



**Republic of Kosovo
Kosovo Energy Efficiency Fund (KEEF)**

**Code of Ethics
of
the Kosovo Energy Efficiency Fund**

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On the basis of paragraphs 4.1 of Article 42 of the Law on Energy Efficiency No. 06/L-079 (Official Gazette of the Republic of Kosovo, no. 2018/21) (hereafter: "the LEE"), the Board of Directors of the Kosovo Energy Efficiency Fund (hereafter: "the KEEF"), on 31. 01. 2019, issued

Code of Ethics of the Kosovo Energy Efficiency Fund

1 GENERAL PROVISIONS

Article 1

1. The Code of Ethics of Kosovo Energy Efficiency Fund (hereinafter: "the Code") regulates the rules of conduct for every person that acts on behalf of KEEF Structures, as rules that are obliged to respect in carrying out their duties in order to contribute to the achievement of constitutionality and legality, the strengthening of awareness of personal and professional responsibility, and efficiency, good behaviour toward business entities and mutual relationships, and the reputation of the KEEF, promoting proper care for energy efficiency and environmental protection.
2. Provisions of this Code are applicable to all employees of the Kosovo Energy Efficiency Fund.
3. Provisions of this Code shall also apply to the members of the Board of Directors (hereinafter referred to as the Board) in accordance with their authorizations and duties established by the LEE, by-laws and internal regulations of the KEEF and other Legislation in force in the Republic of Kosovo.

2. PROTECTION OF PERSONAL INTEGRITY

Article 2

1. Every person exercising legal authorisations within KEEF, including all employees are obliged to respect the Constitution of the Republic of Kosovo, the laws, regulations and rules of the profession, standards and good practice in force in Kosovo.
2. Employees have to act according to instructions of the KEEF Managing Director or their superiors in the KEEF, and in accordance with internal acts and KEEF regulations, with which employees are expected to be well informed.
3. In the performance of their duties, employees are obliged to act conscientiously in accordance with the work processes and procedures in the KEEF. In the event of a suspicion or a recognized deviation from them, employees are obliged to immediately notify the Director or their superiors.

Article 3

1. The Board members are obliged that during exercising their functions:

1.1 in their business oversight function of the KEEF, in a public place, to ensure that the personal reputation, the reputation of the KEEF and the trust of the business entity do not diminish in its work.

1.2 to act impartially and objectively.

1.3 to deal with documents and information pertaining to activities within the scope of the KEEF's work in a confidential, safe and orderly manner.

1.4 to fully cooperate with the external and internal auditors of the KEEF, putting them on request, available documents and electronic dossiers, and clearly explaining all their questions.

2. the employees of the KEEF in carrying out the work of the KEEF:

2.1 in a public place, they are obliged to ensure that the personal reputation, the reputation of the KEEF and the trust of the business entity do not diminish in its work.

2.2 to act impartially and objectively.

2.3 to deal with documents and information pertaining to activities within the scope of the KEEF's work in a confidential, safe and orderly manner.

2.4 to fully cooperate with the external and internal auditors of the KEEF, putting them on request, available documents and electronic dossiers, and clearly explaining all their questions.

Article 4

1. In carrying out supervision and the activities of the KEEF, the Board members and the KEEF employees shall not:

1.1 receive money, regardless of amount, other value or precious metal, or seek and receive a gift,

1.2 misuse their position for the purpose of obtaining material or other benefit in person, for family members, close relatives, friends, other legal and natural persons with a private, business or political relationship,

1.3 use official information on the operation and work of the KEEF for the personal benefit or probability of a related person,

1.4 use their position to influence the decision of the competent body or person for the personal benefit or probability of the related person, the achievement of a privilege or the right to conclude a legal transaction, or to otherwise interest the person or another connected person.

2. If the benefits are offered to the Board members or employees of the KEEF in the form of a gift or other offer, they are obliged to refuse the gift or other offer and immediately notify the Chairperson of the Board or the employee's superior in the KEEF, respectively.
3. The Board members and employees of the KEEF responsible for supervision are prohibited from going to luncheon, dinners and receiving gifts from persons under their supervision. In the conduct of private affairs, the Board members and employees of the KEEF are not allowed to use official labels or job authority.

