the communities we serve. BIO OIL Group actively engages with local communities to educate and promote sustainable practices. This includes hosting workshops, participating in environmental initiatives, and supporting local green projects. By empowering communities with knowledge and resources, we strive to create a ripple effect of positive change.

## **Supplier Collaboration**

Our suppliers are integral to our mission. We pledge to collaborate only with those who share our values and commitment to ethical business practices, environmental stewardship, and social responsibility. We expect our suppliers to adhere rigorously to all pertinent laws and regulatory requirements, as well as the principles delineated in this Code of Conduct, which constitute the foundational standards for engaging in business with us.

By integrating these principles into every aspect of our business, BIO OIL Group aims to lead by example in the quest for a more sustainable and socially responsible world. We are committed to ethical, legal, and socially responsible practices and expect the same from our suppliers:

## Environmental Responsibilities

We expect our suppliers to share our commitment to a clean and safe environment. Our suppliers shall agree to comply with local and international environmental regulations and standards. Such compliance shall include, as a minimum, the following:

- » Obtaining and maintaining environmental permits and timely filing of required reports
- » Proper handling and disposition of hazardous materials
- » The supplier should seek to reduce, the environmental impact of their business activities, and to increase resource efficiency
- » In addition to complying with local laws, steps should be taken to minimize the use of energy and natural resources
- » The supplier must have procedures in place for handling emergencies such as fire, spills and natural disasters
- » Wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be monitored, controlled and treated as required prior to discharge or disposal.
- » Air emissions of ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge or disposal.

## Social Responsibilities

We are dedicated to upholding international labor standards and require our suppliers to follow global principles, comply with national laws, and corporate codes. We recognize that respecting workers' rights and enhancing working conditions are crucial to our business partnerships. The following outlines the minimum standard:

**Forced Labor:** The use of forced labor by our suppliers, whether obtained under the threat of punishment, withholding identity papers, requiring workers to deposit a bond or any other constraint is strictly prohibited.

**Child Labor:** Suppliers shall comply with local minimum working age laws and requirements. Child employment is strictly prohibited.

**Harassment and Abuse:** We expect our suppliers to treat their employees with respect and dignity. Our suppliers may not allow or engage in any kind of corporal punishment, psychological or physical harassment or any other kind of abuse

**Discrimination:** Discrimination of employees in any form is prohibited. This applies to discrimination on the basis of gender, race, skin color, disability, political opinion, origin, religion, age, pregnancy or sexual orientation. The personal dignity, privacy and personal rights of each individual are to be respected.

**Wages and Benefits:** As a minimum, our suppliers shall pay regular wages and pay for overtime at the legal rate imposed by the country in which it operates and provide their workers with the benefits the applicable law currently requires. If there is no legal minimum wage or overtime pay in the country in which it operates, the supplier shall ensure that the wages are at least equal to the average minimum in the industrial sector in question and that overtime pay is at least the same as the usual rate of pay.

**Freedom of Association:** We expect our suppliers to respect and recognize the right of each employee to negotiate collectively, to create or join the union organization of their choice and without penalty in accordance with local labor laws and established practices.

**Occupational Health and Safety:** Based on the specific risks present in their industrial sector, the supplier will provide their employees with a healthy and safe working environment. As a minimum:

- » Access to drinkable water; adequate and appropriate ventilation, temperatures, and lighting; and adequate safety protection
- » Occupational health and safety training
- » A system for injury and illness reporting
- » Medical treatment and/or compensation to injured/ill workers arising as a result of working for supplier
- » Worker exposure to hazardous materials is to be identified, evaluated, and controlled. When hazards cannot be adequately controlled by engineering and administrative means, workers are to be provided with appropriate personal protective equipment



## Ethical Business Practices

**Legal Requirements:** We expect our suppliers to act in full compliance with the law. Our suppliers shall abide by all national, local and international laws relating to the management of their businesses.

**Customs and Security Authorities:** The supplier must follow customs laws, including those on imports and the prohibition of merchandise transshipment into the importing country.

**Anti-Corruption:** The suppliers agree to condemn and act against corruption in all its forms, including extortion and kickbacks.

**Confidentiality/Data Protection:** The supplier agrees to meet the reasonable expectations of its principal, suppliers, customers, consumers and employees with respect to the protection of their private information. The supplier shall comply with data protection and information security laws and government regulations when collecting, storing, processing, transmitting and disclosing personal information.

