

# FLOCERT Code of Conduct

February 2026



# Introduction

Dear Colleagues,

FLOCERT's vision, mission, and values form the foundation of our corporate DNA. Our credibility as an ethical assurance provider depends on our professional integrity and commitment to our mission and vision – in particular enhancing the livelihoods of farmers and workers, fighting poverty, and supporting fair working conditions.

The FLOCERT Code of Conduct defines the ethical, moral, and legal standards that guide our professional behaviour. It ensures we live our corporate values, regardless of who we are working with, including colleagues, partners, customers, or the public. This commitment applies to everyone representing FLOCERT, including employees, management, board members, auditors, and consultants.

Rooted in our shared values, the Code serves as our compass and a practical guide for decision-making. It is also a benchmark of what defines us as FLOCERTians: credible, innovative, diverse, and people-focused. We encourage you to refer to it regularly and make use of the resources it provides.

We, as FLOCERT, also reserve the right to refrain from working with individuals or organisations whose conduct conflicts with these principles.

Thank you for your continued dedication to upholding the high ethical standards that make FLOCERT the trusted and successful company it is today.

Thorsten Niklas,  
Managing Director

Natalie McLachlan,  
Chief Governance and People Officer



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# Credible

Our services are built on trust and credibility. Our professional integrity is the foundation of this credibility.

**Acting with integrity:** Acting with integrity is a prerequisite for earning trust. This means doing the right thing, even when no one is watching, and being ethical and consistent in our actions and decisions.

**We abide by the law:** We adhere to applicable laws, regulations, and company policies. To ensure our actions are compliant, we stay up to date with the relevant requirements.

**We are honest and accountable:** Acting in an open, loyal, and honest way strengthens FLOCERT's reputation. This also includes proactively disclosing and managing any potential conflict of interest and providing accurate information. We take responsibility for our actions and decisions, fully owning our work. We admit mistakes, take proactive steps to correct them, and always strive to improve.

**We act confidentially:** While we value transparency, we safeguard personal data and confidential information, whether it is related to FLOCERT, its customers, or third parties, with care, ensuring it is used responsibly and protected from unauthorised disclosure.

**We are impartial:** We are committed to fairness and objectivity in all our work, making decisions free of bias. This in particular also applies to our certification and verification services.

**We strongly oppose any form of corruption:** We stand firm against corruption and bribery in all forms. We will not accept any bribes, nor any behaviour where a person receives or solicits money, objects, or advantages to carry out an action or measure they are not entitled to.



# Credibility: your practical guide

## ▶ **Positive example - We are honest and accountable**

You inform your cousin, who owns a cleaning company, about a tender at FLOCERT. However, you also inform FLOCERT that she is your cousin and distance yourself from the selection process. (Correct conflict of interest management!)

## ▶ **Uncertain situation - We act confidentially**

You're asked by a colleague from another department about the name of the contract partner you are currently negotiating a project with. You're unsure if they are authorised. → You check the NDA regulations or ask your superior before sharing.

## ▶ **Uncertain situation - We strongly oppose any form of corruption**

A client gives you a valuable gift during the holidays. You are unsure if accepting it could create a conflict. → You seek guidance from internal guidelines (e.g., anti-bribery guideline) or Compliance Officer.

## ▶ **Negative example - We abide by the law**

You disclose personal data and company secrets to your open AI tool to complete your internal presentation more quickly.

## Keep asking yourself:

Is it legal (i.e., compliant with the law and in-house regulations)?

Does it feel right, or is something about it bothering me?

Does it lead to reciprocal dependence?

Would I mind having my actions in a news article, or have trouble telling my friends about it?

Am I willing to take responsibility for it?

## Diverse

We value each person as an individual and celebrate our inclusive environment, embracing the unique contributions of all to foster a balanced and inclusive workplace.

**We are respectful:** We treat every person with dignity. We encourage open dialogue and feedback and foster a speak-up culture.

**We do not discriminate or tolerate harassment:** We are committed to a workplace free from discrimination and harassment and will not tolerate any form of bullying or abuse.



# Diversity: Your practical guide

▶ **Positive example - We are respectful**

During a team meeting, you actively invite everyone's input, including quieter colleagues, and thank them for sharing their perspectives, showing genuine interest in diverse viewpoints.

