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## **Code of Conduct for Replenit**

**Last Updated:** 01.06.2024

At Replenit, we are committed to fostering a culture of integrity, respect, and innovation. This Code of Conduct outlines the principles and expectations for all employees, partners, and stakeholders to ensure we maintain the highest standards of ethical behavior and professionalism.

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### **1. Integrity and Ethics**

- a. Conduct all business operations with honesty, fairness, and transparency.
  - b. Comply with applicable laws, regulations, and company policies.
  - c. Ensure customers receive clear, accurate, and reliable information about our services.
  - d. Avoid and disclose any conflicts of interest that could compromise trust.
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### **2. Respect for Customers**

- a. Treat every customer with respect, empathy, and professionalism.
  - b. Foster open communication and actively listen to customer needs and concerns.
  - c. Ensure a harassment-free and respectful environment in all customer interactions.
  - d. Honor commitments and prioritize customer satisfaction in all engagements.
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### **3. Innovation and Excellence**

- a. Deliver high-quality, innovative solutions that add value to our customers.
  - b. Continuously improve our products and services based on customer feedback.
  - c. Protect the intellectual property of our customers and respect confidentiality agreements.
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### **4. Data Privacy and Security**

- a. Prioritize customer data privacy and security in every aspect of our operations.
- b. Comply with data protection regulations, including GDPR and other relevant laws.

- c. Use customer data responsibly and only for agreed purposes.
  - d. Report and address any data breaches or concerns immediately.
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## **5. Professional Conduct**

- a. Maintain a professional, courteous, and approachable demeanor in all interactions.
  - b. Ensure that all communication, whether verbal or written, reflects professionalism and respect.
  - c. Represent Replenit in a manner that fosters trust and strengthens our reputation.
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## **6. Collaboration and Mutual Benefit**

- a. Collaborate with customers to identify the best solutions for their needs.
  - b. Support customers in achieving their business goals through our services.
  - c. Provide clear and timely assistance, ensuring transparency and consistency.
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## **7. Environmental and Social Responsibility**

- a. Minimize environmental impact and promote sustainable practices in collaboration with our customers.
  - b. Encourage socially responsible initiatives that benefit our communities and stakeholders.
  - c. Align with customers who value and promote sustainability and ethical practices.
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## **8. Reporting and Accountability**

- a. Customers are encouraged to share feedback, raise concerns, or report unethical behavior through appropriate channels.
  - b. We commit to addressing customer concerns promptly and respectfully.
  - c. Violations of this Code by any party will be investigated thoroughly, with appropriate actions taken to resolve issues and uphold standards.
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## **Commitment to Our Customers**

- a. At Replenit, we believe our success is rooted in the success of our customers. This Code of Conduct reflects our commitment to maintaining the highest standards of

integrity, respect, and collaboration. Together, we can create a thriving, ethical, and sustainable business environment.