

TUV NORD INDONESIA

Expertise for your Success



CODE OF CONDUCT



OUR GUIDING PRINCIPLES – OUR RESPONSIBILITY

The Guiding Principles of PT. TÜV NORD Indonesia unites our vision, our mission, and our values. The PT. TÜV NORD Indonesia Code of Conduct sets out our Guiding Principles in concrete terms. It provides orientation for implementing our strategic priorities. It, therefore, constitutes the worldwide binding basis for the personal conduct of the Board of Management, managing directors, managers, employees, and trainees in the company.

The Code of Conduct is an integral constituent of our Compliance Management System.

This revised version of the Code of Conduct was approved on 27/06/2022 and therefore became effective as of that date.

Our Board of Management



Robert Napitupulu
President Director



Ellys Simamora
General
Manager
Operational



Dony Muhardono
Vice President
Certification



Herdiansyah
Vice President
Agrifood & DT



**Bayu
Wicaksana**
Operational
Director

TÜV NORD Indonesia

WE
ARE ALL THE KEY TO
OUR **SUCCESS**

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OUR INDIVIDUAL CONDUCT

The PT TÜV NORD Indonesia regards itself as a leading company which we implement our Guiding Principles through our professional approach while acting with fairness and mutual respect.

At PT TÜV NORD Indonesia, we respect and support Code of Conduct. We treat employees and partners equally in an environment free of discrimination and racism. Any harassment and/or discrimination on the basis of gender, ethnic origin, age, citizenship, disability, religion, or sexual orientation is incompatible with our Guiding Principles and will not be tolerated.

Our Code of Conduct at the place of work and during business-related events is guided by our corporate values, in particular integrity. We recognize the right to freedom of expression as well as to involvement in political and trade union activities and accept the right of our employees to engage in charitable activities as private persons. At the same time, we pay attention to ensuring that corporate interests are safeguarded during activities away from the place of work.

The companies of PT TÜV NORD Indonesia are committed to the sustainable, efficient treatment of resources. All employees undertake to act responsibly at all times, whilst showing consideration for the economic, ecological, and social effects of their actions.

Any participation by PT TÜV NORD Indonesia in political activities is exclusively by our Guiding Principles and Code of Conduct. Due to the complex legal and interests position, the companies of PT TÜV NORD Indonesia do not engage in political activities without the prior written approval of the Board of Management.

Donations to political organizations or candidates using financial resources of PT TÜV NORD Indonesia are not permitted in any form.

OUR DEALINGS WITH CUSTOMERS

Our Company processes focus on customer requirements, quality, and operative efficiency. Continuous learning helps us to achieve constant improvement and to enhance added value.

TRANSPARENCY IN THE EVENT OF CONFLICTS OF INTEREST

If in connection with his or her work for PT TÜV NORD, an employee should find a conflict of interest arising between personal interests and the interests of the PT TÜV NORD Indonesia, these conflicts must be made transparent. This is usually accomplished by reporting the conflict to one's direct superior. The superior will then decide the further measures to be taken. In cases of doubt (see above), there are Compliance Officer available within PT TÜV NORD Indonesia who can help clarify matters.

INVITATIONS AND GIFTS

PT TÜV NORD Indonesia accepts that to improve business relationships, as a matter of principle, it is appropriate to exchange token considerations.

These considerations entail entertainment and gifts that are appropriate and are connected to the business activities of PT. TÜV NORD Indonesia. In this connection, the applicable laws and relevant internal guidelines (please refer to PT. TÜV NORD Indonesia internal guideline) must be observed. In no case will PT TÜV NORD Indonesia permit or tolerate corruption.

ACCEPTANCE OF PAYMENTS

PT TÜV NORD Indonesia employees are forbidden to receive, make, promise, offer or approve directly or indirectly any payments serving to facilitate the conclusion or continuation of any business deal. Any infringement of this item will lead to disciplinary measures.

DEALINGS WITH OFFICIALS AND GOVERNMENT BODIES

In nearly every country of the world, dealings with officeholders and government entities are subject to specific provisions of law. Usually, the legal consequences of infringement of these provisions are more severe than they are for dealings with other customers. In these cases, then, maintenance of transparency and compliance with consent requirements within the business relationship is of enormous importance.

