



THE CODE OF ETHICS

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Fritz's code of ethics is our business conduct code – the code of ethics defines a framework and describes how we choose to handle ethically-sensitive situations, which we all encounter in our daily work.



OUR VALUES

- ♥ **MUTUAL TRUST AND RESPECT**
We work together and are building an organizational culture that is based on trust and respect for all people
- ♥ **PASSION FOR OUR CUSTOMERS' SUCCESS**
We are a company that provides services, and as such we have a passion for our customers' success, and we espouse an "yes we can" attitude
- ♥ **TEAMWORK THAT BRINGS RESULTS**
We effectively cooperate with each other and are always looking for the most effective way to serve our customers
- ♥ **AMBITION AND CONTRIBUTION**
We strive for excellence in everything we do. Every person's contribution is critical for our success
- ♥ **UNCOMPROMISING INTEGRITY**
We believe that as a company and as people we need to conduct ourselves ethically and morally – vis-à-vis employees, colleagues, vendors, and customers, while constantly striving to fairness, transparency, and humaneness, and setting a personal example in a way that inspires.
- ♥ **DARING**
We make bold decisions so that we can grow and be market leaders
- ♥ **CREATIVITY**
We create unconventional solutions in order to exceed our customers' expectations



THE COMPANY'S VALUES

When we adopt Fritz's core values in everything we do, we rally around our shared goals. The code of ethics helps us to apply our core values in daily situations we encounter. The core values define us and the essence of the company, but our actions and the path we choose are what infuse them with meaning. The code's principles apply to all Fritz employees, and we expect our business partners to also share our values, which are expressed in this document.



EMPLOYEES

Fritz employees are the company's most important asset and a central resource in its growth and leadership. The employees' ongoing personal and professional development is essential to the company's success.

WE ARE COMMITTED TO THE EMPLOYEES

- ♥ To behave with sensitivity, caring, patience, fairness, and mutual respect toward the employees, from the hiring stage and at each stage of employment and thereafter
- ♥ To protect the employee's privacy, and confidentiality of information pertaining to him/her
- ♥ To offer equal opportunity regardless of religion, ethnicity, sex, nationality, or special needs
- ♥ To strive for the employee's personal and professional development, protect and promote it, as a process of improving the human capital and helping the organization's growth
- ♥ To act to preventing harassment of employees including sexual harassment and abuse of power in the workplace
- ♥ To care for the employee's welfare, to protect his health by creating a supportive and safe work environment, and maintaining a good work-life balance
- ♥ To maintain transparency regarding employee rights and to uncompromisingly strive to protect them
- ♥ To set a personal example, while accepting and encouraging diverse opinions, giving and receiving criticism, encouraging initiative and innovation, and striving for excellence
- ♥ To encourage and create communication channels inside the organization as a basis for sharing information and knowledge and to boost involvement and belonging



AS EMPLOYEES, WE UNDERTAKE

- ♡ To protect and honor the company's code of ethics
- ♡ To represent the company and its good reputation in everything we do, inside and outside the company
- ♡ To behave with sensitivity, caring, patience, fairness, and mutual respect in everything we do
- ♡ To act responsibly and professionally, while constantly learning and improving
- ♡ To fulfil a fiduciary duty and to act in the company's interests, to avoid conflicts of interest and exploiting opportunities for the sake of advancing personal interests
- ♡ To actively promote the organization's goals
- ♡ To maintain full disclosure, fairness, and integrity in everything we do
- ♡ To promote cooperation for the sake of meeting our goals and achieving a positive and encouraging work environment
- ♡ To exhibit respect and responsibility for the organization's resources and assets
- ♡ To protect the company's corporate and commercial secrets

// To Protect And Honor The
Company's Code Of Ethics //



An aerial, black and white photograph of a dense forest. A winding road with white lane markings curves through the trees. The road starts from the left, curves upwards and to the right, then turns back to the left, and finally curves downwards and to the right again. The forest is thick and textured, with varying shades of gray representing different tree types and canopy heights. The overall mood is serene and natural.

Fritz AND ITS ENVIRONMENT

CUSTOMERS

It's important to us to stay in close contact with our customers. We are committed to building a fair, reliable, ongoing, and strong relationship with them.

