

Our message to our customers



ENTREPRENEURSHIP

We take every opportunity to learn and improve. We foster innovation and create tailor-made sustainable solutions for the supply chain of the future.



COMMITMENT

We say as we do and do as we say, we are accountable and responsible.



COLLABORATION

Through excellence, insight, and close collaboration we enable our customers to solve any business challenge.



INTEGRITY AND RESPECT

We have a strong integrity-based culture that promotes the principles of open and honest communication, both internally and with our customers.

Solutions Beyond Logistics

However far our customers aim to go, we are always right beside them. We envisage to see the world from their perspective and help them identify the best way of organizing their logistics activities.

This results in tailor-made, unique solutions to fit our customer's profile, often going beyond pure logistics. Reducing total go-to-market cost, creating long-term added value. In each activity, using the right resources.

That's our objective. Because our creativity and flexibility have no boundaries.

We shape the world to fit their profile.



Our vision

CREATE opportunities for the supply chain of the future together with our customers.

OFFER innovative tailor-made solutions adding value to our customers' core supply chain.

ENABLE our customers to stay focused on their core business and help solve their challenges in complex markets.

Our Code of Conduct

Introduction

The code of conduct reflects our collective commitment to ethical business practices and regulatory compliance which are important for all our employees.

They, in fact, describe who we are, how we work and how we act in our day to day relations with all stakeholders. We live by our code of conduct standards, to help us make good and informed business decisions and act on them with integrity.

All employees are responsible for understanding and complying with these standards and governmental regulations.

As an Ahlers employee, you contribute by raising ethical and compliance concerns through the established channels.

We are committed to our corporate citizenship activities and responsible business practices.



Christian Leysen
Chairman of the board



Stefan Van Doorslaer
CEO



Business Principles

In all our business activities, we comply with the applicable laws, regulations, and standards. At all times we avoid conflicts of interest and show respect for customs, traditions and social values of the countries and cultural groups in which we operate.

We encourage our business partners to introduce similar ethical principles themselves based on applicable laws and generally accepted values. We expect them to comply with these principles in our day to day business activities.

We relentlessly focus on developing performance and cost-effective, sustainable solutions supported by a permanent learning environment and state of the art technologies.

Everything we do is inspired by a customer-centric mindset, guided by a skilled leadership and guaranteed by full transparency and the highest standards in terms of work ethics and integrity.

How we use this

“The Ahlers Way” summarizes basic information on the business practices that guide our business activities and related decision making. They are not intended to cover every situation you might encounter as an employee of Ahlers but should be guidance in your day to day contact and activities with our stakeholders.

Ahlers Principles of Business

- **We ensure we create close customer relations**

We share the customers' journey, creating solutions together and enabling them to stay focused on their core business.

- **We are consistent as one organization in our way of working and culture**

We have a unified culture across our organization that respects our traditional values (Entrepreneurship – Commitment – Collaboration – Integrity).

- **We are specialized**

No company can be good at everything, so we aim at being great in what we specialize in, with end-to-end sustainable solutions, project logistics, secured transportation, trade facilitation, and after-sales services.

- **We are creative and innovative**

We constantly foster innovation, promoting sustainable solutions and behaviors.



Our employees are best described through these three simple statements: passionate about the customer and the business, hands-on and professional.

Code of Conduct Standards

The following standards reflect how we manage our business. It is essential that you review these standards and commit to make them part of your work.

Human Rights

We conduct our business in a manner that ensures fundamental freedoms and human rights.

Child and Forced Labor

We reject child labor and any form of forced labor.

Discrimination

We do not tolerate any discrimination against individuals due to their race, religion, sexual orientation, nationality, political or trade union activities or owing to their gender, age or any disability.

Cooperation

Our cooperation and dealings with one another are based on mutual respect, transparency, and appreciation. We behave cooperatively and ensure a positive working environment.

Freedom of assembly

Ahlers acknowledges the right of freedom of assembly and the formation of interest groups.

Public Behavior

Our employees influence the public image of Ahlers. We all behave in a polite, courteous and service-minded manner to our customers and business partners.

Safety

Putting the safety of all our employees and customers first is at the core of our values. It is our intention that we work together to provide a safe environment.

Through preventative occupational safety measures and good working conditions, we seek to avert dangers to individuals and to promote and preserve the health of our employees. Our employee's safety is a central requirement of our corporate activity.

Occupational safety is a legal right for each of our employees to work in conditions that are free of known dangers. Any shortcomings in our occupational safety measures are to be reported to your manager without delay. Risks are to be avoided by means of foresight together with careful and safety-conscious behavior.

