

# Business Partner Code of Conduct

27 October 2021



## Introduction

We are pleased to present you the Riwal Business Partner Code of Conduct. These general and business principles are based on our company values which guide us in our way of working. It is not only important that we reach our goals, but also, how we reach our goals.

With the term 'business partner' we refer to all (sub)contractors, vendors, suppliers, consultants, commercial representatives, agents and others with whom we work to serve our customers. This Business Partner Code of Conduct sets out the basic requirements that our suppliers of goods and services must meet in relation to their responsibility for Quality, Health, Safety and Sustainability.

Each business partner of Riwal has a personal responsibility to be aware of the Business Partner Code of Conduct and to comply with it. We expect our suppliers to select their own suppliers in accordance with the guidelines of our Business Partner Code of Conduct.

Riwal expects its suppliers to conduct their business activities in a fair way, with integrity and with respect for people and the environment, throughout the entire value chain. We expect our Business partners to comply with applicable national and international laws, regulations and standards such as the OECD Guidelines, UN Guiding Principles, UN Human Rights treaties and the core conventions of the International Labour Organization.

On behalf of the Executive Management  
27 October 2021

Pedro Torres  
CEO

Rene Timmers  
CFO

## Our values

Our values define who we are as a company and what we represent. Each of us should act in accordance with our company values and our business principles.

Our company values are enclosed in our strategy and are an important part of our code of conduct:

- Safety
- Diversity
- Integrity
- Teamwork
- Sustainability

### Safety

We provide our customers with the highest level of safety with each rental or sale. Our approach to safety is pro-active: whenever and wherever we see a possibility to improve safety or to eliminate potentially unsafe conduct, we act proactively to create the safest possible environment for our staff and our customers.

### Diversity

Riwal's work environment consists of many different people with unique characteristics. We respect and value what makes people different and strive to build a great place to work where our employees can be their authentic selves. We believe diversity fuels the added value and innovation that we bring to our customers.

### Integrity

Our colleagues and customers can rely and count on us. We make all our decisions honestly and candidly.

### Teamwork

Riwal believes in teamwork, not only internally but also in forming a team with our customers. Together we look for the best solutions, possibilities, and prospects.

### Sustainability

Maintaining high standards in regard to sustainability is of the utmost importance to Riwal. We take action to improve our social impact within our communities, and make conscious choices for products and processes that are better for people and for our planet.

## What Riwal expects from its business partners

We are committed to creating long-term relationships with our stakeholders and to creating long-term value for our customers, employees, shareholders, and society, recognizing that sustainable profit is essential for the continuity of our business. We focus our efforts on the success of our customers. In this respect, it is our responsibility to provide customers with products and services that meet high safety, health, environmental and quality standards. We strive to deliver the best customer experience.

### Compliance with the law

We will conduct our activities in a socially responsible manner. We respect the laws of the countries in which we operate; we further support fundamental human rights and give proper attention to safety, health, and the environment, consistent with our commitment to contribute to a sustainable development of our company. As our business partner, we expect you to do the same and that is:

- Comply with and act in accordance with applicable laws and regulations;
- Recognize and act in line with the Universal Declaration of Human Rights;
- Recognize of the International Labour Organisation (ILO) statement of fundamental principles and rights at work, attach a particular value on excluding forced labour and child labour, and meeting the guidelines for working hours and minimum wage;
- Follow the principles of good employership, in which working conditions, well-being and development of its employees are guaranteed;
- Offer your employees an employment contract in accordance with the law;
- Formulate a social policy for its employees, including the desired standards of contract and the exclusion of discrimination and harassment;
- Compete fairly in the market areas in which it operates, in accordance with the principles of fair competition and applicable competition laws, and respect the intellectual property rights of third parties.

### Ethical Behavior in Performing Business

We trust our Business Partners to conduct their business in an ethical, transparent and responsible manner.

- Prohibit bribery and any other forms of unethical business practices. Under no circumstances can any of your employees, employees of a company in your group, or agent - directly or indirectly - offer, accept, promise or authorize any cash payment or gift:
  - To gain any business advantage;
  - To influence the policy of any government body or authority, or;
  - That could bear the appearance of impropriety.

This may not be circumvented by commission payments. Payments or gifts to officials to expedite performance of routine government actions (such as processing a required government license) (being “facilitation payments” or “grease payments”) are considered bribes and are forbidden.

- Keep any business entertaining and hospitality with Riwal employees appropriate and reasonable in nature, entirely for the purpose of maintaining good business relations and not intended to influence in any way Riwal's decisions about how Riwal awards future business. Gift giving between your employees and Riwal's employees is avoided. Official company to company gift exchanges are acceptable but must be transparent and properly recorded.
- Do not engage in, nor tolerate, any arrangements facilitating or suspected to be used to facilitate any acquisition, retention, use, or control of any property or money intended to disguise the proceeds of crime.
- Prevent fraud within your organization and report any fraud or suspicion of fraud immediately. For these purposes “fraud” means the deliberate misappropriation, falsification, omission, or removal of data, money and/or goods whereby resources or assets are unlawfully diverted to or from a company. All business and commercial dealings are transparently performed and accurately recorded by you in your books and records. You have no actual or attempted participation in money laundering.

## Health and safety of workers

We conduct our business in a safe manner and we commit to providing our employees with a safe workplace. As our Business Partner, you also ensure to provide a healthy and safe workplace to your employees, to prevent accidents and injury arising out of or as a result of your operations.

