



Supplier Code of Conduct

NUNNER Logistics

OUR NAME IS A PROMISE

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NUNNER
LOGISTICS



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OUR NAME IS A PROMISE

INTRODUCTION

The Code of Conduct applies to all suppliers (referred to collectively as 'suppliers') and sets expectations for all companies of NUNNER Logistics.

Suppliers are encouraged to review the Code of Conduct Frequently Asked Questions and other related resources for further guidance.

MISSION STATEMENT

Mission:

"Provide leading Logistics solutions to continuously improve customers' global competitiveness with respect for people and planet."

Vision:

"NUNNER Logistics wants to provide best in class Logistics solutions to its customers which makes the Logistics costs a manageable and transparent activity rather than being just a part of fix costs only to be influenced by third party pricing."



SUSTAINABILITY IN PRATICE

Sustainability is a very dynamic subject within NUNNER Logistics. Expectations from our customers are moving with social trends. Depending on our customer expectations, NUNNER Logistics has to make sure that their focus areas always meet our customer needs. Now and in the future.

NUNNER Logistics is taking the lead regarding this topic by using several quality standards which are implemented within our company. The outcome of the quality standards will be communicated to our clients and stakeholders. NUNNER Logistics is working closely with her stakeholders for follow up to meet deadlines and prioritized goals within agreed timeframe and to achieve mutual gain.

The different high quality standards and certificates are recognized in our industry, customers and stakeholders. These standards and certificates are an important way for us to show that NUNNER Logistics is working sustainable according to our customer expectations and recognized quality standards. NUNNER Logistics wants to be hold accountable for its transparency about its activities.

Sustainability means for NUNNER Logistics that we have respect for our stakeholders, the law, (international) standards of conduct and human rights. Respect is therefore an important part of our CSR policy. NUNNER Logistics is consistent with the requirements and wishes of our key stakeholders. NUNNER Logistics' standards comply to environmental health & safety legislation that takes account for (inter)national behavioral norms, such as human rights.

FROM NUNNER LOGISTICS' CEO

NUNNER Logistics is recognized as a good corporate citizen and as an ethical company. I would like to thank you for your contribution in role modelling NUNNER Logistics' values and maintaining our reputation as a company that is well respected, trusted, and admired.

As we embrace new challenges and increase our presence in rapidly changing markets, one thing that must never change is our unflagging commitment to our values and the highest ethical standards. These core values and standards are the foundation of the unique NUNNER Logistics culture that differentiates us, builds our brand, and inspires our customers and suppliers.

Our Code of Conduct is and will always be our steady compass. The code sets the expectations for integrity and ethics that I expect all supplier to follow. Read it, discuss it, and commit to upholding it. If you have any questions or concerns please contact your manager or your HR Department.

I look forward to your continued commitment to live our values in the workplace each and every day.

Erwin Cootjans
Chief Executive Officer
November 2020

OUR CODE OF CONDUCT

The Code of Conduct applies to all supplier and sets expectations for all companies of NUNNER Logistics. The summarization below shows our important values:

Customer Orientation

We strive to:

- ▶ Listen and respond to our customers, suppliers and stakeholders
- ▶ Clearly communicate mutual intentions and expectations
- ▶ Deliver innovative and competitive logistic services
- ▶ Make it easy to work with us
- ▶ Excel at customer satisfaction

Risk Taking

We strive to:

- ▶ Foster innovation and creative thinking
- ▶ Embrace change and challenge the status quo
- ▶ Listen to all ideas and viewpoints
- ▶ Learn from our successes and mistakes
- ▶ Encourage and reward informed risk taking

Discipline

We strive to:

- ▶ Conduct business with uncompromising integrity and professionalism
- ▶ Ensure a safe, clean and injury free workplace
- ▶ Make and meet commitments
- ▶ Properly plan, fund and staff projects
- ▶ Pay attention to detail

Great Place to Work

We strive to:

