



Customer and Partner Relationship Conduct Policy

Purpose:

SlavkaSk n.o. aims to ensure that a uniform, professional, and respectful approach to customer and partner relations is maintained at all sites. This policy guarantees that the organization's international reputation and credibility are upheld in all situations.

1. General Conduct Principles

- All employees must behave politely, helpfully, and professionally towards customers, visitors, and partners.
- Discrimination of any kind is strictly prohibited. SlavkaSk n.o. treats everyone with equal respect.
- Knowledge of the local language is an advantage, but every site must have at least one English-speaking contact person available.

2. Appearance, Dress Code, and Cleanliness

- Clothing and appearance regulations have been previously established; however, it is emphasized that all employees must adhere strictly to the uniform dress code while at work.
- Office staff must wear ironed blue shirts and black trousers. Wearing a SlavkaSk n.o. logo badge is mandatory.
- Visitors must wear blue safety helmets provided at entry.
- Meeting rooms, offices, and reception areas must be kept clean at all times. These spaces must never be dirty, neglected, or overcrowded. Daily cleaning and order maintenance are monitored and documented.

3. Hosting Guests

- Guests may only be received with prior approval and notification to headquarters.
- Offering coffee, tea, and drinking water is mandatory during guest visits and must be served in a clean, well-prepared environment.
- Every guest is accompanied by a guide throughout the facility and may only stay in designated areas.

4. Communication and Information Sharing

- Disclosure of internal company operations, business data details, or third-party information is strictly prohibited.
- Written minutes or records must be kept for every meeting or visit and archived centrally.

5. Consideration of Local Specifics

- While maintaining behavioral norms, it is mandatory to respect local cultural, religious, and social customs.

- Protocol at each site aligns with local customs but always meets SlavkaSk n.o.'s international expectations.

Regulation Issued By:

Ignác Czakó, President of the SlavkaSk International Nonprofit Organization