



# Code of Conduct

## Code of Conduct

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Welcome to Bizagi's Code of Conduct. This document has been developed by Bizagi Group Corp and applies globally to all entities within the Bizagi group. This is part of Bizagi's commitment to maintaining sustainability practices, aiming to contribute to creating a business ecosystem that is friendly to the environment, resources, and people. Our Code of Conduct is a guiding principle for all members of the Bizagi community, including employees, directors, and officers across all regions and jurisdictions. Furthermore, third parties engaged in business with Bizagi, such as consultants, agents, partners, and suppliers, are expected to adhere to the same standards when representing or on Bizagi's behalf.

## Message from CEO

As we continue to grow, innovate, build a culture based on the principles of respect and transparency, and be a leader in the automation market, it's our duty to our customers, our business associates, the communities we serve, and our company to uphold the highest standard of ethical conduct, integrity, and compliance in all that we do.

I ask that you read our Code of Conduct carefully and to think deeply about how our everyday actions affect our colleagues, our customers, our investors, and our communities. The Code places emphasis on issues of increased attention within the industry, in public discussion, or among investors, such as diversity and inclusion, privacy, safety and health and social media. You may face ethical decisions in your day-to-day work, and I urge you to ask for guidance or raise any concerns through the channels outlined in this Code. Our reputation and success depend on the personal commitment we all make to understanding and living our values and behaving ethically and legally.

We have a shared commitment and responsibility to uphold these principles outlined in our Code. We will not tolerate any deviation from our Code. Please consult with your manager, the HR team, or myself for guidance if you are not clear on how to uphold this Code.

Thank you for following our Code, living our values, and fulfilling our purpose.

Gustavo Gomez  
CEO

## Bizagi Values

Our Company values serve many purposes, from helping us make informed decisions to driving our behaviors with our colleagues and customers. Values create a unique identity of what Bizagi stands for.



### Collaborative

Being collaborative enables us to connect with our colleagues and customers to ensure that we deliver the outcomes that our customers want and need.

- We stay humble and show respect
- We leave egos at the door
- We assume positive intent
- We support and listen to each other
- We always ask how we can help



### Innovative

Allowing space for ideas to be explored and having a learning mindset enables us to always improve through creative and forward-thinking approaches

- We respectfully challenge our own and other assumptions
- We learn from mistakes and see them as learning opportunities
- We create new ideas that prove useful
- We look for improvements
- We create and test new pathways to reach the company's goals
- We are curious



### Responsive

Our ability to adapt and be nimble enables us to move at pace, make important changes quickly as well as predict and adapt to customers' needs to remain competitive.

- We are not afraid to change course
- We actively listen
- We work proactively
- We are mindful of other's time
- We deliver on commitments and priorities

## Our Commitment to Environmental, Social, and Governance Practices with a Focus on Sustainability

At Bizagi, we recognize the critical importance of sustainability in today's business landscape. As part of our ongoing commitment to environmental stewardship and social responsibility, we are dedicated to integrating sustainable practices into every facet of our operations. This commitment is underscored by our Environmental, Social, and Governance (ESG) principles we promote through this Code of Conduct, which serves as a guiding framework for our sustainability initiatives:



### Environmental Responsibility

We are committed to minimizing our environmental impact by:

- Conserving energy and water resources in our operations.
- Reducing waste generation and promoting recycling and reuse initiatives.
- Investing in renewable energy sources and implementing energy-efficient technologies.



### Social Accountability

We foster a diverse, inclusive, and safe workplace environment by:

- Promoting equal opportunities and fair treatment for all employees, regardless of gender, race, ethnicity, or background.
- Providing ongoing training and development opportunities to build understanding, empower our workforce and foster professional growth.
- Ensuring the health, safety, and well-being of our employees through comprehensive policies and initiatives.
- Supporting community engagement through online materials to learn about our technology.



### Governance Integrity

We uphold the highest standards of corporate governance by:

- Operating with transparency, integrity, and accountability in all our business dealings.
- Complying with all applicable laws, regulations, and industry standards.
- Safeguarding the interests of our shareholders, customers, employees, and other stakeholders through effective risk management practices.
- Maintaining an independent board of directors with appropriate oversight and governance structures.

Through our ESG principles, we are actively working to minimize our environmental footprint, conserve resources, and promote a culture of responsible consumption and production. We

believe that by empowering our employees and investing in their development, we can drive positive social impact and create long-term value for all stakeholders.

In alignment with these principles, this code of conduct reflects our unwavering commitment to ethical business practices and sustainability. It serves as a guiding rule for all employees, outlining our expectations for responsible behavior and emphasizing the importance of integrity, transparency, and accountability in everything we do.

Together, we are dedicated to building a business ecosystem that not only thrives economically but also respects and preserves the planet and enriches the lives of people in our communities. By upholding these values and principles, we aim to make a meaningful contribution to a sustainable future for generations to come.

