

CODE OF ETHICS

VALUES GUIDING ARCHE S.A.

1. Customer Trust and Satisfaction

Our most important principles are respect for and openness to customer needs. In difficult situations, we advise customers and seek solutions together. We always respond to customer needs and strive to exceed their expectations. Customer feedback regarding employee service is reviewed on an ongoing basis, in accordance with the principle that **customer satisfaction is paramount**. Our goal is to become a leader in building a Polish hotel network.

2. Equal Treatment of Employees

Arche S.A. respects employee rights and implements an equal opportunity employment policy. Arche promotes equal opportunities for professional development by creating a high-quality work environment and assigning tasks appropriate to employees' professional competencies. The Management Board and supervisors ensure friendly and safe working conditions, objective performance evaluations, and clear remuneration rules. As employees of Arche S.A., we strive to comply with the principles of social coexistence and good manners. **Our employees are our greatest asset.**

3. Integrity Toward Customers, Employees, and Business Partners

In our relations with customers, employees, and business partners, we comply with legal regulations and generally accepted standards. In everyday relations, we value honesty and take responsibility for our words and actions. We appreciate good practices and respond to improper behavior. We seek optimal solutions that are beneficial to both parties of an agreement. We always verify information before sharing it with customers or colleagues. We ensure high-quality customer service and take responsibility for our work. We promote integrity and reliable performance. We honor both written contractual obligations and verbal commitments. We comply with the terms of cooperation set out in agreements with customers and business partners. We continuously monitor changes in resolutions, regulations, and procedures and strive to reflect them in our daily duties.

4. Care for Company Assets

Employees use the Company's assets responsibly and avoid exposing the Company to unnecessary costs. All employees are obliged to properly protect company assets and use them solely for their intended purposes. Company assets must not be used for private purposes.

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5. Zero Tolerance for Corruption and Fair Competition

We adhere to the principles of fair competition and prevent bribery, illegal payments, and corruption. We ensure transparent rules of operation in every area of our business. Employees are required to avoid corrupt practices such as:

- accepting or offering gifts or financial benefits that may lead to the conclusion of a contract,
- obtaining personal benefits or assisting third parties in gaining benefits by using information acquired in connection with their position.

Arche does not allow situations that could negatively affect the Company's image.

6. Employee Professionalism

We perform our duties with due diligence, making the best use of our knowledge and skills. We continuously improve our qualifications. We strive to raise the standards and quality of our work while achieving our set goals. We possess knowledge and skills appropriate to our responsibilities and fulfill our duties reliably and on time. We act consistently and responsibly.

7. Socially Responsible Business

Arche supports local communities by undertaking initiatives for the benefit of the local environment. The Company cooperates with local authorities and engages in social and cultural initiatives. The Company financially supports the **Lena Grochowska Foundation**, whose main objective is to provide housing for repatriates from Kazakhstan. Arche also supports the charitable activities of other non-governmental organizations.

8. Environmental Awareness

In caring for the natural environment, we use environmentally friendly technologies and comply with applicable environmental protection standards. We conduct our activities in a manner that minimizes inconvenience to our neighbors. We aim to reduce emissions and noise levels, reuse materials and packaging, and generate as little waste as possible. We manage waste through segregation and modern disposal methods. We strive to use materials and raw materials that are as environmentally friendly as possible.

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IMPLEMENTATION OF THE CODE

All Arche employees are obliged to comply with the provisions of the Code of Ethics. Any customer or employee who notices a breach of the Code should report it by sending an email to: **firmaetyczna@arche.pl**

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