



**Shaping a sustainable future.**  
*together*

# Supplier Code of Conduct

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# Supplier Code of Conduct

*It is Vanderlande's vision 'to be the worldwide leader in sustainable automated logistic solutions'. Sustainability is an integral part of our corporate strategy and supports a strong, long-term basis for doing good business in our entire supply chain. As an important player and innovator in such sectors as e-commerce and aviation, our future decisions make a vital contribution to the sustainable development of our customers' businesses.*

*Vanderlande is committed to successfully achieve a strong triple bottom line for people, planet and prosperity. It will also continue to play an integral role in many global supply chains, and support our customers with their ambitions for sustainability. In order to achieve this throughout the entire value chain of our operations we ask all our key suppliers to agree with our Supplier Code of Conduct.*

## **Objectives**

The Supplier Code of Conduct describes the ways of working that Vanderlande applies together with suppliers. It specifies the minimum standards and aspirations expected of all suppliers to Vanderlande. This Code sets out the way of working with regards to sourcing and production for our supply chain tiers, from Vanderlande to its suppliers, through intermediaries and all the way back to the origins of the goods and services we buy. Suppliers shall adhere to all laws, rules and regulations in the countries where the supplier carries out its activities. Embracing these fundamental principles of the Code is a dynamic rather than static process and Vanderlande encourages suppliers to support by continuously improving their processes, products and services. Furthermore, it is expected that suppliers always strive to live up to both international and industry best practices. This Code replaces earlier versions.

The Code contributes to the United Sustainable Development Goals (SDG's) depicted in the Vanderlande Sustainability framework and is in full compliance with the basic principles specified by the UNs Global Compact platform, in line with the appropriate ILO Conventions (International Labour Office), The United Nations' Universal Declaration of Human Rights, the UN Conventions on the Rights of the Child, the Convention for the Elimination of All Forms of Discrimination of Women, and the OECD's Guidelines for Multinational Companies.

## Guiding principles

The Vanderlande Sustainability Framework sets out the guidelines to achieve a strong triple bottom line for people, planet and prosperity. Vanderlande has defined the following four missions that contribute to this goal:



### Zero carbon footprint

Vanderlande is aiming for a net-zero carbon footprint by 2040 – ten years ahead of the Paris Agreement.



### Circular economy

Vanderlande is committed to becoming more regenerative as part of our commitment to the acceleration of a circular economy.



### Doing good business

Vanderlande upholds strong ethics, and doing good business is a fundamental part of our daily operations.

