

60.4	<b>Company Policy</b>	Release date:	07/01/2021
Version:2.0		Last revision date:	07/01/2021
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## 1. Objectives

SONCOTRA aims to meet the dynamic requirements of its clients by delivering high quality and correct services, taking into consideration all possible ethical, environmental, safety and security values in accordance with the local and international laws and regulations.

Supported by the 6 basic principles, on which the company policy is based, PEOPLE, QUALITY, SAFETY, SECURITY, HEALTH and ENVIRONMENT Soncotra wants to strengthen its position on the European, Asian and Middle East market in partnership with its subcontractors.

Soncotra wants to achieve this by continuously improving the efficiency and the effectiveness of its processes and its organization according to the ISO-, SQAS-, AEO-, GDP-, TAPA- and CSR guidelines. The aim for continuous improvement is translated into measurable goals, which are periodically evaluated and adjusted. All employees are involved in the determination and realization of these goals.

## 2. Responsibilities

### a. Towards its employees

The Management realizes that the success of the company depends on the skills, knowledge, well-being, motivation and the enthusiasm of its employees. Soncotra continuously invests in training programs. This is a main issue to further extend and develop the skills and knowledge and to comply with the requirements of the customers and other third parties.

Human values are highly rated. Employees should be able to work in ergonomic and safe circumstances.

The use of drugs and alcohol is strictly forbidden during working hours.

### b. Towards its customers

It is of fundamental importance to build out a relationship with reliable customers, based on mutual trust.

The first priority of Soncotra is to offer its customers a smooth, straightforward and correct service meeting 100% the customer requirements. The customers can rely that their goods are transported in a professional, safe, secure and ecological way and for fair prices. When non-conformities occur Soncotra commits itself to report and solve them in the best way.

### c. Towards its suppliers

In order to offer high quality and correct services to the customers Soncotra selects those suppliers who comply with ISO, SQAS, AEO, GDP, TAPA and CSR or can prove they fulfill the set requirements during audits. Soncotra provides them with written guidelines and monitors the compliance. Soncotra aims for a long-term cooperation build on mutual trust and integrity with the selected suppliers and recommends them to train their drivers and office employees based on the BBS (Behaviour Based Safety) guidelines.

### d. Towards the drivers

Soncotra aims that drivers are respected in their fundamental human rights, working conditions, correct wages, suitable and adequate premises and equipment and freedom of professional association.

### e. Towards properties and sources

Everybody within the organization, internal as well as external co-workers, is responsible for protecting all company information, properties and sources from damage, loss and theft. That can be realized by following the applicable instructions and procedures.

### f. Towards the society

Soncotra is well aware of its Corporate Social Responsibility and the importance that its services contribute to the improvement of the living standard of countries in a global world. All cooperation, more in specific with the Central- and Eastern European, Russian subcontractors and customers, must happen with respect to the cultural, racial, gender and geographical differences.



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### **3. Economical principles**

Making profit is a necessary condition to meet the above mentioned responsibilities and to keep the company financially healthy.

### **4. Integrity and Positive attitude in business**

The Management stands for integrity in all the aspects and integrates social, labor and human rights in its business operations.

Any kind of corruption, bribery, conflict of interest between personal activities and the activities of Soncotra is unacceptable.

All transactions and expenses made on behalf of Soncotra must be justified and documented and are submitted to checks.

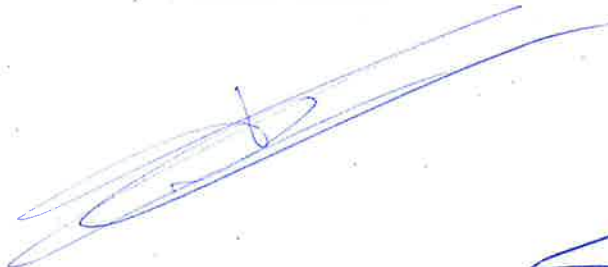
And last but not least, according to the Code of Conduct Soncotra stands for a positive attitude between its employees irrespective of their social background, culture, religion, nationality, race, gender and personality.

### **5. Equal Opportunity Employer**

Soncotra wants to be an equal opportunity employer which means to provide the same opportunities for hiring, advancement and benefits to everyone without discrimination due to protected characteristics.

Poperinge, January 2021  
General Managers  
Soncotra NV

Isabelle Lamaire



Bert Lamaire