OUR BRANDS

Brands and company names are fundamental values within PT.TÜV NORD Indonesia that distinguish us from our competitors. Our comments and actions must safeguard and strengthen the name, the brand identity, the brand positioning, and the image of PT.TÜV NORD Indonesia. The requirements of the central brand strategy must be observed and implemented with the aim of achieving a brand-based, globally uniform image.

Use of the brands by third parties is permitted exclusively within the framework of the applicable regulations. Employees are not permitted to use the brands of PT TÜV NORD Indonesia for their own or third-party purposes.

OUR MARKETS AND OUR COMPETITORS

We at PT TÜV NORD Indonesia is committed to help its customers be more successful worldwide. In doing so, we conduct our business activities fairly, with integrity and in accordance with all applicable laws and standards.

MARKETING

We at PT.TÜV NORD Indonesia promote our services and products in a responsible manner. We take account of the global cultural differences of our customers and markets. Our marketing measures avoid offending or degrading a gender or ethnic group, a religion, culture, or minority.

DEPLOYMENT IN CRISIS AREAS

Given the global business activities of PT.TÜV NORD Indonesia, our employees can find themselves in crisis areas within the scope of their work. By this, we mean crises caused by war, terror, natural forces, disasters, or comparable occurrences. If employees spend time in such areas for their work, PT.TÜV NORD Indonesia takes appropriate measures to protect them.

DEALINGS WITH COMPETITORS

PT.TÜV NORD Indonesia competes vigorously with its fellow service providers. Competitors will be treated fairly at all times. In particular, an effort must be made at all times to ensure that personal actions rule out violations of antitrust regulations

INTEGRITY AND CONFIDENTIALITY

We are committed to protecting the tangible and intangible assets of PT.TÜV NORD Indonesia with the greatest possible degree of care, and to using them exclusively for lawful business purposes.

FINANCIAL INTEGRITY

All companies within PT.TÜV NORD Indonesia are obliged to comply with national or international statutory regulations and recognised accounting principles as well as with the relevant Group Regulations. TÜV NORD Indonesia has set up an Code of Conduct. (CoC).

The CoC covers the organisation as well as all coordinated measures aimed at safeguarding the assets, guaranteeing the reliability of the accounting data and ensuring compliance with all internal control mechanisms.

DATA PROTECTION

PT.TÜV NORD Indonesia treats the personal data of its employees, customers, and business partners as confidential. In order to maintain the security of personal data, ensure their legality, and protect the confidentiality of personal data, we comply with the requirements of PT.TÜV NORD Indonesia as well as relevant laws and regulations.

INTELLECTUAL PROPERTY

All companies within PT.TÜV NORD Indonesia are obliged to comply with national or international statutory regulations and recognized accounting principles as well as with the relevant Group Regulations. PT.TÜV NORD Indonesia has set up Control of Conduct (CoC), including a Risk Management System.

At PT.TÜV NORD Indonesia we take appropriate measures to safeguard the protected and/ or confidential information of our customers, our companies, or third parties.

We do not copyright-protected, licensed, or confidential information of our customers, our companies, or third parties for personal or another benefit without the consent of the entitled parties.

INSIDER KNOWLEDGE

The use of information from so-called in-siders is prohibited worldwide. Employees of PT.TÜV NORD Indonesia, who have acquired such information within the scope of their work, are not permitted to use it to purchase or sell securities of a customer or third party. The forwarding of such information is also prohibited.

SUPPORT IN CASES OF DOUBT

Compliance with the Code of Conduct is one of the actions for which we are personally responsible. Various clarification routes exist in case of questions or doubts concerning the alignment or assessment of personal conduct. Ethnic or legal doubts or questions can be addressed here, and help or support obtained:

Direct superiors

Members of the Board of Management or General Manager

Compliance Officer

Human Resources Department

Governing Board

Ombudsman

Our personal responsibility is expressed among other things through the fact that cases of doubt and questions are addressed in advance wherever possible, in all cases however as early as possible.

Acting in the perceived interest of PT.TÜV NORD Indonesia can however constitute a violation of the Code, thus making it unacceptable. Non-compliance with or violation of our Code of Conduct will result in consequences and/or sanctions.



- CERTIFICATION
- INSPECTION
- TRAINING
- LABORATORY
- ENERGY & MEDICAL DEVICES
- FOOD SAFETY

