



Code of Conduct

Introduction

MAST Europe is committed to maintaining the highest standards of integrity and professionalism in all our operations. This Code of Conduct outlines the principles and guidelines that all employees and business partners must follow to uphold our values and ensure ethical and responsible behaviour.

Core Values

1. **Integrity and Ethical Conduct:** Commitment to honesty, transparency, and ethical behaviour in all business practices.
2. **Quality and Excellence:** Dedication to producing high-quality products and continuously improving processes.
3. **Safety: Prioritizing** the health and safety of employees, customers, and the community.
4. **Environmental Responsibility:** Commitment to sustainable practices and minimizing environmental impact.
5. **Innovation:** Encouraging creativity and the development of new technologies and processes.
6. **Customer Focus:** Striving to meet and exceed customer expectations through reliable and responsive service.
7. **Accountability:** Taking responsibility for actions and decisions, and being accountable to stakeholders.
8. **Respect for Human Rights:** Ensuring all employees and business partners adhere to internationally recognized human rights standards.

Human Rights, Diversity, and Inclusion

MAST Europe upholds internationally recognized human rights and labor standards while fostering an inclusive and diverse workplace where all individuals are treated with dignity and respect.



Labor Practices and Ethical Employment

- **Child Labor:** MAST Europe strictly prohibits the employment of children under the legal minimum working age.
- **Forced or Compulsory Labor:** We reject any form of forced labor, including bonded labor, involuntary prison labor, or human trafficking.
- **Human Trafficking and Modern Slavery:** MAST Europe has zero tolerance for modern slavery and human trafficking in its operations and supply chain.
- **Fair Wages and Working Hours:** Employees are provided with fair wages, working conditions, and reasonable working hours in compliance with labor laws.
- **Freedom of Association:** Employees have the right to form or join trade unions and engage in collective bargaining.

Non-Discrimination, Gender Equality, and Respectful Workplace

- **Diversity and Inclusion:** We do not tolerate discrimination based on race, gender, age, religion, disability, sexual orientation, or any other protected characteristic.
- **Gender Equality:** We actively promote equal opportunities for all employees, ensuring fair treatment and career advancement regardless of gender.
- **Bullying and Harassment:** Any form of harassment, bullying, or intimidation in the workplace is strictly prohibited. Employees are encouraged to report inappropriate behavior without fear of retaliation.

Health and Safety

MAST Europe is committed to providing a safe environment for all workers, recognizing that health and safety are of the highest importance to our organization. To this end, we have implemented comprehensive health and safety protocols to protect our employees and visitors. Key aspects include:

- **Training and Education:** Ensuring all employees are properly trained in health and safety procedures.
- **Risk Assessment:** Conducting regular risk assessments to identify and mitigate potential hazards.
- **Protective Equipment:** Providing necessary personal protective equipment (PPE) and ensuring its proper use.
- **Incident Reporting:** Encouraging the prompt reporting of accidents, incidents, and near-misses to prevent future occurrences.



- **Continuous Improvement:** Regularly reviewing and updating health and safety policies to reflect best practices and regulatory changes.

For detailed information, please refer to our Health and Safety Policy.

Quality Assurance

MAST Europe is dedicated to ensuring high and consistent quality across all of our products. We have established robust procedures to guarantee consistency of the final product's quality. Our commitment to quality assurance includes:

- **Consistency:** Rigorous testing and quality checks at every stage of production to maintain high standards.
- **Customer Feedback:** Actively seeking and incorporating customer feedback to improve product quality.
- **Compliance:** Adhering to industry standards and regulations to ensure our products meet or exceed quality expectations.

Communication and Respect

MAST Europe values clear, honest, and respectful communication. All employees are expected to:

- Communicate openly and transparently with colleagues, management, and external partners.
- Listen actively and consider the perspectives and concerns of others.
- Treat all individuals with respect, regardless of their role, background, or opinion.
- Handle conflicts constructively and seek resolution through dialogue and mutual understanding.

Integrity and Compliance

MAST Europe is committed to maintaining the highest standards of integrity and compliance. Employees must:

- Adhere to all applicable laws, regulations, and company policies.
- Conduct business with honesty and transparency.
- Avoid any form of unethical behavior, including bribery, fraud, and corruption.
- Comply with Economic Sanctions and Trade Restrictions: Ensure full compliance with all applicable trade sanctions, export control laws, and



embargoes imposed by the European Union, the United Nations, and other relevant authorities. Employees must not engage in business with sanctioned entities or individuals, and all transactions must be screened to prevent violations of these regulations.

