



ZELANOS
REALTY SOLUTIONS

PROFESSIONAL
**ETHICAL
CODEX**

05.2020 г.

message

From the **Executive director**

I am pleased to introduce you The Code of Ethics of ZELANOS Realty Solutions.

This document is a kind of list of duties, rules and norms of behavior that characterize the identity and values of our team with which we all identify. We do business guided by ethical standards and moral norms, which are the basis of our daily activities and behavior. Our values are what motivate and inspire us to develop and achieve our goals. We accept it as our duty to build a sustainable business by conducting a transparent policy with responsibility before the Law, Society, our Customers and Partners.



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and inspire us to develop and
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Veselin Marinov
Director

ETHICAL CODEX

BASED ON THREE BASIC PRINCIPLES

◆ **Personal attitude**

The individual approach and personal attitude towards our customers is the basis of our activity.

◆ **Trust**

The peace of mind of our customers is based on mutual trust, so it is a priority for us.

◆ **Quality and professionalism**

The professionalism of our team is a guarantee of the quality of the services we offer. We adapt to market trends but always stay true to our principles and values.

1

In what We Believe

- The client always comes first
- We strive to understand the needs of our clients
- Our most valuable asset is trust
- Integrity and professionalism
- Commitment and dedication in everything we do
- Teamwork makes the path to success shorter and easier
- We pursue the set goals without fail
- Confidentiality in client relationships
- Success is a matter of a job well done
- Quality of service or “Less is more”
- Technology and modern thinking open new horizons
- Marketing is not just a fancy word - we apply it
- We earn more when the client has earned more with our help

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Rules and norms

■ We do business correctly

Each of our employees follows mandatory norms imposed by our professional Code of Ethics, which is in accordance with the standards imposed by the leading industry organizations in Bulgaria and Europe, as well as with the current Bulgarian and European legislation.

Management and employees undertake to behave correctly and honorably, complying with current legislation and the provisions of this Code of Ethics with the commitment to sustainability.

■ Customer relations

The satisfaction of our customers is a key factor for the strategic development of our Company.

In business relations with clients, the Company's employees are obliged to behave correctly and honestly, frankly and professionally and to refrain from vicious practices.

Employees are obliged to always consider the interests of customers by providing solutions that best meet their needs.

Employees must strive for information about the company's products and services to be presented in the most complete and accurate manner, without covering up deficiencies that are known to the employee, when the same are of significant importance to a party with which the Company enters into contractual relationships.

The Company's activity is focused on working exclusively in the interest of one of the parties to the transaction, regardless of whether you are a seller/lessor or a buyer/tenant of real estate. This does not exclude the possibility of representing both parties in one transaction - seller/lessor or buyer/tenant, but in such a scenario the Company and its employees are obliged to disclose this information to both parties.

■ **Quality and professionalism**

We care about the professional attitude and the quality of the services provided.

The services provided by the Company follow industry standards, good practices and norms.

Our focus is on quality service - "Less is more", focusing on what matters most.

**Do it right or
don't do it
at all!**



■ Personal data and privacy

We respect the privacy of personal data of our customers, partners and contractors.

All personal information must be collected, processed and stored in accordance with the Company's Personal Data Policy, drawn up pursuant to Art. 13 and Art. 14 of Regulation (EU) 2016/679 of the EUROPEAN PARLIAMENT AND COUNCIL of April 27, 2016.

■ Conflict of interest

Employees must act in the interests of the Company and its clients.

A conflict of interest occurs when an employee engages in activities or relationships that could conflict with the interests of the Company and its clients. Therefore, employees should always strive to avoid a conflict of interest, but if it is unavoidable, then must be managed in such a way as to avoid damage to the Company and its customers.

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OBLIGATIONS **and responsibilities**

We accept as our duty:

- To maintain a high professional level following industry standards
- To be knowledgeable about issues affecting the real estate market
- To maintain high morale and ethical culture of the team
- To be responsible for our actions
- To guarantee the quality of the services provided
- To fulfill the commitments made
- To protect the interests of our clients
- To do business responsibly before the Law and Society

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At Violations

In the event that immoral behavior, abuse of trust, finances or property, targeted discrimination or fraud becomes known, which may lead to significant damages of any nature to Customers, Partners and Counterparts, the latter should inform the Company's management bodies.

For contact:



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Final **provisions**

The Code of Ethics was edited and approved by the Executive Director on 01.05.2020.

All employees undertake to comply with the provisions of the Code of Ethics in accordance with local legal requirements.

If the provisions of the Code of Ethics conflict with local legislation, they should be reviewed.

To ensure that it is easily and publicly accessible, the Company's Code of Ethics is published on the corporate website (www.zelanos-realty.bg), translated in accordance with the language versions in which it operates.