

4flow code of conduct

shaping the future of supply chain



4flow code of conduct

Preamble

From its beginnings in 2000, 4flow has grown to become a leading provider of supply chain consulting, software and fourth-party logistics (4PL) services.

4flow has always been guided by a distinct vision and set of values and ethical principles. Adhering to legal principles and acting responsibly and fairly in our business dealings are integral to our corporate values. As demonstrated by our participation in the UN Global Compact (see annex), sustainability and corporate responsibility are integrated in our business practices.

The 4flow vision and values shape the way we treat our customers, partners, service providers, and coworkers.

The 4flow vision

Our products set new standards worldwide for the design of corporate networks. We achieve our goals by encouraging excellence, offering a wide range of personal development opportunities, and promoting a corporate culture of mutual respect and transparency.

The 4flow values



Strong customer-driven focus

We judge our performance based on our customers' feedback. Products and services from 4flow provide real benefits. We aim to exceed customer expectations. 100% customer satisfaction - that is our priority.



Excellence

Everything we do is of exceptionally high quality. Everyone at 4flow demonstrates proven expertise combined with exceptional communication skills, commitment, and professionalism. We measure excellence by looking at the results. Learning new things and exchanging ideas lead to the excellence of the individual, the team, and the company as a whole.



Respect

Our conduct and attitude towards our colleagues are characterized by respect, tolerance, courtesy and recognition. A culture of trust and individuality are key factors contributing to our success as a company.



Sustainability

We think, make decisions, and take action with the present and the future in mind. Everyone at 4flow looks at the big picture. We believe in organic growth and having fun while we grow.

This code of conduct reflects these values. It also represents a guideline for ethical behavior as outlined below.

1. Business conduct

Adhering to fair and legal principle

Team members are responsible for complying with all laws, rules and regulations governing the workplace in the countries in which 4flow operates, as well as any internal directives and policies.

At the workplace, 4flow team members conduct themselves with honesty, fairness, dignity and integrity, avoiding conflicts between private and business interests.

The 4flow vision and values shape the way we treat our customers, partners, service providers, and coworkers.

Money laundering, financing of terrorism, and other illegal activities

4flow is fully committed to the international fight against money laundering and the financing of terrorism.

Team members do not engage in or tolerate any form of illegal activity at the workplace or otherwise in connection with 4flow; this applies in particular to any kind of infringement of antitrust regulations.

Corruption and bribery

4flow does not tolerate any form of corruption or bribery.

The acceptance of gifts and benefits is generally prohibited if the interests of 4flow are affected or if a team member's professional integrity might be jeopardized.

The acceptance of gifts and other benefits is permitted if the value of the gifts does not exceed an amount in line with common business practices. In case of doubt, the Compliance representative at 4flow should be consulted. Gifts exceeding the allowable amount which - in the interest of the business relationship - cannot be declined, should be donated to a charitable organization. Invitations to business lunches or dinners can generally be accepted.

Regarding invitations to events that do not have a prevailing business character (e.g. concerts, theater productions, sport events or any type of entertainment scheduled during seminars or conferences or otherwise), team members are responsible for confirming whether attending the event is in line with common business practices.

In general, the following applies:

- > Nothing should be offered or given with the purpose of gaining a business advantage. Team members are also aware of the appearance of any such offer and the potential for perceived conflicts of interest.
- > Gifts and invitations to events should not conflict with the recipient's business ethics or compliance standards.

In case of doubt, compliance regulations are to be consulted.

Managing complaints

4flow handles complaints from all customers or former customers promptly and fairly in accordance with applicable laws and regulations.

2. Conduct towards colleagues

Equal treatment and non-discrimination

Operating in a culture of equal opportunity, mutual trust, and respect is of great importance to us. We promote equal opportunities and do not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, or sexual orientation in any of our activities.

Culture of learning and professional development

4flow fosters a culture of learning in which feedback from all stakeholders is encouraged. The main criteria for professional development are the team member's performance and potential with regard to the requirements of the position they hold.

Human and labor rights

We support and observe internationally recognized human rights. We reject all forms of forced labor and child labor. All team members have the right to the appropriate compensation. Pay and other benefits shall comply, at a minimum, with the respective national or local legal standards or those of specific national economic sectors, industries, and regions

Occupational health and safety

The health and safety of our team members is as important to us as the quality of our products or our commercial success. Occupational health and safety practices are integral to all our business processes and are included from the outset in all technical, economic and social undertakings.

Team members are aware of health and safety practices in their work environment (both at 4flow offices as well as client locations) and comply with all health and safety regulations. All leaders are responsible for instructing and supporting their team members in fulfilling this responsibility. Applicable safety standards apply to 4flow team members as well as the team members of subcontractors. This is also taken into account when selecting and working with subcontractors.

3. Conduct within society

Protection of natural resources

In the course of their work, team members strive to safeguard natural resources. To reduce the environmental impact as much as possible, team members plan, design and operate with energy efficiency in mind. When procuring suppliers, advertising material or external services, team members consider sustainable options that minimize waste and reduce consumption.

Charitable donations

4flow is an active corporate citizen, and we demonstrate our commitment in a variety of ways. Charitable donations and other forms of corporate citizenship are carried out solely in the interests of the beneficiaries. We do not make any financial contributions – particularly in the form of donations or sponsorships – to domestic or foreign political parties, organizations, or candidates.

Public behavior and communication

We respect the right to free speech and the protection of personal rights and privacy. All team members are aware that they represent 4flow in both private and professional settings. As such, they are responsible for safeguarding the reputation of the company by conducting themselves appropriately in public.

4. Handling information

Confidential information and protection of customer data

Safeguarding customer-related data and complying with applicable data protection legislation and internal regulations is crucial to the trust we build with our customers.

Confidential information and all business-related information from customers - as well as any information regarding the affairs of 4flow or its team members - is kept strictly confidential.

5. Protection of company property

The property, installations, business documents, work tools, intellectual property, and other valuable material of 4flow are not used for personal purposes or made available to third parties if this would negatively affect the interests of 4flow.

6. Implementation

Consequence of non-compliance

Failure to comply with this code of conduct can result in legal or regulatory sanctions for the affected team member, his or her colleagues, or 4flow as a company. In the case of severe misconduct, disciplinary proceedings by a regulatory body may result in a reprimand, fine, or withdrawal or suspension of authorization to conduct business for an entire 4flow business unit or certain team members. Failure to comply also constitutes a breach of the affected team member's contractual obligations and may result in disciplinary actions being taken by 4flow.

Protection of team members who report illegal or questionable activities

If an employee becomes aware of any illegal or questionable activities at 4flow, he or she is responsible for informing the Compliance representative under compliance@4flow.com. No employee who communicates a bona-fide concern will be exposed to retaliation on the basis of this, even if the concern proves to be unfounded. Such communication may be made anonymously or directly.

Last update: April 13, 2023

ANNEX: The global compact's ten principles



Human rights

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

make sure that they are not complicit in human rights abuses.



Labor standards

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4

the elimination of all forms of forced and compulsory labor;

Principle 5

the effective abolition of child labor; and

Principle 6

the elimination of discrimination with respect to employment and occupation.



Environment

Principle 7

Businesses should support a precautionary approach to environmental challenges;

Principle 8

undertake initiatives to promote greater environmental responsibility; and

Principle 9

encourage the development and diffusion of environmentally friendly technologies.



Anti-corruption

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

