

## IKO CORE VALUES

IKO has established a set of Core Values to guide our corporate culture and internal and external operations. These Core Values will drive how we operate and interact with customers and fellow employees, ensuring consistency in decision-making across the company. By establishing and communicating these Core Values, IKO demonstrates its commitment to a fair workplace and consistent business operations.

### 1. Customer Focus

- a. We will always put the customer first. Excellent service is a priority!
- b. We will strive to solve customer issues by responding promptly and proactively.
- c. We will work for the greater good of our customers and our company, not our own self-interest.

### 2. Integrity

- a. We will act with honesty and integrity. Open and honest communication is our goal.
- b. We will uphold ethical principles by being honest and transparent in business dealings with customers and fellow employees.
- c. We will take responsibility for our actions, show respect for other team members and customers, and maintain a positive attitude.

### 3. Teamwork

- a. We are passionate about working at IKO and want to contribute to its success.
- b. We value each team member, and have mutual respect for one another, and the diverse background, skills, personalities, and perspectives that each employee brings to our success.
- c. We believe in **ONE TEAM, ONE VISION.**

### 4. Continuous Improvement

- a. We will work together to identify areas for improvement across the organization and implement changes that embrace growth, innovation, and efficiency.
- b. We will empower our employees to take ownership of their work, recommend areas for improvement, and we will recognize their contributions.
- c. We will encourage creativity and innovative ideas to help develop better processes.

### 5. Sustainability

- a. We will connect our Core Values with sustainable practices to benefit the environment and our company.
- b. We will prioritize balancing environmental responsibility with profitability.
- c. We will provide a safe, healthy, and supportive work environment for our employees, and transparent business practices for our customers.