

CODE

OF GOOD PRACTICE



SOIT

POLISH ASSOCIATION OF
INCENTIVE TRAVEL ORGANISERS

WE BRING LEADERS TOGETHER



SOIT is a group of professional incentive travel agencies meeting the highest standards of quality and safety in travel organisation.

PREAMBLE

In order to maintain top standards of the activities carried out, while applying fair competition rules and taking into account social responsibility of business and provisions of the Incentive Travel Organiser Code, members of the Association of Incentive Travel Organisers (*Stowarzyszenie Organizatorów Incentive Travel, SOIT*), their employees and associates accept the Code of Good Practice of the Association of Incentive Travel Organisers. The rules included in this Code shall be binding on all members of the Association of Incentive Travel Organisers, their employees and associates.

§ 1. CORE VALUES AND RULES

1. **Honesty and reliability** – we always act honestly and prudently, while respecting the justified interests of the clients and the good of the market of incentive travel. We honestly use of positions, qualifications or competences of persons cooperating with the Association.
2. **Care and competences** – we conduct our business reliably and with due care, taking responsibility for ensuring that persons acting on behalf of the Association and its members have appropriate professional competences and act ethically.
3. **Trust and dignity** – we act in a credible way, while aiming at ensuring the respect for the dignity of the clients and business partners, and the transparency of our activities.
4. **Resources and procedures** – we have at our disposal the resources and procedures necessary for the effective and correct performance and monitoring of the activities carried out by the members of SOIT and use them in good faith. All members should comply with provisions of the labour law, including regulations pertaining to working hours, rest, occupational health and safety rules.
5. **Internal and external relationships** – we take care of developing correct relationships with our employees, associates, business partners, representatives of the competition, in the spirit of mutual respect and responsibility, while ensuring them proper conditions for the fulfilment of their duties by employees and all persons acting on their behalf.
6. **Information for the clients** – we provide the clients with honest, clear and reliable information on the proposed services and related costs, always supporting the client in making the right choice.
7. **Protection of the data** – the need for protection of personal data of our clients and employees is our priority. We ensure that these data is administered and used only in compliance with the law. We are obliged to exercise the utmost care with respect to maintaining the confidentiality of information received from clients and employers.
8. **Prevention of conflicts of interest** – we strive to avoid conflicts of interests that might result in a breach of justified interests of clients or employers, and if,

RELIABILITY AND SECURITY



SOIT members meet high membership criteria and hold insurance warranties of minimum PLN 500.000.

despite applying due diligence and care, such a conflict occurs, we endeavour to resolve it.

9. Mutual relationships and fair competition

– in mutual relationships we follow the principles of mutual respect and fairness, while complying with fair competition rules. We support each other in contacts with persons and institutions, who are not members of SOIT. Using unfair and unlawful methods in order to obtain contracts is prohibited.

10. Resolution of internal disputes

– we strive to resolve internal disputes by applying, when possible, mediation and amicable dispute resolution methods, in compliance with the Code of Good Practice of SOIT and decisions of the Ethics Committee.

11. Responsible advertising

– while carrying out advertising activities, every member of SOIT follows the rules of fair competition, and takes care of ensuring that the information provided is reliable and not misleading.

12. Activities aimed at the market development

– without violating our own interests, and while maintaining professional and business secrecy, we cooperate with respect to promoting good market practices and corporate governance, and to eliminate from practice, as much as possible, the phenomena hindering the incentive travel market development, in particular the activities that are unfair, unreliable or inconsistent with the rules laid down by this Code, or violate good customs or business integrity.

13. Protection of intellectual property

– in our activities, we fully respect intellectual property rights, including property copyrights. SOIT members retain their copyrights and any other intellectual property rights to deliverables resulting from the performance of orders, and their employees are obliged to use any materials and components of these works only for internal purposes, and cannot use them, distribute, publish, make available or entrust to third parties without explicit consent of their employer.

14. Performance of training and development activities

– SOIT members as well as their employees and associates actively participate in training courses. When participating in dedicated development programmes, as well as in works of project teams, and when performing work tasks, they act in fair way and remain loyal to their employer. The obligation of the members is also to educate employees and associates in the area of professional ethics.

15. Prohibition on discrediting

– SOIT members as well as their employees and associates may not discredit other market participants and their employees, inter alia by disseminating untrue or unverified information. All presented information about competitors may include only generally available data and information.

16. Non-competition clause

– both during the term of the employment/cooperation relationship and after the expiry of the employment/cooperation relationship period agreed on an individual basis,

PROFESSIONALISM AND EXPERIENCE



The power of **SOIT** is the sum of our members' experiences. **SOIT** members are competent and honest business partners.

employees and associates of each of SOIT members are subject to the competition ban. They are also obliged to maintain confidentiality during the employment period and after the expiration thereof.

- 17. Prohibition to accept financial benefits** – employees may accept the remuneration for their services only in a form of a fixed salary or bonuses agreed with their employer being the SOIT member. In no circumstances may the employee accept material benefits or benefits in kind without the employer's knowledge.

§ 2. COMPLIANCE AND LIABILITY FOR BREACHING THE PROVISIONS OF THE CODE

- 1. Application of provisions of the Code** – SOIT members shall ensure that all their employees and other persons acting on their behalf familiarise themselves with this document and comply with its provisions, and shall make available the full text of the Code to their clients and business partners.
- 2. Compliance with provisions of the Code** – SOIT members shall be obliged to implement this Code at their enterprises.
- 3. Breach of provisions of the Code** – any behaviour inconsistent with these provisions and attempts to circumvent these provisions by using the entities that are not bound by the SOIT Code of Good Practice shall be considered a breach of provisions of the Code.
- 4. Liability** – in matters of special importance, the Ethics Committee will prepare, at its own initiative or at the request of

one of the signatories, an opinion on a breach of provisions of this Code. This opinion will be presented at the General Meeting of Members of the Association, in accordance with the principles of the openness and transparency of the functioning of SOIT.

- 5. Consequences of a breach of provisions of the Code** – the Ethics Committee shall be competent to apply to the Management Board for imposing sanctions for a breach of provisions of the SOIT Good Practice Code in form of:
 - admonition;
 - suspension;
 - expulsion from the Association.
- 6. Ethics Committee** – shall be obliged to examine each case in detail, without any bias, based on the documents and opinions collected, consultations carried out and explanations of the parties involved.

SOIT is an organisation of the incentive travel industry professionals.

It has been operating on the Polish market since 2009. The goal of SOIT is to promote incentive travel as a strong and effective business tool. Through the integration of the community and representing its interests we are building a good name and positive image of the industry. We spread knowledge, raise competence, and set and promote high standards for incentive travel projects.

Currently, SOIT has 27 members representing 23 professional incentive travel agencies.

All agencies affiliated with SOIT meet the high membership criteria stipulated in the statute, which makes them credible and reliable business partners.



MEMBERS

