

LiveChat, Inc.'s Code of Business Conduct

This is the LiveChat, Inc.'s Code of Business Conduct (“the Business Code”)

BUSINESS CODE PRACTICES

The purpose of this Business Code is to define the standards of business conduct with LiveChat, Inc. that encompasses business transactions in a good faith with honesty, transparency, and integrity.

We expect our customers to share this commitment and operate in accordance with values comparable to ours and in a manner that is consistent with prudent business practices presented in this Business Code that should remain in good standing at all times.

The values drafted in this Business Code are consistent with our company’s mission set out in the LiveChat Constitution emphasizing transparency and communication without barriers and prejudices and business transactions with equal access for all of our customers and users, including those with disabilities like visual, hearing, cognitive and motor impairments. We believe our business partners share the same values as we do.

While we understand that there may be different legal and cultural environments applicable to our business partners, this Business Code applies worldwide and to everyone who does business with us, by adhering to the following fundamental principles which we, as LiveChatters, are abided by equally.

BUSINESS INTEGRITY PRACTICES:

Legal requirements: We expect our business partners to comply with all applicable laws, rules, or regulations of the jurisdictions in which they operate. This includes, but is not limited to, laws and regulations relating to environmental, labor practices, privacy and anti-corruption.

Ethical Business Practices: We expect our business partners to respect all applicable anti-bribery and anti-corruption laws to which they are subject and not to engage in corruption, extortion, embezzlement or bribery to obtain an unfair or improper advantage including making expediting or facilitation payments.

Confidentiality and data protection: We expect our business partners to comply with the applicable data privacy laws with regard to the protection of personal information of their clients and everyone they do business with and to comply with privacy and information security laws to guarantee the confidentiality of information including confidential and proprietary information, professional secrets and other non-public information they receive in the course of their business relationship with LiveChat, Inc.

TRADE PRACTICES:

Fair competition: We respect the rules of fair competition. We don't give privileges to anyone due to any political, governmental, personal or business reasons. We expect our business partners to conduct their businesses without unfair trade practices in violation of antitrust laws and engaging in corrupt or unfair dealing practices, including prohibiting bribery and corruption at all times and in any form, whether direct or indirect, including through clients, agents, partners and other intermediaries.

Conflict of interest: We expect our business partners to make every effort to prevent situations that result in a conflict of interest in their business relationship with LiveChat, Inc. and its affiliates.

Intellectual Property: We expect our business partners to comply with the intellectual property ownership rights of LiveChat, Inc. and its affiliates including copyrights, patents, trademarks, trade secrets.

EMPLOYMENT PRACTICES:

Labor Practices: Business partners must abide by applicable employment standards, labor, non-discrimination and human rights laws and legislation of the jurisdictions in which they operate.

Child and forced labor: In our company child, forced, or compulsory labor is prohibited. We expect our business partners not to use of forced labor, slavery, servitude or trafficking in human beings. Work by children under the age of 16 by any means is strictly prohibited. In countries where local laws set a higher age for child labor or set an age for completion of compulsory education higher than 16, the highest age is applicable.

Human Rights: In our company discrimination and any form of harassment are prohibited. We operate in a manner that creates a work environment in which our people feel valued and respected for their contributions. Our business partner shall be committed to nondiscrimination principles and to treat their workers and our people with respect and dignity and to cooperate with us without any kind of harassment or abuse of

our people, including physical, sexual, verbal or psychological forms and other disrespectful or inappropriate behaviour.

Wages and benefits: We expect our business partners to meet, at a minimum, local and national legal standards relating to working hours, the minimum wage, compensation for overtime hours and worker benefits that meet or exceed local law they are subject to.

Health and Safety: We expect our business partners to take care of their workplace, including guaranteeing an adequate level of health and safety with a goal of preventing accidents and injury occurring while at work or during work related travel. Our business partners shall guarantee the highest level of confidentiality to the extent possible and will not tolerate any retribution or retaliation taken against any individual or employee who has, in good faith, reported to any manager concerns, issues, suggestions or a possible violation of the principles described above. No retaliation policy shall apply to all such official or unofficial reports.

Any person with reason to believe that the spirit or principles of this Business Code are not being respected by LiveChat's business partner, may report it to support@livechat.com