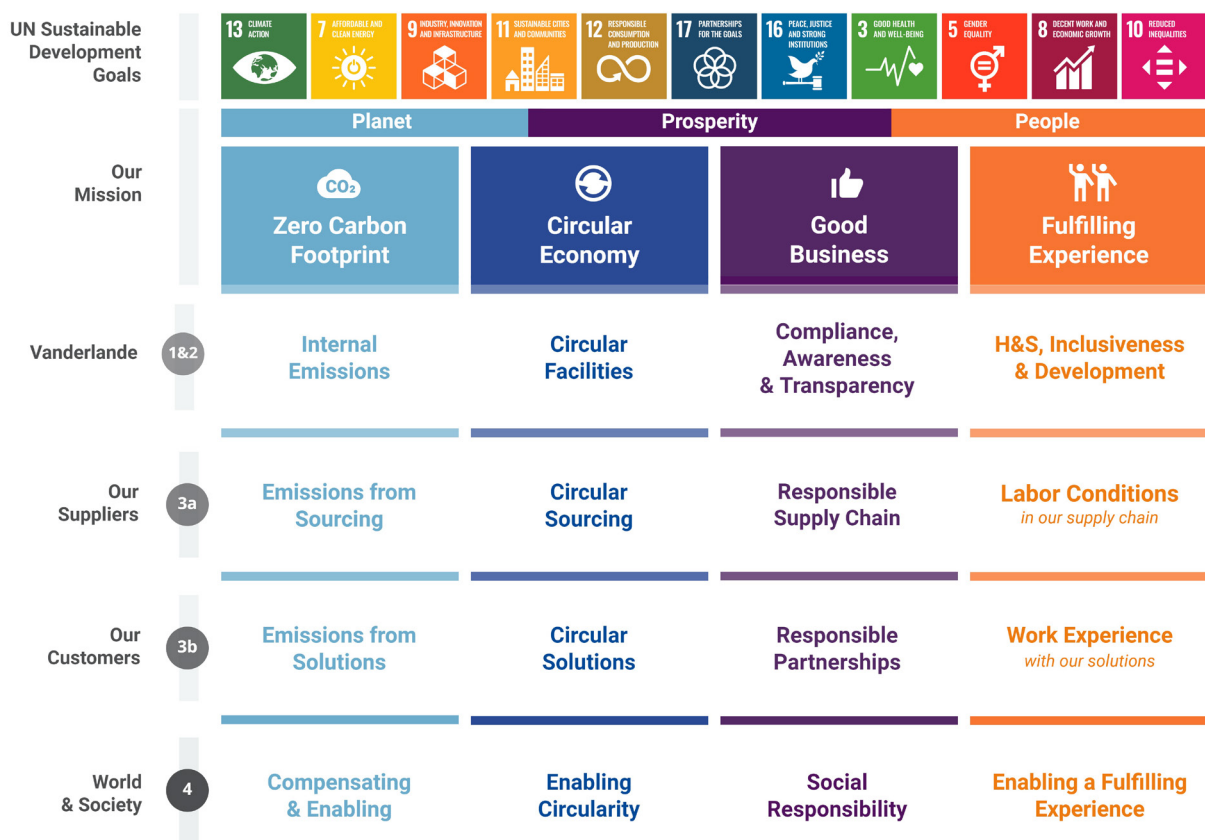


### Fulfilling experiences

Vanderlande puts people first, fostering environments that protect the wellbeing of all stakeholders, as well as promote education, diversity and personal development.

The articles in this Code of Conduct contribute to achieving the four missions. The future of the planet is everyone’s business, and Vanderlande puts full trust in its people to help realise its vision, empowering its international community to take sustainability to the next level.

## Vanderlande Sustainability Framework



*Vanderlande is committed to ensuring that working conditions in Vanderlande supply chain are safe, that workers are treated with respect and dignity, and that manufacturing and operations processes are environmentally responsible. By signing this Code of Conduct, the supplier commits and contributes to the same values and acts accordingly.*

### Zero Carbon Footprint

As a signatory to the Climate Pledge, Vanderlande pursues to become a net-zero carbon company by 2040, 10 years ahead of the Paris Agreement. Suppliers are required to work with Vanderlande to achieve this goal in the supply chain.



### Emission and waste reduction

The supplier will do all it can to reduce their environmental impact. The supplier aspires continuously to reduce or eliminate waste, wastewater, and its Carbon footprint, including energy-related indirect air emissions. This by implementing appropriate conservation measures in their production, maintenance, and facilities processes. Vanderlande expects the supplier to report relevant data on emissions, waste reduction and environmental management system upon request.

### Environmental permits and reporting

The supplier must obtain, maintain, and keep current all required environmental permits (for example, discharge monitoring) and registrations and follow the operational and reporting requirements of such permits.

### Transport

Logistics will be carried out in such a way, using relevant performance indicators, to minimize environmental impact of the transportation method chosen, towards a CO2 neutral or even positive impact.

### Circular Economy

The supplier shall make design efforts to considerably increase the longevity of the product, design products so that these can easily be returned to the supplier for repair, refurbishment, or that are easily separable to be properly recycled. The supplier should make considerable design efforts to reduce the use of virgin materials by applying recycled or biobased materials.



### Conflict Minerals

We expect the supplier to source responsibly. The supplier will do all to facilitate due diligence to investigate the source of these minerals and respond in a timely manner to Vanderlande's request for evidence of its compliance with this requirement.

