

## **ISA 2000 LTD. BUSINESS ETHICS CODE**

The ISA 2000 Code of Business Ethics establishes ethical principles and rules of conduct for the company in its relations with economic entities, state institutions, citizens and society. These principles and rules are binding on the employees, employees and management of the company. Acceptance of these values will help to avoid and prevent conflicts. They will help management to influence ethical arguments in analyzing every business situation and in making every business decision so that it is not only cost effective but also fair, both for business people and society.

- I. General principles and values.
  1. Respect for the rights, dignity and value of all people. Any form of discrimination based on sex, race, age, ethnicity, national origin, religion, political and ideological differences, sexual orientation, disability, health status or marital status is not accepted.
  2. Unconditional adherence to national, domestic and ratified international normative acts and standards.
- II. Internal company rules of conduct and principles.
  1. Honesty, honesty, respect for the honor and dignity of the other among the qualities that are most associated with justice, they generate trust and better relationships in the organization.
  2. Compliance with the discipline (formal party) is related to compliance with working hours, accuracy in meetings and negotiations, precise compliance with external and internal regulations in accordance with the instructions of the managers. This saves time and sets a model that facilitates the organization of work, and thus the business itself. Compliance with the discipline (meaningful side) is related to the essence of the work process and means meaningful, voluntary, complete and conscientious fulfillment of all requirements in the best possible way and satisfaction of all expectations that are presented for a given activity or position in the company.
  3. Negative human qualities such as irresponsibility, negligence, laziness, duplicity, falsehood, meanness, envy, gossip, and anointing are condemned.
  4. It encourages loyalty, which requires that information about the internal state of the company not be given to outsiders, to protect and protect its image and to prevent abuse of its reputation.

5. Conflicts of interest generated by friendship, kinship and others should not be decisive in making decisions that affect the internal and external relations of an organization.
  6. The following principles in determining the remuneration of staff are encouraged: equal treatment of people with equal opportunities; equal pay for equal work, without taking into account differences between people; the remuneration must correspond to the work invested, the qualification of the responsibilities assumed.
  7. The following qualities and guiding principles in management and relationships are respected:
    - support relationships based on open communication, trust, collegiality, ethics, mutual assistance;
    - to make management decisions based on objectivity, impartiality, fairness, the rule of feedback;
    - the employees of the company keep their word, fulfill their obligations, be responsible for their actions;
  8. A safe, productive and relaxed working environment and an atmosphere of respect are maintained.
- III. Relationships with business organizations, clients, society.
1. In dealing with counterparties, the following is tolerated:
    - observance of the preliminary agreements, honesty, honesty, fulfillment of the given word;
    - mutual compromises, traditional principles of distribution, compensation, reimbursement are accepted in the negotiation; mutually respect interests and rights, agree goals, adhere to agreed agreements based on objectivity, benevolence, mutual benefit;
    - high standards of production are maintained in order to respond adequately to the requirements of the customers in terms of prices, quality, term of order fulfillment;
    - deliberate damages resulting from sabotaging activities, misuse of image, damaging prestige and extortion of contractors;
  2. Price is a mediator and regulator of market relations, its fluctuations around market value are considered economically fair.
  3. We view profit not only as profit for the business entity, but for the entire society. It is unacceptable to achieve it by means that are unacceptable to the public.

4. We believe that private property must be respected and guaranteed when it is acquired fairly.
5. Economic relations based on the principle of free competition and equal treatment of all participants in economic life are supported.
6. The application of stringent environmental standards to protect the environment through clean production processes and efficient use of resources is tolerated.
7. Public values, financial support and charity to those in need are respected. Supports local and central government in achieving an effective public administration providing business services, fair and transparent rules. Socially responsible activities are considered to be an investment in good repute.

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