

ETS Rules of Conduct



Work environment

- We treat others the same way we would like to be treated, in particular with respect, trustworthiness, reliability, integrity, hospitality, fairness, kindness and accountability.
- We work as a team, support each other and share our knowledge and experience.
- We communicate clearly and express expectations and intentions in an honest way.
- We address conflicts, concerns and violations of rules to each other in a fair and respectful way and involve management if necessary.
- We promote equal opportunities and prevent any form of harassment.

Legal compliance

- We obey laws and regulations; we condemn and prevent fraud and bribery.
- We define and apply internal processes related to all business activities including the “four-eye-principle” for financial agreements.
- We do not accept or provide presents from or to a third party with a value of more than 50 Euro, and disclose all presents to management whatever the value.
- We do not accept or provide inappropriate gifts or personal favours, which could influence any business decisions.
- We will provide or accept hospitality (e.g. lunches, dinners) only on a reasonable scale and only occasionally.
- We disclose any conflicts of interest we are aware of to our management, and treat them in a transparent manner if they cannot be avoided.

Safety, environmental and data protection

- We maintain a safe and healthy workplace, and report any safety or quality concerns
- We use resources efficiently and treat waste appropriately.
- We protect personal data and do not disclose personal data.
- We protect confidential information and intellectual property from disclosure to external parties without prior agreement.
- We safeguard and prevent misuse of the assets of the company and those of our customers.

Customer orientation, quality and innovation

- We strive for excellence in order to provide the best possible services.
- We continuously learn and improve in order to achieve the best possible quality.
- We are innovative and anticipate customer needs.
- We are open to change and support its implementation.
- We keep up and improve our corporate image and reputation.

Speak up

- We report (anonymously if necessary) any violation or doubt of violation regarding the above rules to the management team who will follow-up each report; include relevant external compliance & ethics advice when necessary and protect the rapporteur of any personal disadvantage.