



CODE OF CONDUCT

10 PILLARS,
the base of the Vincotte Way of Life.

VINÇOTTE'S CODE OF CONDUCT

At Vinçotte, we all share the **same noble goal**: we are committed to an ever safer and more efficient society.

The strengths of our organization are: in-depth expertise, **a results-oriented approach** and a team of **competent and reliable employees**.

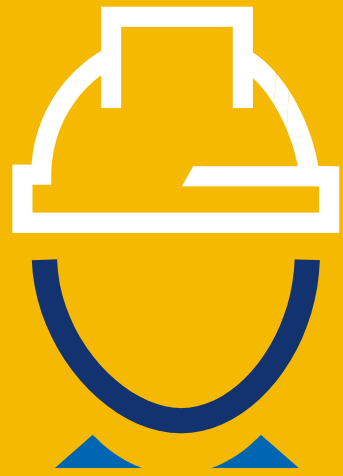
You are our ambassadors and the face of Vinçotte. Vinçotte owes its good image to you. In order to further strengthen our reputation in the future, we have drawn up a code of conduct for all colleagues. Together we are implementing the 10 pillars. Every Vinçotte employee respects them and puts them into practice, **guaranteeing excellent cooperation between colleagues** and a **positive customer experience**.

The points of attention range from safety - our top priority - to honest recording of working time, a professional appearance and efficient meetings. They cover all areas of our work, while at the same time being the most logical way of working under all circumstances.

We are convinced that each and every one of us will find ourselves in these ten values. In this way, **together we are taking a step towards a united, even better Vinçotte company and the realisation of our ultimate goal**. This presentation lists all the points once again, going into more detail on each crucial point.



**READ THEM, TALK ABOUT IT
AND ABOVE ALL : MAKE THEM LIVE !**



SAFETY, OUR TOP PRIORITY

Safety is Vinçotte's core business. We not only guarantee the safety of our customers and their processes through the inspections or audits we carry out and the advice we give. We also carry out our own work only in the safest possible circumstances. We aim for zero accidents in all settings and in all situations

SAFETY FOR EMPLOYEES AND CUSTOMERS

You, your colleagues and our clients often work in an industrial, high-risk environment. That is why your safety and that of your customers is always at the forefront. We guarantee this:

- by complying at all times with the **safety regulations** of Vinçotte and the customer;
- by **immediately reporting any potential danger** to which employees or customers are directly or indirectly exposed;
- by **proactively looking for solutions** to avoid a potential danger;
- by **reacting immediately to an imminent danger**;
- by **strictly complying with legislation**, even outside the workplace: on the road, we respect the rules and are always courteous;
- by taking on an exemplary **role in all circumstances**.

ALCOHOL

We **do not drink alcohol** and **never use narcotics or stimulants during working hours**. At social and internal events or with clients, we drink in moderation and use common sense. Here, too, we respect the legal limits at all times



CARRY OUT YOUR WORK OBJECTIVELY AND WITH INTEGRITY

Vinçotte strongly defends the values of integrity and objectivity. We will never compromise on the quality levels or ethical standards that we claim for ourselves. Only in this way can we ensure both our corporate responsibilities and the safety and sustainability of society. Each and every one of us has a share of responsibility for closely monitoring this reputation and our objectivity.

THE OBJECTIVITY AND INTEGRITY OF VINÇOTTE CANNOT BE JEOPARDISED IN ANY WAY.

Respect these rules to maintain your objectivity and integrity at all times:

- **Do not accept gifts from customers** or suppliers (unless they are symbolic or it is impolite to refuse them: use your common sense);
- **Suppliers are treated equally.** Choices are made on the basis of a number of criteria that put Vinçotte's interests first;
- **Do not carry out any related remunerated** activities without permission from the management;
- **Do not sit on decision-making bodies for business relations** without the authorisation of the Comex;
- **Do not take direct or indirect interests in competing companies;**
- **Vinçotte does not support political or religious organisations.** Individual participation in such organisations is only possible in the private sphere, without any apparent connection with Vinçotte;
- **Do not make any statements about competition** in the presence of customers;
- **Do not contact the media.** If you are approached by the media yourself, **please refer them to our communication department;**
- **Use common sense with social networks.** All the rules mentioned also apply here;
- **Resist all forms of pressure that could jeopardise our objectivity.** If you have this feeling, report it immediately to your manager or HR BP or via Vinçotte Help Line (compliance@vincotte.be);
- **Always be honest and correct when recording working hours and expenses.**



BASE PRINCIPLES OF THE VINÇOTTE COMPLIANCE CODE

Vinçotte guarantees the principles :

- integrity ;
- confidentiality and protection of personal data ;
- safety ;
- *fair business conduct* and
- *fair labour*.

