

CODE OF BUSINESS ETHICS

General Provisions

Article 1

The Code of Business Ethics (hereinafter the Code) shall define the principles and rules of business ethics of Clinical Center, Banja Luka.

Article 2

Principles and rules of business ethics

Respect for the principles and rules of business ethics means, but they are not limited to it, the following principles:

1. professional performance of activities,
- 2 conscientiously and fully execute duties and responsibilities;
- 3 doing business in a way that does not jeopardize the professional reputation,
- 4 use acceptable means of achieving business goals,
- 5 compliance of incompatible activities;
- 6 keeping business secrets,
- 7 avoid conflict between personal interests and the interests of stakeholders
- 8 conducting business in a way that is not harmful to the patient, the patient's family, business partners and the community;
- 9 conducting business activities that enhance the value of capital in the Clinical Center;
- 10 refraining from the use of political influence or pressure to achieve business goals,
- 11 business cooperation with other entities,

- 12 resolution of disputes with business partners through negotiation or mediation, with an attempt to continue business relations,
- 13 respect intellectual property rights;
- 14 conducting business activities in accordance with the regulations on the protection and improvement of the environment;
- 15 respecting standards of business ethics and contribution to the further promotion of morality in business

Article 3.

The purpose of the Code

- 1. to contribute to carrying out business activities in the spirit of business ethics, good business practices and principles of conscience and integrity,
- 2 to provide transparency of operations.

Doing business in accordance with the requirements of the business ethics and standards of business ethics and business policy is part of the Clinical Center and the contribution to the promotion of business morality.

Article 4.

Persons to whom the Code applies

- 1. Principles and rules of business ethics oblige all employees, persons engaged in contractual basis, members of the Board of Directors, the Supervisory Board as well as all natural and legal persons to perform certain services under a contract engaged in the Clinical Center of Banja Luka
- 2. Directors, members of the board of directors and supervisory committee, entrusted with representing, have a duty to act in the best interest of the Clinical Center.

Code of Corporate Governance

Liability of employed persons under Article 4 for non-compliance with the Code is independent from the liability provided for the laws that apply to them and will be sanctioned.

Article 5.

Application of the Code

Violation of the rules of business ethics will be considered any action contrary to respect for the principle in Article 2 this Code, conduct that is contrary to the rules of this Code, and any other treatment that is the general belief that rule in health care, economy and society, is considered as a violation of business ethics.

In order to protect the business ethics, subjects from the preceding paragraph shall take measures to issuance of business ethics, acting primarily on the participants in a business relationship, as well as the creation of public opinion to condemn violations of business ethics cases.

Article 6.

The procedure for the protection of business ethics

The existence of violations of the rules of business ethics establish organizational unit executives, management and the board of the Clinical Center.

The protection of business ethics may require, or proceeding for the protection of business ethics, may bring a person who has the interest based on the Code and a user of services.

Article 7.

The meaning of certain terms

Terms used in this Code have the following meanings:

- 1 Moral means a set of norms (rules) that govern the behavior of people targeting a realization of a good, which are spontaneously created and autonomously accepted in the community.
2. Business ethics means those moral norms (rules) that apply to business relationships, including the principles and standards, spontaneously formed or placed, based on moral virtue and a professional good, which regulate the conduct of persons under Article 4 this code.
- 3 Activities of the Clinical Center mean conducting lawful activities.
4. Competitor is a natural or legal person who performs the same or a similar activity in the market
5. A patient is a person who uses the service.

II Basic principles

Article 8.

The principle of accountability

Clinical Center complies with the provisions of the Code and is responsible for its injury, as well as to conceal the unethical behavior of others.

Article 9.

The principle of legality of business

Ethical conduct in business activities is based on respect for the law, regulations, contracts between the Clinical Center and other entities. It is not allowed to incite violations of the law and conceal violations of law. Business of the Clinical Center

must be in compliance with applicable laws and regulations of the Republic of Srpska and Bosnia and Herzegovina.

Article 10.