- ▶ Be open and direct
- ▶ Promote a challenging work environment that develops our diverse workforce
- ▶ Work as a team with respect and trust for each other
- ▶ Win and have fun
- ▶ Recognize and reward accomplishments
- ▶ Manage performance fairly and firmly
- ▶ Be an asset to our communities worldwide

Quality

We strive to:

- ▶ Achieve the highest standards of excellence
- ▶ Do the right things right
- ▶ Continuously learn, develop and improve
- ▶ Take pride in our work

Results Orientation

We strive to:

- ▶ Set challenging and competitive goals
- ▶ Focus on output
- ▶ Assume responsibility

OUR HSSEQ POLICY

NUNNER Logistics believes it has a moral obligation to do everything in its power to provide safe and healthy working conditions for its supplier, customers and suppliers while minimizing impact on the environment. This means ensuring our operations are safe and secure. NUNNER Logistics is committed to operating in a manner that:

- ▶ Protects our supplier and environment
- ▶ Provides our customers with good and responsible services in order to protect their supplier, property and their environment
- ▶ Adheres to government safety, environmental & health regulations
- ▶ Through adhering to the principles presented below, we will honor our continuous improvement commitment to Quality, Health, Safety, Security and Environmental standards
- ▶ We will provide the appropriate resources and training required to undertake our operations to high Quality, Health, Safety, Security & Environmental standards
- ▶ We will assess Health, Safety, Security and Environmental risks and appropriate actions as part of our normal business to prevent environmental impacts, injury or illness
- ▶ We ensure a culture of open consulting and communication between all staff, contractors and stakeholders at all levels on safety, health, environmental & business quality issues
- ▶ We will aggressively offer solutions to our customers' requirements and problems through innovative services and expertise. By continuous place emphasis on meeting our customers' expectations, it is our intent to build a lasting business relationship with satisfied customers
- ▶ We will continuously undergo safety, health and environmental audits designed to measure our compliance with subscribed government safety, health and environmental regulations.

UN GLOBAL COMPACT

Apart from [The NUNNER Logistics Code of Conduct](#) we also underwrote the ten principles of the UN Global Compact. UN Global Compact is an initiative of UN Chairman Mr. Ban Ki Moon. NUNNER Logistics is every year reporting on the progress it makes to the board of the organization. Our reporting is critically evaluated and available for interested parties. Apart from our reporting we make a financial contribution in order to enable the organization to do it's good work. NUNNER Logistics' board is participating in UN Global Compact meetings regularly in order to learn, to contribute and to cooperate together with companies and government to make this world a better place for all of us.

The Ten Principles

The UN Global Compact's ten principles in the areas of human rights, labour, the environment and anti-corruption enjoy universal consensus and are derived from:

- ▶ The Universal Declaration of Human Rights
- ▶ International Labor Organization's Declaration on Fundamental Principles and Rights at work
- ▶ The Rio Declaration on Environment and Development
- ▶ The United Nations Convention Against Corruption

The UN Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption.

Human Rights

- ▶ Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
- ▶ Principle 2: make sure that they are not complicit in human rights abuses

Labour

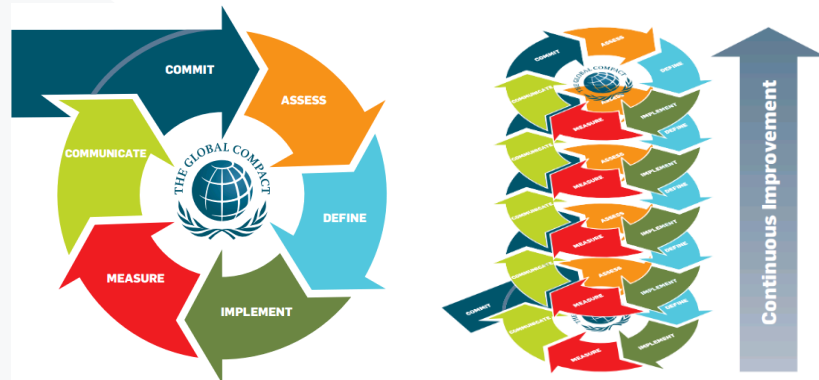
- ▶ Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- ▶ Principle 4: the elimination of all forms of forced and compulsory labor
- ▶ Principle 5: the effective abolition of child labor
- ▶ Principle 6: the elimination of discrimination in respect of employment and occupation

