

Review date: December 2021



CODE OF CONDUCT



## INTRODUCTION

Sisterna is established in 1992 as a joint venture of DKS Co. Ltd. (Japan) and Royal Cosun (the Netherlands).

Sisterna imports the sucrose esters of DKS (JAPAN) into the Netherlands where the warehouse and office are located. Our sucrose esters are promoted under the brand name 'Sisterna'. Our main market is the Western Hemisphere with a focus on Europe and North America. Sisterna has an extensive network of exclusive distributors specialized in marketing and distributing a unique range of high quality, non-ionic emulsifiers and covering more than 35 countries worldwide.

The Sisterna team is dedicated to promoting and selling sucrose esters. Our experts are specialized in the food and personal care market and can assist with technical guidance. All applications are developed in cooperation with Cosun Research & Development and MaTis with specialists and equipment for numerous applications. Over the last 28 years we have developed numerous food as well as personal care applications with our sucrose esters. Sisterna provides solutions to challenges that product developers face.

Our company has a strong reputation for integrity and ethical conduct and our name and products are trusted everywhere around the world. Because our success is so closely related to our reputation, it is up to all of us to keep it strong. The responsibility for making sure that our customers trust us lies with every one of us, every day.

This Code of Conduct enables individuals to act independently in a responsible manner according to Sisterna's values and standards. Our Code of Conduct sets out the standards that we will work to, our expectations of each other, and confirms everyone's responsibility to speak-up and report suspected or actual breaches of our policies.

Sincerely,

Two handwritten signatures in blue ink, one on the left and one on the right, positioned above the names of the managing directors.

Miranda Huppertz & Christel Wouters  
Managing Directors Sisterna BV



## SISTERNA MISSION

Our aim is to be recognized as The ambassador and knowledge provider for sucrose esters in our market.

## SISTERNA VISION

We want to be a flexible, high technology, service focussed supplier of specialty ingredients and blends for the Food and Personal care market in the defined geographical area.

## CORE VALUES

Core values are not descriptions of the work we do or the strategies we employ to accomplish our mission. The values underlie our work, how we interact with each other, and which strategies we employ to fulfill our mission. The core values are the basic elements of how we go about our work. They are the practices we use (or should be using) every day in everything we do.

Our values are applicable to internal and external relationships for all Sisterna employees.

respect

reliable



collaboration

customer focused

result-oriented



## **Respect**

We respect the world in which we operate. It begins with compliance with laws and regulations. We hold ourselves to the highest ethical standards and behave in ways that earn the trust of others. We depend on the relationships we have and respect each other and those we work with. We value diversity of people and thought. We care about the consequences of our decisions, large and small, on those around us.

## **Reliable**

We support our colleague or business partner, but we can also act as a critical sounding board. We fulfill our promises, comply with legislation and regulations and impose the same requirements upon our suppliers and clients as on ourselves.

## **Collaboration**

We believe in the strength of the collective and doing better together. We collaborate inside and outside the organisation to maximize our shared knowledge and bring greater value to one another and most importantly, to our customers. The solutions we deliver are the sum of our collective talents. Shared goals and mutual support lead to greater success.

## **Result-oriented**

We deliver better results through goal setting, clear communications, and prioritizing project planning. We complete tasks, meet deadlines and deliver promises.

## **Customer focused**

Long-term relationships with distributors and customers are essential. We actively listen to their wishes, needs and problems and apply our insights and expertise to anticipate and address their current and future needs.



## CORE STANDARDS

### Introduction

Sisterna B.V. is a company where everyone can feel safe and respected and where no one is excluded. That is why we as colleagues always show respect for one another, for customers and business partners, regardless of religion, origin, age, sex, sexual preference or disability. This is also noticeable in the way colleagues communicate with each other, with customers and business partners. E-mails, letters, telephone conversations and other forms of communication with each other and third parties are clear and business-like. In the event of a difference of opinion, we remain respectful in our correspondence and in other forms of communication.

## SAFETY AND HEALTH

### Safe working environment

We are committed to ensuring all those who work for Sisterna are treated with dignity and respect whilst working for Sisterna, and acts of unfair treatment will not be tolerated. A safe working environment is also a working environment without intimidation. Nuisance, (sexual) intimidation, bullying and discrimination - in whatever way - will not be tolerated. There may be various situations in which an employee wants to discuss the work situation with someone. In the event of undesirable behavior such as aggression, sexual intimidation, discrimination and / or bullying in the workplace, employees can turn to a confidential advisor. If there is (or suspected) a violation, employees can hold the colleague or colleagues to account. In some situations it may be difficult to address the involved directly. In that case, it can be discussed with the manager.

