

## I. Introduction

SVTI and its affiliated companies in the SVTI Group support industry, business, trade and commerce nationally and internationally with a comprehensive range of services. The success of this support depends to a large extent on the trust of our clients in our independence and integrity. The reputation of the SVTI Group in the public eye, among our clients and among those who buy our services is one of our most valuable assets. In order to strengthen this trust, the organisational units of the SVTI Group have committed themselves to complying with a Code of Conduct (hereinafter SVTI's Code of Conduct or Compliance Code), the guiding principles of which are aimed at safeguarding independence, integrity and legality.

The principles of the SVTI Code of Conduct, in addition to the existing documentation of the management system in the SVTI Group, set the framework for technical and business conduct and ethics in relation to the following areas:

- Integrity
- Conflicts of interest
- Confidentiality and data protection
- Anti-Corruption
- Fair business conduct
- Health and safety
- Sustainability and environmental awareness
- Fair labour

In order to ensure and demonstrate the effectiveness of implementation, compliance with the principles of conduct and the impact achieved will be subject to regular independent audits and will be aligned with the standards of the international TIC community (association of testing, inspection and certification bodies).

## II. Scope of application

The SVTI Code of Conduct is binding for all employees of the SVTI Group and for all external parties working for the SVTI Group. Whenever the term "SVTI" or "employees" is mentioned below, this refers to all companies in the SVTI Group and all persons working for them.

All employees of the SVTI Group will receive the SVTI Code of Conduct by e-mail as a pdf file or in a printed version in a language they understand. The SVTI Code of Conduct is also available on the Intranet and Internet.

All managers in the SVTI Group are obliged to ensure that their employees comply strictly with the SVTI Code of Conduct and to set an example by actively setting an example themselves. Employees who become aware of violations of the SVTI Code of Conduct are obliged to report this to the Human Resources Department, the Representative for the Code of Conduct or the contact point (in accordance with IV, point 4). Employees must not suffer any disadvantage as a result of such reports and, in general, as a result of compliance with the SVTI Code of Conduct.

## III. Principles of conduct for the SVTI

### 1. Integrity

SVTI is professional, independent and impartial in all its activities.

SVTI carries out its work honestly and does not tolerate deviations from its approved methods and procedures. If approved test procedures provide for tolerances on the results, the SVTI ensures that these tolerances are not misused to alter the actual test results.

SVTI must document data, test results and other material facts in good faith and may not improperly alter them and may only issue reports and certificates that correctly present the actual results, professional opinions or results obtained.

### 2. Conflicts of interest

SVTI avoids conflicts of interest with all its affiliated companies in which it has a financial or business interest and for which it provides services.

SVTI avoids conflicts of interest between the companies and/or departments of SVTI that perform different activities but may provide services to the same client or to each other.

SVTI ensures that its employees avoid conflicts of interest with the activities of SVTI.

### 3. Confidentiality and data protection

The SVTI respects the confidentiality and privacy of customer data and ensures that procedures are in place to adequately protect this data.

### 4. Anti-Corruption

The SVTI prohibits the offering or acceptance of bribes in any form, including bribes for part of a contract payment.

The SVTI prohibits the use of ways or channels to provide improper advantages to customers, agents, contractors, suppliers, employees of any such party, government officials or to obtain improper advantages.

### 5. Fair business conduct

SVTI is committed to behaving in accordance with the highest standards of business ethics and integrity and must not do anything that could bring its reputation or the reputation of the TIC community into disrepute.

### 6. Health and safety

SVTI carries out appropriate training and procedures to protect the health and safety of employees, customers and third parties and evaluates any events in this connection in order to minimise risks in the course of business operations.

### 7. Sustainability and environmental awareness

SVTI is committed to behaving in accordance with the highest standards of business ethics and integrity and must not do anything that could bring its reputation or the reputation of the TIC community into dispute.

## 8. Fair labour

SVTI is aware of its social responsibility towards its employees and towards the people, communities and environments affected by its activities and respects human rights.

SVTI is committed to equal opportunities and shows zero tolerance of abuse, bullying or harassment in the workplace.

## IV. Principles for implementing the SVTI Code of Conduct

SVTI is committed to implementing the Code of Conduct,

1. to implement the principles of conduct throughout its organisation by means of an appropriate programme which meets the relevant standards of the international TIC community
2. to set up a Committee Code of Conduct SVTI (Compliance Committee) and to appoint a Representative Code of Conduct SVTI (Compliance Officer) to monitor and regulate the implementation of the programme;
3. to require all employees to comply with the Code of Conduct, to train employees accordingly and to ensure their understanding of the Code of Conduct at all times;
4. establish a contact point for employees and encourage the reporting of violations on a confidential and non-retaliatory basis (except in malicious cases) and take appropriate corrective and disciplinary action as necessary;
5. make the Code of Conduct available to the public to facilitate enquiries, complaints and feedback;
6. to establish a contact point for external third parties and to record and investigate on a confidential basis all reports of violations or relevant information and to take appropriate corrective and disciplinary action if necessary;
7. protect the security of confidential business information;
8. minimise health and safety risks in the workplace, investigate incidents and occurrences and take any necessary corrective action;
9. maintain accurate records that properly and fairly document all financial transactions;
10. ensure that the principles of conduct are applied in a manner appropriate to its business partners;
11. verify the effectiveness of its programme through internal audits at scheduled intervals and confirm this through management statements;
12. ensure that the effectiveness of the implementation of the programme is reviewed at least annually by a recognised independent external audit firm and that the relevant documentation requirements of the international TIC community are met.