### Zero Waste

Vanderlande expect the supplier to work towards zero waste production.

### Hazardous substance management and restrictions

The supplier shall, in line with applicable laws and regulations, prohibit or restrict the use or handling of specific substances. The supplier needs to inform Vanderlande if any of the articles and products that are purchased from the supplier, contain a concentration of more than 0,1% of a substance of very high concern (SVHC), as defined by ECHA (European Chemicals Agency).

### Good Business

Only by working together we can maintain a culture of Good Business.



### Business integrity

Corruption, extortion, and embezzlement, in any form, are strictly prohibited. The supplier shall not offer or accept bribes or other means to obtain an undue or improper advantage.

### Disclosure of information

The supplier accurately records and discloses information regarding its business activities, structure, financial situation, and performance in accordance with applicable laws and regulations and prevailing industry practices. The supplier respects intellectual property rights and safeguard customer information. Transfer of technology and know-how must be done in a manner that intellectual property rights are protected.

### Data Privacy

The supplier processes personal data confidentially and responsibly, respect everyone's privacy and ensures that personal data is effectively protected and used only for legitimate purposes in line with our Privacy Statement and international Privacy Laws.

### Whistle-blower protection and anonymous complaints

The supplier is committed to ensure the protection of Supplier and worker whistle-blower confidentiality and prohibit retaliation against workers who participate in such programs in good faith, or refuse an order that is in violation with the Vanderlande Supplier Code of Conduct. The supplier provides an anonymous complaint mechanism for workers to report workplace grievances in accordance with local laws and regulations.

If the supplier or supplier employees, or employees of supplier's subcontractor(s), believe that the terms of this policy are not adhered to, or that Vanderlande is not acting in accordance with its own Good Business Policy (Code of Conduct), Vanderlande encourages to raise these concerns via the Vanderlande Speak Up line ([www.vanderlande.ethicspoint.com](http://www.vanderlande.ethicspoint.com)), send an email to [goodbusiness@vanderlande.com](mailto:goodbusiness@vanderlande.com) or call +31 413 49 49 49 and ask for the Good Business Department. The suppliers' employees are made aware on the possibilities and have free access to means to raise concerns to Vanderlande.

### Fulfilling Experience

Vanderlande puts people first: we foster environments to protect the well-being of Vanderlande's stakeholders, and promote education, diversity and personal development. Therefore, Suppliers commit to the following statements.



### Health and safety

Vanderlande recognizes that integrating sound health and safety management practices into all aspects of business is essential to maintain high morale and deliver projects, services and products at required specifications. Vanderlande has specific project health & safety procedures, as well as guidelines that the supplier needs to follow prior to, and during any site work or delivery. See page 11 for our 12 Life Saving Rules that must be adhered to on all Vanderlande and supplier sites.

### Product safety

Vanderlande is committed to deliver, maintain and service safe Material Handling Solutions to its customers. To be able to do so, the supplier shall comply to all relevant local product safety regulations. On top of that, Vanderlande can add additional product safety requirements, which shall be met. The supplier will eliminate non conformities as they are responsible to make sure their product meets all safety requirements.

### Occupational injury prevention

Risk assessments shall be conducted to identify any risks for physical and mental health, safety and environment. Mitigations are based on the hierarchy of hazard control.

The supplier eliminates both physical and mental hazards where possible. Where hazards cannot be eliminated, The supplier provides appropriate engineering controls such as physical guards, interlocks, and barriers. Where appropriate engineering controls are not possible, The supplier establishes appropriate administrative controls such as safe work procedures. In all cases, the supplier shall provide workers with appropriate personal protective equipment. Workers shall not be disciplined for raising safety concerns and will have the right to refuse unsafe working conditions without fear of reprisal until management adequately addresses their concerns.

