



Code of Conduct



Introduction

If you were to ask your co-workers why they go to work in the morning, you would likely hear many different answers. Some, for example, might say they're interested in making a lot of money, while others will tell you they feel it's important to learn a trade. But there's one thing all of us have in common: **we all want a safe and pleasant work environment.**

To make sure that everyone feels comfortable, secure and accepted in the workplace, your employer makes sure there are good employee benefits, working conditions and employment relationships in place. The latter includes, for instance, how we deal with each other in the workplace. We have therefore drafted a set of rules describing how we seek to treat one another at Dethon.

We refer to this set of rules as a '**Code of Conduct**'. This might sound a little stern and official, but they are really very **straightforward rules**, including 'Greet your co-workers when you see them'; 'Be sure to arrive at work clean'; and 'Don't use drugs or alcohol in the workplace'.

It's a good thing to put these rules in writing, so everyone can read them and learn what is expected of them. In this sense, the Code of Conduct serves as a **reminder** for us all.

Since the rules described in the Code of Conduct are ordinary everyday rules, we expect everyone to adhere to them. We also expect **employees to alert each other** when they notice someone is violating the rules. This is how we collectively work to create a positive and supportive work environment at Dethon.

Greet your co-workers when you see them
Compliment each other
Show respect
You can learn from criticism
Try to speak Dutch (if you can)
Make sure your face and eyes are not covered



Respect

We are all different, and some of your co-workers may not share your opinions. That's why it's important to respect each other. This means accepting each other and discussing each other's negative, offensive or otherwise inappropriate behaviour with one another. It also means you should never exclude or ignore anyone.

Greeting your co-workers

It takes so little effort, but it's very important: **greeting each other**. People like being greeted, so whenever you enter a room, be sure to say 'good morning', 'good afternoon' or 'good evening'. It makes people feel good to be acknowledged in this way.

Listening to others

You'll find that it's fun to get to know your co-workers better, so try having a chat with someone during your break. You might like to tell them what you did over the weekend. Your co-workers also do all kinds of things in their spare time, and they too would like to tell you about these experiences. **You should therefore listen to your co-workers**. Give them the time they need to finish their story. **Try to speak Dutch** if you can, as this will help to avoid any misunderstandings.

Giving compliments

You work hard for Dethon. And when you perform well, your supervisor will make a point of complimenting you. However, you can also **compliment people yourself**, for example if you see that a co-worker has done a good job. You'll find that it's not only nice to receive a compliment, it also feels good to compliment others.



Be sure you arrive at work clean

Wash regularly

It's important that you take good care of yourself. This means not only following a healthy diet, but also washing on a regular basis. Body odour is extremely unpleasant. While you may not notice it yourself, it's very displeasing to your immediate co-workers. **You should therefore make sure to shower regularly.**

Brushing your teeth

Brushing your teeth daily is important, as it both keeps your teeth healthy and gives you fresh breath.

You should therefore brush your teeth at least twice a day:

in the morning before you go to work, and before going to bed at night.

Clean clothes

It is also important to change your clothes regularly. If you wear the same t-shirt for many days on end, it will take on an unpleasant odour, even if you wash yourself properly every day. **You should therefore change your clothes on a regular basis**, along with your socks and underwear.

Take good care of your workwear
Mind your language
Do not use your phone while at customer sites
Do not be noisy
Do not smoke outside the building



Engage in customer-friendly behaviour

Maintain a neat and professional appearance

As a Dethon employee you represent the company, which means you should maintain a neat and professional appearance at all times. When working at a customer's site or in a public place or if you have temporarily been assigned to a company, you must always leave a good impression. This includes always wearing clean and neat clothing/professional attire.

Good manners

When working at Dethon's offices or elsewhere, you should always watch your language. At Dethon, we disapprove of the use of vulgar language (rude words). Do not make phone calls while at a customer's site – it looks unprofessional. You should also keep your radio turned off during this time: this is both less disturbing the customer and makes it easier to conduct a conversation.

Stick to the safety regulations
Wear protective clothing
Report any dangerous situations to your supervisor



Safety in the workplace

Safety regulations for using machinery

Some of the products we manufacture at Dethon involve the use of **dangerous machines**. There are safety regulations in place in order to prevent accidents from occurring. Ask your supervisor which safety regulations are relevant to you.

Protective clothing

Dethon is committed to preventing accidents in the workplace. In order to provide the safest possible workplace, we need not only safety regulations; we also need your help. You should therefore remind your co-workers that they should wear **protective clothing** such as gloves and/or ear plugs.

