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Courier's Ethical Codex

Couriers, whether employees or external transportation providers operating under the DODO brand, represent both the DODO company and the transported client externally. Through their appearance and behavior, they contribute to the image of both the Company and the client among customers and the public.

Clothing and Appearance of the Courier:


- Couriers must always wear clean and appropriate company clothes.
 - o The outer layer of clothing must always display the DODO logo and/or the logo of DODO's business partner.
 - o Single-colored pants or shorts and sturdy closed-toe shoes are required.
- Courier clothing must not contain socially controversial materials such as vulgarities, affiliations to political or sports clubs/groups.
- Couriers should maintain a professional appearance.
 - o With groomed hair and facial hair.

Courier Behavior:

- A courier always strives to accommodate the customer's request regarding the delivery location. They must actively ask the customer where to place the goods.
 - o They are responsible for respecting the instructions set by specific DODO business partners or referring to customer notes.
- A courier must always be polite, approachable, helpful, empathetic, and cheerful.
- In phone communication, they should introduce themselves and mention DODO/the partner they represent.
 - o Upon delivery, they must ensure everything is in order and thank the customer for using the service.
- A courier does not discuss internal matters with customers, maintains professionalism, and does not damage the reputation of DODO or its business partners.
- They must remain calm and avoid conflicts with customers or the public.
 - o If a customer behaves rudely or there is an issue with the delivery, the courier must report the situation to their supervisor and provide a description of the incident.
- When delivering goods restricted to persons over 18 years of age, the courier must verify the customer's age (requesting an ID card, driver's license, or passport) if it is not apparent that the customer is older than 18.

Courier Responsibilities:

- The courier ensures that the interior and exterior of the vehicle are kept impeccably clean.
- They are responsible for properly maintaining all the equipment provided, ensuring its cleanliness and continuous operability.
 - o Any malfunction must be reported immediately to their supervisor.
- All vehicles are strictly non-smoking.
- The courier must drive smoothly and safely, adhering to traffic regulations.

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- They must hold valid driver's licenses and documents, which should always be in their possession.
- The courier's goal is to ensure the safe transport of entrusted deliveries and to uphold the good name of DODO or its business partners, whose logos are displayed on their vehicles and uniforms, representing them publicly to customers and in traffic.
- Couriers are required to complete all necessary DODO training as well as training for the respective DODO business partners for whom they perform their duties.
- A courier must not start work under the influence of alcohol, psychotropic substances, or intoxicants.
- Honest behavior towards customers, DODO, and DODO's business partners is expected at all times.
- Activities aimed at artificially increasing earnings or personal enrichment are not tolerated.

Ethical and Anti-Corruption Principles in DODO:

- The Company's management considers ethical behavior and "Fair Play" principles as an integral part of the corporate culture.
- The Company's management and all DODO employees ensure comparable conditions for couriers, regardless of gender, nationality, race, age, religion, or disability. They respect human dignity and individual rights and do not tolerate violence, discrimination, intimidation, threats, or any other inappropriate behavior within the Company or at the workplace.
- The Company's management supports teamwork, the sharing of knowledge and information, and the willingness to help each other among employees.
- Couriers are required to perform their work duties with full commitment and to ensure that their private interests do not conflict with the interests of the Company. They must actively avoid any situations that could lead to conflicts of interest.
- Couriers are obliged to report to their supervisor any personal interests that could influence the assignment or execution of their duties.
- All employees and transportation service providers are required to act in accordance with legal regulations and ensure that these regulations are not violated.
- The Company strictly rejects all forms of corruption. The Company strictly prohibits:
 - o Offering bribes to any persons,
 - o Accepting bribes from any persons,
 - o Any form of suggestion or proposal to offer or accept a bribe, solicitation of bribes, offering or mediating bribes, or any other dealings involving bribes, and
 - o Using other individuals to engage in any of the above activities.
- For clarity, tips are not considered bribes.

This is a translation; the original signed version of the document is available in Czech language.

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 Member of Board of Directors
 DoDo Group SE