2 ATTITUDE OF KEEF EMPLOYEE TO BUSINESS ENTITIES

Article 5

1. KEEF employees are obliged to treat equally all business entities, without discrimination or preference on the basis of age, nationality, ethnic or social affiliation, language and racial origin, political or religious beliefs or inclinations, disabilities, education, social status, gender, marital or family status, sexual orientation, or on any other basis.
2. Employees of the KEEF are obliged to pay particular attention to persons with disabilities and other persons with special needs.

Article 6

1. In relation to business entities, employees of the KEEF are obliged to treat themselves professionally, impartially and politely, and to show their interest and patience by providing legal assistance in accordance with legal regulations, while maintaining the principles of cost-effectiveness of the procedure.
2. Employees of the KEEF are obliged to apply professional knowledge in a way that business entities assists in the exercise of their rights while acting in accordance with the principle of legality and the principle of protection of public interest and the principles of accountability and truthfulness. efficiency, transparency, quality, and good faith.
3. The data and information that the Board members and the KEEF's employees are aware of in the performance of the KEEF's work related to the business are bound to be used in the manner prescribed by the applicable laws and general acts of the KEEF.
4. The KEEF as public institution shall operate at the highest transparency standards vis-à-vis the general public. However, some data and information available to the Board members and the KEEF's employees may be of sensitive nature. Therefore, the data and information shall be classified in internal regulation addressing documents handling in two major categories: (i) public, and (ii) classified data and information. All public data shall be available to the general public and published on the KEEF's website, while classified data

and information should not be disclosed to the third party without prior permission of the Board or the Managing Director and well-grounded reasons.

5. In internal regulations, the KEEF shall have a clearly established set of rules and procedures how data, information and documents are handled, including their registration, disposal, archiving and destruction. Employees of the KEEF are obliged to obey these rules.

3 MUTUAL RELATIONSHIP BETWEEN KEEF EMPLOYEES

Article 7

Mutual relations between the employees of the KEEF are based on mutual respect, trust, co-operation, decency and patience.

Article 8

1. In the day-to-day execution of their assigned affairs, employees of the KEEF may not discriminate against other persons due to their origin, gender, social or material status, race, national or political affiliation or religion, sexual orientation or for any other reason contrary to the Constitution and the law rights and freedoms.

2. Every sexual harassment, mobbing and physical abuse of the employees of the KEEF is prohibited.

3. Employees of the KEEF must not interfere with other employees in the performance of their duties.

4. Employees of the KEEF are obliged to exchange opinions and information on specific professional issues.

Article 9

Superiors in the KEEF are required to encourage employees to work at the highest quality and efficiency standards, respect each other, cooperate, and demonstrate appropriate attitude towards business entities.

Article 10

The employees of the KEEF are obliged to dress properly, and the clothing must be suitable for the workplace and duties they carry.

Article 11

Employees of the KEEF are obliged to deal with the assets of the KEEF and with the financial means entrusted to them and devoted to their use with great care and in a responsible manner.

Article 12

1. The KEEF is obliged to ensure safe working conditions, which implies that its employees will not be exposed to health and other risks, to provide them with personal protective equipment for fieldwork, and to provide them with appropriate information and insurance against possible risks.
2. In the premises of the KEEF, smoking is not permitted, except in a special space which is determined solely for this purpose, but which must meet the relevant standards in accordance with the legislation in Kosovo.
3. There is no tolerance for the abuse of drugs and alcohol in the premises of the KEEF, which is in the interests of employees in order to maintain the health, the reputation of the KEEF and to ensure the quality of the KEEF's services.
4. The Board member and the KEEF employee is forbidden to be under the influence, use, consume, manufacture, sell, distribute or process illegal drugs all the time while he / she is working for or representing the KEEF.
5. Weapons, including but not limited to knives, firearms and explosives are not allowed in the building of the KEEF and in vehicles used by the KEEF.
6. Any luggage brought into the premises of the KEEF and/or vehicles used by the KEEF may be checked by authorized persons by the KEEF.

Article 13

In accordance with the possibilities, the KEEF is required to invest in the development of its employees and create a stimulating environment for innovative and creative work.