### Emergency prevention, preparedness, and response

The supplier will anticipate, identify, and assess emergency situations and events and minimize their impact by implementing emergency plans and response procedures, including emergency reporting, worker notification and evacuation procedures, worker training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment, adequate exit facilities, and recovery plans.

### Ergonomics

The supplier will identify, evaluate, and control worker exposure to physically demanding tasks, including manual material handling, heavy lifting, prolonged standing, and highly repetitive or forceful assembly tasks.

### **Antidiscrimination**

The supplier will not discriminate against any worker based on race, colour, age, gender, sexual orientation, pregnancy, ethnicity, disability, religion, political affiliation, union membership, national origin, or marital status in hiring and employment practices such as applications for employment, promotions, rewards, access to training, job assignments, wages, benefits, discipline, and termination. In addition, the supplier shall not require workers or potential workers to undergo medical tests that could be used in a discriminatory way except where required by applicable laws or regulations or prudent for workplace safety.

### **Fair treatment**

The supplier commits to a workplace free of harassment. The supplier shall prohibit harassment and unlawful discrimination in the workplace.

### **Prevention of involuntary labour and human trafficking**

The supplier shall not traffic in persons or use any form of slave, forced, bonded, indentured, or prison labour. This includes the transportation, harbouring, recruitment, transfer, or receipt of persons by means of threat, force, coercion, abduction, fraud, or payments to any person having control over another person for the purpose of exploitation. All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice. The supplier shall ensure that third-party agencies providing workers are compliant with the provisions of the Code and the laws of the sending and receiving countries, whichever is more stringent in its protection of workers.

The supplier shall ensure that contracts for both direct and contract workers clearly convey the conditions of employment in a language understood by the worker.

### **Prevention of underage labour**

The supplier shall not employ workers under the age of 15 or, in those countries subject to the developing country exception of the ILO Convention 138, employ no workers under the age of 14 and not employ workers under the age of 18 for hazardous work according to ILO Convention 182.

### **Juvenile worker protections**

The supplier may employ juveniles who are older than the applicable legal minimum age for employment but are younger than 18 years of age, provided they do not perform work likely to jeopardize their health, safety, or morals, consistent with ILO Minimum Age Convention No.138.

### **Working hours**

A work week shall be restricted to 60 hours, including overtime, and workers shall take at least one day off every seven days. Under no circumstances shall work weeks exceed the maximum permitted under applicable laws and regulations.

### **Wages and benefits**

The supplier pays all workers at least the minimum wage required by applicable laws and regulations and provide all legally mandated benefits. In addition to their compensation for regular hours of work, workers are compensated for overtime hours at the rate required by applicable laws and regulations. The supplier shall not use deductions from wages as a disciplinary measure. The supplier to Vanderlande offers vacation time, leave periods, and holidays consistent with applicable laws and regulations. The supplier pays workers in a timely manner and clearly convey the basis on which workers are being paid.

### **Freedom of association**

The supplier respects the right of workers to associate freely with, form, and join workers' organizations of their own choosing, seek representation, and bargain collectively, as permitted by and in accordance with applicable laws and regulations. The supplier protects against acts of interference with the establishment, functioning, or administration of workers' organizations in accordance with applicable laws and regulations.

### **Dormitory and dining**

The supplier provides workers with clean toilet facilities, access to potable water, and sanitary food preparation and storage facilities. Worker dormitories provided by the supplier or a third-party agency are clean and safe and have adequate emergency exits, adequate heat and ventilation, reasonable personal space, and reasonable entry and exit privileges.

### **Worker feedback**

The supplier shall have an ongoing process to obtain feedback from their employees, on processes and practices related to this Code and to foster continuous improvement.

### **Supplier audit**

Vanderlande may visit (and/or have external monitors(or certified Parties) visit) supplier facilities to assess compliance with this Code and to audit supplier's wage, hour, payroll, and other worker records and practices.

