



CODE OF CONDUCT

FOREWORD – AN INTRODUCTORY WORD FROM THE COMPANY’S FOUNDERS

TITANS is a leading provider of IT specialist outsourcing services. This position has been earned through years of building trust-based relationships. From the very beginning, our goal has been to create a strong and reliable partnership with our clients and the IT specialists we work with (the so-called TITANS). Achieving this would not have been possible without trust. Therefore we listen to our clients to meet their requirements and expectations. We maintain an open dialogue with them to build a sustainable, trust-based relationship, with professional behaviour at every level. At the same time, we value the uniqueness of every TITAN, ensuring that our communication with freelancers is always based on an individual approach. Although we place great emphasis on meeting our requirements, a collaborative approach to finding common solutions is equally fundamental to us. As the founders of TITANS, we believe that the success of our company lies not only in achieving business goals but also in how we achieve them. Our relationships with clients, partners, and among ourselves are based on respect and honesty. Every Titan has a responsibility to uphold and foster a culture of ethical behaviour, which is key to the long-term success of our company. Finally, our ambition and mission are to act as a strong and trustworthy partner in our relationships with our internal employees, consultants, and external suppliers. At TITANS, we work as a united team that collectively strives to achieve the set goals while adhering to all ethical norms and values of our company. Our company understands that doing things the right way and behaving correctly is more than just a choice – it is our commitment. We fulfill this commitment every day so we can be proud of the work we do and the way we do it. We are confident, that, together, we can create an environment where everyone feels respected, supported, and motivated to achieve results.

Ing. Marek Greško
CO-FOUNDER / CEO



Ing. Róbert Dusík
CO-FOUNDER / CEO



INTRODUCTION

PURPOSE OF THE CODE OF CONDUCT

TITANS has adopted this CODE as a key document that defines the attitudes and standards of behaviour expected from employees, consultants, and all other individuals acting on behalf of the company. It reflects our core values and underscores our commitment to business and social responsibility. The Code also outlines the standards our partners can expect when working with us and defines the principles guiding our relationships with clients and third parties. The Code does not address all situations that may arise in a business environment. Instead, it serves as a set of general principles, offering guidance on appropriate behaviour and decision-making. In cases where the Code does not apply, specific instructions can be found in other internal regulations and guidelines of the company, or the matter can be directly discussed with the company's management.

SCOPE OF THE CODE OF CONDUCT

This code applies to all individuals working for TITANS, including external suppliers acting on behalf of the company.

PRINCIPLES OF CONDUCT – THE TITANS WAY

TITANS is built on core principles that define our corporate culture, the way we perform our work, and how we approach our clients, partners, and Titans themselves. The TITANS WAY forms the core of our identity, guiding us in all business and ethical decisions.

- T** Time & Technology
- I** Innovation
- T** Teamwork
- A** Actions & Accountability
- N** Norms
- S** Safety & Sustainability

T – Time & Technology

We set clear goals, prioritise time management, and respect deadlines. Time is a valuable asset, and we continuously improve workflows to enhance efficiency. We embrace technology to boost productivity, automate processes, and leverage data for informed decision-making.

I – Innovation

Innovation is at our core. We foster creativity, think outside the box, and focus on understanding customer needs to drive meaningful progress.

T – Teamwork

Collaboration, trust, and respect define our teamwork. We work together towards shared goals, support one another, and celebrate collective success.



A – Actions & Accountability

We hire individuals who align with our values and demonstrate them through their actions. We take ownership, set clear expectations, and foster a culture of responsibility and mutual support.

N – Norms

We uphold ethical and professional norms, ensuring an inclusive environment where diverse viewpoints are valued and open communication thrives.

S – Safety & Sustainability

We prioritise both physical and emotional well-being by maintaining a secure workplace. We are committed to sustainability by minimising our environmental impact, supporting communities, and continuously improving our practices.

TITANS' CORPORATE VALUES

The CODE, together with our core corporate values, forms the foundation for behaviour, action, and decision-making at TITANS.