Environment

- ▶ Principle 7: Businesses should support a precautionary approach to environmental challenges
- ▶ Principle 8: undertake initiatives to promote greater environmental responsibility
- ▶ Principle 9: encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

- ▶ Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery



OUR SUPPLIERS

Our relationship with suppliers focuses on creating and maintaining a very close cooperation with our key suppliers. In many cases, we expect them to adapt their systems to our (and our customers) requirements in order to save time in gathering data. Share on well-defined specifications. In return we train them to understand our demands.

Our goal to make the supply chain completely transparent means extra efforts from us and our suppliers. We therefore go a step further with many suppliers, entering into a level of cooperation that we call 'vertical integration'. Vertical integration is a form of open and trusted collaboration, whereby NUNNER Logistics and suppliers connect their data management systems making data available and transparent automatically to NUNNER Logistics and to NUNNER Logistics' customers.

We encourage our suppliers to enhance their capacity and competencies so they can be used for other markets or services. This increases the suppliers' possibilities to cooperate with NUNNER Logistics. by making themselves more interesting and flexible.

NUNNER Logistics' HSSEQ department performs audits once or twice a year (depending on the size of the business) on all key suppliers driven by four critical corporate responsibility areas:

Health and Safety Management

All regulations are fulfilled for the transport of food, temperature controlled goods, hazardous goods.

Environmental Management

Investments are made based on environmental policy's and standards.

Labor ethics Management

All supplier are paid according to legal standards, working hours are respected etc..

Business ethics Management

With respect to transport companies that act as a supplier for NUNNER Logistics we audit as well on Behaviors Based Safety (BBS) training for drivers that are carrying NUNNER Logistics goods.

BBS is a management program that aims at increasing safety of operations by positively influencing the behavior of all persons involved, through a process of observation, coaching and communication. The overall objective is to improve safety performance of both the chemical industry and the transport industry.

BBS guidelines have been developed for the safe driving and the safe loading & unloading of road freight vehicles. Most important aspect of it is the individual, personal training of each driver. Case studies have shown savings improvements in the areas of:

- Incidents/accidents/near misses
- Fuel consumption = Carbon footprint
- Vehicle maintenance costs
- GEG-emission reductions
- Insurance premiums
- Fines & legal costs

BUSINESS INTEGRITY

NUNNER Logistics recognizes the common and legal use of facilitation payments in certain countries.

The term facilitation payment refers to the practice of paying a small sum of money to a public official to expedite the performance of a routine governmental action. NUNNER Logistics supports the abolition of facilitation payments, but understands the use of this practice in some regions and the complexity of the problem, which also requires a legislative effort.

It may be difficult to distinguish between facilitation payments and illegal bribery, kickbacks, etc. Therefore, any facilitation payment must be subject to strict interpretation and internal control and all NUNNER Logistics Suppliers must make an effort to eliminate or minimize the use of such payments.



Where there is no national or international legal prohibition against facilitation payments and such practice is understood to be local business practice facilitation payments can be paid, although NUNNER Logistics and its Suppliers should do their utmost to avoid making such payments.

If a facilitation payment is deemed strictly necessary in a given situation, any such payment may only be made in accordance with the following guidelines:

- The payment may not be intended to influence or change any decisions made by a public official;
- The amount paid must be reasonable, and the sole purpose of the payment must be to expedite the performance of a routine governmental action;
- The payment must be necessary as non-payment would have a negative impact on NUNNER Logistics' ability to carry out its activities;
- Details of the payment must be duly recorded and include the purpose, the name and occupation of the recipient and the amount, date and time of payment.

