

TÜV NORD GROUP

Excellence for your Business

GUIDELINES





HOW WE SEE OURSELVES

TÜV NORD GROUP ensures customers all over the world of a broad range of future-oriented services.

With a tradition dating back over 100 years, TÜV NORD GROUP has a reputation for providing services to its customers' advantage based on its experience and competence.

The services TÜV NORD GROUP provides are available globally and ensure quality, safety and reliability through competence.

TÜV NORD GROUP is actively involved in assisting with, and developing, economic solutions and innovations.

We use our expertise in consulting, engineering, qualification, inspection and certification to protect people, the environment and property against risks, particularly risks associated with the manufacture and use of products and processes and the installation and operation of equipment and facilities.

Fully aware of its social responsibility, TÜV NORD GROUP bears a particular obligation to further internationally recognised sustainability initiatives (e.g. Global Compact and Global Responsibility Initiative).

All employees – a term that in the following text refers to staff and management alike – thus take the fundamental values of independence and integrity as the yardstick of all their entrepreneurial thinking and action. Each and every one of us is individually responsible for applying these principles. This is how every employee devotes his or her abilities and commitment to the lasting success of TÜV NORD GROUP and its customers.



OUR VALUES AND PERSONAL PRINCIPLES

Decisions and actions taken by TÜV NORD GROUP are always the decisions and actions of real people, be they managers, senior employees or members of staff. Each one of us is responsible for his or her personal actions and decisions in accordance with the four fundamental principles of corporate ethics: confidence, dignity, conscience and coexistence in harmony and goodwill. These are binding principles that apply to the actions of every individual in TÜV NORD GROUP, and they strengthen our integrity.

CONFIDENCE

We gain confidence through competent, reliable and appropriate actions.

DIGNITY

We respect individuals as persons, regardless of their functions. Accordingly, we interact in an appreciative and respectful way with our employees and partners.

CONSCIENCE

We do not force our employees or partners to act against their ethical convictions.

COEXISTENCE IN HARMONY AND GOODWILL

Each individual is responsible for maintaining compatibility between business objectives and coexistence in harmony and goodwill.



OUR CORPORATE PRINCIPLES

On the basis of our system of values, we declare the following principles to be binding within TÜV NORD GROUP:

WE TAKE OUR PARTNERS' NEEDS AND REQUIREMENTS INTO ACCOUNT

TÜV NORD GROUP commits itself globally to enhancing its customers' success. We conduct our business activities in a manner that is in compliance with all applicable laws, while demonstrating fair play and integrity.

WE ARE COMMITTED TO SECURING THE GROUP'S LONG-TERM DEVELOPMENT

Our decisions and actions are results-oriented, in order to secure the long-term economic success of the Group.

WE ARE COMMITTED TO PROTECTING THE ENVIRONMENT

Environmental safety is a fundamental element of our quality standards. This is why we are committed to a responsible approach towards nature and the environment.

WE MAINTAIN AND EXTEND OUR COMPETENCES

The specific competences of our employees are an essential basis for the success of our Group. We maintain and extend our competences to the benefit of our customers and the Group's development.

WE PROMOTE AND INSIST UPON ACCOUNTABLE ACTION

Professional commitment and motivation are vital to our success. Accordingly, our corporate culture supports independent and accountable action on the part of all employees. We also support our employees' willingness and ability to perform.

WE PROMOTE IDENTIFICATION WITH TÜV NORD GROUP

Identification is an essential element of loyalty. We consider it to be an important task of the management to do everything necessary to promote a sense of identification with TÜV NORD GROUP on the part of all its employees.

WE STRENGTHEN CONFIDENCE IN OUR COMPANY

We create co-operation with our partners in such a way as to promote and solidify confidence in our GROUP. We take decisions and act in such a way that employees, customers, suppliers and the public are able to inform themselves adequately. We create and maintain transparent structures with this in mind. Where there are competing interests, we weigh the impact on all parties involved. confidence in our corporate decisions and actions and in their orientation towards economic, ecological, social and welfare considerations. Where there are competing interests, we weigh up the impact on all involved.

WE REJECT DISCRIMINATION AND RACISM

We treat our employees and partners equally in an environment that is free from discrimination and racism. We achieve this by respecting the rights of others.

WE SUPPORT A POSITIVE WORK-LIFE BALANCE

The approach we have instituted towards human resources management within TÜV NORD GROUP is family-friendly. As an employer with a focus on the future, our human resources policy offers a wide range of opportunities that enable our staff both to fulfil their family responsibilities and to realise their professional potential.

WE ENSURE COMPLIANCE WITH OUR SYSTEM OF VALUES

TÜV NORD GROUP is committed to a consistent application of its values in practice. It is thus the personal responsibility of each employee to adhere to the system of values, the Corporate Guidelines and the Code of Conduct at all times and to do everything possible to ensure their implementation.

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