The corporate values to which our company is committed and which guide our employees in their work are:

- › **RELIABILITY**
- › **EXPERTISE**
- › **FAIRNESS**

* Detailed explanations of TITANS' core corporate values can be found in the Ethical Code (Appendix 1).





OUR CODE OF CONDUCT

THE RULES WE COMMIT TO, SO WE CAN BE PROUD OF THE WORK WE DO AND HOW WE DO IT.

01.

LEGAL STANDARDS AND ETHICS

LEGAL STANDARDS AND ETHICS

FREE COMPETITION

ACCOUNTING AND FINANCIAL STATEMENTS

HEALTH AND SAFETY

BRIBERY AND CORRUPTION

INSIDER TRADING



01. LEGAL STANDARDS AND ETHICS

LEGAL STANDARDS AND ETHICS

TITANS is committed to adhering to all applicable legal regulations and contractual provisions in all its business and professional activities. In everything we do, our company upholds ethical standards and moral principles, always acting with honesty and a clear goal of strengthening and preserving TITANS' good reputation, both in Slovakia and abroad. We ask all our employees, consultants, external suppliers, and anyone acting on behalf of TITANS to always act responsibly in their work, keeping in mind all the legal regulations and ethical standards to which our company is committed. Furthermore, we require that any unlawful activity will be immediately reported to the company's management.

FREE COMPETITION

TITANS is a strong advocate of free and fair competition, as well as best market practices. In conducting our business, we leverage our experience while always adhering to the principles of fair competition, ensuring our actions uphold the credibility of our company in the eyes of the public. Our company firmly rejects any practices of unfair competition or actions that could restrict free competition.

ACCOUNTING AND FINANCIAL STATEMENTS

TITANS places great emphasis on the accuracy and precision of accounting reports, as this data forms the foundation for all decision-making processes within the company. It is essential that all business transactions are recorded promptly, accurately, and completely, in accordance with established procedures and applicable accounting standards. All our documentation and financial reports contain accurate information about every transaction and are properly maintained in accordance with internal company guidelines as well as relevant laws and regulations. TITANS considers the accuracy and integrity of accounting and financial reporting to be a fundamental pillar of its business.

HEALTH AND SAFETY

TITANS conducts its business in full compliance with applicable health and safety regulations and standards. We create working conditions for our employees and consultants that in no way endanger their safety and health at work. We maintain proper fire protection measures at our workplace and focus on regular fire prevention practices. Additionally, we promote a culture of awareness by educating employees and consultants about potential risks and encouraging responsible behaviour in the workplace.

Occupational health and safety (BOZP) training and fire protection for our employees, consultants, and management are provided in collaboration with experts in the field.

BRIBERY AND CORRUPTION

TITANS has a zero-tolerance policy towards bribery and corruption. Our company, its employees, consultants, and all individuals acting on behalf of the company do not influence the judgment or behaviour of other parties by offering bribes or commissions. This policy applies to both the private and public sectors. In negotiations with public officials or other third parties, we strictly adhere to relevant laws and international agreements. We do not provide or offer any illegal payments or valuable items to any public officials or anyone else with the intent of influencing official actions or securing favorable decisions.



01. LEGAL STANDARDS AND ETHICS

INSIDER TRADING

At TITANS, trading with confidential information is prohibited. All employees, consultants, and other TITANS' associates are required to maintain the confidentiality of all information entrusted to them in connection with their duties. Confidential information includes all non-public information related to the company, its clients, partners, projects, business plans, financial information, technologies, know-how, and other sensitive material that could harm the interests of the company or its clients if disclosed improperly.

Confidential information must not be shared with third parties, including family members, friends, or colleagues without authorised access, nor used for personal gain. Such information may only be disclosed to authorised individuals and solely for the purpose of fulfilling work-related tasks. Every Titan is obligated to ensure that all confidential information is adequately protected against unauthorised access, loss, destruction, or misuse.

The obligation to maintain confidentiality persists even after the termination of employment or cooperation with the company.

