



# Raffinerie Tirlémontoise Group

## ETHICAL POLICY

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# Policy

In all the Group's operations it is important to retain a set of core values and approaches to the process of doing business.

The Group RT recognizes its obligations to society and to all those with whom it has dealings. The confidence of the Group and the trust and the reputation of those with whom it deals are among its most vital resources, and the protection of these is of fundamental importance.

The Group RT demands and maintains high ethical standards in carrying out its business activities.



# Relations with Customers

- ~ The Group RT believes that integrity in dealings with customers is a prerequisite for a successful and sustained business relationship. This principle governs all aspects of the Group's approach to its customers.
- ~ In all advertising and other public communications, untruths, concealment and overstatement will be avoided.
- ~ No employee may give money or any gift of significant value to a customer. Nor may any gift or service be given which could be construed as being intended as a bribe.
- ~ The Group RT accords the same degree of confidentiality to confidential customer information as it does to its own confidential information.



# Relation with Suppliers

- ~ The Group RT aims to develop relationships with its suppliers based on mutual trust.
- ~ The Group RT undertakes to pay its suppliers according to agreed terms of trade.
- ~ The receipt of gifts or favours by employees can give rise to embarrassing situations and may be seen as an improper inducement to grant some concession in return to the donor.
- ~ The following principles should be observed:
  - a) gifts or favours must not be solicited;
  - b) money must never be accepted;
  - c) reasonable small tokens and hospitality may be accepted provided they do not place the recipient under any obligation, are not capable of being misconstrued and can be reciprocated at the same level, and the employee's immediate superior is made aware of the same.
- ~ Any offer of gifts or favours of unusual size or questionable purpose should be reported immediately to the employee's superior



# Relation with Competitors

- ~ The Group RT will compete actively, but honestly.
- ~ The Group RT believes service excellence to be the best way of enhancing its reputation.
- ~ Whilst fair comparison between the Group's strengths and competitors' weaknesses may be made, the Group RT will not engage in damaging competitors' reputations either directly or by implication, misrepresentation or innuendo.



# Relation with Employees

- ~ Our people are working worldwide. Our commitment to our employees influences our actions throughout the years.
- ~ Our learning and development focus continues to be on the growth of the individual, with the aim of maximizing the contribution of every employee
- ~ The Group RT is committed to providing equal employment, development and reward opportunities to all its employees throughout the organization. We aim to attract and retain the best men and women regardless of background, age, philosophical conviction, ethnic origin, nationality, disability or sexual orientation
- ~ we are committed to create a culture of inclusion, where each member of our diverse workforce is able to realize her or his full potential and deliver outstanding business results.