



# CODE OF CONDUCT

## Introduction

Our Code of Conduct is a clear set of standards that guide all our actions and business conduct. This Code provides the 1ot his1and behavioral framework on which we base our decisions every day. The code is anchored in our values and beliefs and underpins everything we do. By living up 1ot hi promise of our code, we will deliver quality in everything we do to help our clients and ourselves succeed and grow.

If you have any questions about this Code of Conduct, please contact us at [info@duracert.com](mailto:info@duracert.com) or +31 (0) 57 06 20 801.

## Vision

We are committed to a future where respect for our environment is the guiding principle. We work to safeguard natural raw materials and resources for future generations. By promoting the use and application of renewable raw materials, we contribute to a better climate.

## Mission

Through our services, we promote the use of globally recognised labels and certification schemes that guarantee the responsible and sustainable origin of products. We advise companies on how to integrate certification requirements into their operations and processes. One of our core competences is the management and administration of group certificates. These certificates facilitate and simplify the certification process for companies.

We focus on labels that guarantee responsible and sustainable origin of products. Only through the proper use of our natural resources can we secure our future and that of our children and future generations. We believe that the key 1ot his lies in a harmonious balance between ecological, social and economic aspects. Therefore, our actions are always characterised by respect – for nature, people and business.

We continuously strive to improve our quality and, at the same time, explore new ways to contribute to a good future for people and the environment.

## Strategy

We follow a strategy based on the following pillars:  
Strengthen – Differentiate – Simplify – Collaborate

We are working to strengthen existing Chain of Custody systems. We want to make it easier to mix sustainable materials in a controlled way. In addition, we are going to differentiate our offer. In collaboration with other parties we are committed to work towards 100% certified and responsible procurement. We will also find ways to respond to the growing CO<sub>2</sub> emissions market.



## Core values

Our core values serve as a guide in our daily activities and help us to achieve our strategic objectives.

- Respectful
- Honest
- Open minded
- Progressive
- Inventive
- Innovative
- Transparent
- Trustworthy

## Core Principles

The commitments below illustrate the core expectations that our stakeholders can have of us.

### Integrity

We are honest and forthright in our professional opinions and business relationships.

We are truthful about the services we provide, the knowledge we have and the experience we have gained.

### Quality

We are committed to providing quality services by combining our resources, experience and insights to help clients address their needs and solve their problems.

We strive to develop solutions and work on outcomes that have a positive impact.

### Professional Conduct

We adhere to applicable professional standards, laws and regulations and seek to avoid actions that may discredit ourselves or our profession.

We foster a culture of appropriate professional skepticism and personal responsibility that supports clients and promotes the quality of our service.

We understand the broader impact our work has on society, our team and our clients. We conduct business with those interests in mind.

We are committed to earning and maintaining the public's trust in our work.

### Objectivity

We are objective in forming our professional opinions and the advice we give.

We do not allow bias, conflict of interest or undue influence of others to override our professional judgments and responsibilities.

We do not offer, accept or solicit gifts, entertainment or hospitality that we suspect are intended to improperly influence business decisions or compromise objectivity.

### Competence

We take due care to match the needs of our customers with those of our team who have the required competencies for their assignments.

We encourage innovation and new ideas to improve the value and performance of our services.

### Fair and honest business practices

We respect our competitors and are committed to fair business practices.

We receive compensation that reflects the value of the services provided and the responsibilities we assume.

### Confidentiality, privacy and data protection

We protect and take measures to safeguard the confidential and personal information we hold. We collect and process data in accordance with applicable laws, professional obligations and our own data management policies.

We prohibit the disclosure of confidential and personal information entrusted to us unless permission



is given or unless there is a legal or professional right or duty to disclose.

We prohibit the use of confidential information about our customers for personal benefit or the benefit of third parties.

#### Respect, diversity and fair treatment

We promote a culture and work environment in which our people treat each other with respect, courtesy and fairness and promote equal opportunities for all.

We encourage and value a diverse mix of people, viewpoints, talents and experiences.

We create an inclusive work environment that not only addresses individual needs, but also allows our team to leverage their unique strengths.

We do not tolerate harassment or discrimination in our work environment.

#### Corporate Social Responsibility

We contribute to society and communities by partnering with non-profit organizations, governments and other companies to positively impact local, national or global sustainability issues.

We respect human rights standards.

We are aware that our business activities and services can sometimes impact the environment and we strive to reduce any potentially harmful effects.

#### Professional development and support

We invest in our team to develop the professional knowledge and skills needed to perform their roles effectively.

We help our people reach their potential by investing in personal and professional development and support programs.

We provide a safe working environment and expect our customers to do the same.

#### Anti-corruption

We are against corruption and do not offer or accept bribes, nor do we encourage other parties to do so on our behalf.

We support efforts to eliminate corruption and financial crime.

#### Responsible supply chain

We do not tolerate illegal or unethical behavior by our suppliers, contractors and alliance partners.

We select suppliers through fair procurement processes and based in part on their sustainability performance.