## **Bizagi & Our Employees-Workplace Environment**

### **Raising Concerns**

Speak up if you experience or witness disrespectful, inappropriate, fraudulent, un-ethical or illegal behavior, including concerns about sexual harassment, harassment or discrimination based on personal characteristics (such as race, color, ancestry, national/regional or ethnic origin, religion, sex, gender identity, sexual orientation, pregnancy, age or disability), retaliation or workplace violence or threats.

If you know of, or have good reason to suspect, an unlawful or unethical situation or believe you are a victim of prohibited workplace conduct, immediately report the matter through any of Bizagi's Communication Channels:

- Your manager is usually the best place to start.
- If you feel more comfortable raising an issue anonymously use the Spot platform - Spot - Raise an issue - <https://app.talktospot.com/flows>

Additionally, we want to emphasize that Bizagi has a comprehensive whistleblowing policy in place to protect individuals who report concerns in good faith. We encourage you to familiarize yourself with this policy and feel confident in coming forward with any information you believe is important for maintaining our integrity and ethical standards. For more details, please refer to our Whistleblowing Policy ([Link](#))

### **Non-Retaliation**

Bizagi will promptly review your report of unlawful or unethical conduct and will not tolerate threats or acts of retaliation against you for making that report.

### **Diversity and Inclusion**

Innovation, along with our other values of Collaboration and Responsiveness, form the foundations of life at Bizagi. Innovation can only be achieved by diversity of thought; and that



diversity begins and ends with our Employees. Through diversity of backgrounds and perspectives, we gain the benefit of different ways of looking at our company. Promoting inclusion leads to innovative breakthroughs for our customers and an engaging employee experience for our people.

Our entire executive team encourages colleagues to expand their knowledge and gain new experiences. Inclusion comes from open interactions with people who think differently than us. It comes from teams that collaborate across disciplines, identities, and cultures from around the globe. We want Bizagi to be a place where people from all walks of life can belong.

At Bizagi we are committed to encouraging and ensuring equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

**Bizagi will:**

Provide equality, fairness, and respect for all employees.

Not unlawfully discriminate because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including color, nationality, and ethnic or national origin), veteran status, religion or belief, sex and sexual orientation, or any other status protected by applicable local law.

Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

**Bizagi commits to:**

- Encourage equality, diversity, and inclusion in the workplace as they are good practice and make business sense.
- Encourage social cohesion and reduce social and economic barriers.
- Create a working environment free of bullying, harassment, victimization, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognized and valued.

This commitment includes training managers and all other employees about their rights and responsibilities. Responsibilities include staff conducting themselves to help the organization provide equal opportunities in employment, and prevent bullying, harassment, victimization, and unlawful discrimination.

All employees should understand they, as well as Bizagi, can be held liable for acts of bullying, harassment, victimization, and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers, and the public.

- Bizagi takes seriously complaints of bullying, harassment, victimization, and unlawful

discrimination by fellow employees, customers, suppliers, visitors, the public, and any others in the course of the organization's work activities.

Such acts will be dealt with as misconduct under the organization's grievance and/or disciplinary procedures, and appropriate action will be taken. Subject to local laws and regulations, particularly serious complaints could amount to gross misconduct and lead to dismissal with or without notice.

- Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations.
- Ensure opportunities for training, development, and progress are available to all staff, who will be helped and encouraged to develop their full potential, so Bizagi can fully utilize their talents and resources to maximize the organization's efficiency.
- Make decisions concerning staff based on merit (apart from in any necessary and limited exemptions and exceptions allowed under applicable local laws).
- Review employment practices and procedures to ensure fairness and update them to take account of changes in the law.
- Monitor the demographics of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity, and inclusion.

### **Preventing Discrimination, Harassment, and Bullying**

We strive to provide a work environment free of discrimination and harassment. We are an equal opportunity employer, and employment decisions are based on merit and business needs.

We all must ensure that we never verbally or physically mistreat others or engage in offensive behavior, and we should not tolerate those who do. This behavior includes harassing, bullying, abusive or intimidating treatment, inappropriate language or gestures, disorderly conduct, violence, and any other conduct that interferes with a co-worker's ability to do their job. The Company takes allegations of discrimination, intimidation, harassment, and retaliation very seriously. Bizagi will promptly conduct an investigation and take appropriate corrective action when warranted, including discipline, up to and including termination of employment.

### **Environment, Health, and Safety**

To work effectively, all of us need a healthy and safe work environment. All of us should be safe at our place of work. We monitor our facilities and protect against hazards that may cause serious physical harm in accordance with all local laws. When working from home it is crucial to prioritize health and safety and to adhere to all related local policies and regulations.