We ask all our employees, consultants, and external suppliers to promptly report any instances of corruption or bribery, or if they have knowledge of such activities, directly to the company's management. Additionally, we request that any suspected activities related to insider trading will be immediately reported to the company's management.



02.

PEOPLE AND HUMAN RIGHTS

BASIC HUMAN RIGHTS
RESPECT FOR DIVERSITY
DISCRIMINATION
HARASSMENT AND BULLYING



2. PEOPLE AND HUMAN RIGHTS

BASIC HUMAN RIGHTS

One of the most important aspects of communication and cooperation within TITANS is the respect for basic human rights and freedoms. TITANS is committed to upholding and promoting the human rights of all employees, consultants, and collaborators in accordance with international standards and principles. The company ensures that none of its business activities negatively impact basic human rights and freedoms in any way.

RESPECT FOR DIVERSITY

At TITANS, we respect the individuality, uniqueness, and diversity of each individual. We treat every person with sincerity, dignity, and equal respect.

DISCRIMINATION

Every individual within the company has the right to equal treatment, respect, and dignity, regardless of race, skin colour, gender, age, nationality, ethnic origin, religion, sexual orientation, disability, or any other characteristic.

All decisions regarding individuals, such as employment, performance evaluations, or continued cooperation, are made solely based on each individual's abilities, work experience, or potential.

HARASSMENT AND BULLYING

Discrimination, harassment, bullying, or any other forms of unethical and disrespectful behaviour are strictly prohibited at TITANS. All employees and collaborators are expected to maintain a workplace environment that is inclusive, safe, and free from any form of violence or injustice.

TITANS is committed to providing its employees, consultants, and external service providers with a safe environment where they can perform their work with respect, without fear, mistreatment or bullying.



03.

BUSINESS INTEGRITY

HONESTY, INTEGRITY, AND FAIR PLAY

CONFLICT OF INTEREST

MONEY LAUNDERING

COMMUNICATION, SOCIAL MEDIA, AND MARKETING

POLITICAL ENGAGEMENT

GIFTS AND HOSPITALITY



3. BUSINESS INTEGRITY

HONESTY, INTEGRITY, AND FAIR PLAY

TITANS conducts its business activities with honesty, professionalism, integrity, and responsibility. We build strong, sustainable relationships with our clients, employees, consultants, and contractual partners, founded on trust and mutual respect.

Our communication system is designed to reliably and promptly inform our partners about all essential matters. In both communication and cooperation, we prioritise quick responses and timely feedback.

At TITANS, we fulfill all our financial obligations on time and in accordance with applicable legislation. We place great emphasis on continuously strengthening our financial stability and avoiding any undesirable risks.

Our goal is to ensure that TITANS consistently acts as a reliable and trustworthy partner in both the effective exchange of information and the maintenance of financial stability.

CONFLICT OF INTEREST

At TITANS, we fully recognise that conflicts of interest are a serious issue. Therefore, we actively identify situations that could lead to conflicts of interest and strive to use all available means to prevent such situations.

Our company is committed to refraining from any business, investment, or transactional activities that could result in a conflict of interest. We also ensure that relationships with third parties do not influence any of our corporate decisions.

We expect our employees, consultants, and external suppliers to remain vigilant in identifying circumstances that could directly or indirectly lead to conflicts of interest, and to make all decisions impartially and independently, free from family, political, or personal interests.

MONEY LAUNDERING

TITANS conducts its business in full compliance with anti-money laundering laws (under Slovak legislation, this is regulated by Act No. 297/2008 on the protection against money laundering and financing terrorism).

Our company carefully verifies the identity of all potential clients, business partners, and suppliers before entering into any type of cooperation. We prioritise working with reputable partners and suppliers who use legitimate financial resources for their activities and ensure transparent and open financial flows.

We expect our employees, consultants, and all other individuals acting on behalf of TITANS to never knowingly allow or participate in activities involving money laundering. They must always take proactive steps to prevent the use of the company's business activities for such purposes.

