

Code of Conduct

Code of Conduct

“We want to remain an independent, family-run company with sustainable profit – all of this on the basis of optimal leadership as well as solid commercial principles and responsibility for our employees.”

{Family statement}



Preface

We are a globally active, family-run company that operates in an environment which is becoming more and more complex. For us, impeccable ethical and legal conduct is of the greatest importance.

This code of conduct illustrates the requirements for our conduct in carrying out our tasks in the company. The trust of our customers, our business partners and the public is greatly dependent upon the manner in which employees, supervisors and management approach these tasks.

In the finest hanseatic tradition, our company is run according to the principles of the “Honourable Merchant”. Personal responsibility and sincerity, as well as respect for fellow humans and the environment, determine our actions. Each employee is a representative of our company, plays a part in forming our good reputation and would contribute to the loss of reputation through improper behaviour.

The code of conduct names general, but also HOYER-specific fundamental rules, the observance of which is demanded of all employees – without exception. We want HOYER employees to feel that they have a commitment to impeccable behaviour in their business and social actions worldwide.

Today and in the future, this is the prerequisite for our international success.

A handwritten signature in black ink, reading "Thomas Hoyer". The signature is fluid and cursive, with a prominent initial 'T' and 'H'.

Thomas Hoyer
Chairman of the Advisory Board



The guiding principles of the HOYER Group

{1} We set standards by developing customer-oriented solutions. Contributing to the success of our customers is both an incentive and an obligation for us.

We take a strategic approach and place our focus on sustainable values rather than on short-term effects.

{2} Our good reputation, based on quality and reliability, counts as company capital. It is one of the factors that lead customers to decide in our favour.

{3} As a family-run company we value the power of identification.

{4} Our activities always include long-term responsibility for people and the environment.

1. Legal requirements and policies

The observance of legal requirements

We respect and undertake to observe all legal requirements – in every country in which we are represented or with which we have business dealings.

As a corporate group, we do not contribute to any country's political parties. Employees who are politically involved do so purely on a personal level and not as employees of HOYER.

SHEQ (Safety, Health, Environment, Quality)

In transporting and storing hazardous goods, we are obliged to a particular degree to ensure the safety of people and the environment.

The continuous improvement of processes and equipment, as well as the permanent training of our employees always forms the focus of our everyday activities.



YES
to legal compliance



YES
to safety



The HOYER SHEQ principles comprise...

- a hazard-free and safe working environment for our employees, customers, partners and the general public.
- minimal negative effects on the environment and on our facilities and those of others.
- that we fulfil our obligations to our customers and even surpass them where possible.
- that all operative risks are calculated and that systems and procedures are developed to minimise them and make them manageable.
- that all incidents and complaints are received and examined by qualified personnel.
- that all corrective and preventative measures are implemented and checked for their effectiveness.
- that good working practices, knowledge and capabilities as well as solutions are communicated openly throughout the company and, wherever possible, implemented.
- that we will invest sustainably in our employees, their training and further education, the systems, infrastructure and equipment in order to be able to guarantee safe and professional business processes.
- that all employees are encouraged to take personal responsibility for the successful implementation of our SHEQ principles and to take them just as seriously as the company itself does.



YES
to environmental
awareness



YES
to reliability



NO
to unprofessional
practices



YES
to sustainability



NO
to exploitation



YES
to less CO₂

The sustainability of our actions

According to the United Nations definition, sustainable action is carried out in such a manner “that the present generation satisfies its needs without endangering the ability of future generations to satisfy their own needs”.

With our “commitment to sustainable action” we align ourselves unreservedly with this definition and design our growth based on the following principles:

Social responsibility

- We observe all laws, regulations and guidelines in all countries in which we are active.
- We aim to provide job security wherever possible and promote the further development of our employees’ competencies. By these means, we ensure the prosperity of our employees and their families. We reject all forms of exploitation of socially disadvantaged individuals – irrespective of country.
- Through our commitment we make a positive contribution wherever we are active.

Environment

- We minimise the effects of our activities on the environment.
- We reduce the CO₂ emissions of our transport by the use of the latest technology and the constant training of our drivers and sub-contractors in economic driving.
- We undertake to deal responsibly with natural resources.

Efficiency

- We increase our efficiency through improvements to process and technology.
- We encourage long-term and sustainable business relationships.

The HOYER Group is committed to the Responsible Care® Initiative of sustainable logistics.



2. Working together in the company

Individual responsibility and involvement

Our employees are our most valuable assets and we value their abilities and their commitment. We expect our employees to ask questions, put forward their ideas and to be loyal. Here, we respect and appreciate their personal responsibility. We place great value on listening to our colleagues and considering their views in our plans and decision-making processes in order to achieve common goals.



YES
to personal
responsibility

Mutual respect, appreciation and openness

The relationship between management, supervisors and employees at all levels, in all business units and all regions is determined by mutual respect, appreciation, openness and honesty. Active and open communication, as well as mutual feedback, defines our behaviour. We conduct fair and open discussions and deal constructively with different opinions. Team spirit requires open-mindedness. That is why we have an “open door” policy. Cultural differences do not present a problem for us; rather they are an enrichment of our togetherness.



