



# COMPANY POLICY

CODE OF CONDUCT  
STATEMENT OF PRINCIPLES

VERSION APRIL 2026

At HAROSOL, customer satisfaction and our long-term success is directly linked to the quality of our products and services.

This understanding forms the basis of our commitment to quality management, which we regard as a central pillar of our business. We continuously review and critically evaluate our performance to ensure ongoing improvement.

Our ambition is to become one of the leading regional providers of high-quality, environmentally responsible chemical products and processes for cleaning, finishing, hygiene, and value preservation.

We are dedicated to delivering solutions that not only meet but exceed industry standards while contributing to sustainable development.

The expectations, needs, and requirements of our customers guide everything we do. They shape our processes, influence our decisions, and define our strategic direction.

We view our customers as partners in progress and continuously evolve alongside them, as well as with our business partners, market developments, regulatory frameworks, and technologic advancements.

We rely on a committed and capable team that identifies strongly with its responsibilities, embraces

challenges with dedication, and actively contributes to the development of innovative and effective solutions for our clients.

In an increasingly demanding environment, long-term success will depend on reliability, consistency, and the ability to deliver high-quality results. We are determined to meet these expectations.

Through the continuous improvement of our products and services, and by minimizing errors through systematic monitoring, rigorous testing, and clearly defined processes, we strengthen our market position and reputation. We are fully aware that our actions define how we are perceived.

Our quality management system provides the structural framework for all our activities. It clearly defines responsibilities, establishes our standards, and ensures consistency across the organization. At the same time, it is designed to maintain flexibility, allowing us to adapt to changing conditions while remaining aligned with economic and ecological principles—and, above all, with the expectations of our customers.

## **OUR PRINCIPLES**

### **Customer Requirements and Satisfaction**

Our products and associated services are driven by the requirements and needs of our customers. Through thorough and detailed alignment of individual requirements, as well as the reliable fulfillment of agreed specifications and commitments, we ensure that our customers receive the desired product, with the expected performance, at the agreed time.

### **Environmental Protection and Resource Conservation**

The use of chemicals, emissions, and resource consumption are inherent to our operations, and we are fully aware of their impact on the environment.

From procurement through to delivery, we focus on identifying and implementing opportunities to minimize environmental impact within our sphere of influence.

Potential environmental effects are carefully assessed and considered in all developments, with the objective of achieving the lowest possible impact.

We prefer to collaborate with partners who actively contribute to environmental protection and share our commitment to preserving climate and natural resources.

## **Climate Change**

We recognize the urgent need to actively address the challenges of climate change. As a responsible company, we are committed to continuously reducing our environmental footprint and integrating sustainable practices across all areas of our business.

We define targets to reduce greenhouse gas emissions, promote the use of renewable energy, and invest in energy-efficient technologies within our capabilities.

Through regular training and dialogue, we raise employee awareness of environmental issues and encourage climate-conscious behavior. In collaboration with our customers and partners, we develop innovative solutions to support a more sustainable supply chain. As an integral part of our customers' value chains, we aim to contribute proactively to combating climate change.

## **Employees – Human and Labor Rights / Health**

We integrate fundamental labor and human rights principles into our corporate policy, reflecting the values we uphold both internally and in our cooperation with customers and partners.

We expect our partners, suppliers, logistics providers, and service providers to ensure safe and healthy working conditions for their employees.

Freedom of association and the right to collective bargaining must be respected in accordance with applicable laws. Compliance with minimum wage regulations is a prerequisite for any business relationship.

All employees must be treated in accordance with applicable national and local laws. Working hours should be agreed between employer and employee and, where applicable, regulated through collective agreements. Total working hours, including overtime, should not exceed 60 hours per week.

We strictly reject child labor. No individual below the legal minimum working age or still subject to compulsory schooling may be employed. Where permitted by law, light work for young persons must not interfere with their education or harm their health or development.

We maintain zero tolerance for discrimination or harassment based on age, disability, origin, race, gender, sexual orientation, religion, political views, or union affiliation. We do not engage with partners who tolerate discrimination or forced labor.

## **Safety**

The safety of our employees and all individuals involved in our processes is our highest priority. We comply with all applicable occupational health and safety regulations and

proactively identify potential risks to ensure the highest possible level of safety.

Our employees receive regular training and contribute through responsible and forward-thinking behavior to the prevention of workplace incidents.

## **Risk Management**

Our activities involve risks to people, the environment, and property. These risks are systematically identified and assessed within our risk management processes. Appropriate measures are implemented to prevent disruptions wherever possible and to minimize and control the impact of unavoidable risks.

## **Compliance with Laws and Regulations**

Compliance with all applicable laws, standards, and regulations is a fundamental principle of our operations.

We work with expert advisors and use a wide range of information sources to remain up to date with relevant legal requirements and to implement necessary measures when needed. This is particularly important in areas subject to strict regulations, such as chemical substances.

### **Data Protection**

Protecting customer-related data and strictly complying with applicable data protection laws are essential to maintaining customer trust.

Confidential information and business documents are protected against unauthorized access by third parties and uninvolved personnel. We take all necessary measures to safeguard personal data against unauthorized access, misuse, loss, or alteration, ensuring its confidentiality, integrity, and availability in accordance with legal and internal requirements.

### **Prevention of Money Laundering, Terrorism, and Illegal Activities**

We comply with all applicable regulations concerning the prevention of money laundering, corruption, and the financing of terrorism.

All employees are required to support this commitment. Participation in, tolerance of, or disregard for illegal activities is strictly prohibited.

### **Continuous Improvement**

We are committed to continuous development and improvement through a variety of measures. Regular self-assessments ensure critical evaluation of our processes and the effectiveness of our systems.

Root cause analysis, corrective actions, and continuous improvement measures are integral parts of our management system. We focus on early error detection and the prevention of recurring issues.

We communicate our corporate principles to all stakeholders and encourage everyone to contribute within their scope of responsibility to ensuring that our values are actively lived and consistently reflected in our actions.

*Managing Directors of  
HAROSOL April 2026*