

# **ETHICS CHARTER**

*of Nestaan*

# MESSAGE FROM MANAGEMENT



Nestaan NV firmly believes that a company's success is based not only on its economic performance, but also on the values that guide its actions. This code of ethics embodies our commitment to acting with integrity, responsibility and respect, both towards our collaborators and our clients and suppliers.

It sets out our key principles: transparency, fairness, respect for the environment and privacy, and the well-being of everyone. These values guide our choices and actions every day.

We believe that by placing ethics at the heart of our development, we are not only building a stronger and more sustainable company, but also a working environment in which everyone can thrive with confidence and pride.

Together, it is by embodying these principles on a daily basis that we will continue to grow Nestaan in a responsible and sustainable manner.

*The management*

# Who we are

Nestaan is a manufacturer of vermiculite and vermiculite-based spray mortars and a supplier of polyurethane foam and perlite. Our products offer professional solutions for passive fire protection, insulation, packaging, construction, horticultural applications, filtration and tank neutralisation.

Nestaan is an ambitious family business spanning more than five generations, which has grown over the years to become an established and reputable company in many sectors.

Nestaan's mission can be summed up in one word: dedication. Sustained dynamism combined with the pursuit of perfection, a determination to provide customers in various sectors with a wide range of quality materials.

# Our values

At Nestaan, three values guide our decisions and actions.

## Customer oriented



By building a reliable reputation, demonstrating flexibility towards our customers, and providing technical support and tailor-made solutions, we aim to maintain long-term relationships with our clientele.

## Quality



The ongoing pursuit of quality and traceability is at the heart of everything we do. This attitude is evident in the expertise of our staff and translates into rock-solid service and products that meet the highest quality standards.

## Innovation and optimisation



To meet the ever-changing needs of our customers, we continue, as a company, to invest continuously in innovation and the optimisation of our production and delivery processes.

# CSR FOCUS

Corporate Social Responsibility (CSR) involves voluntarily integrating social, environmental, ethical and economic issues into our activities and relationships.

At Nestaan, we consider CSR to be a central pillar of our strategy. We seek to go beyond legal obligations to make a positive contribution to society while ensuring our own sustainability.

This ambition is reflected in particular in the use of responsible resources, selected for their low environmental impact and their contribution to a more sustainable economy.

**This charter applies to all staff, as well as our customers and suppliers. It will be regularly reviewed to remain compliant with standards and best practices.**

## Fundamental principles

- ✓ **Integrity and transparency:** acting with honesty in all our activities and relationships.
- ✓ **Respect for individuals:** respect human dignity and prohibit all forms of discrimination, harassment or inhumane treatment, in accordance with the Universal Declaration of Human Rights.
- ✓ **Environmental responsibility:** adopting sustainable practices throughout our value chain.
- ✓ **Quality and reliability:** Nestaan is determined to be recognised as a reliable, high-quality company. Nestaan is certified to ISO 9001, the international standard for quality management.

## Commitments to our collaborators

- ✓ **Health and safety:** we place safety at the heart of our production and commercial activities. Nestaan always provides appropriate personal protective equipment.
- ✓ **Non-discrimination and inclusion:** all our decisions regarding recruitment, promotion and working conditions are based solely on skills and merit. Nestaan has a zero-tolerance policy towards harassment and any form of discrimination based on age, gender, origin, religion, disability, sexual orientation or political opinions. Frédérique van Nes (member of the management team) has been appointed as the designated contact person for any reports.
- ✓ **Professional development:** we encourage continuous training and skills development. Staff members can request training courses according to their needs.
- ✓ **Confidentiality and privacy:** We ensure the protection of our employees' personal data. Any personal data that needs to be collected by Nestaan is indicated in our Privacy Policy. We also ensure compliance with the right to disconnect, in order to maintain a healthy work-life balance.

- ✓ **Quality and compliance:** We ensure that we offer the best possible customer service and guarantee the quality of our products. Internal and external quality controls are carried out on site to check product compliance.
- ✓ **Transparency and honesty:** we communicate clearly about our products, their composition and our services via our website, technical data sheets and certifications.
- ✓ **Data protection:** all information exchanged with our customers is treated confidentially.

We are convinced that our goal of maintaining a lasting relationship with our customers requires the implementation of these commitments, while applying the Universal Declaration of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work.

## Commitments to our suppliers and partners

- ✓ **Fair relationships:** Our relationships with suppliers are based on trust and mutual respect. We collaborate fairly, without exploiting our position in the market.
- ✓ **Respect for human rights:** we reject all forms of forced labour, exploitation or child labour.
- ✓ **Combating corruption and conflicts of interest.**

## Environmental responsibility

Nestaan is committed to reducing its environmental footprint and actively contributing to the Sustainable Development Goals defined by the United Nations (UN). Our actions include:

- ✓ The development of more sustainable products and packaging.
- ✓ Reducing our CO<sub>2</sub> emissions through a variety of measures.
- ✓ Optimising the transport of our goods.
- ✓ The use of renewable energy.
- ✓ Studies and audits to adapt sustainable practices at Nestaan.
- ✓ Continuous awareness-raising among our staff regarding good environmental practices.
- ✓ Monitoring and recognition of our efforts through our CSR certification from the CCI AKT and our Ecovadis label.

At Nestaan, we believe that success is built on trust, mutual respect and respect for human rights.

This charter represents our commitment to responsible, ethical, transparent and sustainable practices.

## Possible consequences of non-compliance with the charter

In the event of non-compliance with the principles set out in this charter, appropriate measures may be taken to ensure that our commitments are upheld.

- **For our collaborators:** Depending on the severity of the situation, measures may range from a warning to disciplinary action, in accordance with applicable legislation.
- **For our suppliers:** In the event of non-compliance with the principles of the charter, the supplier may be excluded from our partnerships.
- **For our customers:** If practices contrary to this charter are observed, Nestaan reserves the right to reassess the commercial relationship and take appropriate measures, while maintaining dialogue and collaboration.

## Methods of communicating the charter

Nestaan's ethical charter is made available to all stakeholders to ensure that it is properly understood and applied:

- **For our collaborators:** Available via a QR code on the welcome brochure and accessible at any time upon request.
- **For our customers, suppliers and partners:** Available on our website and communicable on request to ensure transparency of our commitments.



- A dedicated contact point is available for any questions:  
**[infonestaan@nhb.be](mailto:infonestaan@nhb.be)**
- A reporting mechanism is available for any violations. If you notice any non-compliance with this charter, please contact:  
**[frederique@nhb.be](mailto:frederique@nhb.be)**