

# The Ton Code

*“We are the world’s leading manufacturer of bentwood chairs and tables, and we elevate the basic need for “something to sit on and sit at” to a delight for all the senses. We respect the cycle of nature and appreciate nature’s gift of wood. We value the people we work with and the place where we work, because great things are born only from mutual respect and partnership. We continue the art of bending wood perfected by generations of craftsmen before us. We transpose traditional craft to the present and adapt it to modern needs and tastes, in partnership with world leaders in design. Our objective is to make chairs, armchairs and tables of timeless quality, which radiate peace, assurance and elegance.”*

Milan Dostalík, CEO

## **WE COMMIT OURSELVES TO THE FOLLOWING RULES OF CONDUCT:**

### **We limit negative impact on the environment and our surroundings, we limit waste**

We respect the cycle of nature and our environment. The gift of wood is essential to our business and our future. Protecting, respecting and restoring nature for the long term is therefore important to us. We make efficient use of our resources and consider their long-term sustainability; this includes processing as much waste as possible. Firstly, we minimise waste by sorting recyclable waste from non-recyclable, and we deal with the non-recyclable waste responsibly.

### **We aspire to the highest quality for all processes and for reasonable growth**

We are a byword for reliability, safety and timeless quality. Our objectives are both ambitious and realistic, and they enable our productivity, profitability and market competitiveness to grow at a reasonable rate. We flexibly and efficiently repair any flaws in our processes, search diligently for what has caused them, and avoid defects and risks through standardisation procedures. We set measurable goals using our knowledge of opportunities and risks, which we constantly monitor for their feasibility and suitability.

### **We use digital technology, actively and safely, for constant improvements**

We believe that digitalising our processes and services is key for efficiency, innovation and competitiveness in the current digital environment. We are constantly seeking new ventures and opportunities, and investing in new digital tools. We believe that

digitalisation will enable us to improve our processes, reduce costs and increase productivity, so we can provide better services for our customers. At the same time, we understand that this brings new cybersecurity and data protection challenges, and therefore we are particularly careful about protecting sensitive information.

### **We ensure safety and take care of our employees’ physical and mental health**

We create a safe working environment and we prevent accidents. Every employee has access to high-quality safety equipment. We are fully aware of the importance of physical and mental health and of a harmonious work-life balance, so we provide an environment that supports balance, safety and trust. We emphasise prevention, meaning that health is an important part of our educational programmes and benefits.

### **We respect human rights and adhere to the values of dignity, equality, diversity and inclusion**

Our corporate culture is founded on zero tolerance of discrimination, equal opportunities, respect for differences and treating each other fairly, based on well-known and universally accepted rules. We accept the principles of the Universal Declaration of Human Rights. We are also aware that employees form part of our supply chain, and therefore we apply the basic requirements of safety and human rights when selecting our suppliers. In no case can our success be founded on work in unsatisfactory conditions, or child or forced labour.

### **We develop our employees’ potential**

We invest in educational programmes and initiatives that not only enable our employees to develop their professional skills, but also to expand their horizons. Our approach to education is not merely limited to formal training; we create the conditions for personal growth and development so our employees can become effective workers and boost their communication, analytical, creative and teamworking skills. We are convinced that investment in developing our people benefits individuals and the company alike.

### **We act honourably, respectfully, transparently, and we protect whistle-blowers**

Our communication is based on responsible, fair conduct; we treat others with respect, dignity and courtesy. Communication is always transparent, honest, and free from all forms of manipulation and other misleading information. We create an environment

of trust and open communication, where employees are able to share any suspicions of wrongdoing without fear. We have a clear procedure for reporting unethical and unlawful conduct, including anonymous reporting, and we guarantee that whistle-blowers will be protected. We will ensure a thorough, objective investigation into all reported cases, to find a transparent, fair resolution.

### **We take a stand against any forms of corruption and we act in accordance with relevant legislation**

We have zero tolerance for corruption in any form. We are convinced that corruption damages not only our company, but also our employees, customers, suppliers and civil society as a whole, and therefore we are determined to protect our values and integrity. When commencing or placing orders, we will not accept or provide any gifts that may affect a business decision. We will not enter into any uncompetitive agreements and we will not exploit the company’s market position or our own position within the company. We undertake to comply with legislation just as we undertake to enhance and keep our professional knowledge current in this field. We will draw attention to any state of affairs or actions that conflict with the law and ethical standards and we will actively avoid any situations counter to the company’s interests.

### **We manage the company transparently and responsibly for the benefit of shareholders and investors**

We are aware that our shareholders and investors are essential to our entrepreneurial activities and their faith in us is crucial for our long-term success. We will provide transparent information about the company’s activities, and we will communicate the company’s plans and strategic decisions. We conduct our business to maximise the company’s long-term values of sustainability and social responsibility.

### **We review and maintain compliance with the requirements of the Code of Ethics**

We undertake to review compliance with the Code’s obligations via internal processes and external audits functioning as control mechanisms, which will also help us to identify possibilities for improvement. We will share our values with all interested parties and disseminate them widely.

### **We also meet the standards of: ISO 9001, ISO 14001, PEFC.**

# Ton

Handcrafted for generations

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