We ask all our employees, consultants, and external suppliers to immediately report any unusual or suspicious activities or transactions involving our business partners, suppliers, or clients to the company's management.

3. BUSINESS INTEGRITY

COMMUNICATION, SOCIAL MEDIA, AND MARKETING

TITANS conducts its advertising and marketing activities ethically and in compliance with all applicable laws and regulations.

We ensure that our marketing communication is always clear and upholds the company's strong reputation. All our services are promoted honestly and transparently, creating a clear and consistent image of TITANS in the public eye.

At TITANS, we respect the right of our employees, consultants, and external suppliers to use selected social media for both personal and professional purposes. However, we expect that when commenting on matters related to our company, whether online or offline, they will always clarify their relationship with the company, respect the privacy of other employees, consultants, and external suppliers, and refrain from sharing any confidential information about the company, its clients, partners, or suppliers.

We also ask our Titans to refrain from issuing or contributing to any official statements on behalf of the company and to ensure that they only share their personal opinions on social media.

Only the company's executives are authorised to represent TITANS to the media or legal institutions and speak on behalf of the company.

POLITICAL ENGAGEMENT

TITANS' employees have the right to support any political party or entity of their choice. However, the use of the company's name, image, assets, or reputation to support any political party or movement is strictly prohibited.

GIFTS AND HOSPITALITY

At TITANS, gifts and hospitality are understood only within the framework of lawful business courtesies. Any gifts, hospitality, or unpaid services provided by our company are always offered transparently and in full compliance with customary practices and applicable laws.

Employees, consultants, and collaborators at TITANS are required to uphold the highest standards of ethics and integrity when accepting or offering gifts and hospitality. All gifts and hospitality must be reasonable, transparent, and must not influence, or appear to influence, business decisions.

We also expect our employees, consultants, and external suppliers to never accept any illegal gifts, hospitality, or other benefits that could negatively impact the company's reputation or compromise the integrity of its business relationships.

Gifts in the form of cash, stocks, bonds, commissions, gift cards, valuables, or any other financial or monetary items, as well as any solicitation of gifts or other benefits, are strictly prohibited under any circumstances.

Gifts and hospitality provided on behalf of TITANS must be pre-approved and documented in accordance with the company's internal regulations. All expenses must be properly recorded and adhere to the principles of economy and purposefulness.



3. BUSINESS INTEGRITY

If there are any questions about whether to accept or offer a gift or hospitality, we ask our Titans to always consult the matter with the company's management. Failure to comply with the rules regarding gifts and hospitality will be considered a violation of the Code of Conduct and may result in disciplinary action.



04.

IT AND PROPERTY RIGHTS

INFORMATION TECHNOLOGY AND ASSET PROTECTION

PROPERTY RIGHTS

RIGHT TO PRIVACY

DATA PROTECTION



4. IT AND PROPERTY RIGHTS

INFORMATION TECHNOLOGY AND ASSET PROTECTION

TITANS is committed to handling all its information and data resources ethically and responsibly.

All software, hardware, databases, and other technological resources provided by TITANS are the property of the company and must be used exclusively for work-related purposes. The use of these resources for personal purposes or in ways that could harm the company, its clients, or third parties is strictly prohibited.

We also expect responsible behaviour to prevent unauthorised access to passwords, user identifications, or any other information that could be used to access the company's information systems.

We ask our employees, consultants, and collaborators to consult with the IT department or company management if they are unsure about the correct procedures for using, sharing, or accessing the data and resources available to the company. TITANS does not use any illegal software or software for which it does not hold a valid license in the course of its business activities.

PROPERTY RIGHTS

TITANS protects its property rights while respecting the property rights of others. In conducting our business, we are committed to fully complying with all laws related to copyright and actively combating plagiarism.

Employees, consultants, and other individuals acting on behalf of the company must ensure that any intellectual property created during their work, including codes, designs, documentation, trade secrets, and other creative outputs remains the property of TITANS unless otherwise agreed upon in writing. The transfer, copying, or sharing of such property without the company's consent is strictly prohibited.