▶ **Positive example - We do not discriminate or tolerate harassment**

When a new team member joins, you introduce them to colleagues and ensure they are included in group chats and lunches, regardless of their background, gender, or personal characteristics.

▶ **Uncertain situation - We are respectful**

A colleague makes a comment that could be interpreted as insensitive by someone from a different cultural background. You are unsure if it was appropriate or how affected colleagues feel. → You consider discussing your observations with the person that might have been affected, your manager, Human Resources, or the Compliance Officer, for guidance on whether and how to address it.

▶ **Negative example - We are respectful**

You dismiss a co-worker's suggestion in a meeting by making fun of their accent.

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## Human-focused

Given our line of work, we see first-hand how changes towards sustainable and environmentally friendly business practices can positively impact individuals, their wider communities and the environment. We are thus committed to fostering such practices in our operations.

**We are environmentally responsible:** We are dedicated to protecting our planet. By adopting eco-friendly practices and supporting green initiatives, we strive to minimise our environmental footprint.

**We are socially responsible:** We champion ethical business behaviour across global supply chains, not only through the services we provide, but also through the choice of our business partners and our efforts in raising awareness. We strongly oppose any form of child labour.

**We prioritise health and safety:** We create a safe and healthy working environment that fosters the well-being and productivity of our employees. We are all responsible for acting in a way that protects ourselves and others, including following applicable safety and health policies and procedures.



# Human-focused: Your practical guide

**Positive example - We are socially responsible**

When selecting a new supplier, you review their social responsibility standards and ensure they align with FLOCERT's ethical sourcing policies.

**Positive example - We prioritise health and safety**

You observe a potential tripping hazard in the office and immediately report it to facility management to prevent accidents.

**Uncertain situation - We prioritise health and safety**

You develop mild symptoms of illness, but are scheduled for an important in-person meeting. Unsure of the health risks for others, you consult your manager to check whether you can schedule an online meeting.

**Negative example - We are environmentally responsible**

You print out every email and large documents because you prefer reading on paper.

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# Innovative

We think ahead, challenge the status quo, and improve continuously.

**We are forward-thinking:** We strive to have the big picture, understand where FLOCERT stands, what its potential is, and where we want it to go. We motivate ourselves and others to seek out new ideas, methods, and technologies to improve our services and sustainability impact. In this, we are visionary and bold yet keep the result focused.

**We strive for results and continuous improvement:** We deliver outcomes and value to our customers. We invest in learning, feedback, and innovation to keep growing.



# Innovative: Your practical guide

## ▶ **Positive example - We are forward-thinking**

You identify an emerging digital tool that could streamline certification processes without compromising quality. You proactively research its potential benefits and risks, prepare a short proposal, and share it with your manager and team for consideration.

## ▶ **Uncertain situation - We are forward-thinking**

You have an idea that could significantly change the way your department operates, but it would require extra resources and may overlap with ongoing projects. You are unsure whether now is the right time or whether your idea aligns with broader company objectives. → You discuss it first with your manager or innovation department before taking action.

## ▶ **Uncertain situation - We strive for results and continuous improvement**

You want to enroll in an external training course to build your skills but are unsure if it fits the team's priorities or budget. → You consult your supervisor about the relevance and approval process before enrolling.

## ▶ **Negative example - We strive for results and continuous improvement**

You repeatedly ignore constructive feedback from peers and supervisors, refusing to adjust your work practices or learn new skills.

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By living these principles each day, we strengthen FLOCERT's reputation, culture, and impact. Together, we make our company values come to life!



# Flagging misconduct

What happens if you experience any misconduct of the expected behaviour and conduct from this document in your daily work at FLOCERT? In such cases, you can:

- talk to your line manager,
- get in touch with our Compliance Officer at [compliance@flocert.net](mailto:compliance@flocert.net),
- reach out to Human Resources at [hr@flocert.net](mailto:hr@flocert.net),
- for our colleagues based in Germany, get in touch with the FLOCERT Works Council at [workscouncil@flocert.net](mailto:workscouncil@flocert.net) or
- report the misconduct through our [internal whistleblowing channel](#). To learn more about the whistleblowing channel, [you can visit its hub page](#).