The principle of diligence and honesty

In establishing business relations and the realization of rights, the Clinical Center is obliged to adhere to the principles of diligence and honesty.

Article 11.

Prohibition of abuse of rights

It is forbidden to carry out business relations contrary to the purpose for which it is legally established or recognized.

Article 12.

Negotiations

Business ethics requires that the Clinical Center gives the offers and accesses to conduct negotiations only if it intends to enter into a contract. It is believed that there was no intention to enter into a contract if the clinical center dropped from the contract without a good cause.

Article 13.

The preparation of contractual provisions

When concluding a contract, the Clinical Center has a duty to make contractual provisions in a manner that leaves no doubt regarding their meaning and significance. It is forbidden to conclude fictitious contracts. Contractual relations must reflect the actual subject of the business relationship.

Article 14.

Perform duties and exercise the rights

The clinical center has a duty to responsibly execute the responsibilities, established by the law or by an agreement. Clinical Center shall be treated with increased attention to professional rules and practices in carrying out the obligations of its professional activities.

Article 15.

Clinical Center is obliged to show, in case of dispute, a willingness to resolve the dispute by agreement, in order to continue the collaboration. Disputes can be dealt with negotiations, mediation or conciliation. If the dispute is not resolved in a planned way, it can be solved in the process of arbitration or court.

III

Internal relations in the Clinical Center

The rights and obligations of employees

Article 16.

Relations among staff

Staff in the Clinical Center build their relations on understanding, tolerance, respect, trust and willingness to cooperate, creating a positive working atmosphere. Interests and personal ambitions of individuals must not threaten the other person employed nor a common interest of employed in the Clinical Center. Staff respect each other religious, political and trade union affiliation as well as racial, ethnic and gender of their colleagues and are not allowed violation of basic human rights on any grounds. They respect each other, complement, stimulate and encourage the achievement of business objectives and implementation tasks.

Article 17.

Relations between heads and employees

Directors and leading management with its commitment in the workplace, appropriate behavior and respect for the law, moral and ethical principles, serve as an example to employees. They build authority on its expertise and by achieving excellent business results. In relation to subordinates, they must be correct and fair, without exclusion and biased feelings. It is necessary that they require from the employees professionalism and responsibility and not to let that relative, friendship and other connections influence their decisions. It is necessary to encourage team work and reveal the ability of individuals, to provide the maximum contribution to the realization of the goals of the Clinical Center and not to favourize the individuals at the same time. Directors are obliged to respect the personality of subordinates, and that any objections to the performance and behavior tell with arguments.

Article 18.

Relations between employees and heads

The ratio of employees to supervisors in the Clinical Center is based on mutual respect and appreciation. Employees carry out tasks and duties entrusted by the supervisors, unless they are in conflict with the law or endanger their personal safety. Staff suggests to supervisors the possibility of more successful and more efficient implementation of entrusted tasks for better business results of the Clinical Center. Any problems are resolved in good, direct and specific communication between those who the problems are concerned at, and if it is not possible, resolving should be focused on people on a higher hierarchical level.

Article 19.

Relations to clients and business partners

Respect for our customers is the duty and responsibility of each employee in the Clinical Center. In communicating with customers staff are always polite, honest and friendly, willing to listen to them and their needs and wishes, avoiding promises that can not be met. In resolving problems / requests users are obliged to take all necessary actions and to (if necessary) involve other employees. Possible conflicts and disputes, resolve with the user in a peaceful, constructive and a fair manner.

Article 20.

The right to a healthy workspace

Employees have the right to a clean and healthy working space and safety at work. Employees are not exposed to health-related and other risks if they are not provided with adequate information, training and insurance as a result of such risks. Safety at work, in accordance with the regulations, is provided by the Clinical Center.

Article 21.

Prohibition of use of drugs and alcohol

It is forbidden to take drugs and alcohol during any activities and work assignments.

Article 22.

Terms of professional development

Clinical Center employs individuals with relevant professional qualifications, invests in vocational training of employees and creates the conditions for stimulating creative work, in accordance with its capabilities.