- Report any suspected violations of laws, regulations, or company policies.

Corruption

MAST Europe has zero tolerance for corruption in any form. Employees and business partners must not offer, give, receive, or solicit anything of value to improperly influence a business decision or gain an unfair advantage. All transactions must be conducted transparently and in accordance with applicable laws.

Conflict of Interest

Employees must avoid any situation that creates or appears to create a conflict between personal interests and the interests of MAST Europe. Any potential conflict of interest must be disclosed to management immediately. Employees are expected to make decisions in the best interest of the company.

Insider Dealing

Employees must not use confidential or non-public information for personal gain, including trading in stocks, securities, or any other financial instruments based on insider knowledge.

Gifts and Entertainment

Employees and business partners must avoid conflicts of interest by ensuring that gifts, entertainment, or hospitality received or given do not influence business decisions. Any gifts or entertainment must be appropriate, transparent, and comply with company policy.

Fraud

MAST Europe is committed to preventing and detecting fraud. Employees must act with integrity and report any suspected fraudulent activity immediately. Fraud includes any act of deception intended to secure an unfair or unlawful gain.



Money Laundering

MAST Europe strictly prohibits any activities related to money laundering. Employees must ensure that all business transactions are legitimate and comply with all applicable laws and regulations. Any suspicious activity must be reported to the relevant authorities.

Anti-Trust and Fair Competition

MAST Europe is committed to fair competition and compliance with anti-trust laws. Employees must not:

- Engage in price-fixing, bid-rigging, or collusion with competitors.
- Participate in anti-competitive agreements that limit market access or unfairly restrict competition.
- Share sensitive business information with competitors.
- Any suspected anti-trust violations must be reported to the appropriate authorities.

Customer Relations

MAST Europe is dedicated to providing exceptional service and ensuring that customers receive high-quality products and services. We are committed to:

- **Honesty and Transparency:** Providing accurate and truthful information to customers.
- **Fair Dealing:** Treating customers with respect and fairness in all interactions.
- **Data Protection:** Safeguarding customer data and privacy in compliance with data protection regulations.

Supplier Relationships

MAST Europe expects suppliers to uphold the same ethical and business standards that we follow. Key expectations include:

- Compliance with labor laws, human rights, and environmental regulations.
- A commitment to fair and ethical sourcing of materials.
- Zero tolerance for bribery, corruption, or exploitation in the supply chain.



Suppliers of MAST Europe are to be chosen with consideration of the objective criteria such as: cost efficiency, quality, delivery time, implementation cost, switching cost, maintenance, disposal, Health & Safety, and the overall ESG performance of the supplier.

To this end, the Supplier Self-Assessment form has been implemented.

Cooperation with Authorities

MAST Europe fully cooperates with regulatory authorities, law enforcement, and other government agencies. Employees must:

- Respond honestly and transparently to lawful inquiries.
- Ensure compliance with legal obligations and regulatory requirements.
- Report any legal violations or concerns to management.

Information Security

MAST Europe values the confidentiality, integrity, and availability of its information assets. Employees must protect all confidential information and use company resources responsibly. Unauthorized access, disclosure, or misuse of information is strictly prohibited.

Environmental Responsibility

MAST Europe is committed to minimizing our environmental impact and promoting sustainable practices throughout our operations. Our approach to environmental responsibility includes:

- **Resource Efficiency:** Striving to use natural resources efficiently and minimize waste in all production processes.
- **Pollution Prevention:** Implementing measures to prevent pollution and reduce emissions of harmful substances.
- **Sustainable Sourcing:** Procuring raw materials from suppliers who adhere to sustainable and ethical practices.
- **Energy Conservation:** Investing in energy-efficient technologies and practices to reduce our carbon footprint.
- **Recycling and Waste Management:** Promoting recycling and proper waste management to reduce environmental impact.
- **Continuous Improvement:** Regularly reviewing and improving our environmental policies and practices to stay aligned with the latest sustainability standards and regulations.



- **Employee Involvement:** Encouraging all employees to participate in environmental initiatives and fostering a culture of environmental stewardship within the company.

Whistleblowing

MAST Europe encourages employees to report any violations of this Code of Conduct or other unethical behavior. Confidential channels are available for reporting concerns without fear of retaliation. All reports will be taken seriously and investigated promptly.

Conclusion

By adhering to this Code of Conduct, we ensure that MAST Europe operates with integrity and excellence. All employees are expected to understand and comply with these guidelines to maintain our commitment to ethical and responsible business practices.