Should you observe any unsafe situations at work, please reach out to Human Resources at HR@bizagi.com. Please also take the time to familiarize yourselves with emergency procedures and the safety manuals applicable to your location.

Other prohibited conduct, because of its adverse impact on the work environment, includes:



- Threats or violent behavior
- Possession of weapons of any type
- Use of recording devices, including cell phone cameras and web cameras, except as established on the Physical and environmental Security Policy.
- Use, distribution, sale or possession of illegal drugs, or any other controlled substance, except for approved medical purposes.
- Being under the influence of illegal drugs, controlled substances used for non-medical purposes

If your conduct on or off the job adversely affects your performance, that of other employees, or Bizagi's legitimate business interests, you may be subject to disciplinary action, up to and including termination of employment.

### **Immigration Laws**

You must ensure that you, and any employees that report to you, comply with all applicable immigration laws and/or the advice of Bizagi's designated immigration service providers. At all times, Bizagi employees must possess proper work authorization for the country in which they are working. If you travel internationally on business, you are responsible for obtaining the appropriate visa before attempting to enter a host country. Visa requirements apply to all Bizagi employees who travel outside of their home countries for business purposes or who work on projects or international assignments outside of their home country for any duration. Bizagi also prohibits you from allowing contractors or other employees to work on a project without the proper authorization or documentation.

### **Corporate Governance:**

At Bizagi, we must be dedicated to upholding the highest standards of governance integrity in all aspects of our operations. We recognize the importance of transparency, accountability, and ethical conduct in fostering trust and confidence among our stakeholders. As part of our commitment, you must know about our Governance practices:

We are committed to transparency in decision-making processes across the organization. This includes ensuring clear communication channels, providing access to relevant information, and promoting open dialogue to facilitate informed decision-making.

Integrity is at the core of our business practices. We hold ourselves to the highest ethical standards, conducting all activities with honesty, fairness, and respect for legal and regulatory requirements. We conduct regular compliance audits to assess adherence to internal policies, industry regulations, and legal requirements. These audits help identify areas for improvement and ensure alignment with governance principles.

We provide comprehensive training and development programs for employees at all levels to enhance their understanding of governance principles and their role in upholding them. This includes training in how our business processes work, how we can manage corporate information, and other types of training in ethics, compliance, and risk management.

We actively engage with our stakeholders, including shareholders, employees, customers, and partners, to solicit feedback, address concerns, and ensure that governance practices reflect their interests and expectations.

By integrating governance integrity into our organizational culture and practices, we strive to build trust, foster accountability, and drive long-term sustainable growth for the benefit of all stakeholders.

## **Our Antitrust Practices**

At Bizagi, we are committed to strict compliance with current and applicable anti-trust laws and regulations in every jurisdiction where we operate.

We unequivocally prohibit any illegal anti-competitive actions in our interactions with partners, suppliers, and other third-parties, including but not limited to price-fixing, market allocation, and collusion. Any instances of such offenses will result in dismissal in accordance with the provisions outlined in employment contracts and Bizagi's internal regulations at Bizagi.

For comprehensive information regarding our regulations and specific actions concerning Antitrust policies, please refer to our Policy:

Antitrust Policy ([Link](#))

## Intellectual Property Protection

At Bizagi, we protect, respect, and value business information and ideas, whether they belong to Bizagi or a third-party. It is important that we all understand that Bizagi may lose its competitive advantage if Bizagi's confidential information or other intellectual property is disclosed or otherwise provided to a third party without the appropriate licensing and confidentiality terms in place. We also risk damaging our reputation and harming relationships with third parties with which we do business if we disclose or otherwise compromise the confidential information and intellectual property, they share with Bizagi. Protecting information and ideas, whether our own or those of others, is crucial to the success of our company and strengthens our reputation as a trustworthy business partner.

As a Bizagi employee you will have access to and may develop intellectual property that belongs to Bizagi. When you joined Bizagi, you signed an employee agreement or other agreement in which you assumed specific obligations relating to intellectual property. For example, one such obligation is to assign Bizagi all your rights in and to the intellectual property you develop for the company. That intellectual property includes inventions, software, templates, publications, and other materials relating to Bizagi's current or anticipated offerings, business, research, or development. Subject to the laws of each country, this applies no matter where or when—at work or outside of working hours—you create such intellectual property.

Our commitment to ethical and sustainable practices related to IP Policies: At Bizagi, we recognize the importance of intellectual property as a cornerstone of innovation and business success. We are dedicated to upholding the highest standards of ethical conduct and sustainability in managing and protecting our intellectual property.

### Transparency and Public Exposure:

We are committed to transparency and public exposure in showcasing how our products and platform function. Through open demonstrations and public presentations, we aim to provide clear insights into the capabilities and features of Bizagi's solutions.