Article 14

Personal data on employees or candidates for work in posts of expert services of the KEEF shall be protected in accordance with the applicable regulations.

4 PROTECTION OF THE KEEF'S ASSETS

Article 15

During the performance of their duties, the employees are obliged to take care of the use of the KEEF's assets in accordance with appropriate policies and procedures, especially those relating to the keeping of the availability and value of office premises and equipment (furniture, IT equipment, etc.).

Article 16

1. The entire assets of the KEEF should be used for legitimate business purposes. The employee should not take, borrow, sell, damage the KEEF's assets, or allow others to use the KEEF's assets for purposes outside the KEEF. Any misuse of the KEEF's property for

the purpose of gaining personal gain or profit for any third party related to the involved employee involves sanctions.

2. Any theft or unauthorized use of assets of the KEEF with considerable negative economic consequences for the KEEF is considered a serious disciplinary offense and leads to termination of employment without warning.

Article 17

1. Employees should use the IT system of the KEEF in a reasonable and responsible manner.

2. Only the applications (software) approved, licensed and installed by the responsible person for IT within the KEEF can be installed on the employee's computer.

3. Employees do not have the right to:

- 3.1 participate in a job that is not approved by the KEEF,
- 3.2 send any message or information that may be insulting or defamatory to the receiver, thereby jeopardizing the business relationship,
- 3.3 display or transmit programs that are destructive for data in a computer.

5 PUBLIC

Article 18

1. Managing Director of the KEEF, the KEEF's spokesperson or the person authorized by the Managing Director are the only authorised persons that shall provide information on the work of the KEEF through public. In undertaking this task, the authorized persons are obliged to comply with paragraph 4 of Article 6.

2. In all forms of public appearances and activities in which the KEEF is represented, employees are required to provide the views of the KEEF professionally and responsibly, in accordance with the regulations, the powers and instructions provided and the provisions of this Code.

6 CONFLICT OF INTEREST

Article 19

1. Independent expert opinion is one of the main values for the successful functioning of the KEEF, both in the case of members of the Board as well as employees of the KEEF. Avoiding conflicts of interest on both levels is a guarantee to achieving this goal.

2. Conflict of interest occurs when the personal interests of the individuals in some way affect or conflict with the interests of the KEEF. The situation of conflict of interest arises when a member of the Board or employees of the KEEF undertake proceedings or have interests (personal, family, financial, political or social) that may impede the objective and

efficient performance of the KEEF's activities. Also, a conflict of interest may arise from a member of the Board and / or employees of the KEEF if members of his / her family obtain improper personal benefits as a result of his / her position, regardless of whether those benefits are acquired in a direct or indirect manner.

3. Apart from provisions set forth in paragraphs 1 and 2 of this article, KEEF Board Members and KEEF staff shall not be in any situation of conflict of Interest as foreseen by Kosovo applicable law on prevention of conflict of interest in exercising public functions.

Article 20

1. Members of the Board and employees of the KEEF are obliged to identify potential conflicts of interest in a timely manner and prevent it from occurring.

2. In the event of already existing conflicts of interest, Members of the Board must immediately inform the Chairperson of the Board and exclude themselves from procedures that could have negative consequences for the KEEF.

3. In the event of already existing conflicts of interest, the employees of KEEF must immediately inform their superiors or Managing Director and exclude themselves from procedures that could have negative consequences for the KEEF.

Article 21

1. In order to avoid conflict of interest, the Board members and the employees of the KEEF shall not:

1.1 receive or ask to get a business share from a business associate, or from a company that will become a business associate who can influence his / her business decisions,

1.2 make a decision on issues when personal interests in a reasonable way can jeopardize the making of good decisions for the KEEF,

1.3 be employed by any other person or to receive remuneration for business activities that may influence the KEEF,

1.4 obtain, directly or indirectly, a personal benefit from any sells or purchases in the KEEF or that he/she generates some long-term benefits from another activity of the KEEF,

1.5 without any prior approval of the KEEF, provide any service for any other business enterprise that may adversely affect its performance in the KEEF or may jeopardize the interests of the KEEF, including services in the capacity of a director, an employee, or a consultant,

1.6 lead or request to conduct, without prior approval, any business of the KEEF with any other enterprise in which an employee or family member has a proprietary position or is a manager,

1.7 sell or buy from a business associate goods or services, unless it is in the normal course of business,

1.8 borrow or lend money to a person who is a business associate.