- Treat all your employees with respect and dignity and encourage inclusion and diversity in your workforce;
- Subject no worker to any physical, sexual, psychological, verbal harassment, abuse or other form of intimidation or abuse of authority;
- Prevent discrimination based on caste, national origin, ethnicity, religion, age, gender, marital status, sexual orientation, union membership, political affiliation, health, disability or pregnancy.
- Take responsibility for the health and safety of your employees;
- Manage risks and take the best possible precautions against accidents and occupational diseases;
- Offer training and ensure that your employees are instructed in the field of health and safety;
- Ensure adequate personal protective equipment (PPE) and monitor their wearing;
- Set up or use an occupational health and safety management system such as ISO 45001 or similar, aimed at continuously improving occupational health and safety performance.

## Protection of the environment

Our company embraces initiatives to protect the environment by preventing or minimizing the environmental impact of our organization and more specifically our rental equipment through appropriate design, transportation and disposal practices. We aim to maintain our leading position in the industry in developing and using environmental solutions for our business. We expect our partners to also conduct their business in a similar way:

- Take responsible actions for the protection of the environment and minimizing your environmental pollution ;
- Help Riwal to provide its customers with an insight into the environmental impact of proposed technologies and their alternatives;
- Set up or use an environmental management system such as ISO 14001 or similar, aimed at continuously improving environmental performance;
- Commit to achieving sustainable solutions in your products, services and operations, with regard to energy consumption, emissions, transport, packaging, material efficiency, waste recycling and reuse. This commitment is preferably expressed in a CSR policy statement

## Sustainable Supply Chain

Riwal aims to provide its customers, or downstream supply chain, with a sustainable and innovative product. We also are putting efforts to source and consume our products in a sustainable manner. We expect our business partners to follow the same principles:

- Make maximum efforts to ensure compliance with this Business Partner code by encouraging your own suppliers to endorse it or endorse similar compliance documents;

## Confidential Information

Business Partners may become aware, receive or have access to information about Riwal, our customers, suppliers or other business partners that is not publicly available. Such information is confidential and Business Partners must keep such information confidential and safeguard its confidentiality.

Riwal will not tolerate the improper use of inside information, regardless of whether it is unlawful or not allowed.

You respect and safeguard Riwal's confidential information, know-how and intellectual property. All information provided by Riwal is only used for its intended and designated purpose. All and any personal information about individuals, such as Riwal's customers and employees are handled with full respect for the protection of their privacy and in compliance with all relevant privacy laws and regulations.

## Compliance and reporting

Compliance with the Business Partner Code of Conduct is essential to the ongoing success of Riwal as a company. A code of conduct can however not answer every question that arises in day-to-day business; therefore each Business Partner must use common sense and professional judgement at all times.

### Audit

Riwal has the right to ensure, by means of an audit, that suppliers comply with this Business Partner Code of Conduct. Evidence of not consistently operating in accordance with this Business Partner Code of Conduct may have consequences for the continuation of the relationship between the supplier and Riwal.

### Speak Up

Your role in doing business with us in accordance with the values set out in this code is important. Your employees are provided with appropriate means by which they can raise their concerns about any of the requirements in this Business Partner Code of Conduct and all employees who speak out about an issue are protected from retaliation by you.

If you have any compliance concerns about and/or related to Riwal, please bring them forward, speak to your contact person within Riwal, who will listen and help you.

If you have tried to talk to them but you feel that you are not being heard then you can approach [riwal.whistleblower.network.net](mailto:riwal.whistleblower.network@riwal.nl), our external speak up platform facilitated by GotEthics.

[Whistleblownetwork](https://www.whistleblownetwork.nl)

The whistleblownetwork allows people to report a compliance concern anywhere and anytime in their native language, either by pc, laptop and/or by smartphone. The system is operated by an external provider and provides the option to speak up in anonymity.

Before doing that, please note the following guidelines.

### How are concerns reported?

Please speak to your direct contact person within Riwal, or their supervisor. If your concerns are not properly addressed, you can report your concerns to the whistleblownetwork. Your report is anonymously being forwarded to our Group Finance Manager and Non-Executive Board member.

### Which concerns should be reported?

All your concerns in relation to this Business Partner Code of Conduct can be reported, but we encourage you to report to us about:

- Environmental, health and safety issues
- Disclosure of confidential information
- Fraud
- Bribes or facilitation payments being offered or accepted
- Discrimination
- Violation of company policies and procedures

Our Business Partners communicate these standards to their employees in writing and ensure that they are followed.

By signing or accepting this Business Partner Code of Conduct, the Business Partner declares to be bound by the obligations described herein and to work with Riwal diligently to make progress towards achieving the standards described herein.

## Supplier's statement

We acknowledge as follows:

1. We have received a copy of the "Business Partner Code of Conduct" and commit, in addition to our commitment in the suppliers agreement with Riwal, to act in accordance with the principles and requirements set out herein.
2. We agree that Riwal has the right to conduct an audit in order to verify our compliance with the Business Partner code of conduct.
3. We confirm that we give our best effort to provide the Business Partner code of conduct to our suppliers as well and convince them that they in turn act in accordance with the principles and requirements of the Business Partner Code of Conduct.
4. We agree that this acknowledgement will be subject to the applicable law of the supplier agreement.

## Declaration signed by a board member

Supplier :

Name :

Function :

Date :

Signature :

Company stamp

This document must be signed and returned to Riwal within 10 working days of receipt of the document.