If all the above conditions are fulfilled, NUNNER Logistics accepts that a facilitation payment is made without any additional approval from NUNNER Logistics. If a Supplier is asked or requested to make a facilitation payment on behalf of NUNNER Logistics, the Supplier should be aware of what the payment is for and whether (I) such payment is strictly necessary to safeguard the interests of NUNNER Logistics and (II) the amount requested is proportionate and related to the goods or services provided. A receipt detailing the reason for payment and the amount should always be obtained and a copy submitted to NUNNER Logistics upon request.

Bribery

NUNNER Logistics has a zero-tolerance towards bribery, and our Suppliers are expected not to accept or offer bribes of any kind. No Supplier acting on behalf of NUNNER Logistics will be penalized for refusing to pay a bribe even if it may result in NUNNER Logistics losing a business opportunity.

Bribery means any offer or acceptance of a gift, loan, fee, remuneration or anything of value to or from another person or entity, private or public, as an incentive to influence or promote a certain act or omission which would not have been appropriate under normal conditions and in the absence of bribery.

In this sense bribery covers any transfer of assets and is not limited to monetary transfers.

The prohibition of bribery applies to all countries in which NUNNER Logistics' Suppliers conduct business with NUNNER Logistics.

The prohibition of bribery applies without exception, including in relation to activities where the competitors of NUNNER Logistics or its suppliers resort to bribery and to countries where bribery as such is not illegal or where bribery is used as a normal part of business.

Anti-corruption

Represents and agrees that it shall be bound by and abide to all laws and regulations as well as strictly comply with both the letter and spirit of the OECD Convention on Combating Bribery of Foreign Public Officials, the UK Bribery Act, the U.S. Foreign Corrupt Practices Act ("FCPA"), and any other laws.

Agrees that neither it nor its owners, directors, officers, supplier, agents or subcontractors will pay money, authorize to pay money or offer or promise anything of value to a person in a position of trust to unduly influence the judgment or conduct of that person. There are no exceptions for small amounts or the so called "facilitation-" or "grease-" payments. A person in a position of trust includes any public official, political candidate, political party, party official and private sector employee or individual.

Warrants that none of its owners, directors, officers, supplier, agents or subcontractors has any relationship which might unduly influence the services provided by the Service Provider.

Will systematically implement adequate measures and controls ensuring full compliance with applicable anti-corruption laws and commitments made in this document by Service Provider's subcontractors and agents, whenever performing services to NUNNER Logistics and/or NUNNER Logistics' customers.

Agrees to keep accurate books, accounts and records related to NUNNER Logistics business and that NUNNER Logistics has the right to monitor compliance of the Service Provider. Service Provider further agrees to make available for review its records and other documentation, and its owners, directors, officers and supplier for interviews, in connection with any services provided to, or on behalf of, NUNNER Logistics or its customers.

In the event NUNNER Logistics has in good faith reason to believe a breach of the requirements set out in this form have occurred or may occur, NUNNER Logistics may suspend all further services and payments related thereto, and/or terminate any contractual arrangements with Service Provider, in whole or in part with immediate effect.

Gifts, travel ,expenses, etc.

NUNNER Logistics is aware that entertainment, hospitality and the exchange of business gifts are considered a common practice and part of building and maintaining business relationships. It is the policy of NUNNER Logistics to accept such practice, provided that the value does not exceed a reasonable level and the gift, entertainment or hospitality is not intended to improperly influence the recipient. It is never acceptable to receive or offer any monetary gifts.

NUNNER Logistics staff understands that sticking to the script and providing the service isn't enough. Great service is not just about following a procedure or a sequence of steps. It's about applying our service mindset to proven service principles

Competition

In line with national and regional legislation, NUNNER Logistics' internal Code of Conduct and internal rules prohibit any illegal price-fixing agreements and other collusive agreements on essential terms, rates, fees, charges and conditions between competitors (cartel agreements) which could eliminate, prevent, restrict or distort fair competition.

