



# Planon Ethics Policy

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## 1. Definitions

“**Annual Report**” means the most current comprehensive report by the Executive Board on the activities of the Planon Group throughout the preceding year.

“**Executive Board**” means the management team of the Planon Group as defined in the Annual Report.

“**Planon Group**” means the group of companies consisting of Planon Beheer B.V. and its subsidiaries. Reference in this Ethics Policy to ‘we’, ‘our’, ‘Planon’, refers to the Planon Group unless the context indicates otherwise.

“**Planon Legal Entity**” means a legal entity which is part of the Planon Group.

“**Planon Employee**” means an employee of a Planon Legal Entity.

## 2. Introduction

### 2.1. Purpose and use of this policy

The Planon Group is a global software provider that helps organizations to streamline business processes for buildings, people and workplaces. The purpose of this Ethics Policy (“**Ethics Policy**”) is to harmonize and document Planon’s ethical values which are characterized by honesty, transparency, integrity and fair play and Planon’s overall ethical performance intentions and direction formally expressed by the Planon Board.

As with all Planon policies, this Ethics Policy will be:

- reviewed periodically, in light of any changes within legislation, the Planon Group organisation and other factors;
- implemented through guidelines to help every Planon Employee to understand and implement the relevant aspects of this Environmental Policy in their day-to-day activities through regular communication and training;
- communicated to all Planon Employees and they will be encouraged to work in an environmentally responsible manner. In order to educate and to raise awareness of environmental issues, Planon Employees will be given appropriate training.

### 2.2. Scope of this policy

This Ethics Policy describes a set of core values of Planon Legal Entities as set forth by the Planon Board in the area of ethical issues.

This Ethics Policy is applicable to all Planon Legal Entities throughout all departments and applies to all Planon Employees.

It is written with the intention to professionalize Planon’s overall ethical performance intentions and direction within the Planon Group, while at the same time keeping the handling as practical as possible.

On behalf of the Executive Board,

P.A.J. Guelen  
CEO

## 3. Core commitments

We are committed to:

- promoting an ethical corporate culture;
- achieving responsible commercial success, recognizing that the Planon Group will be challenged to balance the core values below against each other, always mindful of its promise to shareholders, employees, customers and suppliers.

### 3.1 Ethics

#### Ethical behaviour

We adhere to high legal and ethical standards applicable in the business. We are committed to meeting our contractual requirements. In order to safeguard ethical behaviour, we are committed to:

- **Respect:** We will be open, transparent and direct in our communication and receptive to influence. We will honour and value the abilities and contributions of others, embracing the responsibility and accountability for our actions in this regard.
- **Honesty:** We will not make false statements. We will never deliberately mislead. We will be as honest as possible, openly and freely sharing information, as appropriate to the relationship.
- **Fairness:** We will create and follow a process and achieve outcomes that a reasonable person would call just, even handed and non-arbitrary.
- **Compassion:** We will maintain an awareness of the needs of others and act to meet those needs whenever possible. We will also minimize harm whenever possible. We will act in ways that are consistent with our commitment to social responsibility.

#### Unethical behaviour

We always strive to be fair and objective in our advice and actions, and will never be influenced in decisions, actions or recommendations by gender, race, religion, colour, age or personal disability. To clarify which behaviour is not accepted, the Planon Group defines ethical behaviour in general and outline which behaviours are prohibited in its handbooks and guidelines.

If you are a Planon employee, please consult the relevant paragraphs of your employment contract and the country-specific handbook for additional information.

### 3.2 Integrity

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its employees. We are committed to achieving the highest degree of integrity in all of our dealings with potential, current and past customers. We extend the same standards to all our customers and suppliers and other associates.

In order to safeguard the integrity of the Planon Group, we define how Planon Employees should conduct themselves as representatives of the Planon Group. This Ethics Policy addresses these responsibilities to the Planon Group, to each other, to customers, suppliers and governments.

