



CODE OF CONDUCT

Code of Conduct for a Road Transport Company

1. Introduction

This Code of Conduct outlines the ethical and professional standards that govern the operations, behavior, and responsibilities of employees, contractors, partners, and stakeholders associated with Euroopa Transpordi OÜ. It aims to create a safe, respectful, and efficient working environment, ensuring compliance with all applicable laws, regulations, and standards in the road transport industry.

2. Company Values

We are committed to the following core values:

- **Safety:** The safety of our employees, clients, and the public is our top priority.
- **Integrity:** We conduct business with honesty, fairness, and transparency.
- **Sustainability:** We promote environmentally responsible practices in our operations.
- **Customer Focus:** We are dedicated to providing reliable, high-quality services to our customers.
- **Teamwork:** We foster a collaborative and supportive work culture.
- **Innovation:** We continuously seek to improve our services and operational efficiency.

3. Compliance with Laws and Regulations

Employees and contractors are required to adhere to all local, state, and federal regulations governing road transport, including but not limited to:

- Traffic laws and road safety standards
- Vehicle weight and load limits
- Hours of service regulations
- Emissions and environmental regulations
- Employment laws related to working conditions, wages, and rights



Failure to comply with these regulations may result in disciplinary action, including termination of employment or contract.

4. Safety and Health

4.1 **Driver Safety** All drivers must operate vehicles responsibly and adhere to the following:

- Obey all traffic laws and regulations.
- Avoid driving under the influence of alcohol, drugs, or any substances that impair judgment.
- Ensure that vehicles are properly maintained, inspected, and equipped with safety tools, including first aid kits, fire extinguishers, and reflective warning signs.
- Wear seat belts at all times.
- Follow speed limits, especially in work zones or adverse weather conditions.

4.2 **Tiredness Management**

- Drivers must adhere to Hours of Service regulations to prevent tiredness-related accidents.
- Rest breaks must be taken as required by law, and drivers are encouraged to report any signs of tiredness.

4.3 **Workplace Safety**

- All employees must follow company protocols for loading and unloading goods to prevent injuries.
- Proper personal protective equipment such as gloves, reflective vests, and helmets must be worn as appropriate.
- Report any safety hazards, accidents, or near-misses to the supervisor immediately.

5. Environmental Responsibility

The company is committed to minimizing the environmental impact of its operations. Employees are required to:

- Operate vehicles in a fuel-efficient manner (e.g., avoiding excessive idling and maintaining proper tire pressure).



- Dispose of waste and hazardous materials in accordance with environmental regulations.
- Support company efforts to reduce emissions and implement green transportation solutions, such as using eco-friendly vehicles and optimizing route efficiency.

6. Professionalism and Customer Relations

6.1 Customer Service

- Treat customers, partners, and stakeholders with respect and courtesy.
- Communicate clearly, promptly, and professionally, whether in person, over the phone, or via digital platforms.
- Handle customer complaints or concerns with promptness and professionalism, aiming for resolutions that uphold the company's reputation for high-quality service.

6.2 Confidentiality

- Employees must maintain the confidentiality of sensitive customer and company information.
- Disclosing customer details, freight details, or company strategies without authorization is prohibited.

6.3 Conflict of Interest Employees and contractors should avoid situations where personal interests conflict with the company's interests. If such a situation arises, it must be reported to the management immediately.

7. Ethical Conduct

7.1 Integrity and Honesty

- Employees and contractors must act with integrity in all dealings, avoiding any form of dishonesty, fraud, or misrepresentation.
- Bribery or acceptance of gifts that could influence business decisions is strictly prohibited.



7.2 Fair Competition

- The company supports open and fair competition. Employees must not engage in any form of anti-competitive practices, including price fixing, bid rigging, or collusion.

7.3 Anti-Corruption

- All employees must comply with anti-corruption laws, both domestically and internationally. Any attempts to bribe or offer undue payments to officials or third parties are strictly prohibited.

8. Use of Company Resources

8.1 Proper Use of Vehicles and Equipment

- Company vehicles and equipment must be used for authorized business purposes only.
- Employees must ensure that vehicles and equipment are properly maintained, returned in good condition, and used in accordance with company policies and procedures.

8.2 Technology and Communication Tools

- Company-provided technology, including phones, email, and other communication tools, must be used responsibly and for business purposes.
- Misuse of these tools for personal gain or inappropriate content is prohibited.

9. Equal Opportunity and Non-Discrimination

The company is committed to maintaining an inclusive and diverse work environment. Discrimination or harassment based on race, color, religion, gender, age, national origin, disability, or any other protected characteristic will not be tolerated. Any such incidents must be reported immediately.

10. Employee Responsibilities

10.1 Appearance and Conduct



- Employees must maintain a neat and professional appearance at all times, especially when interacting with customers.
- Behavior that could harm the reputation of the company, including abusive language, threats, or unprofessional conduct, is prohibited.

10.2 Alcohol and Drug Policy

- The consumption of alcohol or illegal drugs while on duty is strictly forbidden. Employees must not report to work under the influence of any substance that may impair their ability to perform their duties safely and effectively.
- The company reserves the right to conduct random drug and alcohol tests as required by law.

11. Reporting Violations

Employees are encouraged to report any violations of this Code of Conduct, including unethical behavior, safety violations, or breaches of company policy. Reports can be made confidentially to a designated compliance officer or through the company's whistleblower policy. Retaliation against employees who report violations in good faith is strictly prohibited.

12. Disciplinary Action

Failure to adhere to this Code of Conduct may result in disciplinary action, up to and including termination of employment or contract, and may involve legal consequences where applicable. Disciplinary actions may include warnings, suspension, retraining, or dismissal depending on the nature of the violation.

13. Continuous Improvement

The company is dedicated to continuously improving its policies and practices. Employees are encouraged to provide feedback on the Code of Conduct and suggest ways to improve the safety, efficiency, and integrity of company operations.



14. Conclusion

The success of Euroopa Transpordi OÜ depends on the commitment of all employees and stakeholders to uphold the standards outlined in this Code of Conduct. Together, we can create a work environment where safety, respect, and excellence are the cornerstones of our operations, benefiting our employees, customers, and the broader community.