## Monitoring and Compliance

Suppliers shall conduct internal audits and inspections to ensure their compliance with BIO OIL GROUP's Code of Conduct and applicable legal requirements. Should a supplier detect any instances of noncompliance, they agree to inform BIO OIL and address the issues promptly.

We retain the authority to carry out audits if we reasonably believe, based on credible evidence, that there may be a violation of this Code of Conduct.

## **Bribery & Corruption Measures**

BIO OIL GROUP employs a rigorous and multifaceted approach to ensure its staunch anti-bribery and anti-corruption stance is upheld across all operations and dealings. This includes implementing comprehensive policies and procedures that are in strict alignment with international anti-corruption standards and best practices. The company's zero-tolerance policy towards bribery and corruption is communicated clearly and consistently to all employees, suppliers, and stakeholders. Regular training programs are conducted to educate and sensitize all personnel about the importance of ethical conduct and the severe repercussions of corrupt activities. Additionally, BIO OIL GROUP enforces stringent due diligence processes for vetting and monitoring third-party relationships to prevent any involvement in corrupt practices.



By fostering a culture of transparency and accountability, BIO OIL GROUP ensures that its commitment to combatting bribery and corruption is not only a policy but a deeply ingrained practice across the organization.

## **Lobbying**

BIO OIL GROUP acknowledges the potential influence of lobbying on public policy and recognizes its responsibility to conduct such activities ethically and transparently. This section of our Code of Conduct outlines the principles and regulations that govern our lobbying practices to ensure they are aligned with our corporate values and legal obligations.

By fostering a culture of transparency, accountability, and ethical conduct, BIO OIL GROUP ensures that its commitment to ethical lobbying is not only a policy but a deeply ingrained practice across the organization. Our adherence to these principles strengthens our reputation and supports the sustainable development of our industry.

### **Commitment to Legal Compliance**

We are committed to complying with all applicable national and international laws and regulations governing lobbying activities. Our practices are designed to uphold the highest standards of professional conduct, ensuring that our actions are legal, ethical, and transparent.

### **Transparency and Integrity**

We are dedicated to maintaining transparency in all our lobbying efforts. BIO OIL GROUP ensures that all lobbying activities are conducted with integrity and are reported accurately in compliance with legal requirements. We avoid any actions or representations that could be misleading or deceptive.

### **Conflict of Interest Avoidance**

BIO OIL GROUP strictly avoids any conflicts of interest in its lobbying activities. We ensure that our lobbying efforts do not compromise our ethical standards or create any undue advantage for the company or its stakeholders. Employees and representatives involved in lobbying are required to disclose any potential conflicts of interest and take appropriate measures to mitigate them.

## **Data Protection and Confidentiality**

In all lobbying activities, BIO OIL GROUP rigorously adheres to data protection and information security laws. We take all necessary steps to safeguard sensitive information and ensure that any data shared or used in the context of lobbying is protected and handled in accordance with legal standards.

## **Ethical Conduct**

BIO OIL GROUP's lobbying practices are grounded in the highest standards of ethical conduct. We advocate for policies and regulations that promote the betterment and strengthening of our industry while ensuring that our actions are fair, just, and in the public interest. All employees and representatives engaged in lobbying are expected to conduct themselves with the utmost professionalism and integrity.

## **Monitoring and Review**

We continuously monitor and review our lobbying efforts to ensure they remain in alignment with our corporate values and legal obligations. Regular audits and assessments are conducted to evaluate the effectiveness and compliance of our lobbying activities with this Code of Conduct.

## **Sponsoring and Donations**

BIO OIL GROUP is committed to responsible sponsoring and donation practices. Our contributions are aimed at fostering positive social, environmental, and economic impacts within the communities we operate and serve. We thoroughly assess all sponsorship and donation opportunities to ensure they align with our corporate values and ethical standards.

All sponsorships and donations are conducted with full transparency and accountability. We carefully document and report our contributions, ensuring they comply with legal requirements and do not create any conflicts of interest. BIO OIL GROUP does not engage in sponsorships or donations that could be perceived as attempts to gain undue influence or favor.

Employees and representatives involved in managing sponsorships and donations are expected to uphold the highest ethical standards, ensuring that all contributions are made in the spirit of genuine support and community engagement.