YES
to appreciation

Anti-discrimination

The standards for evaluating employees and applicants are their capabilities, their performance and their ethical behaviour. We do not discriminate against anyone due to their gender, race, religion, age, disability, sexual orientation, origins or any other legally protected characteristics, nor do we tolerate any discrimination of this nature. Every employee is required to contribute to an atmosphere of respectful cooperation, in which every form of personal harassment is avoided – this includes workplace intimidation, undesired bodily contact or a working environment affected by insulting jokes, comments or humiliation.



NO
to discrimination

Promotion of employees

HOYER's success is due to the knowledge, experience and commitment of every single employee. In order to ensure future capability, investment is made in the qualifications and competencies of employees. We create a basis for filling specialist and management positions from our own staff, we prepare management and employees for constantly changing tasks and challenges and we enable individual and international development.



YES
to qualification



YES
to safe working

Workplace protection

The protection of the health of our employees requires us to highlight the necessity among employees of wearing personal protective equipment, in addition to observing the legal requirements regarding workplace safety. This includes a system for reporting “near misses”, which helps to highlight risks and to find remedies.

3. Working together in the social environment



NO
to child labour

Child labour

Child labour and forced labour are not tolerated. With regard to child labour, the regulations of the United Nations agreement on the Rights of the Child apply, unless national regulations are stricter. The strict observance of the related ILO Convention (International Labour Organization, No. 138 and No. 182) also applies to our business partners. Close attention is paid to ensure that no children are abused as workers in the factories acting on our behalf around the world.



YES
to fair wages

Remuneration

The right to an adequate wage for all employees and sub-contractors is recognised (ILO Convention No. 100). Remuneration and other services are based on the principle of fairness and correspond at least to each national legal standard or the level of the national economic area.



4. Working together in the market

Honest and fair relations

Solid business relationships are important to us. We treat our business partners fairly and with honesty and expect to be treated the same in return. Customer relationships are based on a trustworthy and partner-like cooperation: the customer is an equal business partner and is informed correctly and comprehensively about all business-related matters.

Transparency and integrity in business negotiations

We refuse to accept or provide bribes or other payments such as goods, shares or monetary gifts that could be construed as bribes. An employee must inform his superior of all gifts from customers, suppliers, delivery firms or other external parties and may not keep them without the permission of the line manager.

We do not enter into business relationships with family members and friends, which may represent a conflict of interest.

Competition law / antitrust

We are convinced that the interests of all are best protected by means of fair competition. As an internationally active company, we carry out our business competently and with ethical principles. With our actions, we want to guarantee unrestricted and fair competition and therefore do not enter into any agreements with rival companies.

It is a fundamental principle that our employees act in accordance with the competition and antitrust laws that apply in each country and to our business activities. For this reason, our employees are forbidden to undertake any activities that restrict competition, to share markets or customers with competitors or to make price or boycott-related agreements.

For our part, we will not use a position of market dominance to dictate prices or to squeeze competitors from the market.



YES
to honesty



NO
to bribery



YES
to fair competition

Ortwin Nast
{Chairman of the Management Board}

Gerd Peters
{Managing Director}



YES
to data protection

Data protection, confidentiality and the protection of third party rights

As a principle, we treat all personal data with absolute confidentiality and in accordance with the relevant country's data protection legislation. Personal data is only collected, processed and used where this is necessary for clear and legal purposes. The use of data must be transparent to the person concerned; their rights to information and notice as well as – where necessary – revocation, cancellation and deletion must be guaranteed.

Every employee must respect the rights of third parties; unauthorised use is forbidden. No employee may access or use third party secrets without authorisation. Official documents and data carriers must generally be protected from access by unauthorised persons.

5. Observance of the code of conduct

This code of conduct applies worldwide for all employees and locations of the HOYER Group. It is the task of all management to ensure that the employees for whom they are responsible know and observe this code of conduct. It is subject to constant review as an orientation aid for all of our actions.

The objectives of the code can only be achieved when everyone complies with it – not only to the letter, but also in its sentiment. We expressly encourage our employees to inform the Compliance Officer of the HOYER Group, Gerd Peters, of any abuse or infringements of the code of conduct. No employee who provides such information in good faith will be subject to any punishment or disadvantage, even if the information should prove incorrect. The company undertakes to treat all information with the strictest confidence.



NO
to slander



Contact details of the Compliance Officer:
gerd.peters@hoyer-group.com, telephone +49 40 21044-247

An infringement or abuse of the code of conduct may lead to disciplinary action against the employee concerned, which, depending on the circumstances, could include dismissal. This could also lead to damage claims.

Should you have any questions about the code of conduct and its implementation in practice, please speak to your line manager. The Human Resources Department is also available to answer your questions.

Hamburg, January 2011

A handwritten signature in black ink, appearing to read 'Ortwin Nast'.

Ortwin Nast

A handwritten signature in black ink, appearing to read 'Gerd Peters'.

Gerd Peters



YES
to being open
to criticism

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