

CODE OF ETHICS

ORLEN GROUP



MISSION

BY NATURE, WE FUEL THE FUTURE SUSTAINABLY.

MOTTO

ORLEN. POWERING THE FUTURE. SUSTAINABLY.

VALUES OF THE ORLEN GROUP



RESPONSIBILITY

Business
Society
Environment



PEOPLE

Ethics
Professionalism
Cooperation



RELIABILITY

Safety
Quality
Compliance



DEVELOPMENT

Innovation
Competitiveness
Modernity



ENERGY

Strength
Courage
Success



Powering the future. Sustainably.



RESPONSIBILITY

We are committed responsibly to sustainable development, which in our understanding means that the goals pursued by ORLEN Group – both business and social – are of equal value to us. Our priority is to care for the future of generations that will come after us, which is why we use natural resources responsibly, support culture and sports and communicate with society.

Business

We feel a sense of responsibility for future generations and ensure that our business and social goals are consistent.

- By our own example, we demonstrate the importance of responsible development and ethical leadership.
- We are an industry leader, and our success and daily work is based on ethical and responsible attitudes towards stakeholders, including: employees, consumers, business partners and local communities.
- We attach importance to building lasting relationships. We shape business attitudes and manage change.
- We set industry standards and contribute to the economic development of the country.
- We are growing the business in a way that is sustainable and resilient to what might happen in the future.





Society

We want to have a positive impact on society, and that is why we respond to human needs with sensitivity and empathy.

- Our greatest value is our people, who are at the heart of our cooperation model and determine the quality of our social relations.
- Our priority is to develop sensitivity to social needs and to share good practice and knowledge with others.
- As a patron of culture, art and sports we support artists as well as professional and amateur athletes.
- We actively work with local communities. We strive to ensure that our activities in this field bring the expected positive developments.
- We take care of national heritage, develop patriotic attitudes and promote Poland's achievements and image beyond its borders.

Environment

We care for the climate and balanced nature; we develop and manage resources responsibly.

- We operate on the basis of low-carbon technologies and products. We follow the principles of closed-loop economy.
- Together with our business partners, we are looking for new solutions to be as neutral as possible for the environment and climate.
- We actively support educational initiatives related to ecology, environmental protection and sustainable consumption.
- We take action to protect animals and to preserve biodiversity and balance in nature.
- We and our suppliers strive to behave in an ecologically and environmentally responsible manner.





DEVELOPMENT

The source of our competitive advantage is the long-term development of the ORLEN Group, resistant to an uncertain future. That is why we invest in the talents of our employees and our own know-how. We maintain the highest technological, business and environmental standards. We provide state-of-the-art solutions that are in line with our customers' expectations and global trends.

Innovation

We invest in people, research projects and business development, and aim to assume the position of international leader.

- Our priority is innovation-driven growth in markets showing the greatest potential.
- We are increasing investment in innovation to develop green technologies that minimise environmental impact.
- We encourage employees to carry out pioneering projects; and by doing so we discover their potential and talents.
- We encourage pro-innovation attitudes. We invest in people, projects, research, development, new technologies and tools for innovation, which we implement responsibly to ensure the Company's development.
- We strive to implement innovation quickly and efficiently. Through them, we gain experience in introducing non-standard solutions, which can influence the Company's future growth.





Competitiveness

We set trends, maintain the highest business standards and build competitive advantage.

- We invest in and resource sustainable, risk-resistant projects.
- We recognise business and technological trends and implement them to strengthen our market leadership position.
- We motivate employees to think and act creatively, which has a direct impact on new development opportunities.
- We create products and business models that will provide us with long-term, recurring and scalable revenues.
- We develop a culture of innovation and R&D competence that is the source of our long-term competitive advantage.

Modernity

We create strategies that break down further barriers to growth, and provide cutting-edge solutions and products.

- We make business and operational decisions based on advanced analytics, automation and machine learning technologies.
- We use modern digital technologies. They give us a better understand of the needs and habits of costumers, and we introduce products that allow our partners to operate in accordance with environmental requirements.
- We provide modern products and services based on best technologies.
- We get involved in the development of companies and start-ups offering innovative solutions that are thoroughly tested.
- We develop technological competence based on our own R&D centre, and on partnerships with external technology centres.





PEOPLE

People are our greatest asset. Together we create a Company that is open-minded, accepts diversity and values experience, skills and knowledge, and provides the conditions for development and to face new challenges. Our aim is for all employees to perform their duties safely, in a friendly atmosphere and with mutual respect.

Ethics

We adhere to ethical principles of conduct and our relationships are based on tolerance and mutual respect.

- We treat everyone with honesty, respect and dignity. We build relationships with colleagues based on professionalism, mutual assistance and the highest ethical standards.
- Our communication is based on honesty and trust. We respect our interlocutors and we are open and assertive in expressing our own views and opinions.
- We value openness and the courage regarding asking questions and raising concerns. We promote behaviour consistent with our Values and principles of conduct.
- We do not accept any form of disrespect and irregularity in the working environment; in particular we do not tolerate bullying, discrimination and harassment.
- We respond courageously and firmly to behaviour that is not in line with our values and principles of conduct and internal regulations aimed at ensuring an ethical workplace.