We prioritize initiatives that promote sustainability, education, health, and social welfare, reflecting our commitment to making a positive difference.

Through our sponsoring and donation activities, we strive to build lasting, meaningful relationships with our stakeholders, contributing to the overall betterment of society while upholding our principles of integrity and responsibility.

## **Human Rights**

BIO OIL GROUP is steadfast in its commitment to upholding and promoting human rights across all aspects of our operations. We recognize the inherent dignity and equal rights of all individuals and strive to ensure that our business practices reflect this core value.

We are dedicated to the continuous improvement of our human rights practices. We regularly review and assess our policies and procedures to ensure they remain effective and aligned with global standards. By embedding human rights into our business operations, BIO OIL GROUP aims to create a positive and lasting impact, reflecting our dedication to ethical conduct, social responsibility, and the betterment of society.

### **Commitment to International Standards**

We adhere to internationally recognized human rights principles, including those outlined in the Universal Declaration of Human Rights, the International Labour Organization's (ILO) core conventions, and the United Nations Guiding Principles on Business and Human Rights. Our policies and procedures are designed to respect and protect the rights of our employees, stakeholders, and the communities in which we operate.

### **Non-Discrimination and Equal Opportunity**

BIO OIL GROUP is an equal opportunity employer that prohibits discrimination, harassment, and retaliation in all forms. We are dedicated to fostering an inclusive workplace where diversity is valued, and all individuals have the opportunity to succeed based on their talents and merits. We ensure that our hiring, promotion, and compensation practices are fair and transparent, promoting equity and diversity at all levels of our organization.

### **Safe and Healthy Work Environment**

We are committed to providing a safe, healthy, and respectful work environment for all employees. We implement stringent health and safety standards and regularly review and update our practices to ensure the well-being of our workforce. Employees are encouraged to report any concerns related to workplace safety or human rights violations without fear of retaliation.

### **Community Engagement and Development**

We believe in contributing to the development and well-being of the communities where we operate. Our human rights commitments extend to supporting local initiatives that enhance education, healthcare, economic opportunities, and social welfare. We engage with community leaders and stakeholders to understand their needs and to develop programs that deliver meaningful and sustainable benefits.

### **Grievance Mechanisms**

We provide accessible and transparent grievance mechanisms to address any human rights concerns raised by employees, stakeholders, or community members. Complaints are handled promptly, confidentially, and impartially, ensuring that all issues are resolved in a manner that upholds our commitment to human rights.

## **Social Performance**

As a conscientious and responsible organisation, we commit to maintaining the highest standards of social performance. This includes fostering integrity, respect, and inclusivity while ensuring the well-being of our employees, stakeholders, and the broader community.

We pledge to conduct our business with honesty and transparency, adhering to ethical principles in our decisions and actions. Our commitment to ethical practices includes:

- » Acting with integrity in all interactions, ensuring fairness and honesty across our operations.
- » Taking responsibility for our actions and their societal impact, striving to maintain the trust placed in us by stakeholders.

- » Adhering to applicable laws and regulations, as well as our internal policies and guidelines.
- » We are committed to respecting and promoting human rights within our sphere of influence
- » Recognizing our responsibility to protect the environment for future generations, our environmental stewardship efforts include:
  - » Implementing sustainable practices in our operations to minimize our environmental footprint.
  - » Using resources efficiently and responsibly, promoting conservation and waste reduction.
  - » Raising awareness about environmental issues and encouraging environmentally friendly practices among our employees and stakeholders.
- » dedicated to making a positive impact on the communities where we operate by:
  - » Collaborating with local organizations and stakeholders to address community needs and support development.
  - » Encouraging and supporting employees in volunteer activities that benefit the community.
- » Charitable Contributions: Providing financial and in-kind support to charitable organizations and causes that align with our values.

Following these social performance strategies, our goal is to make a positive and enduring difference in society while adhering to the values outlined in our code of conduct.

## **Final Remarks**

In summary, BIO OIL GROUP is committed to maintaining the highest standards of conduct. Our comprehensive policies reflect our unwavering commitment to these principles and ensure that we operate with integrity and respect for all. We believe that adherence to our code of conduct is paramount in fostering a thriving, ethical, and inclusive organization. For any reporting or concerns, please contact us at [Compliance@bio-oil.biz](mailto:Compliance@bio-oil.biz).