Accordingly, Suppliers must observe the same degree of diligence and are encouraged to implement a compliance program, ensuring that their supplier do not receive or disclose any information on price-fixing or other terms and conditions regarding an unrelated third party, whether orally or in writing, to or from competitors, business partners, customers or suppliers.

General conduct

NUNNER Logistics expects its Suppliers to demonstrate diligence and good judgment in respect of the use of adequately skilled and trained personnel.

In performing its core freight forwarding activities, NUNNER Logistics relies almost exclusively on subcontractors when it comes to the physical transportation of goods. Therefore, NUNNER Logistics Suppliers are expected to ensure that they have implemented appropriate measures to prevent the use and abuse of alcohol, drugs etc. by its personnel when performing transport services on behalf of NUNNER Logistics.

NUNNER Logistics expects that its Suppliers are able to communicate adequately in all situations with NUNNER Logistics and its customers.

Suppliers must furthermore comply with specific requests, rules and regulations laid down by NUNNER Logistics or its customers in respect of the general behavior, handling, stowing, loading, unloading and transport of goods at the customers' locations. However, the Suppliers are not obliged to comply with specific requests that may be contrary to traffic safety regulations or similar regulations in the jurisdictions in or through which the transport is to take place.

Finally, NUNNER Logistics expects its Suppliers to ensure that any equipment used when providing services to NUNNER Logistics is of good and sound quality, meets the general and legally required standard of maintenance and satisfies any safety regulations or measures at all times.

HUMAN AND LABOUR RIGHTS

NUNNER Logistics strongly believes that human rights are rights and freedoms to which all human beings are entitled. NUNNER Logistics also believes that the acceptance of and compliance with internationally acknowledged human rights are fundamental to all its business relations.

NUNNER Logistics Suppliers are therefore expected to comply with internationally proclaimed human rights.

NUNNER Logistics Suppliers are also expected to provide equal opportunities for their supplier and may not discriminate on the basis of race or gender, religious belief, marital status or sexual orientation, or use forced labour.

NUNNER Logistics does not employ children and recognizes international standards of minimum age for children and that youths should work in different types of employment than adults. NUNNER Logistics Suppliers are therefore expected to observe the international legislation on child labour. NUNNER Logistics Suppliers must provide a safe and healthy working environment for their supplier which meets or exceeds all legal requirements applicable from time to time.

NUNNER Logistics encourages its Suppliers to respect the rights of their supplier to associate freely, join trade unions and/or workers councils and engage in collective bargaining in accordance with national law and international conventions.

Finally, NUNNER Logistics Suppliers are expected to comply with applicable laws, regulations and industry standards concerning working hours and minimum wages.

ENVIRONMENTAL BEHAVIOUR

As one of the largest and leading providers of transport and Logistics services, NUNNER Logistics feels committed to take on its share of the responsibility to reduce the environmental impact of the transport industry.

Consequently, suppliers on a broad scale are expected to comply with all applicable local and international laws and regulations on the protection of the environment and are furthermore encouraged to constantly pursue and apply methods and technologies that minimize the environmental impact.

IMPLEMENTATION

NUNNER Logistics Suppliers are expected to comply with the NUNNER Logistics Supplier Code of Conduct in force at any time and to comply with these principles in their choice of business partners and when conducting their business and providing services on behalf of NUNNER Logistics.

The NUNNER Logistics Supplier Code of Conduct is also available for download at: www.NUNNER-Logistics.com. The supplier is required to familiarize itself with the content of the NUNNER Logistics Supplier Code of Conduct.

The obligations under this Supplier Code of Conduct are additional to the Suppliers' obligations pursuant to any contracts concluded between NUNNER Logistics and the Supplier. NUNNER Logistics reserves the right to verify that its Suppliers meet the standards of the Supplier Code of Conduct.

