

SOCIAL RESPONSIBILITY POLICY

We are aware of our role and responsibilities in the economic and social development of the community and we want to be perceived as an excellent company with regard to social responsibility. This includes:

- Considering employees as a strategic resource, ensuring the respect of their rights and promoting professional and personal development;
- Taking into account suppliers as partners, not only for their service delivery activities, but also for social responsibility;
- Taking into account customers as a successful element for CRIS-TIM FAMILY HOLDING S.A. in order to meet their needs in full compliance with the rules on social responsibility.

In order to achieve these, we are committed to:

- ensure compliance with national and international legislation applicable to our field of activity or other applicable requirements;
- ensure compliance with other international instruments and their interpretations provided for in the BSCI Code of Conduct;
- continuously monitor and improve our social responsibility management system through annual objectives in the field of social responsibility;
- fulfill the function of model in society by propagating ethical policies and strategies that are in line with the trend of modernization;
- ensure compliance with all the requirements of the BSCI Code of Conduct regarding:
 1. The right to free association and collective negotiation - we respect the right of employees to continuous training or join structures;
 2. Non-discrimination – we prohibit discrimination in all its forms in the company;
 3. Fair pay – we provide employees with wages that meet legal requirements and specific industry standards and are sufficient to meet the living needs of them and their families;
 4. Decent working hours - we comply with the provisions of the applicable legal provisions;
 5. Occupational health and safety - we provide periodic training to employees and frequently improve working conditions, in order to prevent and avoid occupational accidents and diseases;
 6. Safe working conditions – we ensure a safe and healthy working environment, and we take all necessary measures to avoid and minimize the risks of occupational and biological diseases, both for employees and for our customers and consumers;

7. Child labor – we do not use child labor and do not accept suppliers who have underage employees;
8. Special protection for young workers – we do not prevent participation in school or career guidance programs, if there are young employees in our company, and we apply a work program for them that does not hinder them or affect their health or development;
9. Decent employment conditions – all employees have the right to information about their contractual rights, responsibilities and working conditions;
10. Non-use of forced labor or human trafficking – we do not admit in any form work involving servitude, force, human trafficking or slavery, and we prohibit the use of corporal punishment, mental, verbal or any other abuse, respecting the right of employees to conclude the employment contract, when they wish, according to the legislation in force;
11. Environmental Protection – we apply appropriate measures to protect, minimize and avoid environmental degradation;
12. Ethical business conduct – we respect agreements and commitments with employees, business partners and customers, and do not associate with individuals who are involved in acts of corruption, blackmail, embezzlement or bribery;
13. Protection of employees with regard to the processing and free movement of personal data – we comply with the provisions of EU Regulation 2016/679;
14. Zero tolerance issues – we do not partner with business partners who use child labor, flagrantly violate human rights and behave unethically on social responsibility issues.
 - we support and promote within the organization physical and mental health, the right to education and professional training, humanitarian actions;
 - we involve all stakeholders: suppliers, collaborators, employees and customers in compliance with the principles of social responsibility and we ensure that we exchange information in order to identify in advance any changes that require limiting some effects;
 - we periodically review the system's policy and performance in order to achieve continuous improvement, taking into account changes in the legislative framework, its own code of conduct, internal regulations and any other requirements of the organization;
 - ensure that the policy is implemented, maintained, communicated and accessible to all staff working for or on our behalf;
 - allow for announced and unannounced audits and provide all required information to prove compliance with the requirements of the BSCI Code of Conduct;
 - We make this policy available at the request of interested parties.

In view of the above, as well as our desire to prove that customer and beneficiary satisfaction, profit realization and competitive actions in the market must be achieved without neglecting the rights, needs and expectations of employees and the community, we have taken the decision to implement a management system in accordance with the requirements of the BSCI Code of Conduct.

To achieve the above we will provide all the necessary resources.

All employees will be actively involved in the fulfillment of all commitments made by this policy, the General Manager having the authority and obligation to ensure the implementation and compliance with the policy.

This document has been drafted in English and Romanian. In case of discrepancies between the two versions, the Romanian version shall prevail.