We recognize that customers expect our working methods to reflect the obligation to safeguard and monitor the safety of the products entrusted to us.

Employees are made aware to act in accordance with the principles applicable to the safety of the products in our care.

Sustainability

We are committed to the principles of sustainable management and environmental protection.

We support appropriate measures in dealing with the impact of our operation might have on the environment.



Confidentiality

All information about the business activities of Ahlers which has not been published and which is not public is treated as confidential. This includes information about third parties, business partners, that is made available to us working for Ahlers. We will not use any knowledge obtained from internal corporate processes for private gain.

We expect our former employees to uphold this confidentiality towards the new employer. All corporate and commercial communication with media and the public, in general, is the responsibility of senior management or their spokesperson.

Conflict of Interest

Ahlers employees will avoid situations in which personal or individual financial interest collides with the interest of Ahlers or our business partners.

We will cease activities causing conflicts of interest and provide written disclosure of any conflict that we know of at the time of hire or during our employment.

Secondary occupations, investing in competitors and/or business partners must not introduce a risk of a conflict of interest.

Ahlers encourages its employees to actively participate in society in the form of public offices, clubs, and associations or citizen groups provided this is not in conflict with the legitimate interest of our company.

It is allowed though to accept, and issue invitations associated with employment by Ahlers in accordance with these guidelines provided these are appropriate and not in anticipation of any improper benefits in return or any other preferential treatment.

The above also applies to the acceptance or granting of any gifts or other considerations and advantages of any kind.



Ahlers will not condone corruption and unfair business practices by employees or 3rd parties. We do not offer or accept any inducements, privileges or benefits which could influence a person's ability to make objective and fair business decisions.

Gifts, entertainment and other advantages of any kind whatsoever to employees or agents of public authorities or institutes or to the relatives of such persons are prohibited.

Any actual or suspected conflict of interest must be reported to the employee's manager.

Competition

We follow all applicable competition regulations and do not make any arrangements or agreements which affect prices and/or terms, conditions or which in any other way illegitimately restrict fair competition.



Social Responsibility

Ahlers supports health, education, and science as well as the fields of sport, art, and culture.

Donations may be made only on a voluntary basis and not in anticipation of any consideration in return. The granting of any donations must always be transparent and documented. Sponsoring measures must not serve any concealed promotion of interests.

In principle, we do not make political or religious donations.

Transparency

Our business activities are defined by responsibility and transparency towards our owner.

The objectives of our corporate work include the protection of corporate assets and achieving a sustainable increase in the value of our company.

All company reports and documents must be true and accurate in all material aspects and must comply with the applicable standards and contain full documentation of all relevant information.



Company Property

Company assets may only be used for company purposes and must be treated with all due care.

Company property may neither be sold nor loaned to third parties nor used for non-company purposes regardless of the condition or value of the property, without the explicit consent of the company.

While working at Ahlers, all employees are responsible to safeguard the company's assets.

Consultancy

Any remuneration paid to consultants, agents and/or brokers must be appropriate to the services rendered and must not serve to provide business partners with an unfair advantage.



Fraud

Fraud, corruption or any other criminal action will not be tolerated. Suspected wrongdoing will be investigated to the extent legally permitted in compliance with data protection requirements and appropriate action taken if evidence of such is discovered.

Insider Trading

In accordance with the laws on inside trading, employees are not permitted to use any information which they receive in the course of their work for Ahlers and which is not in the public domain in order to achieve financial or commercial benefits for themselves or for third parties.

Privacy

We have issued a Privacy Policy in accordance with the General Data Protection Regulation (GDPR) introduced by the European Union on May 25, 2018.

This Privacy Policy states which personal data we collect, how we collect it, why we need it, what we do to protect it and how you can consult, change or delete your personal data.

In accordance, all documents containing personal data about employees are treated as confidential, stored carefully and disclosed only to authorized persons.





Honesty

All employees are always required to act with integrity and honesty and refrain from inappropriate or dishonest behavior.



Grievance

All employees of Ahlers are strongly encouraged to report grave infringements of any laws and/or internal regulations through your manager or the HR channels.

We do not tolerate any actions against employees who report such infringements.

Infringement of the applicable laws and/or internal regulations will lead to appropriate consequences for the employee responsible, including prosecution under employment law, disciplinary consequences.

Such infringements can also lead to prosecution under criminal and/or liability laws.

About us

For more than 110 years Ahlers has been helping clients all over the world. With 650 employees in 3 regions (Europe, CIS, Asia), we provide state-of-the-art logistics and tailor-made solutions.



Contact us

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