

# Eleven Danir 19 Code of Conduct

Our ways of doing business



## Foreword

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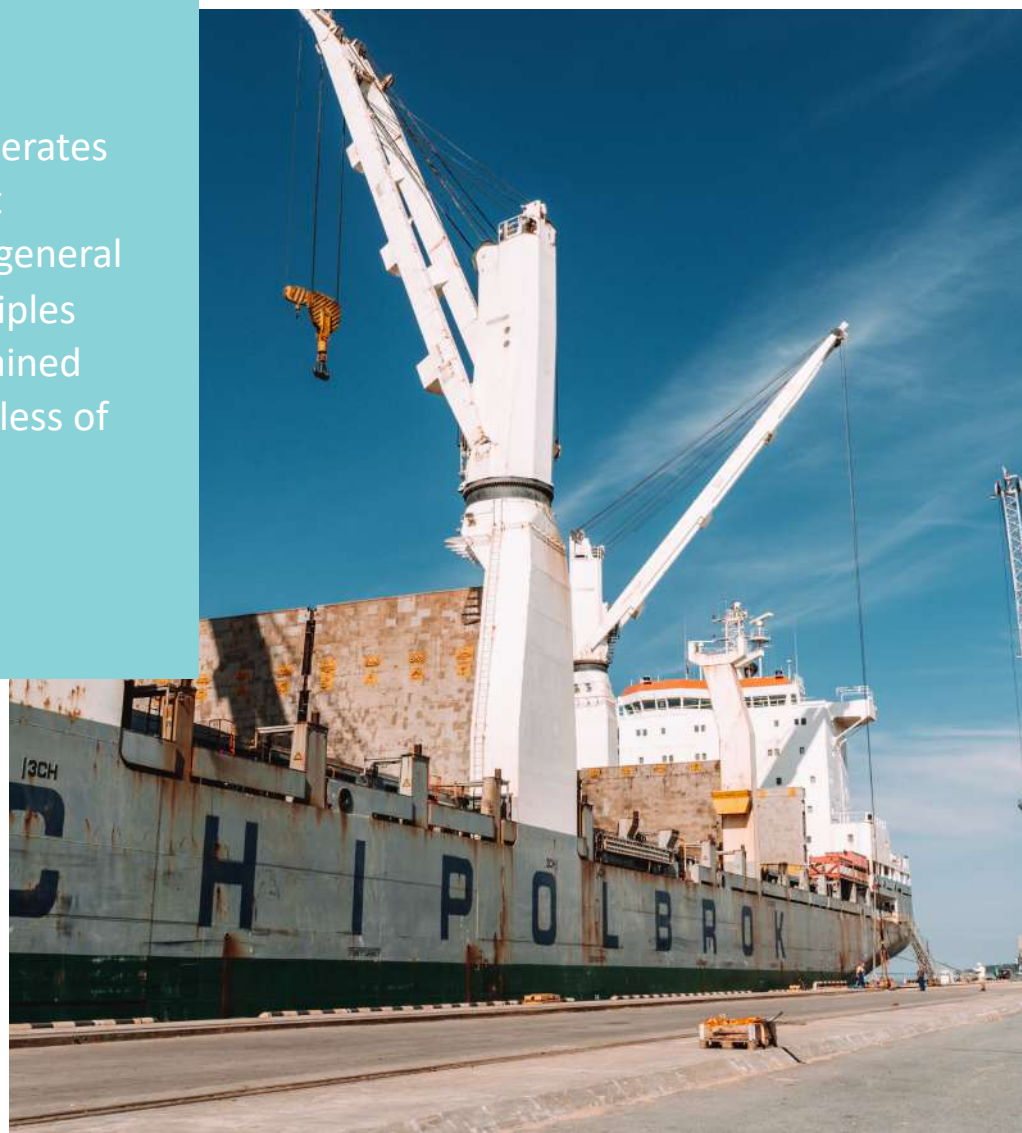
Our Code of Conduct stands amongst the many ways in which we vouch to uphold and promote our values in the workplace. This document exists to consolidate our moral code, as well as to serve as a point of reference for all our employees and clients - past, future, and present. Our Code of Conduct is based on the acknowledgment that all business by and relating to ELEVEN DANIR 19 is and will be held to the highest possible standard of business ethics.

We believe that our commitment to protecting our deeply held values in these regards is reflected in every aspect of our operation. Our carefully constructed foundation can be seen in our exceptional employees, meaningful partnerships, and loyal customers.

We urge you, our employees and partners, to become acquainted with the values outlined in this document, and to embody them daily in the business place.

## A Global Commitment to Our Values

Our Code of Conduct operates as a company guide that outlines our values and general moral code. These principles should be always maintained and, in all places, regardless of geographic location.





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# Who Is This Code For?

All ELEVEN DANIR 19 employees and Board members are expected to familiarize themselves with our Code of Conduct. Failure by the parties to meet the expectations outlined in this Code may result in disciplinary action, including but not limited to permanent termination.

Additionally, while this code specifically focuses on the direct employees and Board members of ELEVEN DANIR 19, the company extends its expectations to suppliers, contractors, representatives, and the like for ELEVEN DANIR 19 related tasks. A failure by the parties to comply may result in the total and permanent dissolution of their relationship with ELEVEN DANIR 19.