Avoid dangerous situations

Wearing very loose-fitting clothing or clothing featuring separate elements such as strings can be very dangerous in the workplace. You are also advised not to wear long necklaces or earrings to work. **Loose-fitting clothing can get stuck in a machine**. If you are using heavy medication (with either a red or a yellow label), you should report this to your supervisor or the company doctor.

Offer to help
Work together with your co-workers
Accept assistance from others



Assist each other

Collaboration

We don't work alone at Dethon: we can supply high-quality products and services only by **collaborating with our co-workers**. The size and scope of these products or services are irrelevant.

Assist your co-workers

Collaborating also means helping a co-worker out when they need it. However, some people have a hard time asking others for help. If you see someone struggling in performing a particular task, you can ask them if you can lend them a hand.

Allow your co-workers to help you

Sometimes the work you are assigned to do is complicated, and you're asked to do something you don't really understand. In these situations, you should feel free to **ask someone for assistance**. Co-workers sometimes observe that you could use a little help. When your co-workers **offer to help you**, there is no need to get angry with them.

Understanding each other

None of us are perfect: some might have a disability that makes life more complicated – in some cases, this might not even be visible on the outside. While some people already have some work experience when they join our company, for others their job at Dethon is their very first job. This means we don't all have the same skill level, and we should help each other and work together if necessary. Some people have a hard time asking others for help. If you see someone struggling with a particular task, you can ask them if you can help out. We can maintain a positive work environment by not being so quick to judge our co-workers' job performance.

Alcohol is prohibited in the workplace
Drugs are prohibited in the workplace
Be sure to comply with Dethon's smoking policy



Alcohol and Drugs

If you like to enjoy an alcoholic beverage at home in the evening, this is your business. But you should be aware that appearing at work under the influence of alcohol and **drinking alcohol in the workplace are prohibited**. Drinking alcohol affects your concentration, which places you and your co-workers at risk.

Use or possession of drugs is also prohibited at Dethon. You are not permitted to present for work under the influence of a controlled substance, use drugs in the workplace, or be in the possession of drugs. You will be subject to disciplinary action if you fail to comply with these regulations.



Bullying

We do not bully each other in the workplace, as everyone has a right to a safe and supportive working environment. 'Bullying' means making fun of someone, pestering them or ridiculing them in front of others. There is a difference between bullying and simply making a joke. Both bullying and gossiping can create a toxic work environment and cause distress to the person being bullied. **The bullying of co-workers is not tolerated.**

Aggression

We all get angry sometimes, but we all deal with that anger in different ways. At Dethon, we **disapprove of aggressive behaviour**, as it does not solve anything. You are not permitted to fight, kick people, or throw objects. You will also be **subject to disciplinary action** if you call someone names or threaten them. This also applies to using or possessing weapons. If someone has engaged in aggressive behaviour towards you, you must report this to your supervisor or counsellor. They can then help you to solve the problem.

Discrimination

Each of us is different and unique: we all look different, including the colour of our hair, eyes and skin. We also all wear different clothes. Some women might choose to wear a headscarf, for example, while others go bareheaded. Men, too, wear different types of clothes, which might include anything from a djellaba to a pair of jeans. But there is one thing we all have in common: **we all have the right to be treated with respect**. If you treat someone disrespectfully, you may be subject to disciplinary action. If you yourself feel discriminated against in any way, you can report this to your supervisor or the counsellor, who can then help you to solve the problem.

Intimidation

We are not permitted to intimidate our co-workers. This means you must never pressure anyone into something they don't really want to do, such as lending you money.

Sexuality

Your home and the workplace are two different places. This means there are things you can do at home which are not acceptable in the workplace. This includes engaging in public displays of affection (hugging and kissing), putting an arm around someone, standing close to someone or randomly touching another person. These are all forms of sexualised behaviour which do not belong in the workplace. While we can all enjoy joking around with our co-workers, sexual or vulgar jokes are never acceptable in a professional environment. Similarly, you should never bother your co-workers with vulgar or obscene language or sexual or otherwise inappropriate images or gestures. It should be obvious that you should also not send texts with inappropriate sexual content or profanities (obscene or otherwise inappropriate language) to your co-workers. Viewing pornographic websites is also not permitted in the workplace.