Article 23.

Terms of earnings and limited work hours

Employees have the right to salary for their work, with the amount determined in accordance with the regulations, by work performance, qualifications, experience, circumstances and time of work. Working hours are adjusted to the law, and all variations are defined by contract. Salaries and remuneration are paid on time and in accordance with the law, collective agreements, rules and contract.

Article 24.

Respect the political rights of employees

Employees of the Clinical Center have the right to participate actively in political life, outside of working hours and outside the work place. It must not be allowed to affect the employees with the threats, applying sanctions, pressure or promise of reward, members of their families to join political parties to support a political candidate, to financially or otherwise participate in the campaign, political party, movements or groups. The right to work and other labor rights must not be conditioned upon the political engagement.

Article 25.

Ban on use of official position for political purposes

It is forbidden to use the official position or property in the Clinical Center to provide political support to a candidate, political party, movement or group. It is not allowed to an employee to highlight his status in the Clinical Center when acting on behalf of political parties, movements or groups.

Article 26.

Union organizing and action

The provisions of the Code on the political activities are not related to union organizing and action.

Article 27.

Absence because of political commitment

An employee in the Clinical Center, who performs political functions or activities that require absence from work, is entitled to leave without compensation. If the activities referred to in paragraph 1 of this Article shall affect the quality of the work, it can be asked from the mentioned persons, with the explanation, to decide whether to keep working status in the Clinical Center or to perform public functions and activities.

Article 28.

The rights of employees in case of violation of legal or contractual rights

In case of violation of legal or contractual rights, an employee or a person engaged in a contractual basis, has the right and obligation to initiate proceedings within the Clinical Center. If the dispute referred to in paragraph 1 above shall not be resolved, the employee or a person engaged in a contractual basis has the right to apply to the union and protect his rights in court.

Article 29.

Protection of information on employees

Data on employees are confidential information and enjoy special protection. Data on candidates for positions can be used only for the purpose of employment. Employees have the right to be informed about the procedures for collecting and how to use information about them and their activities during employment. The data on employees can not be disclosed to third parties, except for the proceeding before the competent authority and only on the basis of official orders.

Article 30.

Protection of persons with permanent or temporary disabilities

People with permanent or temporary disabilities in employment, the performance of work obligations and other activities have, with respect and appreciation of their special needs, the same rights as other persons.

Article 31.

Personal interest

Personal interest exists when a person, by using his position, can influence the decisions and legal affairs of the Clinical Center that would receive the benefit for himself or another, to acquire a right or privilege or in any way favorable interest for himself or another.

It is believed that self-interest exists if a person or member of his family is:

1 Contractual part in a legal job with the Clinical Center,

2 in financial relationship with a person who concludes a contract with commercial entities, some other legal action, or it performs an action for him, or has a financial interest in the contract, work or shops, from which it can reasonably be expected to influence his conduct contrary to interest of the Clinical Center,

3 under the control influence of the part which concludes legal work with the Clinical Center, or it performs an action for CC, or is under the control of the person who has a financial interest in the legal work or activities, so that reasonably could be expected to influence his conduct contrary to the interests of the Clinical center.

Family members referred to in paragraph 2 of this Article shall be considered:

1 spouse, or parents, brother or sister of the spouse,

2 child, parents, brother, sister, son or spouse of any of these persons;

3 relatives by blood in direct line and side line to the second degree of kinship, adoptive parents and adopted child, a relative by marriage up to the first degree,

4 other persons who live with that person in the household.

Persons referred to in paragraph 2, points 2 and 3 and paragraph 3 of this Article, are considered related parties under this code.

Article 32.

The obligation to avoid conflicts of interest

Employees have a duty to avoid conflicts of interest, and in particular to:

1 do not use the assets of the Clinical Center in their personal interest,

2 do not use confidential information of the Clinical Center for the increase of personal property or property of others;

3 do not abuse the position in the Clinical Center for the increase of personal property or property of others.

