



PKS
GDAŃSK OLIWA
WE DRIVE YOUR BUSINESS

CODE OF CONDUCT

The Code of Conduct is a document covering the principles and standards of employee conduct and activities undertaken by PKS Gdańsk-Oliwa SA in connection with its transport and forwarding activities.

It is an important element of our organisation's culture - it helps to ensure that we all operate in accordance with specific ethical standards and models.



PERSONAL DATA

In accordance with Regulation (EU) of the European Parliament and of the Council 2016/679 of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation), we have implemented appropriate technical and organisational measures to process Personal Data in accordance with the requirements of the GDPR and to protect the Subject's Rights.

On July 7, 2017, in Gdańsk, the President of the Management Board of PKS Gdańsk-Oliwa SA wrote a Letter of Intent to the Co-workers. Since then, the company has followed the path of the teal organisation idea. Despite the passage of time and the ever-present changes, a fragment of this letter explains what goals we still want to achieve together.

(...) I would like to hear the following sentence from someone retiring from PKS in the future:

“Nothing better could have happened to me than working for this company.”

That's why I want to ask you for support in solving difficult company matters. I want you to be able to make more decisions, I would like to rely on your knowledge and great experience.

I want people in the company to develop, train and gain knowledge, and look for and find their place in the company based on their talents.

(...) I believe in the wisdom and experience of individual Co-workers, and especially the wisdom and experience of teams.



Rafał Olszewski
President of the Management Board
of PKS Gdańsk-Oliwa SA

MISSION AND VISION

We simplify the difficult matters in transport.

In line with our vision, we strive every day to ensure that our company plays an important role on the European market. By 2026, we will have developed the offer of transport services and increased our share in the transport of partial and groupage goods.

As an organisation, we will meet the biggest challenges, and nothing will be impossible for us in transport.

We are the first teal organisation in the TSL industry in Poland.

Our motto "**It's people that matter**" helps us achieve our common goal of reliable customer service.



IT'S NOT A COINCIDENCE THAT PEOPLE ARE THE MOST IMPORTANT AT PKS GDAŃSK-OLIWA

No one imposed the values on which the company was built. They were created independently by Co-workers for whom **Cooperation, Development, Responsibility, Commitment, Quality, Passion and Energy** are really reflected in their actions.

In our company, each Co-worker has the right to:

- equal treatment,
- express its opinion,
- ask questions and receive answers without being ridiculed,
- act in harmony with its beliefs.

With our goal of well-being and job satisfaction in a favourable atmosphere, we, our colleagues, have created the **Co-worker code** – an important document that helps us act ethically.

Equal treatment and remuneration regardless of race, gender, age, nationality, marital status, and ethnic origin is our standard.

At PKS people matter.

WORK STANDARDS

Our teal path is marked by practices and repeatable events called Organisational Culture, according to which:

- we follow the Co-worker code and appreciate each other;
- we follow procedures, instructions, regulations, and sets of rules currently in force and make important decisions as a team;
- we work so that the time meets the needs of external and internal customers;
 - we replace each other, and the Teams have their own supervisors;
- we give each other and we are open to feedback, and we make decisions based on the advisory process,
- we cooperate in accordance with the DNA and adopted values of the organisation, fully using our potential and talents;
- at the annual "Best of the Best" gala, we celebrate the successes of our colleagues and the entire organisation, and during the Employee Picnic, we strengthen relationships between us.

Full satisfaction

We like what we do and we know our job - we want to do it as best as we can.



ETHICAL STANDARDS

We work in a flat organisational structure, which means that we are diverse but equal, we are **co-workers**, not employees, we are **colleagues**, not superiors and subordinates.

We co-create teams in place of departments, branches or headquarters, maintaining unity regardless of where individual team members work.

Values, principles and standards apply to every colleague from the first day of work, regardless of the position held. Even if some of the rules of conduct do not apply to the specific nature of a given job position, this does not release the person employed there from the obligation to react or report violations of those provisions. Information about violations has a specific reporting and processing path, which depends on the scale of the problem, the complexity of the case and the trust of the parties involved.

PKS Gdańsk-Oliwa, together with the cooperating Carriers, complies with all applicable laws, regulations, codes and judgements regarding counteracting and combating corruption. Therefore, it does not engage in any activity, practice or conduct that constitutes a criminal offence under the Anti-Corruption Laws.

The organisation has an anti-mobbing policy regulated by a procedure aimed at counteracting mobbing, discrimination and all forms of harassment. The procedure goes beyond legal obligations and also includes preventive measures aimed at preventing any behaviour that may constitute mobbing, discrimination or other forms of harassment.

Respect for Human Rights is at the heart of the relationships within our organisation and its stakeholders. The priorities include fair treatment of all employees and external partners regardless of age, gender, position, disability, religion, nationality or world-view.

QUALITY AND SAFETY

We have taken measures to secure our business activities, thanks to which we are a reliable contractor for our trading partners in the international supply chain.

By entrusting goods to PKS Gdańsk-Oliwa SA, customers gain a guarantee of the highest quality and safety, which is ensured by:

- Quality Management System based on the requirements of the PN EN ISO 9001:2015 standard, which covers domestic and international road transport and forwarding. The certificate issued by Lloyd's Register Quality Assurance confirms the consistent implementation of our mission and vision, according to which we guarantee punctuality, full information about the cargo and vehicle availability.
- Civil liability insurance for road carriers in international road transport. The guarantee sum is the equivalent of EUR 300,000.
Civil liability insurance for road carriers in domestic road transport. The guarantee sum is the equivalent of EUR 300,000.
- AEO permit in the field of safety and security (AEOS) No. PLAEOS320000190114 issued by the Tax Administration Chamber in Gdańsk, which confirms that we comply with customs and tax law, we did not commit any penal and fiscal crimes, we are solvent, we have a high level of control of our operations and flow of goods and we meet safety and security standards in the field of: access control, logistics processes, processes related to the handling of specific goods in the area relating to employees and in the area of identifying business partners. Our Unit implements tax obligations transparently, in accordance with applicable law and internal procedures. Every year, the Company publishes a Report on the implementation of its tax strategy on its website.

