

## Company Policy

### 1. Objectives

SONCOTRA aims to meet the dynamic requirements of its clients by delivering high quality and correct services, taking into consideration all possible ethical, environmental, safety and security values in accordance with the local and international laws and regulations.

Supported by the 6 basic principles, on which the company policy is based, PEOPLE, QUALITY, SAFETY, SECURITY, HEALTH and ENVIRONMENT Soncotra wants to strengthen its position on the European and Russian market in partnership with its subcontractors. Soncotra wants to achieve this by continuously improving the efficiency and the effectiveness of its processes and its organization according to the ISO, SQAS, AEO and GDP guidelines. The aim for continuous improvement is translated into measurable goals, which are periodically evaluated and adjusted. All employees are involved in the determination and realization of these goals.

### 2. Responsibilities

#### a. Towards its employees.

The management realizes that the success of the company depends on the skills, knowledge, motivation and the enthusiasm of its employees. Soncotra continuously invests in training programs, such as BBS and GDP. This is a main issue to further extend and develop the skills and knowledge and to comply with the requirements of the customers and other third parties.

Human values are highly rated. Employees should be able to work in ergonomic and safe circumstances.

The use of drugs and alcohol is strictly forbidden during working hours.

#### b. Towards its customers.

It is of fundamental importance to build out a relationship with reliable customers, based on mutual trust.

Soncotra's first priority is to offer its customers a smooth, straightforward and correct service meeting 100% the customer requirements. The customers can rely that their goods are transported in a professional, safe, secure and ecological way and for fair prices. When non conformances occur Soncotra commits itself they have to be reported and solved in the best way.

#### c. Towards its suppliers.

To offer high quality and correct services to the customers Soncotra selects those suppliers who can prove they fulfill the set requirements. Soncotra provides them with written guidelines and monitors the compliance. Soncotra aims for a long term cooperation build on mutual trust and integrity with the selected suppliers and recommends them to train their drivers based on the BBS and GDP guidelines.

#### d. Towards the drivers.

Soncotra sees to it that drivers are respected in their fundamental human rights, working conditions, correct wages, suitable and adequate premises and equipment and freedom of professional association.

#### e. Towards properties and sources.

Everybody within the organization, internal as well as external co-workers, is responsible for protecting all company information, properties and sources from damage, loss and theft. That can be realized by following the applicable instructions and procedures.

#### f. Towards the society.

Soncotra is well aware of its Corporate Social Responsibility and the importance that its services contribute to the improvement of the living standard of CIS and the European countries in a global world. All cooperation, more in specific with the Eastern European and Russian subcontractors and customers, must happen with respect to the cultural and geographical differences.

### 3. Economical principles

Making profit is a necessary condition to meet the above mentioned responsibilities and to keep the company financially healthy.

### 4. Integrity and Positive attitude in business

The management stands for integrity in all the aspects and integrates social, labour and human rights in its business operations.

Any kind of corruption, bribery, conflict of interest between personal activities and the activities of Soncotra is unacceptable.

All transactions and expenses made on behalf of Soncotra have to be justified and documented and are submitted to checks.

And last but not least, Soncotra stands for a positive attitude between its employees irrespective of their social background, culture, nationality and personality.

Poperinge, February 2016  
The General Managers

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