### Harassment

All Sisterna employees have the right to work in an environment free of harassment. We will not tolerate harassment by anyone based on the diverse characteristics or cultural backgrounds of those who work at and with Sisterna. Degrading or humiliating jokes, slurs, intimidation or other harassing conduct is not acceptable. Any form of sexual harassment is strictly prohibited. This prohibition includes unwelcome sexual advances or requests for sexual favors in conjunction with employment decisions, as well as other verbal or physical conduct that creates a hostile work environment.

### Violence

We do not tolerate workplace violence, which includes threatening, aggressive or abusive behavior. Moreover, as part of our commitment to a safe workplace, staff are prohibited from possessing firearms, other weapons or other dangerous instruments and materials.

## PEOPLE

### Fair & equal treatment

Sisterna B.V. assesses the performance of employees and select candidates in an internal or external selection procedure in a transparent and fair manner. We look at a clear set of criteria consisting exclusively of attitude, behavior and professional competence. Factors such as religion, political opinion, race or sexual orientation are not taken into consideration. This way everyone gets equal and fair treatment.

### Learning culture

Anyone can make a mistake or misstep from time to time. By sending a signal about this or making this directly negotiable, those involved can learn from such situations and develop further. Anyone can make mistakes. Not wanting to discuss mistakes or not being open to feedback is the only real mistake.



### **Performance & development of employees**

Sisterna B.V. promotes mutual communication between employer and employee by, among other things, conducting work meetings and holding appraisal / performance interviews. We will provide all employees with timely and constructive feedback about their job performance and provide opportunities for development, training and education. Employees can discuss all common questions and problems with the management. In addition, a confidential advisor has been appointed within the organization.

### **Mental health and well-being**

At Sisterna we shall not request overtime on a regular basis and in consultation with employer it may be decided to compensate overtime work in free time. As long as overtime is not excessive and structural in nature, this is part of the normal performance of the position. As an employer we avoid placing unreasonable pressure on the employee and therefore will avoid overtime as much as possible.

### **Zero-tolerance alcohol and drugs**

Safe and representative work at Sisterna means that employees should never be under the influence of alcohol and drugs during working hours. This rule applies to all employees, regardless of position. Failure to comply with the zero-tolerance policy always has consequences and can lead to dismissal.

### **Child labour**

No person shall be employed who is below the minimum legal age for employment. Minimum age is the age of completion of compulsory schooling, or not less than 15 years or not less than 14 years, in countries where educational facilities are insufficiently developed.

### **Forced labour**

Forced, bonded or compulsory labor shall not be used and employees shall be free to leave their employment after reasonable notice as required by applicable law or contract.

## **COMPANY**

### **Conflicts of interest**

Each of us is expected to act in a way that promotes Sisterna's best interests. Personal relationships with customers, suppliers and other business partners must not affect your ability to act in a manner that is best for the company. Those relationships must not harm the company's reputation by creating even the appearance of impropriety.

### **Gifts and hospitality**

It is not uncommon in work situations for a business partner of Sisterna B.V. to offer a gift or hospitality to an employee. In general, it is not prohibited to accept or offer this, provided it is an appropriate and reasonable type of gift or hospitality. The gift has an appropriate value that is given openly at an appropriate time and only with the approval of the employer. Do not accept gifts that are sent to someone's home address or in the form of cash or cash equivalents (such as gift certificates).



**Corruption, bribery and fraud**

We will not tolerate corruption, bribery and fraud in any part of our business. We never accept or offer money, gifts or favours to gain advantage for ourselves, a third party or Sisterna.

**INFORMATION****Personal data & privacy**

We comply with all relevant data protection laws and regulations and ensure that all personal information is handled appropriately.

**Reputation and Social Media**

All employees act from the customer's point of view and are aware that their attitude and actions may affect the image of Sisterna. This also applies to social media. Employees at Sisterna may be active on social media as long as the organization does not suffer from it. Depending on the position of an employee, the use of social media may be more or less desirable. The guidelines are explained in more detail in the terms of employment regarding the use of email and internet.

**Non-compliance**

When non-compliances accrues we will discuss and address the issue with involved parties.

**ENVIROMENTAL RESPONSIBILITY**

The United Nations Brundtland Commission, in its 1987 report Our Common Future, wrote, "sustainable development seeks to meet the needs and aspirations of the present without compromising the ability to meet those of the future." We can relate to this approach, we have to strive for economic prosperity, environmental quality and social justice.

We are convinced sustainability is a natural part of being a successful business and we always strive to act in an ethical, transparent and responsible way and expect our colleagues and business partners to do the same.

