

Core Values CCV



Connected

We believe that the power to innovate and grow, starts with being connected to our customers, communities and stakeholders. A cultural fit is key. Our business is people's business and we very much take the people we work with into consideration.

CCV is a warm company, where having fun is just as important as working hard. Where we all contribute to achieving our mission and vision. That is why we value each and every employee. Connected, we cooperate and look for opportunities to further build on CCV and the business of our customers. Respect, mutual trust and transparency are at the core of our cooperation.

Principles:

- You are welcome at CCV
- We would like to get know to you
- We would like to co create with you
- With everything I do, I think about the consequences for the other(s)
- Constructive conversations are at the core of our relations

Behavior:

- I contribute to the success of CCV
- I like to work together with you
- I make you feel welcome at CCV
- I think truly customer centric



Experienced

We are entrepreneurs and are familiar with what our customers face. We are a solid and mature company with lots of knowledge and experience.

We are skilled in the world of payments and have a broad network. We have a strong position in the Benelux and experience with our payment services and solutions in over 15 European countries.

Principles:

- We can always justify what we are doing
- We share knowledge and expertise
- We enjoy looking at the world from different perspectives
- We are a learning organization

Behavior:

- I have thought about what I am doing
- I have the expertise or know where to get the expertise
- I share my knowledge and experience
- I like to remain an expert. Therefore, I invest in myself, develop myself and create countervailing power



Future proof

With care we handle our services and solutions for today and we prepare services and solutions for the future.

We are sensitive for the needs of our customers. We are eager to know what happens in the market and the relevant developments that are out there. A perfect mixture to realize integrated solutions for our customers. To sustain we need to thrive on change. We always want to stay ahead. Be curious, alert and open minded.

Principles:

- We work today with the future in mind.
- We are globally connected and perceive the world from different angles
- We thrive on change
- We embrace diversity

Behavior:

- I ask questions and I am curious
- I want to keep learning and develop myself
- I do what is best for CCV
- We take care of the people and the planet
- I act with impact



Reliable

We have an important role in our society. People depend on the quality of our services.

We embrace rules and regulations that come with the responsibility we have. Trust and integrity are key in our line of business. We expect nothing less from our employees, customers and other stakeholders. We cannot guarantee that we will not make any mistakes. But if we do, we will solve them and learn from them.

Principles:

- We trust you & you can rely on us
- What we agree upon, we will deliver
- If we have any doubts, we will ask for advice
- We want to be compliant

Behavior:

- I take ownership and I deliver what I promise; you can hold me accountable
- I reflect on my own behavior
- I am honest and sincere
- I trust you act with the best intentions