## Compliance

### Audit

In order to demonstrate and communicate work and improvement toward the principles, the supplier is expected to possess necessary internal instruments (e.g. measuring procedures, tools and indicators). Vanderlande or a third party assigned by Vanderlande may review or conduct onsite audits to assess the supplier's status and progress towards these principles.

### Management system

The supplier is encouraged to adopt or establish a management system designed to ensure compliance with this Code and applicable laws and regulations; identify and mitigate related operational risks; and facilitate continuous improvement. ISO 14001, ISO 45001, ISO 50001, Ecovadis and Eco-Management and Audit Scheme (EMAS) are examples that are encouraged.

### Continuous Improvement

The management should work, if not in place already, towards the following elements:

- › Describe a process how to improve day-by-day.
- › A corporate social and environmental responsibility statement affirming the supplier's commitment to compliance and continuous improvement, to be posted in the primary local language at all of the supplier's worksites.
- › Clearly identified company representatives responsible for ensuring implementation and periodic review of the status of the supplier's management systems.
- › A process to identify environmental, health and safety, business ethics, labour, human rights, and legal compliance risks associated with their operations; determine the relative significance of each risk; and implement appropriate procedures and physical controls to ensure compliance and control the identified risks.
- › Performance Objectives with Implementation Plans and Measures—Written standards, performance objectives, targets, and implementation plans, including a periodic assessment of the supplier's performance against those objectives.

## References

Vanderlande consulted the following references in preparing this Supplier Code of Conduct:

- › [The Climate Pledge | Net Zero Carbon By 2040](#)
- › [Greenhouse Gas Protocol](#)
- › [THE 17 GOALS | Sustainable Development \(un.org\)](#)
- › [SCIP - ECHA \(europa.eu\)](#)
- › [UN Global Compact](#)
- › [ILO conventions](#)
- › [Universal Declaration of Human Rights](#)
- › [UN Conventions on the Rights of the Child](#)
- › [Convention for the Elimination of All Forms of Discrimination of Women](#)
- › [OECD Guidelines for Multinational Companies](#)

## Signed:

Vanderlande

Company name:

Name:

Name:

Function:

Function:

Signature:

Signature

Date:

Date:

Place:

Place:



# Speak-Up Line

Integrity and transparency are of the highest priority for Vanderlande in supporting the confidence of our customers, partners, shareholders and employees. Therefore, it is important that Vanderlande is aware of all compliance violations, especially those that are against the law or violate our Good Business principles. To become aware of compliance violations we have multiple ways, one being our “Speak Up” line.

Our “Speak Up” line is for reporting compliance violations in a secure manner, 24 hours a day, 7 days a week, in 11 languages, online or via telephone. You may choose to

make your report anonymous. “Speak Up” can be used by all employees and management as well as customers, suppliers and other stakeholders. The “Speak Up” system is managed by a third party supplier. All data supplied in a report is maintained on secure servers. All reported content is handled exclusively for Vanderlande.

Besides our Speak Up line you can also send an email to [goodbusiness@vanderlande.com](mailto:goodbusiness@vanderlande.com) good directly. E-mails will be dealt with in the same careful manner.

	<b>SPEAK UP LINE</b> GET THE LOCAL TOLL FREE PHONE NUMBER AT: <a href="http://WWW.VANDERLANDE.ETHICSPPOINT.COM">WWW.VANDERLANDE.ETHICSPPOINT.COM</a>
	<b>SPEAK UP WEBSITE</b> FILE A REPORT AT: <a href="http://WWW.VANDERLANDE.ETHICSPPOINT.COM">WWW.VANDERLANDE.ETHICSPPOINT.COM</a>
* Operated by Navex, an independent third party.	

