

# CODE OF CONDUCT



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# OUR SERVICE



Fast Lines Belgium, a family owned and managed group of companies offering logistic services, further called FAST.

# ABOUT US



FAST commits itself towards working on an ultimate policy of zero harm to people and environment. We conduct our business in a manner that is fair, reliable and transparent. We strive for open dialogue with our partners to ensure long-term value and ethical relationships, and provide environmentally friendly multimodal service.

# INTRODUCTION

This Code of Conduct reflects Fast's integrity values and provides information about how to conduct our business responsibly and how to make sound ethical business decisions and create trust and value for all our stakeholders and ourselves. The Code of Conduct is a natural extension of the Fast's Values. The Code of Conduct applies to Fast's directors, representatives, staff and crew. We expect you to adhere to these principles.

# OUR PURPOSE, VISION, VALUES



As one group, we stand by one concept. Our purpose is to hear the needs of our partners, communities and the planet. Our vision is to supply green and tailor-made “Sofa Style” logistics service. Our values shapes our beliefs and performance:

- **Loyalty** – We act with integrity, transparency, responsibility and reliability in our relationships with stakeholders and each other.



- **Communication** – We aspire an open dialogue with all staff and partners to build up a strong and solid network of professionals and partners.



- **Investments** – We maintain our reputation through investing in people, materials, know-how and green technology.



- **Responsibility** – We propel our business and surmount obstacles to meet our stakeholder needs and supply first class, cost-efficient and environmentally friendly multimodal service.



# WORK ENVIRONMENT

Fast treats all employees fairly, ethically, respectfully and with dignity. We protect our employees from harassment and intimidation in the workplace, including all forms of sexual, physical and psychological abuse. We are committed to the healthy and safe work environment.



## WE EXPECT YOU TO DO THE RIGHT THING BY:

- Treating others fairly, with dignity and respect, regardless of their background, preferences, beliefs as we are all one group.
- Avoiding aggressive behaviour, inappropriate comments, unwanted physical contact, violence or bullying.
- Approaching cultural diversity, existing differences in people's abilities and personal ambitions with flexibility and resilience.
- Following the health and safety procedures applicable in your office, workplace.
- Wearing protective clothing and equipment if required.
- Maintaining clean and tidy common premises and personal working space.

# ENVIRONMENT AND SOCIAL RESPONSIBILITY

Fast conducts its operations in a sustainable way and in compliance with environmental laws and regulations. We strive to do business with respect for communities, human rights and the environment and to reduce the negative impacts of our activities. We expect that environmental protection and social responsibility is a priority for all our internal stakeholders.



## WE EXPECT YOU TO DO THE RIGHT THING BY:

- Supporting improvement of our environmental performance and the increase of efficiency in the resources use.
- Recycling and reducing waste and disposals.
- Responding to community concerns with integrity, honesty and respect.
- Using public transportation or biking while commuting to work as far as is practicable.
- Contributing to paper-less office initiative.
- Building relationships with local communities and participating in collaborative initiatives and social activities.

# BUSINESS ETHICS



Fast promotes integrity, transparency and ethics in all aspects of its activities. We comply with all applicable laws and regulations on corruption, bribery, prohibited business practices and extortion.

## WE EXPECT YOU TO DO THE RIGHT THING BY:

- Guiding transparent and honest internal and external communication.
- Establishing fair and open business with our partners in accordance with the accounting regulations, relevant local laws and customs.
- Ensuring that the financial reports and files are complete, accurate, understandable and transparent.
- Recording precisely and completely all business activities in which Fast has engaged.
- Avoiding activities that could involve or be a way to involve our business in any unlawful practice.
- Safeguarding FAST's and our partners' intellectual property, confidentiality and ownership rights.
- Refraining from giving or receiving gifts or acts of hospitality when they are intended to secure an improper advantage or to influence a business decision.
- Handling our customers data with the necessary precaution and using the data that is only essential for conducting business activities.
- Providing our shareholders with regular and reliable information about Fast's activities and performance.
- Complying with all relevant international trade regulations, sanctions and export control laws.

# COMPLIANCE



It is our personal accountability and obligation to adhere to the principles of our Code. These principles are comprehensible: act responsibly and fairly in accordance to applicable laws and regulations. If any ethical or legal compliance issues arise, we are responsible to bring them forward via the relevant confidential counsellor in your office. Reporting breaches allows us to investigate problems, learn from them and prevent future issues.

## MESSAGE FROM THE GROUP PRESIDENT :

*Respect for people, planet and profit is in Fast's DNA and is nothing new. Fast Group has built a successful global business based upon our long-standing reputation. This reputation is one of our most valuable assets. We are all the ambassadors of Fast Group and it depends on us to uphold our key values in relations with each other and our stakeholders.*

*Applying this Code of Conduct will help us to safeguard our reputation and operate with high ethical standards to achieve a better future for all people and the planet.*

Catrien Scheers

A handwritten signature in blue ink, appearing to read 'Catrien Scheers', positioned below the printed name.