If you are a Planon employee, please consult the relevant paragraphs of your employment contract and the country-specific handbook for additional information.

### **3.3. Compliance with the law; Duty of care**

We believe that all businesses and organizations should avoid causing any adverse effect on human rights of people, environments and the well-being of society at large. In all of the Planon Group activities, we pursue to adhere to local and international laws, regulations, customs and cultures and carefully weigh the interests of its various stakeholders.

In order to safeguard the duty of care all Planon Employees shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company. Furthermore, we are open for reasonable audits and other inquiries to check the company's compliance.

If you are a Planon employee, please consult the relevant paragraphs of your employment contract and the country-specific handbook for additional information.

### **3.4 Fair Business practices**

#### **Anti-Bribery and corruption**

We respect competition regulations and will not involve in corruption, price agreements and other competition-disturbing activities and shall compete fairly in the marketplace.

In order to safeguard fair business practices, the Planon Group will incorporate competition and anti-bribery guidelines to its policies and ensure that violation of such guidelines shall have consequences to those persons involved in the violation(s).

#### **Standards of business partners**

We expect suppliers, agents, distributors and other partners of the Planon Group to work according to business principles as set forth in this Ethics Policy.

If you are a Planon employee, please consult the relevant paragraphs of your employment contract and the country-specific handbook for additional information.

### **3.5 Property and Confidentiality**

#### **Confidentiality**

In order to safeguard confidentiality, we:

- make all Planon Employees responsible for protecting the company's assets including company information and ensuring that it is used for internal business purposes only and in accordance with the applicable company policies.
- strive to handle customer information responsibly and to take reasonable and appropriate measures to protect customer information from misuse.

#### **Property**

We consider the company's various types of intellectual property as highly valuable assets. It is therefore policy of the Planon Group to secure and protect its intellectual property rights and to take appropriate action against unauthorized use. Just as we expect others to respect intellectual property rights of the Planon Group, we are committed to respecting the intellectual property rights of others.

In order to safeguard our property, the Planon Group retains the rights in, and ownership of, all intellectual property that is created by Planon Employees unless agreed otherwise in advance.

## **3.6 Conflict of interest**

Planon Employees should avoid any situation that involves a conflict between business and personal interests. Each Planon Employee should act in the best interests of the Planon Group, and should not use company property, information, or its position within the company for private gain or to obtain favours or benefits.

To avoid conflict of interest, the Planon Group gives clear examples to clarify the definition of conflict of interest to our Planon Employees. We resolve conflict of interest through disclosure and waiver.

If you are a Planon employee, please consult the relevant paragraphs of your employment contract and the country-specific handbook for additional information.

## **3.7 People**

### **Diversity and non-discrimination**

We strive for a diverse workforce. The Planon Group recruits, employs and promotes employees on the basis of their qualifications and abilities for the work to be performed and do not discriminate in any manner on the basis of race, ethnic background, nationality, age, religion, gender, sexual orientation or disability.

### **Health and safety**

With respect to health and safety, the Planon Group implements policies with the aim to create an incident- and injury-free work environment and to prevent the occurrence of occupational illness and health problems associated with its activities. At all levels, the Planon Group expects its Planon Employees to play an active role in identifying and rectifying unsafe situations.

### **Social behaviour Employees**

We encourage our Planon Employees to adopt a socially responsible attitude, and to be sensitive to local traditions and customs.

### **Employee development**

We support our Planon Employees in their growth and personal development by offering them training, coaching and mentoring. We invest in the knowledge and skills of our Planon Employees on an ongoing basis to support their long-term employability.

### **Employee involvement**



We create an atmosphere of candour and stimulate openness and accountability by involving our Planon Employees in the development and execution of our business objectives. We encourage and provide channels for employee feedback.

If you are a Planon employee, please consult the relevant paragraphs of your employment contract and the country-specific handbook for additional information.