



URKA, d.o.o. PerfectMeetings.hr

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Insurance policies at **Adriatic osiguranje, Zagreb**

CODE OF ETHICS

The following Code of Ethics sets out the general principles of PerfectMeetings.hr for maintaining high standards of professional service and conduct towards clients, colleagues, suppliers, employers, employees and the public.

Personal and Professional Conduct

PerfectMeetings.hr shall pursue and maintain high standards of personal and professional conduct:

- Comply with the laws of Croatia or of the country in which work is being performed and operate within the spirit of those laws.
- Ensure that all contracts and/or terms of business are clear, concise and are honoured in full unless terminated or modified by mutual agreement.
- Uphold at all times the standing of the industry associations and their code of ethics and actively encourage colleagues to do the same.
- Act honestly and fairly in all business dealings.

Relationships with Clients and/or Customers

In the relationships with clients or customers, PerfectMeetings.hr shall:

- Where a supplier/agent relationship exists, act as faithful partner in both professional and business matters.
- Advise them of any conflict of interest situation as it may occur or as it is perceived.
- Give professional opinion as objectively as possible when asked to do so and accept responsibility for advice given.
- Promptly respond to any client complaint about the service provided.
- Take care of clients/customers' privacy by protecting their personal data keeping them safe.

Relationships with Employees and Others

In the relationships with employees and others, PerfectMeetings.hr shall:

- Protect the safety, health and welfare of employees and the public.
- Not disclose any confidential information without the specific consent of the provider of that information unless compelled by law.
- Not harm or attempt to harm, maliciously or recklessly, directly or indirectly, the professional reputation of others.
- Respect the privacy of others by distributing personal details only in circumstances that would be reasonably expected by the person, and by communicating with the person only when it is relevant to the circumstance that gave rise to the giving of the personal detail, or otherwise when permission is granted.
- Make every effort to resolve complaints and grievances in good faith through reasonable direct communication and negotiation.