

Houthoff Supplier Code of Conduct

July 2024

Houthoff works with suppliers that share our values on corporate social responsibility and business practices. Inspired by our own core values, the Supplier Code of Conduct sets out the behaviour we would like to see in our suppliers in line with those values. We expect suppliers to embrace and adhere to those values in their business relationship with Houthoff.

1. Confidentiality and non-disclosure

Houthoff places great importance on ensuring the confidentiality and non-disclosure of information provided to suppliers.

- a. Suppliers must treat all information they receive from Houthoff as confidential and must not disclose it.
- b. Suppliers must not disclose the contents of the agreement they have concluded with Houthoff or the nature of the products or services to be provided.
- c. Suppliers must protect all information they receive from Houthoff against unauthorised access, use, disclosure, alteration or destruction.
- d. In specific cases, Houthoff will conclude a non-disclosure agreement with suppliers.

2. Privacy and data protection

Houthoff places great importance on ensuring the privacy of its clients', employees' and other stakeholders' personal data.

- a. Suppliers must comply with all relevant privacy and data protection laws and regulations, including, but not limited to, the General Data Protection Regulation (GDPR).
- b. Suppliers must adopt privacy and data protection processes, policies and procedures that are appropriate for the services provided and that are consistent with good industry practices and applicable legislation.
- c. Suppliers must implement appropriate technical and organisational measures to protect personal data from unauthorised access, loss, destruction or any form of unlawful processing. These measures include regularly reviewing and updating security protocols.
- d. If personal data are processed at Houthoff's request, Houthoff will conclude a data processing agreement with suppliers.

3. Information security

Houthoff is ISO 27001 certified and places great importance on the security of information provided to suppliers.

- a. Houthoff expects its suppliers to implement robust information security management systems. These systems must have the ICT infrastructure, mechanisms and controls needed to ensure that information of all types (personal, confidential and company proprietary) is protected and that risk management is effective.

- b. Suppliers must regularly perform information security risk analyses and implement appropriate measures to manage identified risks, taking into account the nature of the services provided and the sensitivity of the information processed.
- c. Suppliers are encouraged to implement an information security management system that is consistent with best practices within information security frameworks. Houthoff prefers suppliers that are certified according to official information security frameworks, such as ISO 27001 or SOC 2.

4. Ethics and integrity

Houthoff places great importance on the pursuit of a sound integrity policy.

- a. Suppliers must observe the highest standards of integrity.
- b. Suppliers must have an internal integrity policy with arrangements on, in any event:
 - (i) Preventing corruption and bribery;
 - (ii) Whistleblowing;
 - (iii) Preventing money laundering; and
 - (iv) Data protection.
- c. Suppliers must have an internal complaints procedure.

5. Sustainability

Houthoff takes a structured approach to improving the sustainability of its offices and operations.

- a. Suppliers must help Houthoff improve the sustainability of its offices and operations by offering sustainable products and services.
- b. Suppliers must have insight into their own carbon emissions and take measures to reduce them.

6. Working conditions and human rights

Houthoff creates an inspiring working environment with room for enjoyment, initiative and innovation.

- a. Suppliers must observe fundamental labour and human rights as defined by the International Labour Organization and set out in the Universal Declaration of Human Rights.
- b. Suppliers must ensure that their own supply chain also complies with the requirements at (a).
- c. Houthoff believes that job satisfaction is a key driver of motivation and inspiration. We prefer to work with suppliers that also invest in job satisfaction and appreciate how vital this is for everyone. Importantly, as a minimum, people should be given sufficient opportunity to strike a healthy balance in dividing their energies between work and relaxation.

7. Diversity and inclusiveness

Houthoff creates a pleasant and safe working environment where everyone feels accepted and can be themselves.

- a. Suppliers must provide a workplace that promotes equal opportunities and does not

- tolerate unequal treatment based on gender, ethnicity, nationality, race, religion, age, disability, sexual orientation or identity, or any other characteristics protected by law.
- b. Suppliers must ensure that the requirements at (a) are complied with in their own organisation and their own supply chain.

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