Article 33.

Business secret

Business secret is any information or data whose unauthorized disclosure to third parties could prejudice the interests of the Clinical Center. It is not considered a business secret information or data that are found in the proceedings before the competent authority. Confidential information includes knowledge relating, but not limited to:

1 negotiations, contracts with business partners and other parties as well as the business plans of the Clinical Center, which is not known to the public,

2 other business transactions that are ongoing or forthcoming, especially if they are related to status changes and changes in ownership structure;

3 research and further development of the Clinical Center,

4 information for patients, business partners and employees;

5 technology used by the Clinical Center,

6 know-how;

7 unpublished information about products and services;

8 unpublished financial and accounting information;

Article 34.

Measures to protect confidential data

Staff in the Clinical Center, persons engaged in contractual basis, members of the Board, the Supervisory Board as well as all natural and legal persons to perform certain services under a contract engaged in the Clinical Center of Banja Luka:

- 1 have an obligation to provide protection of confidential information even after termination of the employment or contractual relationship with the Clinical Center,
- 2 It is not allowed, after the employment or contractual relationship, to make or keep a copy of any document containing confidential information,
- 3 they are liable for damages caused to the Clinical Centre, if, in respect of confidential data, or their communication, it does not comply with the law, other regulations and the Code.

Article 35.

Exceptions to the prohibition of disclosure of business secrets and confidential information

It is not considered disclosing trade secrets or confidential information of the Clinical Centre of communication of information whose disclosure is required by law or in connection with the violation of law, breach of good business practices and principles of business ethics.

Article 36.

Ban on use of confidential information and business opportunities in personal interests

Employees, members of the authority of the Clinical Center and their family members must not use confidential information and business opportunities in order to obtain material or immaterial benefit for oneself or for related persons. In order to meet the

obligations in paragraph 1 this Article, employees, members of the authority of the Clinical Center and their families in particular must not to:

1 use for personal purposes the information they know thank to the position in the Clinical Center,

2 use in the personal interest the business opportunities for the Clinical Center is interested in or would be interested;

3 conceal the information they know thank to the position in the Clinical Center, that may be of importance for making business decisions of the Clinical Center.

Article 37.

Prohibition of bribery

Employees, the authority of the Clinical Center and a member of his family can not offer, give, put in features, promises or accept money, goods, rights, services, gift of greater value or the possibility of influence from another person in a business relationship with commercial entities. A gift of greater value as money, goods, rights or services and any other benefit received or made without payment of appropriate compensation for a fee at much lower price than the market or without the appropriate counter. It is allowed to accept and give gifts of small value, unless the acceptance of such gifts is not a condition for concluding the work or lead donor in a better position compared to competitors. Accepting the invitation to lunch or a similar invitation that was part of accepted business practices and considered that it can not influence the decision, is allowed as an expression of politeness towards business partners.

IV

Protection of property of the Clinical Center

Article 38.

Dealing with property of the Clinical Center

Maintaining and increasing property of the Clinical Center is crucial to ensuring proper implementation of commitments and the quality of the business.

Article 39.

Staff in the Clinical Center is responsible for the preservation, increase and rational use of property of the Clinical Center. Against an employee or a person who intentionally or negligently inflict grave damage to property will initiate the appropriate action.

Article 40.

Responsibility for entrusted things

Employees and the authority of the Clinical Center are responsible for the preservation and rational use of the things that make the property of the Clinical Center, which were entrusted to them for the job. A person who, in the performance of official duties of the Clinical Center, uses money or money that must be compensated to him, must submit the appropriate documentation about that.

V

Keeping on bussines books and record

Article 41.

Book-keeping obligations

Clinical Center is obliged to keep books and prepare financial statements in accordance with the law. Business records must fairly and objectively show the state of property, capital, liabilities and results of operations. Business records and financial statements must be prepared within the deadlines prescribed by law.

Article 42.

