

Ethics Declaration of the state-owned enterprise Czech Post

We, Česká pošta, s.p. ("Czech Post") are one of the largest employers in the Czech Republic. As a modern business and logistics company, we provide high-quality services to citizens, companies, and the state. We are a key player in the field of parcels, acting as a contact between citizens and the state, especially in remote areas, and a partner of companies to which we provide comprehensive services. We are also committed to **social responsibility** in all aspects that affect our business activities and the environment in which we operate. We approach every business activity as well as our employees and our customers in accordance with our Code of Ethics and corporate values.

By adhering to **corporate values** in the everyday work of each employee regardless of their professional or organisational position, status or duration of their employment contract, we create a more pleasant working environment in our company, improve customer satisfaction and our competitiveness, and build our company's reputation in the eyes of the public. This was one of the reasons why we linked our **Code of Ethics**, which sets out the principles of professional conduct of employees, to our corporate values. Its purpose is to define the limits of desirable behaviour towards the employer, co-workers, customers, business partners, and state institutions for our employees in order to create, maintain, and deepen their trust in our activities. We are one of the ten largest employers in the Czech Republic and serve the widest range of customers throughout the country. Therefore, the basic imperative applied in these relations is non-discrimination and equal approach.

We have set up a **compliance system** to reduce the risks of punishing our company and damaging our reputation, while strengthening our transparency and credibility. In our compliance program, special attention is paid to **measures against corruption and other forms of unfair conduct**, which also fulfil the **Internal Anti-Corruption Programme of the Ministry of the Interior** as our founder. The importance of **compliance** in our business activities in the pursuit of important strategic, economic, social and other interests of the state is emphasised in our **Statute**, stating the governing body's responsibility for its proper application and development.

Rather than as a brake on performing our role and business activities or as a mere tool for complying with employees' actions and behaviour with legal and internal regulations including the Code of Ethics, we perceive compliance as a continuous effort to build a healthy corporate environment in which ethical values are generally accepted, lived, and applied inside as well as outside the company. By continuous training, we increase the awareness of ethics and compliance and improve our employees' understanding of compliance topics. We understand that our contractors and business partners also have an impact on the reputation of our company. We check their activities and expect them to share and apply principles comparable to those contained in our Code of Ethics or in the Code of Conduct for Czech Post's Contractors. Since 2016, our employees and business partners have been using our compliance line, which allows them to report suspicions of unfair conduct also in an anonymous form. All complaints are treated as confidential, and the identity of the whistleblower is always protected to the maximum extent possible in order to avoid the risk of potential retaliation.

Internal audit and risk management are an integral part of responsible company management. The proper functioning in these areas allows us to eliminate possible risks that we encounter, and thus reduce their potential adverse effects on the management and implementation of our business plans. The collaboration of our internal audit, risk management, and compliance teams helps us fulfil the principles of good governance and support the proper management of state-owned property. We have also implemented consistent **measures against external and internal crime, measures to prevent money laundering and terrorist financing, protected information management measures and occupational health and safety measures** in our operations. The **protection of personal data** is also very important to us. Firstly, as a data controller in situations where we provide our own services and determine the reasons and means for the processing of personal data. Secondly, as a data processor in situations where we are involved in the processing of personal data disclosed to us by other entities. We are aware of our role and responsibilities as part of the critical information infrastructure of the state; for these reasons, we pay constant attention to **cyber risks and ensuring the continuity of our activities**.

As part of our **corporate social responsibility strategy**, we have identified four priority areas on which we focus. These are **business, employees, society, and the environment**. In each of these areas, we reflect the needs and wishes of our key focus groups. To support this strategy, we established a corporate foundation in 2016, whose main mission is to help people who really need it as well as to support specific projects focused on health, improving the quality of human life, and community development.

Satisfaction of our customers is reflected in each of our business activities. That is why we have a **Postal Ombudsman** who helps customers who are not satisfied with the handling of complaints or grievances, or complaints about the quality of services, or have doubts about the correctness of their handling within the introduced system and have already used all proper remedies. We think of our employees as well – they can use their own ombudsman. The role of the **Employee Ombudsman** is to defend the legitimate interests of employees in the performance of their duties and to assist them in resolving their work or personal problems in the workplace.

We are convinced that ethical and economic values are interrelated, and we therefore reject any conduct that is not in accordance with the applicable legal or moral and ethical standards. We perceive our involvement in the project Ethical Company and independent evaluation of the internal environment of our company as a suitable way to confirm and support this attitude.

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