



Code of Conduct for SOL business partners

Confirmed by: Head of HR and Quality Date of confirmation: 10 March 2021 Reviewed: 17 September 2026

GENERAL PROVISIONS

1. SOL Baltics aims to provide responsible quality services, therefore the company selects the persons with the same high level of ethical behaviour and who consider the safety and health of employees important and emphasize environmentally friendly activities as its suppliers (goods, services, works), subcontractors and other stakeholders (hereinafter - business partner).
2. Responsible business is important for SOL Baltics. The company implements an integrated quality, environmental protection and work environment management system that meets the requirements of the standards ISO 9001, ISO 14001 and ISO 45001.
3. SOL Baltics has developed the procurement requirements aimed at ensuring the conclusion of contracts with business partners who follow the principles of sustainable and responsible business, as SOL Baltics itself does.

BUSINESS PARTNER STATEMENTS

Compliance with the law

We undertake to comply with all relevant laws and regulations as a business partner of SOL Baltics.

Inappropriate benefits

As a business partner of SOL Baltics we do not offer, authorize or grant inappropriate benefits to influence officials or other third parties in the performance of their duties in order to obtain or maintain commercial or any other advantage. This applies regardless of whether the benefit is offered directly or through intermediaries.

Gifts, hospitality and expenses

As a business partner of SOL Baltics we do not, directly or indirectly, offer gifts to the employees or representatives of SOL Baltics, except for low value promotional gifts which usually have a company logo.

There must be a clear business reason for hosting events, lunches, dinners and parties. Hosting costs should be kept within reasonable limits. The travel, accommodation and other costs of the person representing SOL Baltics related to such hosting should always be covered by SOL Baltics, unless SOL Baltics states otherwise. Hospitality, costs, gifts or other benefits may not be offered or accepted during the procurement.

Conflict of interest

As a business partner of SOL Baltics, our company and employees do not establish relationships that may cause a real conflict of interest or the one that may seem as such with SOL Baltics. Business or personal, economic or other interests should not be related to close persons. If we become aware of such potential conflict of interest, we will immediately inform SOL Baltics.



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Child labour

As a business partner of SOL Baltics we do not recruit children under the age of 15. If the child is ensured with the right to education, leisure, rest and family life, individual exceptions may be made, provided that these are clearly in the best interests of the child.

Forced labour

As a business partner of SOL Baltics we do not employ or recruit people against their free will or require employees to keep their identity documents as security upon employment.

Freedom of association

As a business partner of SOL Baltics we recognize the right of employees to be (or refuse to be) members of trade unions and be represented in collective agreements. In the countries where such rights are restricted, our employees still have the right to influence their working conditions.

Working hours

As a business partner of SOL Baltics we undertake to comply with the laws regulating working hours.

Remuneration

As a business partner of SOL Baltics we ensure that fair wage is paid to employees and salaried labour. We pay payroll taxes and compensate for overtime work as defined in national legislation.

Treatment of employees and prohibition of discrimination

As a business partner of SOL Baltics we treat all employees equally and fairly. We do not accept harassment or discrimination in any form. We recognize, respect and follow the principles of non-discrimination, such as discrimination based on race, colour, sex, sexual orientation, gender identity, marital status, pregnancy, parental status, religion, political opinion, nationality, ethnic background, social origin, social status, indigenous status, disability, age, trade union membership or employee representation.

Ensuring the protection of personal data

As a business partner of SOL Baltics we collect, process and store the personal data of employees, customers or other stakeholders only in accordance with the relevant legislation.

Ensuring security

As a business partner of SOL Baltics we follow strict requirements to ensure security in the selection of partners in order to prevent human rights violations in the countries where the activities of security companies are not regulated.



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Environment

As a business partner of SOL Baltics we work in accordance with internationally recognized environmental protection principles and our goal is to continuously improve ourselves. Our operations comply with national environmental legislation and pollution permits. We are working to achieve energy efficiency and reduce hazardous emissions and waste.

Health and safety

As a business partner of SOL Baltics we work resolutely and continuously to improve healthy working environment and safe and secure behaviour, keeping in mind relevant internationally recognized health and safety management principles, practices and legislation.

Selection of business partners, agents and intermediaries

As a business partner of SOL Baltics we contribute that our potential business partners, agents and intermediaries comply with the principles of this Code of Conduct.

Standards for our contract partners

As a business partner of SOL Baltics we contribute to the implementation of the principles of this Code of Conduct by our own contractual partners.

COMPLIANCE

1. The business partner is obliged to immediately notify SOL Baltics of any violation of these requirements through SOL contact person or write to an e-mail privacy@sol.ee.
2. The business partner should ensure that the content of these requirements has also been communicated to its employees and subcontractors who work for SOL.
3. If the business partner significantly violates these requirements, SOL Baltics has the right to terminate the contract with the business partner.
4. SOL Baltics has the right to check the compliance of the business partner with the current Code of Conduct of SOL Baltics.

First name and surname of the legal representative of the business partner, signature



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Date