



SDK RESSOURCEN
INNOVATIOUN
NOHALTEGKEET
CIRCULAR ECONOMY
SuperDrecksKëscht®



Code of Conduct



Preliminary information

Dear employees* and partners of OSL - Oeko-Service Luxembourg S.A. / Mandated for the operational implementation of the SuperDrecksKëscht® campaign

we are pleased to present you with our Code of Conduct. This document embodies not only our mission statement, but also our core values, which make up the foundation of our corporate culture. It describes how we want to work today and in the future in order to ensure the long-term success of our company.

We firmly believe that we can only achieve our goals through collaboration. Each of us has a personal responsibility to perform our duties with integrity, respect and professionalism. For us, openness and transparency are not empty words, but principles we live by and that are at the very core of all our actions and decisions.

We acknowledge that we can only be successful if we always act in accordance with the law and demonstrate ethically correct behaviour. This Code of Conduct is a living document designed to help us achieve our shared goals. More than just a policy, it is a compass that will guide us in all matters.

Thank you for your commitment and support in implementing these principles. Together, we will achieve our vision and create a sustainable future for our company.

*To make the text easier to read, the usual male linguistic form is used as a rule in this report for personal nouns and pronouns. If personal terms are only given in the male form, they refer equally to men, women and others.



Hans Peter Walter
Managing Director

Thomas Hoffmann
Responsible for CSR

Frank Fellens
Management

Alexander Zens
Chairman of the Works Council

Behaviour towards colleagues and employees

Working conditions and equal opportunities

At Oeko-Service Luxembourg (OSL), we are dedicated to cultivating a corporate culture of equal opportunities, trust and mutual respect. Discrimination, harassment, and disrespectful behaviour will not be tolerated in our company. We treat all employees fairly and equally, regardless of gender, age, skin colour, culture, ethnic origin, sexual identity, disability, religious affiliation or belief.

Human rights

We reject all forms of child and forced labour at OSL and its suppliers. All employees must be above the legal minimum age. We ensure that all employees receive fair remuneration that meets national and local legal standards as a minimum. We are committed to the principle of "equal pay for equal work" to ensure that all employees, regardless of gender or other individual characteristics, are paid equally for work of equal value.

Occupational health and safety

The safety and health of our employees are very important to us. Strict compliance with safety regulations is mandatory for every employee in order to avoid accidents and risks. All employees are expected to actively contribute to workplace safety and be alert to potential hazards. It is the responsibility of every manager to guide and support their employees in assuming this responsibility in order to ensure a safe working environment.

Behaviour in the business environment

Fair competition

Oeko-Service Luxembourg (OSL) undertakes not to accept any price fixing. It is important to maintain ethical relationships with employees, suppliers and other partners to ensure fair competition. We avoid conflicts between personal and business interests. We make decisions objectively based on factual criteria and do not allow ourselves to be influenced by personal interests.

Prohibition of corruption and bribery

We do not tolerate any form of corruption or bribery in business transactions. Employees are not permitted to exert any influence on business partners. When taking actions and making decisions, employees must not be influenced by personal interests. In addition, the provisions on corruption laid down in criminal law must be observed. Management, executives and all other employees must be aware of the extraordinary risks that a corruption case can pose to both the company and to them personally.

Avoiding conflicts of interest

It is essential that employees are not driven by personal interests and relationships with suppliers, customers, partners, other employees or individuals in their business activities and decision-making. All actions should be carried out in the best interests of the company to ensure commercially responsible conduct. Any conflicts of interest must be handled with full transparency to ensure that decisions are made without being influenced by personal relationships or individual benefits.

Legal compliance

Compliance with the law is fundamental for our company. Our Code of Conduct requires all employees to comply with all applicable laws and legal requirements. We view legal compliance as a fundamental element of our corporate culture and ethical responsibility. We foster an environment where compliance with the law is viewed as a fundamental principle and where each employee is encouraged to promptly seek assistance and clarification whenever there is any uncertainty or concern about the legality of actions.

Handling of information

Data protection

Our company takes the protection of the personal data of its employees, suppliers and customers very seriously. We attach great importance to the responsible handling of sensitive information. Collecting or processing personal data without first obtaining legal permission or the express consent of the data subjects is not permitted.

Confidentiality

All employees may only use confidential information within the scope of their professional responsibilities and for business purposes. Using confidential data for personal purposes or to share it with external parties is strictly forbidden. We expect all employees and suppliers to observe and implement the company's policies and contracts regarding information security and confidentiality.

Handling of business assets

The company's property and resources are to be used with care and protected from loss, theft or misuse. Intellectual property is a crucial competitive advantage for our company and is defended against any unauthorised access from outside.

The use of company assets, both tangible and intangible, is for business purposes only and not for personal purposes, unless expressly authorised. With respect to business travel, our employees, in collaboration with their managers, are responsible for budget and relevant planning that takes into account both time and cost aspects.

Sustainability and environmental protection

Sustainable environmental and climate protection as well as resource conservation are a central concern for Oeko-Service Luxembourg (OSL), which ever since its foundation has set itself the goal of using and implementing the latest information to ensure that top quality sustainable resource management, in an ecological and economic sense, can be achieved. Carrying out this task enables the brand to act as a role model in the ecological restructuring of our society. This leading role is intended to provide impetus for all those involved in the national economy with the aim of environmental relief and resource efficiency.

It is our responsibility to act in an environmentally conscious manner and to take measures to make a positive ecological contribution. Therefore, all employees are expected to use energy and resources carefully and responsibly in their work.

We are driving the expansion of energy supply based on renewable energy sources and are taking measures to minimise our impact on the environment and climate. We take our commitments to sustainability and environmental protection seriously and expect our suppliers, business partners and contractors to do the same.

Compliance with our Code of Conduct

Every employee is responsible for complying with the guidelines in our Code of Conduct and corporate policies. If there is any doubt about the fulfilment of the above obligations, employees must contact their manager. Managers are the first point of contact for questions and ensure that all employees know, understand and implement the Code of Conduct.



Oeko-Service Luxembourg SA

mandated by the amended Act of 25 March 2005 on the function and financing of the SuperDrecksKëscht® campaign to carry out the latter

Zone Industrielle Piret

L-7737 Colmar-Berg

Tel: +352 488 216 1

info@sdk.lu

www.sdk.lu

Certifications: EMAS · ISO 14001 · ISO 14024 · ISO 21001 · CSR label (INDR) · RAL-GZ 728 · REDCert