It is prohibited to use, copy, or distribute software programmes or other materials protected by copyright without the appropriate licenses or permissions. Unauthorised downloading, installation, or use of illegal software may result in legal consequences and damage to the company's reputation.

TITANS respects the property rights of third parties and requires its employees, consultants, and external suppliers to do the same. They must not unlawfully use or appropriate the intellectual property of third parties, including patents, trademarks, copyrights, and trade secrets.

RIGHT TO PRIVACY

At TITANS, we respect the right to privacy and ensure maximum discretion and confidentiality when handling information obtained from third parties. Before entering into any relationship with our company, all potential employees, suppliers, and partners are required to sign an agreement that includes provisions on the confidential handling of information and a non-disclosure agreement.

Our company is committed to not disclosing any private, proprietary, or confidential information about employees, suppliers, clients, or third parties.



4. IT AND PROPERTY RIGHTS

DATA PROTECTION

TITANS ensures the protection of personal data in its business activities and processes all personal data in compliance with the European General Data Protection Regulation (GDPR).

Personal data and information from third parties are used by our company solely for the purposes for which they were provided and always with the consent of the third party that supplied them.

We ensure the protection of personal data and other information from third parties by utilising modern information technologies equipped with the latest security features.

All personal data and information provided to us by third parties are retained only for as long as necessary to fulfill the purpose for which they were collected. We ask all Titans to promptly report any violations of data protection laws, including the loss, theft, or unauthorised access to such data, to the company's management.



05.

CORPORATE SOCIAL RESPONSIBILITY

INFLUENCE OF STAKEHOLDERS

WORKING ENVIRONMENT AND WORKING CONDITIONS

SOCIAL AND COMMUNITY ENGAGEMENT

CHARITABLE SUPPORT AND SPONSORSHIP

ENVIRONMENTAL PROTECTION



5. CORPORATE SOCIAL RESPONSIBILITY

INFLUENCE OF STAKEHOLDERS

TITANS is committed to responsible and sustainable business practices that create a positive impact on society and the environment. All employees, consultants, and collaborators are expected to act in accordance with these principles and support activities that enhance the quality of life in the communities where the company operates.

At TITANS, the company's managing directors also serve as internal stakeholders, directly and financially involved in its operational and management processes. They oversee all key activities of the company, set short-term and long-term corporate goals, and develop the company's business strategy, ensuring compliance with current legislation and adherence to ethical principles and core company values.

All decisions concerning TITANS, its operations, and public relations are made by the company's managing directors only after thorough consideration of all circumstances and potential consequences, with the aim of safeguarding and enhancing the company's reputation both in Slovakia and internationally.

The managing directors of TITANS also ensure that all employees, consultants, suppliers, and partners are always promptly and adequately informed about any strategic decisions that may impact their relationships or involve them, whether fully or partially. They consistently work to strengthen the company's financial position, ensuring its role as a reliable partner in effective information exchange and financial stability.

WORKING ENVIRONMENT AND WORKING CONDITIONS

TITANS is committed to providing all employees, consultants, and external suppliers dignified and humane working conditions withing a motivating work environment. Every individual at TITANS is treated with respect, dignity, and consideration for their unique needs and individuality. The company ensures that all working conditions adhere to applicable laws, regulations, and international standards.

We guarantee fair and competitive remuneration, reasonable working hours, the possibility of flexible working hours, and support for work-life balance for everyone employed by TITANS. Titans have the right to regular rest, breaks, and time for recovery.

FORCED LABOUR: Our company employs all individuals and collaborates with consultants and external suppliers based on their own free will and voluntary decision, without anyone being forced to perform work or enter into an employment relationship or other collaboration with our company.

CHILD LABOUR: TITANS strictly adheres to legal regulations and does not employ individuals below the minimum legal working age in the Slovak Republic.