Treat everyone with respect
The bullying of co-workers is not tolerated
Aggressive behaviour is not accepted
Sexuality does not belong in the workplace

Theft and vandalism are prohibited
Use your time at work wisely



Be careful

Theft and vandalism

In the workplace we use tools and other equipment, including saws, screwdrivers, adhesive tape, paper, and so on. While you may find that these items sometimes also come in handy at home, you are **not permitted to take them home with you or sell them on to others**, as this is considered theft. You are also not permitted to break the property of your co-workers or take it home with you without asking. Treat the property of your co-workers and that of the company with care.

Borrowing property

If you would like to temporarily borrow items belonging to Dethon, **you will also need to ask your supervisor for permission**. You will only be permitted to borrow something after they have given their approval. Borrowing property without permission constitutes theft. And borrowing someone's property of course also means you need to return the item(s) after using it/them.

Hours

You must use your hours at work conscientiously, since the main reason you are at work is to do your job. However, sometimes you will need to do something that is not work-related, like calling the dentist to make an appointment. You have permission to do this provided you ask your supervisor for permission first. But this is an exception, as generally you are **not allowed to make personal calls during working hours**, also not using your own mobile. You must therefore switch off your personal mobile phone during working hours.

If you are really sick, we expect you to stay at home and allow yourself to recover. However, a sick pet, a cut in your finger or a minor headache are not acceptable reasons to call in sick, and the same is true if you're feeling run down after a busy weekend. If you do, you will let down your co-workers. So you should always **think carefully before calling in sick**.



Violation of the rules

If you violate the Code of Conduct, your supervisor or a co-worker will point this out to you, and you may become subject to disciplinary action. This may range from a warning to being dismissed from your job. The type of punishment you receive depends on the type of violation and whether you have been warned or received disciplinary action in the past. The various types of disciplinary action are described in the Collective Agreement (*Collectieve Arbeidsovereenkomst/CAO*). In some cases, you may be disciplined immediately. In other cases, it is **necessary to notify the police**, for example in the case of theft or assault. In these cases, the company always files a police report.

If you are disciplined for your behaviour, you will be notified in an official letter. You can **object to the disciplinary action** if you disagree with it. The appropriate procedures are described in the letter you will receive. A committee of experts will review your case and advise whether or not the disciplinary action taken is fair and warranted.

Social media: think before you post!

You are no doubt familiar with social media. Many people use social media – including Twitter, Facebook and WhatsApp – to send each other messages or share funny content with each other. But did you know you cannot just post pictures and videos of your co-workers on the internet, or messages about Dethon or the company to which you have been assigned?

While we are all entitled to our opinion, the information you share about Dethon or the company to which you have been assigned could potentially be damaging, even if it was not intended that way. You also need to be careful when sending messages, jokes and videos about your co-workers, as they could be hurtful or offensive to others, and in some cases even cause conflict. This will end up creating a toxic work environment. Also, you should bear in mind that any information you post online cannot easily be deleted.

You should therefore always think before sharing something on social media. Avoid posting negative or hurtful messages at all times!

- Only post messages which are not likely to hurt or offend another person.
- Think carefully before sharing information on social media.
- Do not post any negative messages or messages which could potentially be damaging to Dethon, your co-workers or our clients.
- Ask permission before posting pictures, videos or messages about people on social media or other online platforms.
- Do not distribute information which is intended only for you or your co-workers.
- Do not use the Dethon logo without permission.
- Only post messages under your own name; do not use a nickname or alias.
- Do not post any incriminating, crude, offensive or threatening messages, as they can potentially hurt others and create a toxic work environment.
- Contact your manager if the use of social media is causing you distress in the workplace or if you notice someone misusing social media.

Need help or have any questions?

If you describe your problem to one of the individuals listed below, they will try to assist you as much as possible.

You can contact one of the following persons:

- Your supervisor
- Your HR advisor
- The company doctor

Final note

Dethon is committed to fostering a positive work environment for its employees. This Code of Conduct serves to support this objective. If we all abide by the rules, we will be more likely to achieve our objective:

Creating a more enjoyable work environment!

The Code of Conduct explains how Dethon employees are expected to conduct themselves in the workplace. This behaviour relates not only to how we treat our co-workers, but also to the way we behave towards our customers and guests. Obviously, we expect them to comply with this Code of Conduct as well.

We hope you will address the topics addressed in this Code of Conduct with your supervisor, co-workers and others around you.

We hope you enjoy working at Dethon!



Publication details

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Acknowledgements
Haeghe Groep
NLW Groep
Pantar
Pauw Bedrijven.
Weener Groep