Vinçotte and all its staff strive to avoid conflicts of interest with clients and family members at all times or other relations (financial, commercial, private, etc.) which may hinder his objectivity.

Any kind of corruption is strongly condemned.



USE YOUR TIME EFFICIENTLY (1/2)

Time is important. Especially the time we use to enjoy life. At Vinçotte, we allow our employees to separate the professional from the private as much as possible. On the other hand, we do make good use of the time we spend at work. This means that you don't waste your time, or the time of your colleagues and clients. We make use of efficient **time management in a number of ways**.

MEETINGS :

How to meet efficiently and avoid unnecessary meetings: Start by asking yourself: is the meeting really necessary? Will it add value? For external meetings, **Skype meetings** are often a good alternative: this way, no one wastes time on the road..

Are you still organizing a meeting? Then be efficient:

- Set the objectives of the meeting in advance;
- **Start on time:** Don't be kept waiting to start, but let us know if you are going to start on time;
- **Be prepared:** The meeting will go better if everyone has been well informed;
- **Know what your role is:** appoint someone to lead the meeting, manage it and make sure that the minutes are sent to everyone involved. Presentations are sent out before the meeting ;
- **Divide the meeting into points of attention** and do not deviate too much from them ;
- Appoint a **time manager** who manages the allocation of time by attention points;
- **Set concrete actions and resolutions** ;
- Review the minutes and **action points from the previous meeting**;
- **All those present participate actively:** one meeting, no sub-meetings;
- **Keep the meeting room clean.**



USE YOUR TIME EFFICIENTLY (2/2)

COMMUNICATION

E-mails are fast and convenient, but they are often abused. Viewing and processing e-mails takes a lot of time. Save yourself and your colleagues a lot of time by adapting your e-mail behaviour :

- **Write short and concise e-mails** (max. 20 lines), **highlighting the main points for action**;
- Do not **blind copy contacts** (bcc), and limit the number of copy contacts (cc). **Make it clear who you expect action from**;
- **Never involve customers in internal communication**, **empty the recycle bin** for external messages.

STRESS

Speak to your manager in time if you feel that your work-life balance is at risk or if the workload becomes too great. This way we can work together to find a solution.



BE PROFESSIONAL (1/2)

Vinçotte is known among its customers for its **professionalism**. This image, combined with our experience and solution-oriented approach, is the basis for the « unique selling proposition » of our organization. Professionalism also promotes mutual collaboration within our company. All we have interest in defending this tradition and reputation. A professional image is expressed in all sorts of ways, starting with your presentation and a correct attitude and language.

DRESS CODE

No one is expected to go to work every day in a suit/tailoring. We expect you to feel comfortable in a professional looking outfit. This is what we call "**business casual**": not completely dressed up in a suit or dress, but a neat and tidy presentation. If you work outside the office, we encourage you **to wear Vinçotte team clothing**. Naturally, depending on the circumstances, **you will wear the required safety clothing and equipment**.

We trust your common sense, but the following is inappropriate in the workplace:

- Bermuda shorts or shorts ;
- Leggings, tracksuits or sportswear;
- Holey jeans and other damaged clothing;
- T-shirts (with the exception of Vinçotte equipment);
- Pullovers with large prints or any form of advertising;
- Hoods, caps or bonnets;
- Trainers, sandals, flip-flops, slippers and other footwear not suitable for the workplace;
- Sensitive or shocking messages (political, philosophical) on clothing.



BE PROFESSIONAL (2/2)

LANGUAGE

In **external communication**, we watch our language. We use a **formal style** and avoid linguistic errors and spelling mistakes. When sending messages to external parties, we make sure that **the conversation history is always clear**. Our communication is professional and respectful at all times.

Internal communication may be slightly more informal, but always remains efficient, professional and respectful. **Discrimination, harassment and aggression are strictly prohibited**: Vinçotte has zero tolerance in this respect. Speak openly and freely with your colleagues, but avoid emotional language that may be offensive.



