Code of Ethics and Conduct - iTop Network Members\_ \_\_ \_\_\_\_\_\_\_\_\_\_\_ \_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

# Scope

The provisions of this Code of Ethics and Conduct set forth the principles and practices of professional conduct expected from all registered STEP Network members. All STEP Network members including their employees are expected to familiarize themselves with the provisions set forth in this document and conduct their business in adherence to the Code of Ethics and Conduct at all times while serving as a member of the STEP Network.

# Health, Safety and Security

All STEP network members are expected to be safety conscious while conducting their business and take necessary safety and security precautions while conducting their business to not endanger anyone partaking in their business activities and to maintain safe and healthy work conditions.

# Ethical standards

All STEP network members are expected to conduct our affairs according to the highest ethical standards. Members are expected to be honest and forthright in their dealings and under no circumstances engage in any business activities that are ilegal and prohibited by law. Members are expected to maintain the highest level of personal integrity and encourage it in others; employees, suppliers, clients, business partners, fellow network members, etc.

# Discrimination

STEP Network members may not discriminate or promote discrimination in any shape or form.

# Preservation of the environment and the natural/cultural heritage

All STEP Network members must not engage in activities that harm or endanger the environment and the natural/cultural monuments of their respective countries.

# Child Labour & Forced Labour

All STEP Network members are expected to prohibit the use of forced labour in all its forms and the employment of children under the minimum age of employment permitted by the law of the Republic of North Macedonia and the Republic of Albania.

# Support STEP sustainability

All STEP network members are expected to adhere to the principles of cross-border cooperation by working together with members from the Polog or Elbasan region and actively support the sustainability of the STEP network by contributing to the building, development, and promotion of the cross-border cooperation.

# Online & Social media use

Recognising that the internet and social media tools are a powerful form of communication that can have a significant impact on organizational, professional, and individual reputations, all STEP Network members are expected to act in accordance with the provisions of this Code of Ethics and Conduct when publishing content online or when participating in online activities.

In support of the sustainability of the STEP network, all members are expected to tag STEP social media profiles in all activities that they undertake with support and resources provide by STEP.

# Professionalism

STEP network members are expected to offer quality services and deliver such services to their best ability in accordance with the highest levels of professionalism and to conduct marketing activities fairly, honestly and accurately.

# Open communication

STEP network members are expected to openly communicate their ideas, concerns and thoughts about the STEP staff and other STEP network members.

# Data Privacy & Protection of Personal Information

STEP Network member are expected to always consider data privacy implications before using any personal information and to not collect, access and store personal information only with proper authorization when needed to deliver a service or perform a job.

# Embrace innovation

STEP Network members are expected need to embrace innovation by being open to new methods and ways of promoting their business, as well as using new technologies to enhance their business capacity.