

Code of Human Rights & Social Principles

One Albania SHA
Version 1.0



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STATEMENT

Our commitment to respect and promote human rights and social principles, where the Company operates, including business partners and supply chain:

The Company treats all internationally recognized human and social rights seriously and acknowledges its responsibility as a leading telecommunications company. Our success is based on our high standards of quality, integrity and excellence and in our absolute respect for human rights.

Bearing in mind its responsibility:

- Respects the cultural, ethical, social, political and legislative diversity of the nations and societies in which it operates.
- Is aware of the necessity to satisfy contemporary needs in a socially, economically and ecologically well-balanced manner that takes into account the protection of the living and working conditions of future generations.
- As an ICT Company is committed to abide by and promote human and social rights in reference to the responsibilities that derive from technological change and digitalization.
- Is in complete accordance with internationally recognized norms, directives, standards and in particular those of the:
 - International Bill of Human Rights (United Nations),
 - the Core Conventions of International Labor Organization (ILO),
 - the OECD Guidelines,
 - the Global Compact of United Nations,
 - the Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (MNE Declaration), and
 - Guiding Principles on Business and Human Rights (United Nations).

Our Company embraces the following Basic Human Rights & Social Principles:

Basic Human Rights & Social Principles

The Company:

1. Acknowledges and respects the cultural, social, political and legislative diversity of all nations and societies and is committed to respecting and promoting internationally recognized human rights.
2. Recognizes the fundamental right to the freedom of association and the right to collective bargaining within the scope of national legislation and existing agreements.

The Company also declares its support for cooperation in an open and constructive social dialog with a relationship of mutual trust with the legitimately elected employee representatives, with the aim of achieving a fair reciprocal benefit.

3. Declares itself in favor of prohibiting all kinds of forced labor, human trafficking and modern slavery.
4. Is committed to contributing to the abolishment of exploitative child labor and guarantees that, at least the minimum age for admittance to employment is observed within the Company, in accordance with the applicable laws of each country.
5. Rejects every form of discrimination in the workplace and declares itself in favor of the promotion of equal opportunities as well as diversity of all employees in terms of gender, age, culture, religion, competencies and sexual orientation.
6. Is committed to treat all employees with respect without using any form of corporal punishment, mental or physical coercion, abuse or harassment, or the threat of such treatment.
7. Respects the right to reasonable contractual remuneration, according to the respective national labor market, providing at least the minimum wages according to law and guarantees the compliance with the relevant national laws on working hours and on regular paid leave.
8. Supports skills' development for the benefit of both the employees and the Company, in order to achieve permanently high standards of performance and high service quality. At the same time, the Company emphasizes and fosters the personal responsibility that employees have to maintain and improve their employability.
9. Sees the health of its employees of major value and aims to protect the health and safety of its employees. For this reason, then adherence at least to the health and safety standards, applicable in each organizational, should be ensured and the further development thereof should be supported to improve the working environment.
10. Is committed to environmental protection and fostering the positive impact of business sustainability.

Purpose, Scope of Implementation and Amendment

1. The Company strives to comply with the applicable laws and international standards so as not to violate human rights.
2. The Company declares the observance and application of this Code of Human Rights & Social Principles as binding on all organizational units.
3. This Code is periodically reviewed in light of national and international developments and, if it is deemed necessary, is amended.

Implementation:

1. The Company ensures the communication of the Code of Human Rights & Social Principles and offers training of the Code of Human Rights and Social Principles to its employees, relevant stakeholders and its suppliers and expects the latter to observe, respect and apply the abovementioned principles throughout their operations and business relationships.
2. Further, the Company has designated on a company level, the Compliance Officer, as the Officer for managing Human Rights issues, to whom, together with the designated persons in the Company, internal and external inquiries as well as any relevant tip offs are addressed.
3. The Company also assesses and monitors the adherence to the human rights in its business activities through “Compliance Review”, along with regular impact assessments across its organizational units.
4. The Board of Directors is responsible for the observance of the Code of Human Rights & Social Principles and defines the designated persons to whom business associates, customers and employees may address their relevant concerns whenever it is necessary.
5. The Company undertakes an annual review to verify observance with this Code and publishes the results in the “Annual Sustainability Report”.
6. The Company further reserves the right to check the observance of Human Rights & Social Principles in a suitable manner by spot checks and/or if there is a well-founded suspicion, or not, when it is deemed necessary.

Communication and Transparency

With respect to the principle of Transparency, the Company is committed to communicate its progress on the observation and implementation of the Human Rights & Social Principles in all its activities, to the internal and external stakeholders of the Company.

“ASK ME!” COMMUNICATION CHANNEL

For questions regarding the compliance with the Code of Human Rights and Social Principles or in case of doubt, you can consult the Compliance Office via the “Ask me!” communication channel.

Contact information for “Ask me!”

e-mail: complianceoffice@one.al

“TELL ME!” COMMUNICATION CHANNEL

Information concerning possible violations of the Code of Human Rights and Social Principles can be reported via “Tell me!” communication channel.

Contact information for “Tell Me!”

ONE Albania SHA

Compliance & Corporate Governance Department

“Muhedin Llagami” Str., Kompleksi “Square21”, Tirana, Albania

Via telephone: +35568 6083831 (Monday through Friday: 9 am until 5 pm)

Via e-Mail at: complianceoffice@one.al

Via the Electronic Whistleblowing Form

For any other issues related to the Code of Human Rights and Social Principles, you can contact the Compliance Officer, via the communication channel: complianceoffice@one.al