

# CODE OF CONDUCT

## Introduction

Our Code of Conduct is a clear set of standards for our business behaviour. It provides the ethical and behavioural framework on which we base our decisions every day. The Code is anchored in our values and beliefs and supports everything we do. By living up to the promise of our Code, we will deliver quality in everything we do to help our customers and ourselves succeed and grow.

If you have any questions about this code of conduct, please contact one of our employees, [info@duracert.com](mailto:info@duracert.com), +31570620801.

## Vision

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

## Mission

By offering our services, we promote the use of globally recognised labels that guarantee the responsible and sustainable origin of products.

We advise companies in the application of certification requirements in their business processes. One of our main activities is the management of group certificates. We use these to make it possible for companies to be certified in a simple manner.

We explicitly opt for labels that guarantee the responsible and sustainable origin of products. Only by dealing properly with natural resources can our future and that of our children be guaranteed. We believe that the key to this lies in a good harmonious relationship between ecological, social and economic aspects. That is why we always treat nature, people and business with respect.

We will continue to strive to improve our quality and look for opportunities to contribute to a good future for people and the environment.

## Core values

Our core values guide us in our daily work and help us to achieve our strategic goals.

- Respectful
- Honesty
- Open minded
- Progressive
- Modernisation
- Innovative
- Transparent
- Reliable



## **Basic principles**

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

### Integrity

We are honest and sincere 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 delivering quality services by bringing together the width and depth of our resources, experience and insights to help clients address their needs and problems.  
We strive to develop results that have a positive impact.

### Professional behaviour

We comply with applicable professional standards, laws and regulations and try to avoid actions that might bring ourselves or our profession into disrepute.  
We foster a culture of appropriate professional scepticism and personal responsibility that supports clients and promotes the quality of our services.  
We understand the broader impact our work has on society, our people and our clients. We do business with those interests in mind.  
We are committed to earning and maintaining public trust in our work.

### Objectivity

We are objective in forming our professional opinions and the advice we give.  
We do not allow prejudice, conflict of interest or undue influence of others to override our professional judgements 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 required competencies of our employees with the needs of our clients when executing assignments.  
We encourage innovation and new ideas to improve the value and performance of our services.

### Fair business

We respect our competitors and are committed to fair business practices. We receive fees that reflect the value of the services we provide and the responsibilities we take on.

### 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 consent has been given or unless there is a legal or professional duty to disclose.



We strictly 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 working 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 people to build on their unique strengths.

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

#### Social responsibility

We contribute to society and communities by working with non-profit organisations, governments and other companies to have a positive impact on local, national or global sustainability issues.

We respect human rights standards.

We are aware that our business activities and our services can sometimes have an impact on the environment and we work to reduce their harmful effects.

#### Professional growth and support

We invest in our people to develop the professional knowledge and skills they need to perform their roles effectively.

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

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

#### Anti-corruption

We oppose corruption and do not give or accept bribes, nor do we encourage others to give or receive bribes on our behalf.

We support efforts to eliminate corruption and financial crime.

#### Responsible supply chain

We do not tolerate illegal or unethical behaviour from our suppliers, contractors and alliance partners.

We select suppliers through fair purchasing processes and also based on their sustainability ambitions.