

Code of Conduct Royal Dutch PBNA

Engineers who are well trained and work safely are vital to the Dutch economy. Companies must be able to trust that both internal and external employees are able to do so.

Royal Dutch PBNA is an expert specialist in: *“The independent and reliable determination of the level of knowledge and competency among individual professionals and employees of companies and government organisations through the development and execution of exams”* resulting in a diploma or certificate with a high and lasting value.

We think and work on the basis of the following core values: customer-oriented, independent, transparent and reliable.

- **Customer-oriented:** flexible within the organisation with optimal planning and distribution of exams, with registration shortly before the exam being an option;
- **Independent:** objective, fair and professional assessment of all candidates, based on facts and independent of any client or commercial, financial or other means of pressure;
- **Transparent:** assessment based on clear examination requirements according to previously agreed clear agreements;
- **Reliable:** through proper, validly developed exams; organised and held by ethical employees and examiners. Everything within the applicable laws and regulations.

We assess every candidate:

- objectively, equally and on the basis of the same standards;
- on the basis of predetermined assessment criteria, of which he/she has been informed in advance.

Our examiners must be able to motivate their assessment at all times.

Royal Dutch PBNA has held a leading position in its market for over a century and is disciplined with the ambition of a top athlete to deliver even better services and products every day.