

# Corporate and Social Responsibility (CSR) Policy

---

This document was approved by Remedy Trading's Director and executive management and is publicly available on our website. All employees are informed about the contents of this document.

This Policy may be amended from time to time by the Company.

The Policy can be found at the Company's website at the **following link**:  
<https://remedytrading.hu/about-us/>

## Introduction

CSR is defined as the integration of business operations and values, whereby the interests of all stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

Remedy Trading Ltd divides CSR into four segments:

- a) Marketplace: How we work with our customers and suppliers
- b) Workplace: Where we work, how we recruit and how we work with our staff
- c) Environment: How we reduce our environmental impact
- d) Community: How we engage with the community

## Commitment and Aims

Remedy Trading Ltd is committed to:

- a) Continuous improvement in our Corporate and Social Responsibility (CSR) strategy by;
  - a. Encouraging our business partners to implement CSR
  - b. Continually improving our performance and meeting all applicable legislation
  - c. Informing our staff to be mindful of the effect of their actions on non-renewable resources
  - d. Introducing procedures to assist with implementing CSR. The procedure required to cover below sections

- b) The CSR policy is to make clear to all stakeholders what Remedy Trading Ltd mean by CSR and how Remedy propose to work towards implementing and achieving CSR. The CSR policy applies throughout all activities of the company.
- c) Remedy recognise that CSR embraces all aspects of sustainable development and social issues which are of most relevance to the Company and decide at what stage this CSR policy could most effectively and legally be included
- d) Remedy shall operate in a way that safeguards against unfair business practices;
- e) Remedy believe that a responsible approach to developing relationships between companies and communities they serve, national and international, is a vital part of delivering business success
- f) When carrying out our business, Remedy will determine the environmental, social and economic issues;
- g) Remedy will continually review all policies and business practices to encourage engagement with business partners and to promote the development.

The **objectives** of this Policy Statement are to:

- a) Clarify roles and responsibilities in respect of CSR
- b) Outline the commitment and requirements for the CSR segments

The **scope** of this Policy Statement are to:

- a) This Policy applies to all divisions (including their business units and service lines) in Remedy Trading Ltd.

#### **Corporate Governance/Marketplace**

- a) Remedy will operate in accordance with the values and standards of behaviour set out in its Code of Business Conduct and all applicable laws and regulatory requirements, and provide a mechanism and process whereby illegal and/or unethical behaviour can be reported and addressed.
- b) Remedy will provide products and services to meet the needs of its clients, while having consideration for the impact on the natural environment and communities where we operate.
- c) Remedy will provide high standards of service to clients, and have complaints procedures for clients to ensure their concerns are efficiently addressed on those occasions where there is a problem
- d) Remedy will use its position in the marketplace to raise awareness of CSR with clients and the market, and help facilitate change to minimise impact on the natural environment and communities where we operate.
- e) The Company endeavour to ensure that stakeholders have confidence in the decision-making and management processes of the service provided, by the conduct and professionalism of all staff.
- f) Feedback on performance will be actively sought, and the Company will encourage customers to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon.

## **Environment and sustainability/Environment**

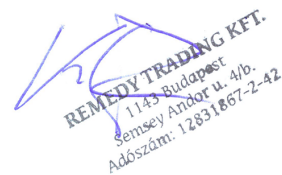
- a) Remedy will seek to minimise its energy, water and paper usage, through design, infrastructure and behaviour.
- b) Remedy will seek to optimise the recycling of at least 50% of all waste through providing adequate facilities and behaviour, and limit the use of hazardous material.
- c) Remedy will seek to reduce unnecessary travel and encourage the use of alternative means of communication where practicable.
- d) Remedy will incorporate environmental considerations into procurement decisions (including refurbishments/new building projects), and raise awareness/influence our supply chain to facilitate a reduction in their environment impact.
- e) Remedy will operate in accordance with the values and standards of behaviour set out in its Environmental Policy.

## **Human Rights and Ethics/Workplace**

- a) Remedy aim to support and respect the protection of internationally proclaimed human rights;
- b) All partners are actively encouraged to observe international human rights norms within their work.
- c) Remedy aims to eliminate discrimination based on any grounds (Race, Creed, Colour or Religion) and promote equality of opportunity;
- d) Remedy will provide a workplace in which diversity is valued and there are equal opportunities. Remedy will provide a mechanism/s by which employees can raise their views and be engaged in change and issues that affect the company.
- e) Remedy will provide a safe and secure workplace which is conducive to the health and welfare of employees.
- f) Remedy will ensure that partners uphold the workplace standards and behaviours consistent with the Company's requirements.
- g) Remedy will operate in accordance with the values and standards of behaviour set out in its Employee Code of Conduct and in its Human rights and labour standards.

## **Community**

- a) Remedy will provide benefit to the community through the creation of jobs and the accompanying wealth produced, and through the investment of our money and time in the community.
- b) Remedy will provide and support Hungarian employee volunteering opportunities and support corporate fundraising campaigns.
- c) Remedy will encourage and support employees in their own community activities and fundraising efforts, through the provision of time and/or financial contribution.



Date: Budapest, 2020-12-11

Gábor Kovács  
Managing director