

CODE OF CONDUCT DEKRA



1. Introduction

Our mission is to provide advanced technological services worldwide, to ensure the security, compliance and reliability of products and services.

Our vision is one of global and stable growth, promoting alliances, quality, talent, innovation and technology development.

Those values which DEKRA promotes and believes in are:

- Ethics, Integrity and Transparency.
- Commitment with our customers, shareholders, employees and suppliers.
- Commitment with the research, technology development and innovation.
- Equal opportunities without discrimination by gender, race, belief or disability.
- Commitment with the quality and the continuous improvement.
- Commitment with the security and environment.
- Promotion of the alliances, cooperation and team work.
- Settlement of work and family life with professional development.

Most of the above values are developed by our integrated management system covered by ISO 17025 (quality management), ISO 9001 (quality management), ISO 14001 (environment), OHSAS 18001 (occupational health and safety) and ISO 27001 (information security management systems).

This Code of Conduct applies to all staff of DEKRA and establishes the principles and values to adopt and the commitments expected by people working in the company.

*Additional information:
DEKRA' Quality Manual
F0123 – Mission, Vision and Values*

2. DEKRA values

The values listed above are the basic pillars for the success of DEKRA since they strengthen our vision whilst being aligned with our performance.

These values are necessary to produce changes towards the progress, so that all members of DEKRA must assume them.

Our values boots forces to the way of working, allowing us to establish a business culture and ensuring the success in continuous improvement processes.

Such values are not only the organization's values, but also the values of the members of DEKRA. Therefore they must always be present during the performance of our duties.

*Additional information:
DEKRA' Quality Manual
F0123 – Mission, Vision and Values*

3. Confidentiality - Conflict of Interest

The business development of DEKRA is significantly influenced, besides to the professional capacity, by the company's image and the confidence shown to third parties, either by employees, any subcontracted person or anybody related to this company.

The business of DEKRA demands that the clients have full confidence in the company and are fully confident that their expertise, designs or methods will not be exposed, under any circumstances, to third parties.

Therefore, one of the most important responsibilities of DEKRA is to require that its employees, subcontractors, companies with any cooperation agreements or any person who, for whatever reason, access to above information through DEKRA, maintain the necessary confidentiality. Also, DEKRA is responsible of making known the extent of the responsibility, whether labor, commercial, civil and criminal, which they may incur as a result of the breach of this rule, thus avoiding any action of bribery, kickbacks and/or corruption.

*Additional information:
DEKRA' Quality Manual
PODG002
PODG005/FDG10/FDG13/FDG100
F0123 – Mission, Vision and Values*

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4. DEKRA resources

Each employee is responsible for the material that DEKRA delivers for the performance of their functions either own (access cards, mobile devices, computers, etc.) or from clients and/or partners.

Each user of DEKRA is responsible for the software installed on his/her computer. There must be requested permission for any changes.

Any computer user connected to the DEKRA network, whether owned by DEKRA or any client, must have installed an antivirus, and be properly updated. In case of external equipment to DEKRA, the user must request permission.

All employees must ensure the proper maintenance and upkeep of facilities, including adequate control of access to our facilities regarding other area employees or external visitors.

Additional information:
PODT003
POQA023 - POQA009

5. Clients

DEKRA has a clear customer-oriented approach. Our management integrated system has implemented systems that help us to increase client's satisfaction (internal and external) and to improve our ability to provide to the market with quality and innovative products and services, with the latest technology.

All staff of DEKRA must treat carefully and ensure, as far as possible, the customer's satisfaction, internal, external or potential.

All activities must be focused on improving the quality of services offered by DEKRA by measuring and analyzing the customer satisfaction.

The effort to obtain feedback from our customers has been considered as vital with the ultimate goal of improving the quality of our service and adapt to the needs of our industry.

Additional information:
POQA016 - POQA021

6. DEKRA employees

The employees agree to carry out well and faithfully the duties ordered anytime by the Management of DEKRA, in the original

position or any position that could be decided in the future, if these are compatible with their job categories. Also, they are committed to carrying out the assigned tasks with the highest quality and possible efficiency under the Management System of DEKRA, or proposing the necessary changes to achieve it.

All members of DEKRA must contribute to continuous improvement and innovation of the company.

The behaviour of each of the members of DEKRA must meet the basic principles of equal opportunity without discrimination by gender, race, creed or disability, not allowing any form of harassment by any member of DEKRA, regardless of his/her position.

All staff must know, accept and abide to the provisions of the DEKRA Policy, of the Quality Manual and of the documentation of Management System in order to implement and enforce policies and working procedures.

Following one of the basic pillars of the policy, all the implemented measures to ensure job safety on the premises of DEKRA must be used properly.

It is also essential to compliance with the applicable law in all areas of activity of DEKRA.

Additional information:
PODG002 - POQA011 - POQA016 - POQA013 – POQA028-POQA004-POQA040
F0123 – Mission, Vision and Values
F0090 – Quality Policy

7. Environment

The environmental dimension is one of the basic pillars of the Management and Policy of DEKRA, as part of its integrated Management System. Therefore, as measurements of improving environmental impacts, it had been decided to adopt the Management System in accordance with the requirements of ISO 14001.

DEKRA members will cooperate in the detection and assessment of environmental impacts that may arise as a result of our activities with the aim of preventing pollution and misuse of natural resources.

Although the impacts to the environment are not potentially significant due to the activity of DEKRA, the employees will cooperate in total commitment to the environment, promoting environmentally responsible behaviour among its stakeholders.

Additional information:
F0090 – Quality Policy

8. Code of Conduct Management

The General Management is committed to creating an Ethical Committee, consisting of persons representing DEKRA' management areas DEKRA, providing them the necessary resources to ensure efficient operation in line with the strategy and objectives. The Ethics Committee will ensure compliance, monitoring and coordination of the Ethical Management System.

This Code of Conduct will be disseminated to all employees of DEKRA. A communication channel (calidad@at4wireless.com) will be established to report any incident related to this Code of Conduct.

Málaga, April 03, 2017



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