FREEDOM OF ASSOCIATION: TITANS encourages open communication and direct engagement with employees, consultants, and collaborators while respecting their freedom of association. All Titans have the right to assemble and associate freely, and we fully respect their right to engage in collective bargaining.

We actively encourage our employees, consultants, and external suppliers to openly communicate about their working conditions or other matters related to their involvement with TITANS. We ensure that such communication always takes place openly and with respect, without any fear of retaliation or intimidation.



5. CORPORATE SOCIAL RESPONSIBILITY

CHANGE IN ORGANISATIONAL STRUCTURE: At TITANS, any decision that may affect an employee's position or contractual relationship with our employees, consultants, or external suppliers is made only after thorough consideration. In such cases, we always adhere to our values of respect, individual approach, and open communication. Our company prioritises regular and transparent communication with all stakeholders about our current economic situation and ensures the timely dissemination of information regarding strategic corporate decisions.

SOCIAL AND COMMUNITY ENGAGEMENT

TITANS is committed to actively contributing to societal development through social engagement and support for initiatives that bring positive changes to the communities where it operates. All employees, consultants, and external suppliers are encouraged to participate in activities that support social responsibility and solidarity.

This concept includes not only the services we provide but also all practices and activities we undertake or participate in. Our goal is to ensure that TITANS contributes to sustainable development and upholds its role as a responsible and conscientious member of society.

Social engagement at TITANS also involves supporting inclusive programmes and initiatives that promote equal opportunities, combat discrimination, and improve access to education and employment for marginalised groups. We firmly believe in equality and fairness for all.

Furthermore, our social initiatives focus on establishing long-term partnerships with non-profit organisations dedicated to fostering an open and sustainable socio-economic environment. We also collaborate with non-profit organisations committed to enhancing the quality of digital services in Slovakia.

CHARITABLE SUPPORT AND SPONSORSHIP

Engaging in charitable activities and fundraising is a vital aspect of TITANS' corporate culture. We actively support initiatives that align with our values and promote the positive development of the communities in which we operate.

All charitable and sponsorship donations made by TITANS are given voluntarily, with no expectation of compensation. Charitable donations and sponsorships are provided solely to organisations and individuals authorised to receive them and always in compliance with applicable legal regulations.

All activities related to charitable support and sponsorship must be transparent and comply with applicable laws and the company's internal policies. TITANS is committed to ensuring that all contributions are used responsibly and in accordance with their intended purpose.

TITANS sponsors organisations, individuals, and events with the goal of supporting initiatives that positively impact social climate both in Slovakia or internationally, aiming to enhance the positive perception of the TITANS brand in the eyes of the public. When selecting charitable projects and sponsorship opportunities, TITANS adheres to principles of ethics, fairness, and effectiveness.

We support a variety of sports, educational, cultural activities, and initiatives related to the IT community in Slovakia through sponsorship and charitable contributions.

However, charitable and sponsorship contributions are never provided to organisations or individuals



5. CORPORATE SOCIAL RESPONSIBILITY

affiliated with any political party or movement.

ENVIRONMENTAL PROTECTION

At TITANS, we prioritise environmental conservation and conduct all our activities with future generations in mind, aiming to minimise our impact on nature. We believe that sustainable business practices are an integral part of our success, and we strive to integrate environmentally responsible behaviour into every aspect of our operations.

All employees, consultants, and external suppliers are required to adhere to the company's environmental principles and actively support initiatives that promote environmental protection. This includes reducing energy consumption and using natural resources efficiently.

We also promote environmental protection by using recycled paper, recycling office waste, collecting plastic bottles, and recycling printer cartridges. Additionally, we support digital solutions that reduce the need for physical resources, such as electronically processing and sending documents.

When seeking potential partners and new suppliers, we take into account their commitment to environmental protection. We strive to collaborate with suppliers who minimise their environmental impact throughout their operations.

We regularly engage in discussions with our team about the importance of environmental protection and actively support them in organising initiatives aimed at promoting a better and more sustainable lifestyle.





