

# Responsible Marketing & Sales Policy

## “To Comply with Laws, Regulations and Good Business Practices”

We are committed to ethical sales & marketing practices that meet the standards set by external regulations & codes of practices, in particular

- all laws and regulations dealing with marketing practices
- all applicable global, regional and local industry codes relevant for our business
- privacy of customer or consumer information and data protection
- recommendation and promotion only of lawful uses

In addition, we are committed to observe company-specific regulations, most of all “The **Covestro** Corporate Compliance Policy”. It draws attention to a number of principles that are of particular significance in practice and gives guidance to all **Covestro** employees world-wide.

## “To Be Honest and Reliable”

We are committed to accurate and scientifically substantiated communication, in particular

- clarity: no misleading statements
- accuracy: all advertising to undergo internal review for accuracy & compliance
- transparency: evaluation of risks and proper information about any risk associated to our products in accordance with industry practices and relevant requirements.
- consistency of information irrespective of form and forum (e.g. press information, social media, customer letter).
- good ethical behavior and transparent business practices

## “To Listen Attentively and Communicate Appropriately”

We are committed to openness and transparency, in particular

- transparent product information
- implementation of efficient, reliable internal management systems
- responsible interaction with all Stakeholders groups
- transparent lobbying activities
- collect feedback and consider outside views

## “To Care About People, Safety and the Environment”

We are committed to implementation and monitoring of procedures, systems and processes, in particular

- assess risks: regularly review marketing business operations to assure highest quality of our products as well as safeguarding people and the environment
- prevent: training in order to help employees understand laws and regulations as well as internal rules
- act: corrective actions where required and transparent reporting on reassessments
- change: adapt (including restrict) marketing of products to the extent required by risk assessments