



# Doro Business Ethics

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## EMPLOYEES

**Enabling and empowering employees to fully contribute to the company's development is the responsibility of all managers within the Doro Group. Doro Business Ethics gives you clear guidance on which areas you need to focus your attention.**

### DORO BUSINESS ETHICS

**Working environment.** Doro strives to be an attractive employer by creating a working environment based on collaboration, responsibility and openness. The wellbeing of employees is a high priority, and the company is committed to providing safe and healthy working conditions in line with best practice.

**Labour rights.** Employees are recruited and promoted solely on the basis of their qualifications for the job, regardless of race, religion, age, national origin, gender, sexual orientation, political opinion, union membership, marital status or disability unrelated to the task in question. Doro does not tolerate any form of harassment or violence in the workplace, and the use of forced labour and child labour is strictly prohibited in all company operations.

Doro encourage the positive contribution a diversity of background and experience gives.

**Compensation and development.** Each employee shall be rewarded in a correct and fair manner in accordance with their individual performance and contribution to the success of the company. All employees shall be offered opportunities for appropriate training to help them develop relevant skills, grow within the company and progress their careers.

**Conflicts of interest.** No employee may be involved in an activity or hold a position outside Doro that is in conflict with the company's business interests. Such conflicts of interest could also include directorships, significant shareholdings.

**Employee consultation.** Doro strives to maintain good communications with each employee through company information, annual performance reviews and any legally mandatory consultation procedures.

## CUSTOMERS

**Our customers are the reason why we exist as a company. All work within the Doro Group should aim to fulfil the promises we have made to our customers. Every time a Doro product is used, and every time a Doro representative is in contact with a customer, this is a moment of truth, representing a fulfilled or broken promise. It is the responsibility of all Doro employees, regardless of profession and position, to help fulfil our promises.**

### DORO BUSINESS ETHICS

**Customer satisfaction.** Loyal, satisfied customers are the basis of our reputation. Honesty and integrity in all dealings with customers are prerequisites for profitable, long-term business relationships. Doro will provide customers with accurate product information, and will only make commitments about our products or our company that we can live up to.

**Product quality.** Doro is committed to delivering products that answer real needs and enable the consumer to continue doing the things they have always enjoyed doing. We call it 'total experience of quality,' a work that begins with product development at Doro, and continues with the manufacturing process at our suppliers

**Gifts and favours.** Gifts, entertainment and compensation may be offered to a third party only if they are modest in value and consistent with customary business practice. The offer may never be of repetitive character. No gifts or entertainment may be offered in contravention of any applicable law or code of practice. Gifts that do not meet the above criteria will be reported to management, who shall determine what measures should be taken.

## SUPPLIERS

**As a company, we are responsible for our selection of supplies. In order to extend the impact of our values and beliefs throughout the supply chain, suppliers should be informed about our Doro Business Ethics and asked to accept it.** In addition to our Doro Business Ethics, our Far East suppliers are bound to sign the Doro Code of Far-East Supplier conduct.

### DORO BUSINESS ETHICS

**Gifts and favours.** No employee should seek or accept any gift, or entertainment that might reasonably be believed to have an influence on business transactions. Gifts that do not meet the above criteria should be reported to management, who shall determine how the matter will be dealt with.

**Human rights.** Doro will inform business partners of the company's values and business principles. We will not continue to do business with suppliers that fail to comply with applicable local legislation, do not uphold basic human rights, fail to have a safe working environment or disregard environmental issues.

**Environmental issues.** Concern for the environment is something we are all constantly reminded of, and at Doro we strive to minimize the impact of our operations. This is executed by constantly achieving or exceeding the standards laid out in all legislation and directives related to environmental issues.

Doro will not do business with suppliers that disregard environmental issues or the related legislation.

Doro strive to have ISO 14001 certified product suppliers.

**Safe workplace.** Doro request that our suppliers meet the standards of all applicable legislation concerning safe working conditions, regardless of whether the work is carried out in its own premises or as a contractor at a Doro site.

## SOCIETY AND THE ENVIRONMENT

**Under this heading you will find explanations for the relation between our Code of Conduct and local laws and customs; Doro's role in the community; and Doro's environmental ambitions.**

### **DORO BUSINESS ETHICS**

**Legal compliance and local customs.** Doro employees must comply with all the applicable laws and regulations of a country in which the company operates. In cases where a conflict exists between more restrictive laws and this Code's principles and values, the law shall prevail. We will respect the local traditions and customs of each country. In cases where there is a conflict between local customs and this Code's principles and values, the Code shall guide the employee's course of action.

If infringements of intellectual property rights are identified, it is Doro's intention to search for the acceptable licence agreement

**Community involvement and contributions.** Doro seeks to make a positive and sustainable contribution to the communities in which we conduct business. Employees are encouraged to participate in community affairs, but the company does not support political parties or make political donations

**Environmental impact.** Doro is committed to preventing or otherwise minimising and mitigating any harmful effects our operations have on the environment. We aim to reduce the environmental impact of products throughout their life cycles.

Doro's main contributor of environmental impact originates from the production and transportation of our products. Understanding this and the targets of regulation does not however reduce the need for our awareness. In keeping with this focus, all shipment methods are selected for the lowest environmental impact when customer delivery requirements allow.

Doro will always meet or exceed the environmental requirements placed by the authorities in our country of operation.

## SHAREHOLDERS

**Communication with shareholders and the financial world is regulated by law, and always goes through Doro Head Office. All relevant financial information will be published on [www.Doro.com](http://www.Doro.com) and employees will also find the information on our intranet.**

### **DORO BUSINESS ETHICS**

**Communicating with shareholders.** Doro will provide accurate and timely information on the company's activities, performance and financial situation to all shareholders in accordance with stock market regulations. Doro's accounting statements will present a true and correct view of the company's financial performance in line with International Financial Reporting Standards (IFRS).