



Code of ethical business conduct

SNCB assures its passengers, customers, staff, partners and stakeholders, that it is committed to uphold the highest standards of ethics and integrity in all aspects of its business.

Therefore SNCB and its staff base their actions on SNCB's Code of Conduct ('Compass PROS', cfr. Annex 1) and SNCB's main corporate values (= 'PROS'): Professionalism, Respect, Entrepreneurship and Cooperation.

Furthermore SNCB fully complies with this present Code of ethical business conduct.





Laws, regulations and ethics

SNCB complies with all applicable laws, rules and regulations.

Furthermore, SNCB will conduct business in a fair, ethical and integer manner.



Anti-discrimination and respect

SNCB promotes diversity, equality and inclusion within and outside the organisation and will not tolerate any form of discrimination, harassment or retaliation.

SNCB treats its employees, passengers, customers, stakeholders, business partners and the society with respect.



Labor and Employment conditions

SNCB respects all applicable laws, regulations and social agreements concerning working conditions.

SNCB rewards its staff adequately and in accordance with the applicable laws and industry standards.

SNCB will not tolerate any discrimination with respect to hiring and employment of its staff.

SNCB is open to social dialogue and concerned with the overall well-being of its employees and their development.



Human Rights

SNCB respects commonly national and international accepted human rights.



Customer Focus

SNCB is dedicated to a customer-centric approach, placing the needs and comfort of its passengers at the forefront of its operations.

SNCB is committed to providing safe, reliable and inclusive transportation services that accommodates passengers of all backgrounds and abilities.



Child and forced labour

SNCB absolutely rejects and condemns child and forced labour and adheres to the applicable provisions.

SNCB does not use or tolerate, in any form whatsoever, slave labour, forced labour, bondage, human trafficking or involuntary labour.



Environment, Health and Safety

SNCB prioritizes the safety and security of its passengers and staff.

SNCB respects all applicable environmental, health and safety laws, regulations and agreed standards and procedures.



Data protection and exchange

SNCB shall use exchanged data solely for lawful purposes in compliance with applicable laws and regulations, including data protection laws and privacy regulations.



Export and import controls

SNCB ensures compliance with all applicable laws on the import and export of goods, services and information as well as to the applicable embargoes and sanctions.



Corruption, fraude and conflicts of interest

SNCB does not tolerate any illegal activities, including but not limited to corruption, fraude, money-laundering, bribery or any form of unlawful tangible and intangible benefits (including their offering), irrespective of whether these are made directly or indirectly through third parties.

Furthermore SNCB pays due attention to detecting and managing conflicts of interest, especially in the area of public procurement.



Supply Chain

SNCB chooses its suppliers diligently in compliance with the public procurement regulations and makes any collaboration subject to the additional principles set out in its Supplier Code (cfr. Annex 2) or equivalent principles to them.



Protection of Whistleblowers

SNCB does not tolerate any retaliation against persons who report violations of the principles set out in Compass PROS, in this Code of ethical business conduct or other regulations.

SNCB has put the required procedures in place to enable the report of any (suspected) integrity violation through the internal notification channels.

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