



**CSR**  
**CODE OF CONDUCT**

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## 1. GENERAL POLICY

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SERIS enjoys a sound reputation in its field of activities thanks to its business vision and its observance of legislation and regulations. Its pursuit of CSR (Corporate Social Responsibility) and durability is an integral part of its philosophy. SERIS respects international laws imposed by the United Nations (UN) and adheres to the principles of the Universal Declaration of Human Rights, the fundamental conventions of the International Labour Organisation (ILO), and the main principles of the Organisation for Economic Co-operation and Development (OECD).

SERIS declares in its policy statement that it aims to continue developing a Corporate Social Responsibility with the elements of People, Planet, and Profit taking centre stage and with the involvement of stakeholders.

SERIS wants to help build a safer world.

## 2. HUMAN RIGHTS AND LABOUR RIGHTS

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SERIS expects its stakeholders both inside and outside the organisation to respect basic human rights.

**This finds expression in:**

- The promotion of equal opportunities and equal treatment for each employee regardless of his or her skin colour, race, nationality, social background, disabilities, sexual orientation, political or religious convictions, sex, or age. (All this within the framework of the practices/restrictions of regulated activities within SERIS.)
- Respect for the personal dignity, privacy, and individual rights of each individual.
- The refusal to tolerate any forms of unacceptable treatment such as bullying, sexual harassment, and discrimination.
- The observance of all regulatory and collective bargaining agreements regarding the employment of each employee.
- The approval of freedom of representation by the trade unions for each employee.
- The observance of the prohibition on child labour.

## 3. TRAINING AND COMPETENCES

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SERIS offers its staff the opportunity to pursue both individual and corporate development. This responds to developments within the sector and offers them the opportunity to make progress within the organisation.

## 4. HEALTH AND SAFETY

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SERIS aims to look after the health and safety of all its staff, both its own employees and third parties.

**This finds specific expression in:**

- The Identification of health and safety risks and the implementation of the best possible preventive measures to prevent industrial accidents and work-related illnesses.



- The organisation of training courses which ensure that employees are instructed in matters of health and safety.
- A coherent preventive policy by implementing a systematic approach.
- Ensuring that all goods and services meet all prescribed health and safety standards.

## 5. ENVIRONMENT

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SERIS and its stakeholders aim to have as little impact as possible on the environment by acting in accordance with the prevailing legally prescribed standards for environmental protection. Moreover, they wish to bring systematic and ongoing improvements and innovations to their environmental policy and they encourage the development and spread of ecological technology.

SERIS wishes to make its staff aware of the possible impact of their actions on the environment.

## 6. ETHICAL AND FAIR PRACTICES

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SERIS and its stakeholders operate an effective integrity policy. This policy is supported and respected by the management and all staff within the organisation.

**This finds expression in:**

- The conscientious execution of all tasks and activities at all levels in accordance with a professional code of conduct.
- The observance of all laws within the prevailing legal system.
- The refusal to tolerate any form of corruption or bribery either within SERIS or amongst third parties.
- Refraining from issuing any misleading publicity and making agreements to restrict fair competition.
- Respect for the privacy of all stakeholders.
- Acting correctly towards all stakeholders.

## 7. INFORMATION PROVISION

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SERIS agrees to communicate regularly with regard to its relevant achievements in the field of socially responsible enterprise. To implement this communication, it can count on the reliable provision of information by all its stakeholders.

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