In 2023, we were awarded the Preferred Carrier Badge for companies that show special commitment and obtain high values of monitored loads, over 200 per year. The award is a confirmation of the highest quality of the services we provide. Standards, reliability and experience in the work performed resulted in joining the group of only 2% of companies in the world that were awarded the Preferred Carrier Badge.

Safety guaranteed

We know what we're doing.
We've been on the road for almost 60 years.



CUSTOMER RELATIONS

Our transport and storage processes have been designed so that the Customer is informed at every stage.

We are always in constant contact with Drivers.

Our systems are integrated with telematics in each vehicle.

We consult all possible changes in the order execution schedule on an ongoing basis with our Customers and Carriers. We are proactive, experienced, and we can efficiently identify possible difficulties. We always propose optimal solutions because the continuity of the supply chain is our priority.

In domestic and international transport, we use, *inter alia* our own car fleet. We provide our own transport based on modern fleet that meets Euro 6 exhaust gas purity requirements, equipped with a telematic management system enabling the registration and monitoring of driving parameters. The average age of our cars is 3 years. We transport using mega, standard, isothermal and refrigerated trailers. We have means of transport that are adapted to transport food (fresh, frozen or dry food), ADR goods and cosmetics.

High quality

We care about our customers' needs, providing them with the best possible level of service.



RELATIONS WITH SUPPLIERS AND PARTNERS

We care about high standards of work performed both by ourselves and others. For this purpose, we have created a procedure that is an integral element of building relations with Suppliers and Partners.

It applies to, among others: qualification and assessment process, development of good business practices in the field of occupational health and safety, care for the natural environment, sustainable development, ethics and care for employees and respect for human rights based on the UN Declaration of Human Rights.

To meet the expectations of our Partners, we have launched the OPTICARRIER Carrier Platform. Its goal is to increase the comfort of everyday cooperation, minimising formalities and thus saving valuable time. Using the Carrier Platform, our Partners send transport documents, report available vehicles, and provide settlement data. By sending document scans, the Carrier saves time and money.

Our drivers are ambassadors of our company. They pay attention to personal culture, external appearance and a well-kept vehicle. They perform the entrusted work conscientiously, putting safety and the highest standard of service first. We are proud that among our Drivers there are people awarded by the International Road Transport Union (IRU) with honorary badges for the best passenger or freight transport drivers from companies that belong to national associations. Pursuant to the provisions of the Regulations, a diploma may be awarded to a professional driver who has been performing domestic and/or international transport for at least 20 years without a break, and for the last 5 years in the same transport company. During these 20 years, the driver is required to have travelled at least 1 million km without causing a serious road accident (resulting in bodily injury) and to have not committed a serious offence against road, customs or administrative regulations in the last 5 years.

ENVIRONMENTAL PROTECTION

Nearly 60 years of tradition in the transport industry carries obligations. The trust that our Customers and Partners have placed in us for almost six decades means that taking responsibility for the planet is an important element of our functioning. Understanding the consequences of climate change, we initiate a number of activities aimed at reducing the negative impact of transport on the natural environment.

We pay great attention to effective route management. Route optimisation and delivery planning translates into a reduction in the number of empty kilometres and fuel consumption, which leads to lower greenhouse gas emissions.

Use of modern technologies such as telematics, GPS systems and solutions such as start-stop systems translates into lower fuel consumption and CO2 emissions.

We systematically modernise our fleet by investing in vehicles that emit much less greenhouse gases and other harmful substances.

Similarly, in the case of our organisation's logistics infrastructure, we undertake ongoing investments to support effective management in the supply chain, thanks to which we reduce transport-related emissions.

The introduction of a completely electronic system for sending invoices and documents significantly shortens the circulation of all documentation and enables almost immediate settlement and recording of the entire transaction, both on your and our side. This especially applies to international transport services. Such form of receiving documents and invoices allows you to quickly receive confirmation of a properly performed service. The ecological aspect cannot be overestimated - by obtaining e-invoices and e-transport documents, we reduce paper consumption and exhaust gas emissions related to transport.



Modern technologies

They help us turn expectations into results.



CORPORATE SOCIAL RESPONSIBILITY

It is an important element of both our mission and the vision of the organisation. We inspire our employees to take action for the benefit of the local community - the result is, among others, the cyclical "Share your Friday" campaign, in which all members of the nominated team donate specific funds every month for the purpose they choose. The list of beneficiaries includes organisations dealing with disabled people struggling with oncological diseases, as well as shelters for homeless animals.

We conduct educational campaigns on the Internet, the aim of which is to increase awareness of road safety and preventive health.

Our organisation is committed to promoting a healthy and active lifestyle. Our employees can pursue their sports passions as part of PKS Team - the company financially supports individual events.

The openness and values on which the organisation is based makes some of our employees help as volunteers in shelters for homeless people, hospices, the Support Centre of Ukraine and in shelters for homeless animals.

Appreciating and promoting such attitudes causes employees to undertake such assistance activities on their own initiative. In 2020, we were awarded a bronze medal and an EcoVadis certificate for the level of corporate social responsibility. EcoVadis, as the only provider of universal sustainability assessments, verified our results of pro-ecological development in four thematic areas: environment, employment, fair business practices and supply chain.