Professionalism

We base our actions on the competence of our employees and value their knowledge, skills and experience.

- We value the contribution of every employee in the operation of our company. We support in developing and expanding their competences.
- We provide the opportunity to excel regardless of gender, age, religion, sexual orientation, nationality, worldview, disability or position.
- We respect diversity, differing opinions and perspectives. We build a supportive working environment that fosters the achievement of individual and shared goals.
- We understand that making mistakes and learning from them is one way to learn and gain experience. This is how we build the culture of a learning organization.
- We operate on the basis of professionalism. When difficulties arise or mistakes are made, we promote support and communication.

Cooperation

We harness the potential of different generations, we build a community and we base our daily work on communication. We harness the potential of different generations, we build a community and we base our daily work on dialogue.

- We rely on cooperation in an atmosphere of respect and trust. We appreciate the openness of those who share their projects and process experiences with us (lessons learned).
- We value the potential and diversity of our employees. We draw on the knowledge and experience of people with many years of experience, and who act as mentors.
- We provide colleagues with feedback that influences motivation and commitment and promotes positive role models.
- We are distinguished by our close-knit teams and our sense of community. We help, share knowledge and respond strongly to any injustice done to our colleagues.
- We resolve conflicts constructively and substantively. We encourage communication that leads to a mutually satisfactory solution.





ENERGY

Our success is a result of energy that comes from passion, commitment, agility and flexibility to adapt to the needs of a changing environment. We improve our offer and customer service standards and all our activities have one goal: to be the leader of the energy transformation in our region and to be the driving force of the Polish economy.

Power

Every day we develop strengths, power and talents, which we see as a source of energy for action.

- We are persistent in our pursuit to reach our goal and are consistently growing our business by expanding into new markets.
- We use our skills, knowledge and talents to achieve excellent results.
- We work with scientists and external partner with whom we are looking for new business ideas.
- Our energy unleashes creativity to reach new solutions and to improve existing products and services.
- We improve integrated services, products and projects through operational excellence and digital solutions.





Courage

We believe in our capabilities, and we are open to change and we are determined to take on upcoming challenges .

- We actively seek business opportunities. We share ideas and face challenges and we are managing risks sensibly.
- We are open to innovation and non-standard projects that require bold decisions.
- We approach every problem as a challenge that strengthens us and leads us to more effective solutions.
- We turn ambitions into goals and, supported by the Company, we spearhead the necessary changes.
- We are boldly testing and implementing new solutions that strengthen our position as market leader.

Success

We think and act in a forward-looking manner and achieve ambitious goals through motivation, perseverance and creativity.

- Our driving force is our desire to succeed, so we plan and set tasks with boldness.
- We operate flexibly and react quickly to market changes and expectations.
- Our priority is to achieve desired results. We make big changes, but we do not shy away from taking small steps.
- We consistently meet short- and long-term goals. We adapt to the changing environment and ensure that our successes have a positive impact on others.
- We regard the awards and prizes we receive as a recognition of the results of our work.





RELIABILITY

In our workplace, people's lives and health are particularly protected. We create and maintain safe and ergonomic workplaces. We want to be reliable, and we strive to create a working environment free of accidents, fires and breakdowns. We base our safety strategy on global trends, which we take into account when improving technical systems, procedures and standards.

Security

The priority of all our activities is the safety of people and business processes.

- We implement safety standards and good practices to prevent accidents, emergencies, fires and other unfortunate events. We remember that we are all responsible for our collective safety.
- We are ahead of the requirements of introduced regulations. We participate in the improvement of processes, systems and equipment in order to reduce occupational risks and nuisance at workplaces.
- We raise qualifications and awareness, introduce new technical and business solutions, and minimise the negative impact on human health, the environment and human life.
- We have a zero-tolerance policy for fraud and corruption, and we manage conflicts of interest at business level. This is also what we expect from our partners and contractors.
- We do not consume alcohol or use drugs while at work. We do not present ourselves at the workplace under their influence or when indisposed.





Quality

We maintain the highest quality standards, focus on new technologies and create industry trends.

- We constantly improve our areas of activity. We are guided by best market practices and adhere to the principles of fair competition.
- We ensure the highest quality of our products and services. We minimise the side effects of production, storage and distribution processes.
- We work with proven partners who adhere to the highest standards.
- We minimise risks. We use safest technologies and strive for energy neutrality.
- We engage in new business areas, invest in new technologies and improve our competitiveness.

Compliance

We implement a model policy of compliance with the requirements of legislation, standards and internal regulations.

- We are perfecting our compliance management system that builds our reputation and image.
- We create practical internal regulations. We incorporate regulations, standards and training programmes.
- We operate on the basis of clear responsibilities, management commitment and exchange of experience.
- We encourage employees to report their concerns and violations. We protect those who report with confidentiality.
- We participate in the development of new regulations and industry standards. We monitor their impact on processes.





Powering the future. Sustainably.