PROPOSE A SOLUTION YOURSELF

At Vinçotte, we don't do the job by halves. If there is a problem, we take action! Both in our communication and in our actions, we always work **proactively** and in a **solution-oriented** manner and react appropriately and quickly. **At Vinçotte, we focus on the solutions, not the problem.**

Commitments made with customers are always honoured, even in difficult circumstances or when the relationship with the customer is turbulent.

RESPONSIBILITY

Ownership is not a buzzword for us: it is an essential quality that we want to see in all our employees. Vinçotte is us, all of us together. We want to recognise a healthy sense of responsibility in every member of our team.

How do you take responsibility in a consistent manner? It's very simple. For every problem or obstacle, ask yourself: **“what can I do at my level to improve the situation?”** That way you'll have come a long way. Also think about the consequences of your actions: "what work remains to be done for the customer or my colleague?"

COMMUNICATION WITH THE CUSTOMER

We communicate proactively with our customers. We always lead them to **the best solution** and provide additional **advice where necessary.** We regard harsh feedback or complaints as opportunities to improve our work. Customers see us as technical specialists, so we must be just as important to them.



LEARN FROM EACH OTHER (also of your mistakes)

At Vinçotte, we encourage a **proactive working attitude**. When you take the initiative, you can sometimes stray from the straight and narrow. Error is human; but at Vinçotte we see these mistakes as opportunities to learn.

CONSTRUCTIVE CRITICISM

We talk **constructively** about behaviour and performance when this can improve the safety, efficiency or quality of our services. **In this way, we coach each other**, which benefits all of us

LEADERSHIP

Our managers and teamleaders are present as often as they can in the field to analyse the working conditions and challenges of all employees. They take on the **role of role models**.

Just like all employees, the managers use an **open and honest communication style** at all levels. At Vinçotte, there is no room for ulterior motives.

CARREER

Managers pay particular attention to the skills and performance of their employees, with a view to developing each individual's potential. In this way, we want to **give employees the opportunity to continue their professional development**.

EQUALITY

At Vinçotte, we have **zero tolerance for discrimination, without falling into favouritism**. Everyone is treated equally here, without exception.



RESPECT AGREEMENTS AND RULES

We must show respect for people, materials, ethics and objectivity, but also for laws, rules and agreements, both internally and with our customers. And we are confronted with this on a daily basis.

RESPECT

Vinçotte is compliant. We comply with both external laws and regulations and internal work procedures and instructions. If we work on the client's site, we take account of the local regulations and agreements.

CONTRACTS

Agreements with suppliers and customers are laid down in **contracts**. In this way, past commitments are clear to everyone.

TIME REGISTRATION

Always record **your working hours and expenses** accurately and honestly. Failure to enter them correctly is **considered serious misconduct**.



TAKE CARE OF THE EQUIPMENT AND THE INFORMATION

In our company, we treat people, material and information with care. Care is part of ownership: together we ensure that tools and information are used and handled correctly.

CONFIDENTIAL INFORMATIONS

In the course of your work, you are often in contact with sensitive or confidential information. **Vincotte ensures that this information is kept confidential.** So don't leave this information lying around carelessly, share it only with people who are competent in the matter and no one else. It is partly your responsibility to guarantee discretion. Personal data is treated in accordance with our privacy policy. For each case of storage or processing of personal data - on any medium whatsoever - an authorisation from the Data Protection Officer is required (via mail gdpr@vincotte.be).

A CLEAN WORK SPACE

You don't need to be an expert in feng shui philosophy to know that you feel and work better in a clean and organised environment. Be in harmony with your workplace and get the best out of yourself: make sure you have a clean office, and also keep the surrounding space clean and tidy. This way, colleagues can make optimal use of it after you. In the field too, we keep the workplace clean without leaving anything lying around.

CLEAN EQUIPMENT

Take care of the tools and technical work equipment. Use them properly, clean them if necessary and store them in the appropriate places. **If you notice any damage, report it immediately** to your manager or the customer.



WORK HARD, PLAY HARD

WORK HARD

During working hours, we give 100% of ourselves to achieve our goals together. Our best way of doing this is to respect and put into practice all the points of attention in the Vinçotte Code of Conduct. This is how Vinçotte has achieved a great deal of success in the past, and many more will follow in the future. These successes belong to each and every one of us, and we share them together. They have been made possible by a well-oiled, well-functioning organisation, fuelled by optimal internal cooperation.