Obligations relating to the conduct of business books

Persons responsible for bookkeeping and preparing financial statements in particular must not:

1 miss the duty of entered in the books and financial reports of any items or funds that have to be registered,

2 enter the wrong information in business records or financial statements;
3 illegally change information contained in books and financial statements after the audit.

VI

Relationship to suppliers

Article 43.

Cooperation with suppliers

The duty of the Clinical Center is to develop good cooperation with suppliers and to properly fulfill contractual obligations.

Article 44.

Business ethics in relation to suppliers

Business ethics requires that the conclusion and execution of work follow the usual requirements in terms of quality, price or other characteristics of products or services.

Article 45.

Respect for supplier's property

Clinical Center will not use the tangible and intangible property of another business entity that is the subject of the contract without agreement or payment of appropriate compensation. The obligation in paragraph 1 This article includes respect for property rights and intellectual property, confidential information, reputation and networks of another business entity.

VII Relationship with funders

Article 46.

Inform the financiers

In the process of obtaining a loan or any other form of financing, Clinical Center should objectively reflect the potential financier results and business plan. Is is not

allowed the preparation and submission of reports that meet the obligation in paragraph 1 this article in a way that a potential financier could mislead regarding the results of the Clinical Center and its financial solvency.

Article 47.

Fulfilling obligations to funders

Clinical Center is required to meet contractual obligations to the financiers.

VIII Relations with the public and state authorities

Article 48.

Public business

Clinical Center is obliged to provide timely, regularly and reliably informing the public about its operations, subject to rights to protection and confidentiality of certain data. Correct relations and cooperation with media, authorities, professional associations and representatives of service users are an integral part of business strategy for the Clinical Center.

Article 49.

Persons responsible for public relations

Clinical Center may establish a special body for public relations. If such authority is not established, the director or a person authorized to represent the Clinical Center will be responsible for public relations. Staff in the Clinical Center or members of its organs shall not enter into relations with the media in order to give a statement without prior notification and approval authority in charge of public relations.

Article 50.

Donations and sponsorships

Clinical Center brings its own decision about donation and sponsorship. All donations must be in accordance with law and with the specified purpose.

Article 51.

Cooperation with the competent authorities

Duty of the Clinical center is to cooperate with authorities and to take measures to determine whether the employees or members of its administration broke the law. An employee who is required to testify in proceedings related to the business activity of the Clinical Center is obliged to immediately inform his superior about that, unless it is about a person who is authorized to represent the Clinical Center in front of the competent authorities.

Article 52.

Prohibition of taking action which prevents the application of procedures

Employee or the authority of the Clinical Center must not to:

- 1 damage or destroy documents that have or are expected to be requested from the competent authority;
- 2 amend the text of the records or other documents of the Clinical Center,
- 3 give the false statement to the court,
- 4 puts pressure on others in order to conceal or provide false information that may be of interest for further proceedings.

Article 53.

It is forbidden to threat and insult the reputation of another business entity by publishing false information about him. Damaging the reputation particularly means:

- 1 communication and information which degrade or denigrate the business name, business activities, products or services of another business entity,

2 false information about the financial condition of another business entity,

3 unjustified notice of existing or forthcoming change in the economic status of the subject or its parts;

4 Notice on the grounds of ineligibility or risk products or services of another business entity.

Article 54.

It is forbidden to abuse economic superiority over other business entities. Abuse in paragraph 1 of this article exists, but is not limited to situations where:

1 Clinical center uses its dominant position to force the other side to accept the agreement or the general business conditions which are less favorable to it,

2 Clinical Center does not perform the service the contractual price and the subsequent arbitration or determine the price change,

3 Clinical Center prevents or hinders the other business entities sell their products or services;

4 Clinical Center concludes a contract, which creates exclusive rights for it, not obligations,

5 Clinical Center requests payment from the other Contracting Party before, or limits its liability in case of failure to fulfill obligations in the inappropriately low amount,

6 Clinical Center requests that its business partner shall not take into economic relationships with other business entities

7. The prohibition of monopoly agreements

IX Protection of environment

Article 55.

