

Dauphin North America recognizes the importance of integrating its values and business operations to meet the interests and expectations of our clients, employees, suppliers or vendors as well as the community and environment in which we operate.

Our Principles:

- We recognize that our social, economic and environmental responsibilities to our clients, employees, suppliers or vendors are integral to our business.
- We aim to demonstrate these responsibilities through our actions and within our policies and processes.
- We shall be open in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The CEO is responsible for the implementation of this policy and will make the necessary resources available to realize our corporate responsibilities. Our performance with regard to this policy rests with all our employees.
- We take every single piece of feedback from our stakeholders very seriously and focus on maintaining open dialogue to ensure that we fulfil the requirements outlined with this policy.

Business Conduct and Corporate Governance:

- We are committed to ensuring that our business is conducted according to ethical, professional and legal standards.
- We shall operate in a way that safeguards against unfair business practices with our contracts setting out the terms, conditions and the basis of our relationship.
- All the laws and regulations that apply will be complied with.
- We endeavor to ensure that our clients, partners, suppliers or vendors have confidence in the management processes of the business by the conduct and professionalism of our employees.
- All parties with whom we have a business relationship with will be treated in a fair and respectful manner.
- Dauphin shall encourage suppliers and contractors to adopt responsible business policies and practices.
- We will register and resolve customer complaints in accordance with our standards of service.
- In order to avoid conflicts of interest, only gifts of nominal value may be accepted, provided there is an established business relationship with the supplier. Gifts/meals received by suppliers shall be reported to managers.
- Dauphin has an obligation to ensure that all communications of the company information are timely, factual, and accurate and in compliance with applicable regulatory and legal requirements. Failure to comply may result in significant liability for the company and in some cases, for its employees. It is therefore important that Dauphin implement procedures and policies to govern the disclosure of Company information to the public.

Sustainability and Environment:

- We endeavor to reduce our impact on the environment by promoting environmentally friendly solutions whilst maintaining a successful and competitive business.
- We aim to dispose of waste in the most environmentally friendly way.
- Through the use of our technology we aim to reduce the environmental impact of unnecessary power consumption.
- We have created a take back program in order to eliminate waste from our own products and continue donating excess materials such as fabric to upholstery training facilities.
- We will continue to design and develop the utmost sustainable and environmentally friendly product. In an effort to conserve the existing forests, we will continue to see that our hardwood lumbers and veneers for our wood tables are taken from areas maintaining the practice of sustained forest management wherever possible.
- We continuously educate and inform our staff in our green factory practices.
- Further information on approach to the environment can be found in our Environmental Policy

Taking Care of our Own:

- Our success depends on recruiting and retaining the best people.
- Our employees deliver the customer service that our business relies on. We believe in investing in our people is the right way to promote and support excellent service.
- We support the development of our employees with personal development plans, training and onboarding programs. Educating our employees is extremely important to us.
- We communicate with and get feedback from our employees.
- We aim to support the protection of internationally proclaimed human rights.
- We aim to eliminate discrimination on any grounds and promote equality of opportunity. Our equality policy applies to current and potential employees.
- We will ensure that all employees are treated with respect and dignity and free from harassment.
- We aim to provide a clean, healthy and safe working environment in line with our health and safety policy, safe systems of work and approach to wellbeing.