By offering free courses and educational resources, we empower individuals and organizations to interact with our technology and gain hands-on experience. These courses enable learners to explore and familiarize themselves with the tools and technologies designed by Bizagi for various entities.

Our goal is not only to provide access to our solutions but also to facilitate learning and skill development. We offer training programs that equip individuals with the knowledge and expertise needed to implement and manage Bizagi's technological tools effectively.

### Promoting Innovation and Collaboration:

We believe in fostering a culture of innovation and collaboration, both internally and externally. We encourage our employees to contribute ideas, share knowledge, and collaborate with peers to drive continuous improvement and innovation.

Through strategic partnerships and collaborations, we seek to leverage collective expertise and resources to develop innovative solutions that address complex business challenges. We actively engage with industry partners, academic institutions, and other stakeholders to explore new opportunities and promote knowledge exchange.

By prioritizing ethical and sustainable intellectual property practices, we reinforce our commitment to innovation, integrity, and responsible business conduct. Through transparency, collaboration, and IP protection, we strive to create a conducive environment for creativity, knowledge sharing, and technological advancement.

## Our Anti -Corruption Commitment:

At Bizagi, we are unwavering in our commitment to conducting business with integrity and honesty. We firmly oppose all forms of corruption, bribery, and unethical behavior, recognizing their detrimental impact on society, business, and trust.

### Our Commitment:

- **Zero-Tolerance Policy:** We maintain a zero-tolerance policy towards corruption in any form. This policy applies to all employees, contractors, suppliers, and business partners associated with our organization. For more information you must read our Policy: ([Link](#))
- **Compliance with Laws:** We strictly adhere to all anti-corruption laws and regulations applicable in the regions where we operate. Our commitment to compliance extends beyond legal requirements to encompass ethical standards and best practices.
- **Promoting Ethical Behavior:** We promote a culture of ethical behavior and integrity throughout our organization. This includes providing clear guidance, training, and support to employees to help them recognize and resist situations that may lead to corruption or unethical conduct.

### Actions We Take:

- **Code of Conduct Training:** We provide comprehensive training on our code of conduct, including specific guidance on anti-corruption policies and procedures. This training is mandatory for all employees and is regularly updated to reflect changes in laws and regulations.
- **Reporting Mechanisms:** As stated above, we maintain confidential channels for employees and stakeholders to report suspected instances of corruption or unethical behavior. Reports are thoroughly investigated, and appropriate disciplinary action is taken against offenders.
- **Due Diligence:** We conduct due diligence on third parties, including suppliers and partners, to ensure they adhere to anti-corruption standards and align with our values. We do not engage with any entity involved in corrupt practices. You can find our Due Diligence Program here: ([Link](#)).

By adhering to stringent anti-corruption measures and promoting a culture of integrity, we demonstrate our commitment to ethical business practices and contribute to building a more transparent and sustainable future for all.

## Ensuring Ethical Partnerships: Bizagi's Approach with Suppliers and



## Partners

### Working with Partners

Bizagi has relationships with third parties, such as Bizagi's Partners, to help Bizagi market its products and services. If you work with these third parties, you must follow the applicable sales, marketing and services guidelines for dealing with them, including the Partner Code of Ethics and Business Conduct Policy: ([Link](#))

### Working with Suppliers

Bizagi's suppliers make significant contributions to our success. To create an environment where our suppliers have an incentive to work with the Company, they must be confident that they will be treated lawfully and in an ethical manner. Bizagi's policy is to purchase supplies based on need, quality, service, price and terms and conditions. Bizagi's policy is to select suppliers through a competitive bid process where possible. Under no circumstances should any Company employee, agent or contractor attempt to coerce suppliers in any way. The confidential information of a supplier is entitled to the same protection as that of any other third party and should not be disclosed to us or requested by us before an appropriate non-disclosure agreement has been signed. A supplier's performance should never be discussed with anyone outside the Company without the supplier's specific prior consent. Bizagi's suppliers are generally free to sell their products or services to any other party, including competitors of Bizagi. In some cases where the products or services have been designed, fabricated, or developed to our specifications the agreement between the parties may contain restrictions on sales. Always consult the Legal Department in advance with respect to any such restrictions.

Bizagi is committed to treating all workers with respect and dignity, ensuring safe working conditions, and conducting environmentally responsible, ethical operations. We expect suppliers in our operations and supply chain, and their suppliers, to embrace social, environmental, and ethical responsibilities.

### **Anti-Modern Slavery and Human Trafficking Commitment**

Bizagi is committed to taking all necessary steps to ensure that modern slavery and human trafficking are not present in our business and supply chains. We acknowledge our ethical duty to maintain integrity in all business relationships and establish systems and controls to prevent these abuses. For detailed information on our policies and actions regarding our Anti-Modern Slavery and Human trafficking Commitment, please consult our Policy: ([Link](#))