

DUNA HOUSE GROUP

CODE OF ETHICS

Duna House Holding Nyrt.



Code of Ethics

Duna House Group is committed to upholding a set of ethical norms and values that are reflected in its Code of Ethics. This document provides general guidance on how employees of the group should conduct themselves in the course of their work. The guidelines outlined in the Code of Ethics are mandatory for all individuals who represent or act on behalf of Duna House.

We believe that our high standards of business conduct and ethical norms and values form the foundation of our good and respected business reputation, and it is therefore important that we are committed to the spirit and principles of the Code of Ethics.

We are steadfast in our conviction that this high level of business conduct, and the ethical norms and values that guide our work, must not change. These are what make our work recognized and respected, our group highly successful, and provide assurance to those who choose the Duna House brand as a customer or business partner.

General Guidelines

Franchise and sub-franchise partners of Duna House conduct their activities as independent legal entities and are responsible for their own actions.

Individuals who work within the Duna House group must act respectfully and ethically with all those they come into contact with in the course of their work.

Employees of Duna House are obliged to practice their profession based on ethical principles and must avoid any actions that may compromise their own, their profession's or Duna House's reputation.

They must conduct their activities in the spirit of mutual cooperation, ensuring that they are in compliance with all relevant laws and regulations.

Employees must strictly adhere to all applicable laws, government regulations and requirements in the course of their work.

Discrimination of any kind, particularly based on religion, skin color, gender, sexual orientation, political affiliation, age, nationality, or disability, is strictly prohibited.

In their daily activities, employees must strive for professionalism and a deep knowledge of their field.

Duna House does not tolerate any form of corruption, including bribery or any other illegal or unethical conduct.

All employees must maintain confidentiality of sensitive information and protect the privacy of clients and business partners.

Employees must report any violations of the Code of Ethics to the appropriate authorities within the organization.

Loan Brokers

Loan brokers of Duna House must act with professionalism, integrity, and impartiality in their work and must avoid any actions that could be perceived as a conflict of interest.

They must provide clients with transparent and accurate information about loan products, services and fees, and must not engage in deceptive or misleading practices.

Loan brokers must respect the clients' right to privacy and confidentiality and must not share client information with third parties without their consent.

Loan brokers must comply with all relevant laws and regulations, including consumer protection and data privacy laws.

Real Estate Agents and Franchise Partners

Real estate agents and franchise partners of Duna House must act in accordance with professional standards and ethical principles in their work.

They must provide clients with transparent and accurate information about real estate properties and services, and must not engage in deceptive or misleading practices.

Agents and franchise partners must respect the clients' right to privacy and confidentiality and must not share client information with third parties without their consent.

Agents and franchise partners must comply with all relevant laws and regulations, including consumer protection and data privacy laws.

They must maintain the confidentiality of client information and protect the privacy of clients and business partners.

Agents and franchise partners must report any violations of the Code of Ethics to the appropriate authorities within the organization.

Headquarter Employees

It is imperative that headquarter employees at Duna House act with the utmost professionalism, integrity, and impartiality. Professionalism means that they should perform their duties with a high degree of skill and knowledge, and with a commitment to providing excellent customer service, towards clients and franchise partners.

Integrity refers to the honesty and ethics that headquarter employees bring to their work. They should act with transparency and in the best interest of the company, while also being mindful of their own ethical standards. They should never compromise their integrity, even under pressure, and should always be fair and impartial in their dealings with others.

Impartiality means that headquarter employees should not show favoritism or bias towards any particular individual or group. They should be objective in their decision-making and be able to treat everyone equally, regardless of their position or relationship with the company. This not only helps to maintain a positive work environment, but also builds trust and confidence among all stakeholders, both internal and external.