WE UNDERTAKE

- ♡ To create a relationship of trust and collaboration with our customers, and to behave in a manner that guarantees the company's existence and its business for the long term
- ♡ To honor agreements, and to give our customers the ongoing security to which we are committed
- ♡ To behave with fairness, reliability, transparency, and efficiency in handling our customers' queries, and to invest resources in order to provide our customers with quality and accurate information. All while learning lessons in order to constantly improve.
- ♡ To give service that is worthy of our customers, out of respect, caring, and attentiveness
- ♡ To initiate tools and training that will guarantee a high level of service for our customers
- ♡ To act against giving and/or receiving favors, to forbid exploiting business opportunities and associations with private businesses and to prevent a conflict of interests in agreements between customers
- ♡ To lead a policy of not using inside information from our customers and to prevent exposing our customers' strategies
- ♡ To constantly work toward innovation, flexibility, and creativity in order to provide our customers with ongoing added value



VENDORS AND AGENTS

We view our vendors as partners in our business and ethical path. We are committed to professionalism, reliability, excellence, and fairness, and expect the same from our vendors.

- ♡ To act in a fair and respectful manner with our vendors. To forbid giving/receiving favors from any of the involved parties.
- ♡ To behave professionally while maintaining work and commercial interfaces with our vendors, including a high payment ethic
- ♡ To protect the confidentiality of information between us and our vendors
- ♡ To encourage our vendors to be innovative and creative and to create mutual added value



“ To Encourage Our Vendors To Be Innovative And Creative And To Create Mutual Added Value ”

OWNERS AND BOARD OF DIRECTORS

We view the capital the owners invested and the constant faith of Fritz's Board and owners as the foundation of our existence.

WHICH IS WHY WE UNDERTAKE

- ♡ To fulfil the vision of the owners and the Board while meeting standards of quality and excellence
- ♡ To constantly work to improve and maintain the work processes
- ♡ To build a clear strategy that is suited to maximizing the company's profits
- ♡ To maintain fairness and morality as a supreme value