PLAY HARD(ER)

And success is something to celebrate! Another thing we do as a group, because they are the fruit of our collaboration. We expect our employees **to take part in the organized events** that Vinçotte regularly launches. Of course, this should not be seen as an obligation: our events are such that you will not want to miss them under any circumstances!

TOGETHER

Working hard, performing to a high standard and winning together: that is what we want to see at Vinçotte for a long time to come. In this way we create a good working atmosphere, a profitable organisation and a bright future together. Because that's what Vinçotte is all about: working together towards the next success.



TOGETHER, WE WORK ON A UNITED VINÇOTTE COMPANY

Vinçotte is a strong united organisation, stronger as a whole than its separate parts. The smooth running of our company is in everyone's interest.

YOU TOO CAN MAKE YOUR CONTRIBUTION BY MAKING SURE THAT EVERYONE FEELS LIKE A FULL MEMBER OF OUR TEAM. THIS REINFORCES OUR IMAGE WITH CUSTOMERS, PARTNERS AND ALL THOSE WHO WORK WITH US.

- **Reach out to colleagues** when they need you;
- The team's interest takes precedence over personal interest: **we pursue common goals**;
- **Share useful knowledge and information** with your colleagues;
- Vinçotte encourages collaboration, through the various Business Units, niches and support groups;
- **Speak proudly about Vinçotte** in the outside world;
- **Discussions** are discussed **internally**, **conflicts** are resolved in a **small circle**.

TESTIMONIES



« At Vinçotte's prevention service, the human element is central. Their physical and mental well-being is our priority! When you are in good health and have all the information you need to carry out your work safely, you also work better. That is what we do every day, in collaboration with the hierarchy, the committee, the management and all employees. »

Ellen De Geest
Head of Health and Safety



« Objectivity and integrity are the basis of our missions! These values are the very essence of accredited or recognised organisations; without them, these organisations have no reason to be.. »

Gilles Haesebrouck
Lead Technical Manager
Electricity



« Listening to each other, decide.... And then apply the decision without any turn; this is how we create efficiency. »

Luc Sadones
inspecteur



« Say what you do and do what you say. Correct communication is at least as important as correct reporting. »

Evert Vermaut
Activity
Manager



« As an Account Manager, I manage a portfolio of first-class clients. I contact them, make appointments and listen to their questions and needs. I try to find out which of our services can have the greatest added value and then I make a proposal. This is how I develop a network and build customer loyalty. In addition, I try to approach interesting prospects so that they too can get to know our company. »

Patrick Holbrechts
Sales & Account
Manager

TESTIMONIES



« At Vinçotte, I learn day after day... because I'm encouraged to do so! I know that I can always count on my colleagues and my manager. They support me on a daily basis with advice and action. At Vinçotte, I have the opportunity to constantly hone my skills. I learn from my own experiences and mistakes, but I also learn a lot from the experiences of my colleagues. »

Christelle Binamé
Head of Internal
Communication



« Integrity is the key to our business. Every day, in our team we are in contact with suppliers and are the link between them and our internal and external customers. This implies that the purchasing procedure is handled by all key players with rigour, care and impartiality. »

Raphael De Bary
Procurement
Manager



« I always have my smartphone with practical applications from Vinçotte at my fingertips. It is an indispensable device for me, so I also treat it with the utmost care. The supplied protective cover and the film protect it from shocks and damage that can be caused by intensive use. My laptop is also almost always with me from the office to my home office and vice versa, always in my case to protect it.. »

Maryse Fransen
ICT Administration et Quality
manager



« In a world where things are bound to change much more and much faster than in the past, we are all called upon to give the best of ourselves on a daily basis. My response to this challenge is to undertake things with heart and passion. And therefore both to work hard to get there, but also to know how to benefit from the success achieved. In this respect, I am proud and happy to have joined a group that appreciates and recognises responsible, balanced, but committed involvement. »

Nicolas Roosens
Innovation
manager



« Collaboration within and outside our teams is the key to success. With individualism, little is achieved. Our clients often ask for solutions that are outside the area of expertise of a particular employee. By forging all the strong links into a solid chain, we make it virtually indestructible. And both Vinçotte and every single employee is better off as a result. »

Kurt Gutschoven
Head of
Transformation

Vinçotte

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