# Life Saving Rules

**Stay  
Safe**

**VANDERLANDE**

## Life Saving Rules (LSR)

**Working safely is a value for Vanderlande.  
These 12 rules are in place to keep you safe!**

<p><b>1</b></p>	<p><b>Emergency Plan</b> Know the emergency plan for your site. Be aware of the emergency number and first aid arrangements.</p> 	<p><b>7</b></p>	<p><b>Permit to Work / Access</b> Work with a valid Permit when required (e.g. hot works, commissioning and testing, and energised systems). Follow all safety requirements.</p> 
<p><b>2</b></p>	<p><b>Competence, Training and Procedures</b> Follow your training, the standard operating procedures and site instructions. Only competent persons are allowed to carry out the job.</p> 	<p><b>8</b></p>	<p><b>Lock Out Tag Out (LOTO)</b> Apply LOTO on all energised equipment before any intrusive works take place or guards are removed.</p> 
<p><b>3</b></p>	<p><b>Drugs / Alcohol</b> Do not work under the influence of drugs and alcohol. Consider the side effects of medication you are taking.</p> 	<p><b>9</b></p>	<p><b>Safe Work At Height</b> Do not start any work at height without adequate fall prevention measures (e.g. edge protection). For other situations, you must have specific training and follow the instructions.</p> 
<p><b>4</b></p>	<p><b>Driving / Pedestrian Safety</b> Drive safely – be alert to your surroundings. Pedestrians must always be alert for vehicles. Follow defined routes and respect site rules.</p> 	<p><b>10</b></p>	<p><b>Moving Machinery</b> Keep clear of moving machinery and machinery that may start automatically.</p> 
<p><b>5</b></p>	<p><b>Mobile Phone</b> Only use your phone in a safe area. Do not use your phone while walking or operating a vehicle/ machinery.</p> 	<p><b>11</b></p>	<p><b>Lifting Operations</b> Do not walk or stand under suspended loads.</p> 
<p><b>6</b></p>	<p><b>Personal Protective Equipment (PPE)</b> Always use the proper PPE for the task and hazard. Follow the site-specific instructions.</p> 	<p><b>12</b></p>	<p><b>Electricity</b> Do not carry out work on electrical installations unless you are competent and authorised to do it.</p> 

**If you can't do it safely, don't do it!**

# Definitions and abbreviations

**ECHA:** ECHA is the European Chemicals Agency, an agency of the EU. They implement the EU's chemicals legislation to protect your health and the environment, and their work also contributes to a well-functioning internal market, innovation and the competitiveness of Europe's chemicals industry.

**Climate Pledge:** The Climate Pledge was initiated by Amazon and calls on signatories (including Vanderlande) to be net zero carbon across their businesses by 2040. Companies that sign the pledge commit to three principal areas of action:

- › Measure and report greenhouse gas emissions on a regular basis;
- › Implement decarbonization strategies in line with the Paris Agreement through real business changes and innovations, including efficiency improvements, renewable energy, materials reductions, and other carbon emission elimination strategies;
- › Neutralize any remaining emissions with additional, quantifiable, real, permanent, and socially-beneficial offsets to achieve net zero annual carbon emissions by 2040.

**ECOVADIS:** EcoVadis is the a provider of business sustainability ratings, intelligence and collaborative performance improvement tools for global supply chains, backed by a technology platform.

**ILO:** The only tripartite U.N. agency, since 1919 the ILO brings together governments, employers and workers of 187 member States , to set labour standards, develop policies and devise programmes promoting decent work for all women and men

**OECD:** The Organisation for Economic Co-operation and Development (OECD) is an international organisation that works to build better policies for better lives. Their goal is to shape policies that foster prosperity, equality, opportunity and well-being for all.

**SCIP:** SCIP is the database for information on Substances of Concern In articles as such or in complex objects (Products) established under the Waste Framework Directive (WFD).

**SDG's:** The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

**SVHC:** Companies supplying articles containing substances of very high concern (SVHCs) on the Candidate List in a concentration above 0.1% weight by weight (w/w) on the EU market have to submit information on these articles to ECHA, as from 5 January 2021.

<b>Revision</b>	<b>Date</b>	<b>Description</b>
1	20-12-2017	Initial version
2	01-01-2022	Update entire Supplier Code of Conduct