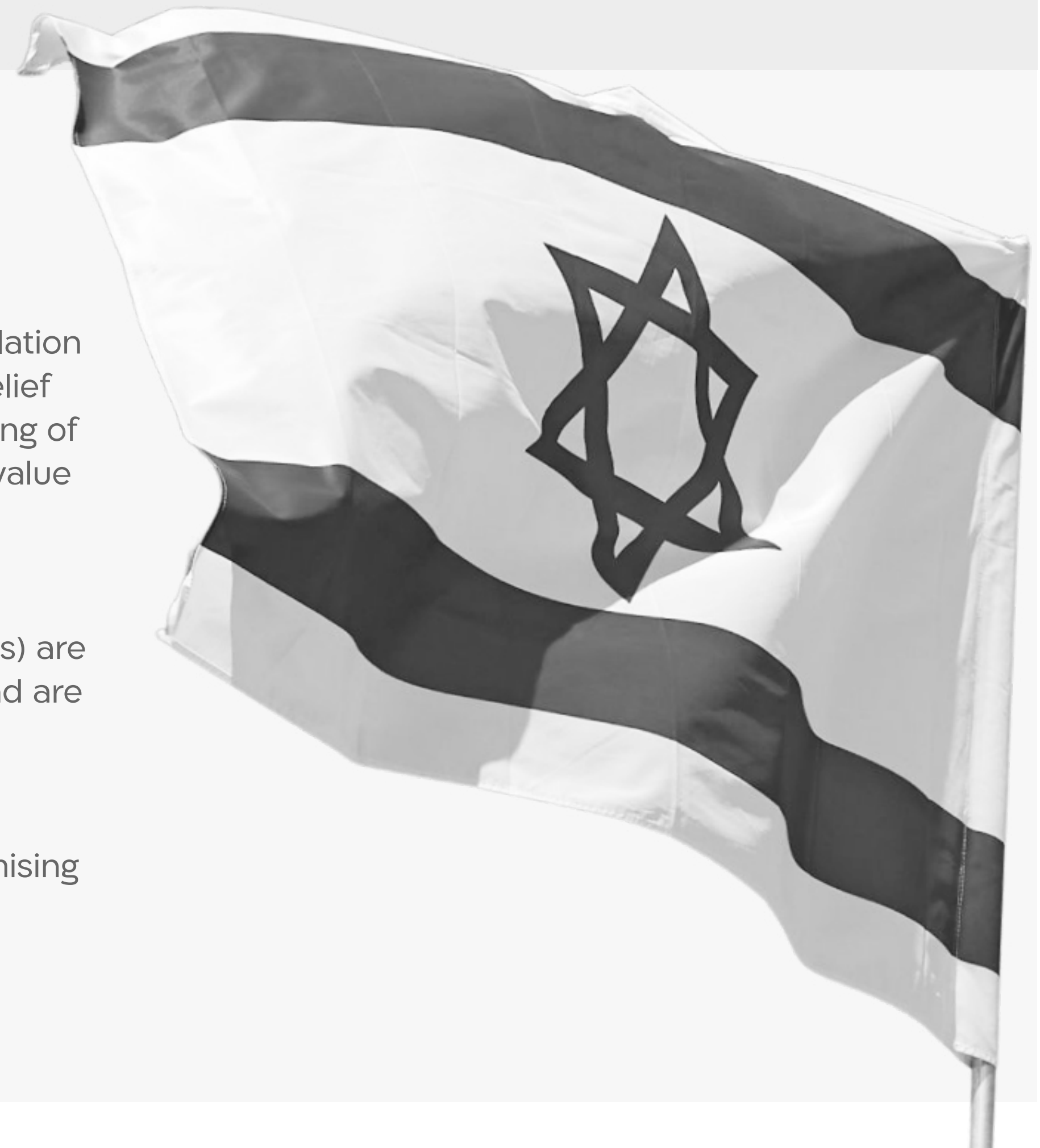


REGULATOR AND AUTHORITIES

We are committed to complying with the laws of the State of Israel and the regulatory authorities, and the laws of the countries we work with.

WE UNDERTAKE

- ♥ To conduct ourselves vis-à-vis the authorities with the perspective of a long-term partnership, and a relationship based on transparency and professional integrity
- ♥ To instruct our employees to be uncompromising when it comes to the legal requirements
- ♥ To ensure that complying with the legal requirements goes beyond the interests of the company, our customers, vendors, and employees
- ♥ To update our guidelines according to the changing legal requirements at any time, and to proactively stay abreast of changes to the relevant legislation
- ♥ To be an influencing and central factor in legislation changes pertaining to our business out of a belief that a high involvement and deep understanding of the changes and trends will boost our added value for our customers
- ♥ To take a proactive stand in ensuring that the stakeholders (including vendors and customers) are updated on the relevant legal requirements and are complying with them
- ♥ To ensure we are auditing and monitoring our conduct in order to guarantee our uncompromising compliance with the legal requirements



COMPETITORS

We view fair competition as an essential component of Fritz's development, and in maintaining a culture of ongoing self-improvement.

WE UNDERTAKE

- ♥ To treat our competitors with integrity and according to the standard rules of decency in the world of shipping and logistics
- ♥ To act according to the antitrust law
- ♥ To ensure training and auditing to get to know the antitrust law
- ♥ To conduct fair competition that complies with regulation



ENVIRONMENT AND COMMUNITY

We acknowledge the immense importance of protecting the environment for future generations, are committed to it, and support the principles of sustainability.

WE UNDERTAKE

- ♡ To be an influencing factor in the community and the environment in which we operate and to encourage involvement, caring, and responsibility of our employees and relevant stakeholders
- ♡ To see ourselves as an inseparable part of the community and the environment in which we operate and to actively integrate in the community's activities
- ♡ To lead an extensive variety of activities for the sake of contributing to and being involved in the community in which we operate
- ♡ To define, conduct, and communicate an annual plan that pertains to community and environmental involvement
- ♡ To minimize the organization's negative effects on the environment and to strive to protect a green and sustainable environment
- ♡ To create a fruitful environment that enables the development of initiatives, ideas, and activities of contributing to the community and protecting the environment
- ♡ To promote initiatives that pertain to employing populations with special needs and making the work environment accessible to them



RESPONSIBILITY FOR ETHICS MANAGEMENT

Employees have a variety of channels at their disposal through which they can ask questions pertaining to the code of ethics and to get advice and guidance on the correct courses of action. They can choose the channel that is most convenient for them: contacting the direct manager / VP of Human Resources – in charge of ethics at the company.

Fritz management is responsible for implementing and supervising compliance with the code of ethics, as well as guaranteeing that all employees receive appropriate training about the code of ethics.

