

BOER & CROON

Code of Conduct of Boer & Croon

Our Values and Principles

As a provider of high-quality management services, we place the bar high for ourselves at Boer & Croon.

Compliance with this Code of Conduct is primarily the responsibility of our employees and professionals, but is also assessed by the Board of Boer & Croon.

Clients: Trust and Respect

- Clients and contractors entrust us with their most vital, sensitive and confidential management information. We will always treat this information in confidence and with respect and handle it in an objective and honest manner.
- Information relating to clients will never be used without their consent for any purposes other than the engagement at hand, nor will we attempt to benefit from the use of confidential information relating to the client.
- Likewise, we will never take the initiative of offering any of the client's employees a position elsewhere.
- Should a client be dissatisfied with the way in which the engagement was carried out, we will review their complaint in a professional and scrupulous manner.

Engagements: Expertise and Objectivity

- We only accept engagements for which we are actually qualified, both in terms of expertise and in terms of experience.
- In the event that we can no longer guarantee our objectivity or if there are conflicting interests involved, we will report this to the client immediately and will withdraw from the engagement if necessary.

Fees: Reasonable and Fair

- We aim for the services we provide to be proportionate to the fees paid by our clients. Fees must be both fair and reasonable and be proportionate to the quality of the services we provide and the responsibilities we accept.
- We will always agree to fees with impartiality in advance (i.e. prior to committing to the engagement).
- In cases where we recommend third-party services to the client (excluding employees, interim managers or associates who are sent a proposal and invoice by Boer & Croon), we will not accept a fee.
- Additional assignments that are allocated to Boer & Croon during the term of an assignment will always be provided for the client only in consultation with an independent person, whereby fees to be paid are transparently agreed to in consultation with the client.

Our Profession: Honourable and Always Transparent

- Boer & Croon takes its profession and its clients very seriously and is committed to upholding the highest ethical standards in all its operations. As such, we always respect the intellectual property rights of our clients, peer companies and individual practitioners.
- We will represent our profession with dignity and will always present ourselves to the outside world in a transparent manner.