

Rules of Conduct for Suppliers and/or Third Parties

1 General

The Supplier refers to the contractor, its employees, any third parties engaged by it, and the employees of those third parties. In this document, we will hereafter use the term The Supplier exclusively. The Supplier ensures that the third parties it engages and their employees comply with all obligations mentioned in this annex. This annex pertains to all activities carried out by The Supplier on the premises or in the buildings of de Volksbank and its subsidiaries, hereafter referred to as 'de Volksbank premises'. These regulations serve to protect the staff, guests, equipment and installations of de Volksbank premises against damage caused by, or as a direct result of, performing work / activities for the benefit of de Volksbank premises by The Supplier. Contractually agreed process descriptions are leading and the accompanying articles are subordinate to this.

2 Entering and leaving de Volksbank premises

The Supplier should register in advance with their point of contact as well as with the reception at de Volksbank premises upon arrival. The same applies to staff who have completed the PES screening procedure. If said staff fails to check-in, they may be refused access to de Volksbank premises. The Supplier is not permitted to linger unnecessarily on or in premises that are not part their work area. After the work has been completed, they should check-out at the reception desk / with the security staff.

3 Bringing in goods

It is not permitted to bring in the following goods into de Volksbank premises:

- > goods of which it could be unclear whether they are personal or company property;
- > photo, film and video equipment, computer equipment, modems, software. It is not permitted to use this type of equipment within de Volksbank premises unless prior express written consent has been granted by a duly authorised person;
- > alcoholic beverages and mind-expanding substances (i.e. all substances that fall under the opium law and are not taken on medical prescription).

4 Carrying out company property

Carrying out company property from de Volksbank requires prior express written consent of a duly authorised person. De Volksbank reserves the right to visit suppliers. Suppliers are held to inform their staff and/or third-parties of this right.

5 Propaganda, collections etc.

Without permission of the Executive Board, it is not permitted to do business at de Volksbank, nor is it permitted to present subscription lists, hold collections or make propaganda for any association or (good) cause whatsoever.

6 Confidentiality

The Supplier is obliged to keep secret any business secret and company secret about de Volksbank that has come to their knowledge.

Without the prior express consent of the de Volksbank, it is prohibited for any person to make work-related drawings and other documents available to others for inspection or to copy them other than necessary for the proper performance of the work / activities.

7 Tidiness and cleanliness

- > It is prohibited to leave food that could attract vermin and/or that could decay on de Volksbank premises. The blowing away and unintentional dispersion of packaging materials and dust must be prevented at all times.
- > Areas where work or storage is to be carried out must be kept tidy.
- > Eating and drinking is only allowed in designated areas.

8 Safety instructions

8.1 General provisions

- 8.1.1 The Supplier bears the responsibility for its staff and third-parties to comply with the general obligations at de Volksbank, and – as far as the work / activities to be performed is

concerned – to comply with all legal provisions applicable; such as specified in the Working Conditions Act, labour legislation, Implementation decrees and the instructions in the publications of the Health and Safety Inspectorate and other relevant laws and regulations.

- 8.1.2 The Supplier accepts liability for the consequences of non-compliance by its staff and third-parties with the safety regulations and instructions. These safety regulations meet legal frameworks. In addition, the Supplier may be notified in advance of any temporary regulations and local regulations of, for example, the fire brigade, and which may be available for inspection with the security staff.
- 8.1.3 The Supplier has to comply with the instructions given by signs on or in de Volksbank premises or by the authorised staff of de Volksbank such as security staff and/or the In-house Emergency Response Team.
- 8.1.4 When applying substances and materials that may cause increased risk, measures should be in place to transport, store and process any of these substances safely and correctly.
- 8.1.5 In premises or spaces equipped with automatic fire alarm

systems, smoke, mist or dust-causing work / activities may not be carried out without a permit form for work involving fire hazards. This form should be shown to the security staff before commencing the work / activities.

- 8.1.6 If a permit and/or test certificate is required for certain work / activities, equipment and/or installations, the applicable organization is responsible for arranging this. Any such permits and/or certificates must be produced at the request of de Volksbank or its duly authorised representative
- 8.1.7 The Supplier will comply with the provisions of environmental legislation and the provisions of de Volksbank's environmental management system and proactively inform de Volksbank about which environmental measures should be taken before, during and after the work / activities.
- 8.1.8 Additional safety instructions given by de Volksbank or its duly authorised representative should be followed at all times.

8.2 Signposting / shielding of hazardous situations

The Supplier should, where necessary, take measures to properly shield hazardous situations and or work / activities,

including:

- > horizontal and vertical transport;
- > falling objects;
- > openings in road surfaces or passages;
- > open voltage higher than 24 Volt;
- > rotating and moving parts.

8.3 Traffic

The Road Traffic Act is applicable on de Volksbank premises on the understanding that the indicated speed limits are complied with. Bicycles with or without auxiliary engine must be parked in the parking spaces provided for this purpose.

8.4 Free passage

- > No goods or objects may be placed on roads and paths or in corridors unless they have been signposted after prior agreement with the point of contact at de Volksbank. It is prohibited to remove stair railings, fences, steps, walking platforms (grids), walkways, manhole covers etc., in whole or in part, without having taken adequate protective measures.

- > It is prohibited to block (emergency) doors, corridors, aisles, lifts and lanes.
- > (Underground) fire hydrants, dry risers (fire extinguishing lines) and fire extinguishers must be freely accessible.
- > Switchgear and distribution boxes, lifts, doors, corridors, etc. may only be shut down in consultation with de Volksbank or its duly authorised representative.

8.5 Fire prevention

- 8.5.1 During all work / activities, especially where open fire is used, the supplier should take measures to prevent the possibility of fire and / or explosion. It is mandatory to apply in advance for a work permit (an approved permit form for work involving fire hazards) from de Volksbank or its duly authorised representative.
- 8.5.2 Smoking is not allowed in de Volksbank premises, except in designated areas. This applies both within the premises and in the areas around the premises.
- 8.5.3 With regard to the storage, transport, positioning and use of acetylene bottles, the Supplier should comply with publication

number 7 of the Labour Inspectorate. At the end of the day's work / activities, welding trolleys and welding equipment should be stored in the designated area.

8.6 Calamities

In the event of calamities and injuries, the reception desk / security staff should be called and NOT 112, the national emergency number. See the In-house Emergency Response Team / wall instructions entitled 'What to do in the event of an emergency' at de Volksbank premises.

9 Working conditions and work permits

- 9.1 The Supplier guarantees that the work / activities shall be performed with due observance of and in accordance with all applicable working conditions-related laws and regulations. Tools, auxiliary materials, workwear and the like should comply with the relevant (safety) regulations. Instructions and supervision in this respect are the sole responsibility of the Supplier.
- 9.2 The Supplier guarantees that all persons employed by or working for the Supplier have the required residence and/or work permits throughout the period of the work / activities, thus guaranteeing that they may legally perform the agreed work / activities.
- 9.3. The Supplier indemnifies de Volksbank against any direct claims, fines or retrospective payments that may arise for de Volksbank as a result of the Supplier's failure to comply with the obligations referred to in Article 9.1 and / or Article 9.2, as well as for any further costs and/or damages arising therefrom.

10 Unforeseen circumstances

In cases of doubt and situations not provided for in these regulations, de Volksbank or its duly authorised representative should be contacted.

Failure to do so means that de Volksbank shall not accept liability for any resulting loss or damage.

de volksbank



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