## Introduction

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# Our Client-First Approach

We prioritize our clients and work tirelessly towards providing the best possible experience for them. We are grounded and guided by the principles below, all of which promote accountability and allows ourselves to uphold the highest standard:



### Integrity

The integrity that we operate on has become paramount in establishing our long-standing relationships with clients and partners alike. We are adamant about maintaining the trust we have earned from our customers and must do so by upholding our values firmly and at all times. Integrity must be intentional and present at the center of any and all interactions.



### Competence and Targeted Attention

Both our services and the way in which they are provided must add value to our clients and their individual circumstances. As a company, we must take into account each and every client's specific context in order to determine the best way to serve and accommodate them.



### Self-Evaluation and Improvement

ELEVEN DANIR 19 offers services of the highest quality, an attribute expected by our customers. In order to maintain this standard of service, we must – both individually and as a community – promote a culture of self-evaluation and consequent improvement. By being aware of both the strengths and possible areas of improvement within our services, management, behavior, and others, we will continue to meet and exceed expectations.



### Privacy

We must always keep and protect the privacy of our clients by strictly following the security protocols regarding personal information.



### Response Time

We welcome any and all interactions with our clients, as any communication is an opportunity to resolve issues and continue to provide our service efficiently and exceptionally. ELEVEN DANIR 19 finds pride in welcoming any and all inquiries by customers, refusing to leave an issue or problem unresolved.

If necessary, count on a supervisor for assistance in providing quality service to all of our clients. We see every opportunity as a way to learn more and improve our current processes, and urge you to do the same.

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## Our Modus Operandi

Employees must contribute positively to an encouraging, helpful, and sympathetic workplace, allowing for both individual and company growth. Any and all members of our community must also uphold a culture that condemns harassment, intimidation, discrimination, corruption, bribery, and others.

## Corporate Policies and Corporate Commitments

Specific, key corporate policies and statements are available for download at our official company website: [www.11d19.com](http://www.11d19.com)

Policies and Statements include:

- Anti-Bribery & Anti-Corruption Policy
- Anti-Modern Slavery Policy
- Quality, Health, Safety, & Environmental Policy
- Code of Ethics

## Education and Development

We ask that our employees take a pro-active approach when communicating with any and all customers. As a company, we possess a reputation of personalized, quality service amongst logistic providers, and must maintain the processes that uphold this standing within our industry.

Listen attentively to the client, offering any and all effective and appropriate solutions. For more specific guidance regarding this matter, please reference our vocational and subsequent training programs.

## Equal Opportunity Employment

Employment at ELEVEN DANIR 19 is based entirely on individual merit, professional and personal qualifications, and competence. We stand firmly against any and all unlawful discrimination, including but not limited to discrimination based on race, ethnicity, nationality, religious beliefs, pregnancy status, sexual orientation, gender identity, age, mental disabilities, physical disabilities, medical conditions.

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## Protection Against Harassment, Discrimination, and Bullying

Any and all forms of harassment, discrimination, and bullying – verbal, physical, visual, or other - are strictly forbidden at ELEVEN DANIR 19. If you have been a victim of harassment, discrimination, or bullying by an 11D19 employee, client, supplier, we strongly advise that the incident be officially and properly reported to a supervisor and our Human Resources Department to await further action.

## Drugs, Alcohol, and Illegal Substances

Substance abuse causes detriments to the health, well being, and safety of our employees and our community, and is not permitted within company grounds. Likewise, illegal drugs are banned from our premises.

## Anti-Bribery and Corruption

Any interactions or exchange of goods that insinuate a conflict of interest in regards to business transactions at ELEVEN DANIR 19 will not be tolerated. Bribery and corruption of any sort is prohibited. Please refer to our Anti-bribery & Corruption Policy for more details.

## Making Contractual Commitments

Do not sign any contract on the authority of ELEVEN DANIR 19, unless you are explicitly authorized to do so. Refer to your supervisor with any questions.

Any changes to an active contract require new authorization from our Legal Department.

## Suppliers

As 11D19 expands, suppliers become an increasingly larger part of our operation. In order to ensure the best arrangement for the company and, consequently, our clients, please obtain various bids to ensure the best final price. Beyond considering the monetary value of the offer, make sure to carefully consider all other aspects of the deal. These may include quality, service, reliability, and others.

The Purchasing Team is at your disposal to answer any questions about obtaining different services and equipment.

## Integrity in Competition

In line with our emphasis on integrity, 11D19 prioritizes the fair treatment of all who are part of our operation, directly or otherwise. Respect is crucial between employees, customers, suppliers, vendors, and business partners. No kind of manipulation, deception, concealment, abuse of power, abuse of privileged information, misrepresentation of facts, or any other unfair practice will be tolerated whatsoever.

# Code of Conduct

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## Protecting the Environment

Our company is dedicated to minimizing the environmental impact of our operation, working to do so by monitoring all activities and targeting steady improvements. Beyond working to improve our processes, we also vouch to abide by laws, regulations, and requirements regarding environmental protection in every country we are active in.

We expect the same commitment from the employees, partners, and independent contractors of ELEVEN DANIR 19. As we grow, we will continue to assess the environmental impact of our company.

## Last Update

20/10/2021, Development department, Valds Stunza, Development Director, vs@11d19.com



ENGINEERING APPROACH  
TO LOGISTICS

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