



# CODE OF CONDUCT

Towards a digital economy

## CODE OF CONDUCT

A good image, reliability and trust are crucial, fundamental conditions for ensuring a professional and successful ICT sector. Nederland ICT therefore believes that it is essential to maintain and enhance the reputation and integrity of its member companies.

Accordingly, Nederland ICT's members will subscribe to the following Code of Conduct:

### *Society*

1. The member company's actions will comply with the relevant laws and regulations, Nederland ICT's Constitution and Standing Rules, and this Code of Conduct. The member company will also be guided by generally accepted standards and values.
2. The member company recognises the importance of ethical and transparent conduct for maintaining trust in the ICT sector.
3. The member will not engage in activities which might harm the ICT sector's reputation.
4. The member company is aware of its social responsibility to run its business in a responsible, sustainable manner.
5. The member company understands that direct or indirect requests for, or offering or accepting, bribes in any form is unacceptable.
6. The member company understands that making agreements to limit competition in violation of the law is strictly prohibited.

### *Integrity and fair competition*

7. The member company will do whatever may reasonably be asked of as it a reasonable contractor and will consider its duty of care towards society in this respect.
8. The member company will treat its business partners, employees and other stakeholders in an ethical way, always carefully considering everyone's interests, standards and rules.
9. The member company will not engage in criminal conduct in obtaining contracts.
10. The member company recognises the importance of measures to avoid information being obtained about business partners or competitors in a socially unacceptable manner.
11. If the member company observes criminal or improper conduct, it will take steps to avoid such conduct in the future.

### *Clients and business operations*

12. The member company will undertake to utilise its knowledge, experience and work capacity as well as possible for the contract.

13. The member company will endeavour to only accept contracts for which it is sufficiently qualified or if it has ensured that it will be sufficiently qualified at the time that the contract is performed.
14. Before accepting the contract, the member company will make sure that there is consensus, preferably in writing, between the client and the contractor about the substance of the contract and terms and conditions for performing it. The member company will provide products and services in accordance with the agreement.
15. The member company recognises the importance of, where possible, identifying and analysing the risks associated with entering into and performing contracts, discussing these risks with its client and managing the risks in a practical, balanced way beforehand.
16. If, while the contract is being performed, facts or circumstances arise which undermine (or would undermine) the consensus originally reached, the client and the member company will consult with each other on the member company's initiative, in order to adjust the agreements to the changed situation.
17. Insofar as this follows from the nature of the contract, the member company will regularly inform its client, preferably in writing, about the progress of the activities to be carried out. Insofar as this follows from the nature of the contract for the member company, the member company will inform the client about the consequences of effectuating the contract for the business operations unit at the earliest possible stage.
18. The member company will take such measures that clear, unambiguous communication with its clients about its products and/or services is assured.
19. The member company will use the information furnished to it or of which it has become aware within the context of the contract relationship with such due care as may reasonably be required of it.
20. The member company will not provide any information which it knows or may suspect is inaccurate or misleading.
21. The member company will aim to have a systematic form of security and quality assurance, with the statutory obligations being complied with carefully,
22. The member will seek to maintain complete and accurate accounting records.

### *Employees*

23. The member company will seek to have a professional personnel policy. The member company's employees will be given the opportunity to further develop themselves professionally. Employees will not be discriminated against.
24. The member company will seek to offer its employees healthy working conditions.

25. The member company will give employees room to express themselves and to report misconduct.
26. The member company will take measures to promote ethical conduct by its employees.
27. Decisions by employees who themselves take the initiative to change jobs and continue their careers at other companies will be respected. If the companies themselves take the initiative in this regard, they will adhere to the following guidelines:
  - member companies will not engage in actions directly aimed at other member companies to recruit groups of employees;
  - member companies will be extremely cautious about recruiting students before they have completed their studies, except for students in programmes combining in-company training with part-time schooling.

#### *Final provisions*

28. This Code of Conduct will remain in full force if the member company delegates work to third parties.
29. The member company will inform employees, as well as anyone who asks, about this Code of Conduct.
30. If the member company has a code of conduct with a similar effect or which is more favourable to the client than this Code of Conduct, its scheme will apply, insofar as the member company considers its own code of conduct binding on its clients.

Under the membership policy, a member company will be accountable in situations in which it does not comply with this Code of Conduct. The Supervisory Board will monitor this in accordance with the provisions in Nederland ICT's Constitution and Standing Rules. Nederland ICT's Code of Conduct will constitute part of Nederland ICT's Standing Rules.