

aidenvironment

Code of Conduct

Application

- This Code of Conduct applies to all employees of AIDEnvironment.
- Responsibility for complying with the Code lies primarily with our employees; compliance is assessed by the management team (MT).
- The Code of Conduct forms an integral part of all project contracts drawn up by AIDEnvironment.

Clients

- Clients and contractors trust us with important, sensitive and confidential information. Respecting this trust has our highest priority.
- Mutual understanding and close cooperation are important conditions for obtaining a satisfactory outcome.
- We strive to be transparent in our work and professional relations, but we respect clients' requests for restraint or non-disclosure.
- The services we provide to our clients meet the demands of integrity, expertise, rationality and objectivity.¹
- We do not make any improper use of information received from a client, either for our own interests or on behalf of another client.
- We do not offer a position, either in our own firm or elsewhere, to anyone employed by one of our clients.
- If clients express dissatisfaction about our work, we look into these complaints in a thorough and professional manner.

Assignments

- We accept only assignments which are within the range of our expertise and experience and are compatible with our vision and mission.
- Should an assignment move in a direction that is inconsistent with our vision and mission, we discuss this with the client and, if necessary, withdraw from the assignment.
- We conduct substantive project work and all procedural matters in a thorough and professional manner, and deliver optimum quality. We investigate and weigh up all the relevant facts and circumstances and come to an independent judgement.
- If accepting another assignment would lead to conflicts of interest, we take appropriate measures. If necessary, we will refuse the new assignment.
- If our objectivity is called into question during a project, we look for an internal solution and, if necessary, propose this to the client. In the final instance, we will resign from the assignment.

¹ Integrity: honest; incorruptible
Expertise: knowledgeable; professional
Rationality: reasoned; considered; appropriate; prudent
Objectivity: keep to the facts, free of prejudice or personal preference

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Remuneration

- We agree a fee in advance that is reasonable, justifiable and in proportion to the expertise we provide and the responsibilities we accept.
- We accept no payment at all for recommending the services of third parties to a client.