Strengthening environmental awareness

Clinical Center, as part of its activities, promotes awareness of the importance of strengthening environmental protection. Strengthening awareness about the importance of environmental protection is provided by the improvement of the work process, system research and technological development and popularization of environmental protection.

Article 56.

Obligation to protect the environment

Clinical Center is required to meet obligations under the regulations on protection of the environment in which to take in particular the following measures:

- 1 applies and enforces the prescribed standards of environmental protection,
- 2 sets the environment as one of the objectives of its business activities;
- 3 aims to use of renewable natural resources;
- 4 uses products, processes, technologies and practices which, to a lesser extent, threaten the environment;
- 5 takes measures to prevent or remove environmental effects,
- 6 conducts in the prescribed manner, record of the consumption of raw materials and energy, discharges of pollutants and energy, classification, characteristics and quantities of waste, as well as other data, and submits them to competent authorities,
- 7 enhanced controls the work of the machines, which can pose a risk or cause danger to the environment and human health;
- 8 predicts the consequences of its business activities in relation to the environment and respects them when making business decisions;
- 9 requests from business partners to comply with prescribed standards of environmental protection;
- 10 informs the public about all issues concerning the protection of the environment that occur in its business.

X Compliance with the Code

Article 57.

Learn the Code

When signing a contract of employment or other contract which is the basis of work commitment, employees or members of the authority of the Clinical Center should be aware of the binding character of the Code. It ensures that staff in the Clinical Center and members of its body explore the contents of the Code and sign a statement about it.

Article 58.

The interpretation and application of the Code

Employee or the authority of the Clinical Center, which is confused about the interpretation or application of some article or a provision of this Code, shall apply to his superior.

Article 59.

The obligation of notification of violation of the Code

The person, to whom the Code applies, is obliged to inform the person responsible for supervising the respect of the Code about the violation of the provisions of the Code or a reasonable suspicion that the injury was done. Not informing about Code violation, committed intentionally or gross negligence, is considered a violation of the Code.

XI supervision over the implementation of the Code

Article 60.

Responsibility for the implementation of the Code

Management and managers of organizational units should ensure with the compliance with the Code and are responsible for its implementation. They are required to:

- 1 ensure that employees in the Clinical Center and members explore the contents of the Code and sign a declaration about that,
- 2 take measures to make that mentioned persons harmonize their behavior into line with the Code;
- 3 ensure that the procedures and activities in the Clinical Center are in accordance with the provisions of the Code.

XII proceedings in case of violation of provisions of the Code

Protecting the identity of the person who informs of the violation of the Code

Confidentiality of the identity of a person who, about violating the provisions of the Code or on reasonable suspicion that the injury was done, informs the manager, is guaranteed, except in cases of:

- 1 when the disclosure of the identity of a person referred to in paragraph 1 this Article is necessary to conduct the proceedings on the violation of the provisions of the Code,
- 2 when the disclosure of the identity of a person, referred to in paragraph 1 this article, is needed by the law;
- 3 when the person referred to in paragraph 1 allows the disclosure of his identity by himself.

All employees and members of the authority of the Clinical Center are required to cooperate and contribute to clarifying and determining violations of the provisions of the Code, with the obligation to protect their identity. To a person, who in good faith pointed to the existence of violations of the Code, and the suspicion that a violation of the Code was made, a person to whom the application relates or any other person, may not take repressive measures. Behavior contrary to paragraph 1 this Article shall be considered a violation of the Code.

Article 62.

The body of the Clinical Center, responsible for determining the existence of violations of provisions of the Code, shall promptly, or as soon as possible, decide on the application.

Article 63.

Measures in case of failure to comply with the Code

In case of violation of the provisions of the Code by the employee, management of the Clinical Center impose measures after the procedure in accordance with the Labor Law and the Rules of Work.

Article 64.

To a responsible person in the Clinical Center, to whom is, in the appropriate procedure, found to violate the provisions of this Code, the governing board of the Clinical Center may impose a warning and other measures stipulated by law.