SCR INTEGRATION & EMBEDDING

To make sure that integration of CSR will be embedded within the structures and processes from NUNNER Logistics, NUNNER Logistics uses the MVO management model.

NUNNER Logistics wants to be the leading example in the industry in which it operates. NUNNER Logistics has integrated and embedded CSR in its business plans, business units, processes and activities.

Each year the annual plans are reviewed, compiled and new objectives and targets will be defined for the period thereafter. The CEO approves the plans which makes it a part of our daily activities and takes away the permissiveness.

All our plans and activities will be reviewed by our external advisors and auditors.

DIGITALIZATION

NUNNER Logistics is digitalizing more and more, year after year. In close cooperation with our customers the use of hardcopy paper is getting banned more and more. Every process will be reviewed and where possible hardcopies will be eliminated. Below our current projects:

- ▶ POD scanning on barcodes
- ▶ Fully automated invoicing
- ▶ Inbound invoicing scanning on barcodes
- ▶ EDI optimization



SANCTIONS FOR BREACH OF THE CODE OF CONDUCT

Any non-compliance with the NUNNER Logistics Supplier Code of Conduct is taken very seriously, and the Supplier is expected to initiate corrective to remedy such breach as well as take appropriate measures to prevent any future reoccurrence.

In case of serious or repeated breaches, NUNNER Logistics reserves the right to terminate the business relationship without liability to the Supplier with immediate effect.



QUESTIONS OR CONCERNS

NUNNER Logistics Supplier Code of Conduct - 9 The NUNNER LOGISTICS Supplier Code of Conduct provides the standards for the conduct that NUNNER Logistics expects from its Suppliers. This does not mean that the Suppliers are exempt from responsibility for their conduct in situations not covered by this Policy.

NUNNER Logistics Suppliers should always use common sense when conducting business on behalf of NUNNER Logistics.

If a Supplier faces a dilemma or has any doubts regarding this Code of Conduct, the Supplier is advised to contact your local NUNNER Logistics contact person or NUNNER Logistics Group has been further developed as part of our customer productivity programs in which we develop intelligent Logistics solutions in order to reduce Logistics costs for our customers year after year. We have several ways of enhancing our relationships with customers:

- ▶ Periodical personal face to face business review meetings on operational and executive level
- ▶ Electronic integration through 2-way EDI connections giving full transparency
- ▶ Meeting and exceeding customer expectations on:
 - ▶ Delivery speed
 - ▶ Logistics costs
 - ▶ Delivery on time (in timeslots)
 - ▶ Pro-active reporting
 - ▶ Productivity (cost savings)
 - ▶ Reaction time to any request of customer focus and intimacy

Our integrated relationships with our suppliers allow for total virtual customer integration.

NUNNER Logistics want to be the number one trusted partner for our customers. This led us to develop dedicated account teams, tasked with forming strong personal relationships with our customers and to understand all customer's needs and requirements in detail. We have regularly scheduled business review meetings with all major customers to discuss all relevant issues in the business and relationship.

In addition to the business review meetings, we also have HSSEQ & IT review meetings between major customers and our HSSEQ & IT executives at least once a year in order to identify customer expectations and present NUNNER Logistics' capabilities and initiatives to fulfil future customer needs.

Dedicated account teams respond promptly in the event of complaints. We report to customers transparently through our issues log including root cause analyses and continuous improvement programs (e.g. PDCA cycle).

SIGN DOCUMENT

We expect our suppliers to sign the Supplier Code of Conduct. By signing up you agree to the conditions, and you agree to compliance. NUNNER Logistics will enter periodically suppliers data to gain further insight or evidence received for analyses. In this way, NUNNER Logistics seeks to ensure compliance with the Supplier Code of Conduct.

For approval

Company name:

Name of authorized
representative:

Job / role:

Date:

Place:

Signature:

Company stamp:



NUNNER
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CONTACT DETAILS

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