

Our code of ethics

Prologue

The word ethics originates from the Greek and means "doctrine of good and evil". Ethics forms the basis for the character (ethos) and justification of our moral compass.

This order should remind us of the most important characteristics of our interpersonal relationships and the social behaviour of all people around us and encourage us to behave as every individual employee of our company and also our customers may expect from us. We therefore jointly strive to carry out our professional activities in accordance with these guidelines and thus make an important contribution to safeguarding and developing the continued existence of Optimodal Nederland B.V.

Ethics applies to both the employer and the employee. Managers set an absolute example in this respect.

Our principles

Ethics are the spirit of Optimodal. These standards and values connect all employees and form the basis for a loyal, fair and therefore honest cooperation, of course also when dealing with customers, service providers and our shareholders.

With these points we want to ensure the satisfaction of customers, employees and suppliers and thus positively develop our company.

1. The human value is inviolable

All employees of the company shall refrain, prevent or eliminate any form of discrimination based on ethnicity, religion or belief, disability, age or sexual identity.

In order to show this respect to dissidents, people who feel differently and believers, and to avoid any form of provocation, we do not wear and display religious symbols of any kind, also due to our intensive customer contact on the work floor.

Neither by our actions nor by our spoken utterances are prejudices expressed.

As a result, we adhere to the internationally recognised human rights.

2. Politeness

We are service providers; our customers pay our salaries and guarantee our jobs.

We always show full commitment and always do our best to satisfy the customer. That is why we put our competences at the disposal of our customers without restrictions.

We will always remain polite in our choice of words and never become aggressive. Insults of any kind are therefore an absolute taboo.

These criteria also apply when dealing with all other persons/institutions within our professional environment.

3. Honesty

Any kind of lie is counterproductive and damages trust. As our company is a "people's business" organisation, trust is an indispensable (cooperation) factor. Our work is characterized by openness, honesty and independence.

We keep our promises and do not make empty promises.

4. Innovation/Innovative ideas

Every employee has the right to present his ideas and innovations without restriction. Our executives also encourage all colleagues to have the courage to present ideas.

5. Acceptance of gifts or other compensations

Where does corruption begin and where does it end? For cash payments and/or economic values of 50 cents, a hundred or a thousand euros or... yes, where actually?

Any form of hiring or granting attention, regardless of its nature and scope, including invitations - regardless of the reason for this - must be approved in principle by the senior manager, regardless of any personal contacts, the position and name of the Optimodal employee.

In order to protect all employees, reoccurring invitations by the same business relation or the same company should be avoided.

6. Political Involvement

The political rights and views of customers, employees and executives are respected in principle. The condition is that the political attitude in question cannot be regarded as radical and is not exhibited. This means that Optimodal Nederland B.V. always remains neutral in the political field.

Managers and employees do not donate on behalf of Optimodal to political parties, politicians and candidates for public office, nor do they offer money for political activities.

7. Loyalty

Loyalty (after the French word Loyauté) describes the inner connectedness and its expression in the behaviour towards a person, group or community. Loyalty means sharing and/or respecting the norms and values (and ideology) of the other. This manifests itself both in the behaviour towards those with whom one is loyal and towards third parties. In the presentation of our company to the outside world, the motto is to radiate unanimously positive values and uniformity.

8. Health and Well-being

Safety and health of employees and customers are crucial. The Optimodal team pays attention to hygiene. We ensure that the health of our employees, their motivation and performance are based on good working conditions. If there is a need to do so, every employee has the right to receive further training accordingly.

9. Presentation

All Optimodal employees represent the company. Through our appropriate clothing style, we symbolise respect towards our colleagues and all visitors to our branches.

10. Child labour

Optimodal Nederland B.V. rejects any form of child labour. Under no circumstances may young employees (e.g. trainees) perform work with even the slightest risk potential.

11. Environmental protection

Our employees are committed to conscientiously reduce their impact on the environment and to handle valuable resources such as water, electricity and raw materials sparingly.

In addition, we do our best to prevent noise and waste and to comply with the legal provisions regarding environmental protection.

12. Cartelisation

Optimodal takes into account all local legal requirements and does not enter into any agreements/arrangements which affect prices and other transportation related conditions or even competition in any way.

In this way we submit ourselves to open and fair competition.

13. Shares in other companies

Optimodal employees must always, and without exception, confer any shares in other companies of any kind with the management. The management has the right to prohibit a participation.

14. Compliance with the Code of Conduct/breaches of the Code of Conduct

All employees are required to immediately report any violations of these ethical principles to their immediate superiors. The relevant manager is obliged to observe strict confidentiality.

Violations of these rules can lead to disciplinary and labour law sanctions/steps.

15. Quality of service

Providing good service means meeting customer requirements in terms of punctuality, product safety and quality. Very good service means exceeding all these requirements.

We always offer very good service, because this is the only way we can distinguish ourselves from the mass intermodal service providers. We take on challenges, do not shy away from difficulties and are committed to assisting our customers.

16. Changes/adjustments

This document is dynamic and can be modified and adapted at any time if necessary.

Optimodal Nederland B.V.

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