Article 22

1. The KEEF shall not employ more than one person from the same family. For the purpose of this code the "member of the family", is considered a fiancé, a husband or wife; a biological or adopted child, son or daughter of husband or wife, grandchildren, parents and grandparents; sisters, brothers; uncles, aunts, and nephews.
2. The Board members and the employees of the KEEF should not be persons from the same family in accordance to paragraph 1 of this article.

7 COMPLAINTS ON NON-COMPLIANCE WITH THE CODE

Article 23

1. Business entities (legal and natural persons and citizens) and employees of the KEEF may file a complaint about the behaviour of KEEF employees or Board of Directors Members which they consider to be contrary to this Code, other internal KEEF regulations, and Laws applicable in Kosovo.
2. Employees and members of the Board are entitled and required to seek resolution of the problems encountered first within the KEEF in accordance with the provisions of the work regulations that includes possible engagement of the Disciplinary Committees. In the event of situation of paragraph 1 of this article, and the inability to find a mutually acceptable solution in direct discussion with the Managing Director or Chairperson (applicable for Board Members) in a friendly manner, the KEEF is obliged to submit the case to Disciplinary Committee within 15 days from referral of the case based on paragraph 1 of this article.
3. KEEF shall establish Disciplinary committees that will be authorised to issue disciplinary measures on KEEF Staff and KEEF Board of Directors Members.
4. The Disciplinary Committee responsible to issue disciplinary measures on KEEF staff is composed of three (3) staff members of KEEF and will be established by Managing Director.
5. The Disciplinary Committee responsible to issue disciplinary measures on KEEF Board of Directors Members is composed of three (3) Board of Directors Members and is established by Board of Directors.
6. The Decision of the Disciplinary Committee should be provided in a written form to the Managing Director based on paragraph 4 of this article and to Chairperson of Board of Directors based on paragraph 5 of this article within 30 calendar days following the establishment of the Disciplinary Committee.

Article 24

1. In the event of a violation of legal or contractual rights, and the provisions of this Code, the following disciplinary measures shall be imposed:
 - 1.1 verbal warning;
 - 1.2 written warning;

1.3 degradation from the post/position;

1.4 temporary Suspension;

1.5 termination of employment relationship.

2. Disciplinary measures, verbal warning, written warning and degradation shall be imposed for minor violation of KEEF job duties in compliance with legal and contractual rights, the provisions of this Code, other internal Regulations of KEEF and employment contract.

3. Disciplinary measures, like fine, temporary suspension and termination of employment relationship shall be imposed for serious violation of KEEF job duties in compliance with legal and contractual rights, provisions of this Code, other internal Regulations of KEEF and employment contract.

Article 25

1. The Managing Director or Board of Directors will impose the decision to the employee/Board Member within 15 working days after receipt of decision from the Disciplinary Committee referred to in paragraph 6 of Article 23. In case of appeal based on paragraph 2 of this article, the deadline is extended until the decision of the Managing Director/Board of Directors has been given based on paragraph 2 of this article.

2 An employee may appeal to the Managing Director of the issued decision of Disciplinary Committee within 15 working days and request a review of the procedure. Board Members may appeal the decision to the Board of Directors.

3 In the event that the dispute cannot be solved by peaceful means, employees of the KEEF have the right to seek protection before the court.

4 In case, the Board of Directors decides to impose the disciplinary measures foreseen in sub-paragraph 1.5 of Article 24 to a Board of Directors Member, the Board shall, require from the Appointing institution Based on Law on Energy Efficiency to replace such member.

8 ENTRY INTO POWER

Article 26

1. Each Board member and employee of the KEEF and the new employee has a copy of this Code, which is corroborated by the signature of the Statement of Acceptance of the Code before starting operations in the Board or signing of the employment contracts, respectively.

2. This Regulation enters into force 15 days after being published on the official website of the KEEF in Albanian, Serbian and English languages.

Chairperson, KEEF Board of Directors

Lum Mita

Date: 31. 01. 2019