CODE OF CONDUCT IN PRACTICE

CODE OF CONDUCT IN PRACTICE

COMPLIANCE AND VIOLATION OF THE CODE OF CONDUCT

The TITANS Code of Conduct represents the fundamental values, ethical principles, and behavioural rules that all employees, consultants, and other individuals acting on behalf of the company must follow in the performance of their job duties. The Code sets standards that are essential for maintaining integrity, trust, and professional behaviour throughout the company.

At TITANS, we regularly review and update the Code of Conduct to ensure it remains in compliance with current legal regulations, international standards, and best practices. Any changes to the Code are promptly communicated to all Titans and are followed by relevant training. The management of TITANS is responsible for fostering and maintaining a culture that supports adherence to the Code of Conduct.

The Company ensures that all Titans have access to the Code of Conduct. Each Titan receives a copy upon joining the company and commits to fully adhering to its principles throughout their tenure.

Each employee, consultant, or any other person acting on behalf of the company is not only required to comply with the Code of Conduct but also to actively contribute to its implementation, whether through their own behaviour or by reporting potential violations and suggesting ways to improve the company's ethical standards.

Any incident or suspicion of a violation of the Code of Conduct must be reported to management immediately. TITANS ensures that all reports are handled discreetly and thoroughly, with respect for the rights of all parties involved. Employees, consultants, or collaborators who report violations in good faith will be protected from any form of retaliation. Violations of the Code may result in disciplinary actions, including termination of employment or collaboration, or other legal measures. TITANS is committed to addressing all violations with the utmost seriousness and in accordance with applicable laws and internal procedures





APPENDIX 1

ETHICAL CODE

1

RESPONSIBILITY

- › We comply with all legal regulations, statutory norms, and contractual provisions.
- › We adhere to ethical principles, act with honesty, build the company's good reputation, ensuring we do not undermine its credibility in the eyes of the public.
- › We avoid situations that could lead to conflicts of interest. We draw on our acquired business experience and base our cooperation with partners on applicable legal standards and moral principles, with the clear goal of enhancing and preserving the good name of TITANS both domestically and internationally.

2

RESPECT

- › We respect the individuality, uniqueness, and identity of every person, regardless of gender, race, age, health status, nationality, ethnic origin, sexual orientation, or religious and political beliefs.
- › We are committed to protecting the environment through practices such as printing on recycled paper, refurbishing printer cartridges, and the electronic processing and sending of documents. Respecting fundamental human rights and freedoms is a key aspect of our cooperation and communication. Additionally, we place great importance on environmental conservation, always considering the future of subsequent generations.

3

RELIABILITY

- › We emphasise the importance of quick responses and timely feedback.
- › We fulfill all our financial obligations on time.
- › We continuously strengthen our financial condition and avoid undesirable risks. Our communication system is designed to ensure that our partners are always informed promptly and accurately. Our goal is for TITANS to be a reliable partner in facilitating effective information exchange and maintaining financial stability.

4

CONFIDENTIALITY

- › We comply with data protection laws and handle the processing of personal data and information obtained from third parties with utmost confidentiality.
- › We ensure data and information security by using the latest technologies equipped with advanced security features. We respect the right to privacy and handle personal data solely for the purposes for which it was provided with the consent of the third party.

5

CLIENT ORIENTATION

- › We listen to our clients to fully meet their requirements and expectations.
- › We engage in open dialogue to build a sustainable relationships built on trust.
- › Professionalism is essential in all our communications. We ensure openness and professionalism in every interaction, striving to build long-term partnerships based on mutual trust. Our goal is to be a strong and reliable partner, committed to responsiveness and effective collaboration.

6

COMMUNICATION WITH TITANS

- › We recognise the uniqueness of each freelancer, so our communication is personalised and tailored to individual needs.
- › We are open to collaboratively finding solutions to any arising situations.
- › While our demands are high, we remain accommodating in our communication. We recognise the distinctiveness of each of our TITANS, so our approach is always personalised. Despite the rigor of our requirements, we prioritise a responsive and collaborative approach to finding common solutions.

