

Code of Conduct

At Kim's Chocolates, we work according to clear values and standards. These form the basis of how we cooperate and define the behaviour we expect from one another.

This Code of Conduct describes how employees, managers and other persons working within or for Kim's Chocolates interact with each other and with third parties. The Code is based on three pillars:

- 1. Fundamental values: respect, cooperation and integrity**
- 2. Open and professional communication**
- 3. Leading by example and taking responsibility**

Everyone working for Kim's Chocolates is expected to respect these principles and actively contribute to a safe, respectful and professional working environment.

1. Fundamental values

Respect

At Kim's Chocolates, we treat each other with dignity and respect.

This means, among other things, that we:

- Appreciate colleagues for their qualities, skills, commitment and potential;
- Show respect for employees from all departments, roles and levels;
- Remain open to the knowledge and added value of others;
- Comply with agreements and applicable rules;
- Take different opinions, backgrounds and beliefs into account;
- Treat others as we would like to be treated ourselves.

Respect is reflected not only in words, but above all in everyday behaviour.

Cooperation

Cooperation is an essential part of the way we work. By sharing knowledge, experience and responsibility, we achieve better results.

We therefore expect employees to:

- Actively cooperate with colleagues and other departments;
- Share knowledge and information when this benefits the team or the organisation;
- Support each other with complex tasks, projects and challenges;

- Contribute to joint solutions;
- Put the common interest above personal disagreements;
- Take responsibility for their own contribution to the team.

We believe strong cooperation is built when people trust each other, support one another and share responsibility.

Integrity

Integrity means that words and actions are consistent.

At Kim's Chocolates, we therefore follow the principle:

“Do what you say and say what you do.”

Everyone is expected to:

- Act honestly and transparently;
- Honour agreements;
- Take clear positions and act consistently in accordance with them;
- Ensure that personal interests do not take priority over the interests of the organisation, colleagues, customers or other parties concerned;
- Avoid conflicts of interest or report them in a timely manner;
- Make decisions in a fair, professional and responsible manner.

2. Communication

Good cooperation starts with clear and respectful communication.

At Kim's Chocolates, the following basic principles therefore apply:

- Talk to someone rather than about someone when an issue can be discussed directly.
- Communicate based on facts and avoid unnecessary personal judgements.
- Listen actively to the other person's point of view.
- Try to look at situations from the perspective of the person you are speaking with.
- Take the interests of Kim's Chocolates as an organisation into account.
- Make clear agreements and follow them up consistently.
- Communicate in a polite, professional and respectful manner.
- For important information, check whether the message has been understood correctly.
- Give feedback in a constructive manner.
- Ask questions when information is unclear.

Differences of opinion are normal. The way we deal with them determines the quality of our cooperation.

3. Leading by example

Managers have a particular responsibility within Kim's Chocolates. Their behaviour influences employees and the culture of the organisation.

A manager should therefore only expect behaviour from others that they are also willing to demonstrate themselves.

The same principle applies to permanent employees in their dealings with, among others, temporary agency workers, interns, temporary employees, new colleagues and external workers.

Leading by example includes:

- Acting in accordance with the values and agreements of Kim's Chocolates;
- Taking responsibility for one's own behaviour and decisions;
- Acknowledging mistakes and learning from them;
- Showing commitment to the team and the organisation;
- Treating everyone with respect;
- Supporting colleagues in their development;
- Guiding and coaching employees when new behaviour or new skills are expected;
- Responding constructively to questions, mistakes and difficulties;
- Acting consistently when agreements or rules are not respected.

Leading by example does not mean that someone is not allowed to make mistakes. It means consciously striving both to do the right things and to do things in the right way.

4. Dealing with conflicts and problems

Conflicts, problems and difficult situations are part of every organisation.

It is precisely in such situations that the principles of this Code of Conduct continue to apply.

Everyone within Kim's Chocolates therefore commits to:

- Raising problems in a timely manner;
- First entering into direct and respectful dialogue where this is possible and appropriate;
- Looking for solutions rather than someone to blame;
- Avoiding escalation, insults, intimidation or inappropriate behaviour;
- Asking a manager, HR or another authorised person for support when necessary.

When someone observes that a colleague or manager is acting in breach of this Code of Conduct, we expect this to be addressed in a respectful and appropriate manner.

5. Everyone's responsibility

This Code of Conduct applies to everyone working within or for Kim's Chocolates, regardless of role, employment status or seniority.

Everyone is responsible for:

- Complying with this Code;
- Addressing inappropriate behaviour when this can be done safely and appropriately;
- Reporting serious or repeated violations;
- Contributing to a working environment in which respect, cooperation and integrity are central.

Violations of this Code of Conduct are taken seriously and may, depending on the nature and severity of the situation, result in appropriate measures in accordance with the applicable internal rules and legislation.

6. Final provision

Kim's Chocolates expects everyone not only to know this Code of Conduct, but also to apply it in their daily work.

Our values only gain real meaning when they are visible in the way we cooperate, communicate, make decisions and deal with difficult situations.

Respect. Cooperation. Integrity. Every day.