

Code of Conduct

We conduct all of our business operations with honesty, integrity and openness. Germany and the European Union have established comprehensive rules and regulations regarding human rights, rights for employees, product quality and safety, protection of the environment and general business conduct. We very much cherish this legal framework. Its values and principles are our guidelines, beyond the letter of the law.

Status: 2024 | V. 02/ 2024

People

Successful and motivated employees are an essential and integral part of our company's assets. Their competencies, capabilities and outstanding performance lead to success and growth for us and our customers. We proudly work as one team, with a shared sense of trust and responsibility, and everyone respecting our business principles and values.

We recruit, employ and promote our team members on the sole basis of their qualifications and the abilities needed for the work to be performed. We remunerate our employees fairly and strive to develop their personal and professional talents.

Diversity enhances our business. We do not accept or tolerate any kind of discrimination. We respect the dignity, gender, age, origin, skin colour, religion, sexual orientation, the mental, emotional and physical uniqueness of any individual.

We refuse child labour, as well as forced or compulsory labour, and we do not tolerate any practice or threat of violence, whether physical or mental.

We take social responsibility very seriously and adhere to recognized practices in our company, as well as in the wider community within which we live.

Safety and Health

The health and safety of our employees as well as that of our partners, customers and consumers, are our utmost priority.

We design safety into all our products and processes to provide our customers and our consumers with safe and harmless products.

We protect our employees from work-related hazards, and we are promoting and maintaining employees' healthy work-life balance in order to ensure their medical fitness to do their work safely and effectively. We respect and support our employees' need to fulfil their family and other personal responsibilities.

Business Principles

We operate as an open and transparent company. We are willing to provide information for all legitimate requests from internal and external audiences, unless business or personal circumstances require confidentiality.

We fully co-operate with competent authorities when they make inquiries into our business practices, whilst defending robustly our interests.

We handle personal data of our employees, customers, business partners and consumers in conformity with applicable laws and regulations and respect their interests and rights in such data. Just as employees are responsible for protecting our company's own confidential information, we require our employees, consultants, contractors and agents to respect and protect the confidential business information of others.

We conduct our business operations in accordance with the principles of fair and honest competition and all applicable laws and regulations. The core principles we follow, independent from local, state and federal laws, prohibit us from unfair business practices, including collusion or secret or illegal cooperation or conspiracies of any kind, including:

Business Principles

- On the price or terms of sale for our products or services;
- On the price or terms we request from suppliers;
- The coordination of or allocation of bids or quotes;
- Limiting production or sales;
- The division or allocation of geographic markets, customers or production;
- Boycotting or refusing to deal with certain competitors, customers or suppliers.

Giving or receiving bribes, valuable gifts or other improper advantages for business, financial or personal gain is absolutely prohibited in our company and is not tolerated by our business partners.

We expect all of our business partners to fully agree and comply with our business principles and act accordingly.

Quality

We produce and distribute oleochemical products of a consistent, high quality, which reliably satisfies the contractually specified demands and expectations of our customers; this also holds true for our delivery service and all our other services.

We will always fulfil our obligation to deliver safe products to our customers and consumers that meet the highest quality standards and agreed-upon specifications. In case of a deviation, we will responsibly act in cooperation with our partners to protect them or any consumers against any harm.

Everyone in the company contributes to the quality of our products and services: The leaders of the company, as well as all team members, are jointly responsible for this commitment and consciously fulfil this responsibility every single day.

Our quality-management system provides the necessary framework for all of our quality-assurance tasks. It is a particular aspect of our quality awareness—and one for which we take great pride—that we continuously improve the quality of our products, services and internal processes in order to remain competitive at all times.

We have transparent and effective procedures in place to address complaints and disputes fairly and speedily, without undue cost and effort. Every concern, issue or complaint about our products, services or business practices will be reviewed and mitigated to the best of our ability. Additionally, we view these situations as opportunities for us to continually self-audit our operations and to provide potential for improvement.

Environment and Sustainability

It's no secret that human beings, over our relatively short time on the planet, have impacted the environment, often not in a good way. Having said that, we take very seriously our responsibility to minimize our impact on the ecosystem, including our impact on all other forms of life. This imperative includes how we vet potential suppliers, source raw materials and ensure that harvesting/processing methods are in alignment with the sustainability of the ecosystem.

As a company and as a company made up of numerous individuals, we respect all life and the biodiversity that make up the natural world. To that end, we consciously seek sustainable harvests, with animal welfare being a primary consideration, understanding that to be successful, a healthy environment includes the participation, awareness and engagement of all of us.

We recognize the pressing need to protect, preserve and serve as stewards of our world, including the environment, our natural resources and all life on our planet - for our own health and welfare, as well as that of all future generations. In all of our processes, environmentally beneficial economic actions are an integral component of the culture of our company.

We pledge to preserve natural resources, to reduce waste, to recycle materials and to reduce carbon dioxide emissions. We continuously review our environmental and sustainability processes, always seeking further improvements and the expansion of our efforts. Our goal is to ensure that all of our business activities will result in a healthy, stable and highly liveable environment for generations to come.