

| Code of Conduct      |                    |                   |            |
|----------------------|--------------------|-------------------|------------|
| Number:              | 4-510              | Date of drafting: | 03-06-2024 |
| Document management: | Quality Management | Revisiondate:     | 03-04-2025 |
| Process owner:       | CEO                | Revisionnumber:   | R02        |
| Approval:            | OR                 | Page:             | 1 of 2     |



## INTRODUCTION

Merwede Springs is committed to fostering a company culture based on respect, integrity, and adherence to laws and ethical standards. We strive to maintain sustainable relationships with employees, customers, and business partners while creating value for all stakeholders.

## SCOPE

This Code of Conduct (CoC) forms the foundation of our actions and applies to everyone associated with or collaborating with Merwede Springs, regardless of position or role.

## INTEGRITY AND HONESTY

### TRUTHFULNESS

All employees must act honestly and transparently in all their professional relationships.

### COMPLIANCE WITH THE LAW

Our activities comply with all relevant national and international regulations, and we expect the same from our business partners. Illegal activities are not tolerated.

### CONFLICTS OF INTEREST

Avoid situations where personal interests may conflict with the company's interests.

### CORRUPTION AND MONEY LAUNDERING

We do not tolerate any form of corruption or bribery. We accept only gifts or invitations that are appropriate and socially acceptable. We engage exclusively with business partners with a reliable background and avoid transactions that suggest involvement in money laundering or terrorism financing.

## CONFIDENTIALITY AND DATA PROTECTION

### SENSITIVE INFORMATION

Confidential business information and intellectual property must be protected from unauthorized access and misuse at all times and must not be shared with third parties without permission. This includes personal data of employees, customers, and suppliers.

### CYBERSECURITY

Employees must handle company systems and networks carefully and adhere to security protocols.

## RESPONSIBILITY AND PROFESSIONALISM

### RESPONSIBILITY

Employees are accountable for their actions and decisions. They are expected to perform their work with care and diligence.

### COMMUNICATION

We communicate respectfully and professionally with colleagues, customers, and suppliers.

### COMPETENCE

We strive to let employees excel in their work. Opportunities for work-related and personal development are readily available.

### PRODUCT QUALITY

We aim to deliver products of the highest quality. Every employee contributes to the quality of our products and services.

## HUMAN RIGHTS AND WORKING CONDITIONS

### DISCRIMINATION AND HARASSMENT

We do not tolerate any form of discrimination or harassment. Everyone has the right to a safe and respectful workplace.

### CONDITIONS AND REMUNERATION

We offer fair working conditions and comply with the International Labour Organization (ILO) guidelines, including the minimum age for employment. Compensation is fair, and working hours comply with applicable laws and regulations.

## HEALTH AND SAFETY

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

We provide and ensure the use of appropriate PPE to protect employees from potential hazards.

### MACHINE SAFETY

Machines are maintained in a safe condition and operated by competent personnel to prevent accidents.

### EMERGENCY PREPAREDNESS

Emergency plans and detection systems are in place and regularly tested for effectiveness.

### INCIDENT AND ACCIDENT MANAGEMENT

Methods are implemented for reporting, investigating, and following up on incidents, hazards, and accidents.

| Code of Conduct      |                    |                   |            |
|----------------------|--------------------|-------------------|------------|
| Number:              | 4-510              | Date of drafting: | 03-06-2024 |
| Document management: | Quality Management | Revisiondate:     | 03-04-2025 |
| Process owner:       | CEO                | Revisionnumber:   | R02        |
| Approval:            | OR                 | Page:             | 2 of 2     |



## WORKPLACE SAFETY

Compliance with safety regulations and procedures is mandatory. Employees must actively contribute to a safe working environment.

## ENVIRONMENT AND SUSTAINABILITY

### ENVIRONMENTAL RESPONSIBILITY

We are committed to protecting the environment and strives to minimize its ecological footprint by producing its products in an environmentally friendly manner.

### RESOURCE USAGE

We ensure sustainable procurement and efficient use of energy, raw materials, and resources.

### WASTE MANAGEMENT

To prevent negative environmental impacts, we responsibly manage, separate, and minimize waste. We handle chemicals responsibly to prevent soil and environmental damage.

## RELATIONSHIP WITH CUSTOMERS

### CUSTOMER FOCUS

We aim for customer satisfaction by listening to their needs and expectations and proactively addressing them.

### TRANSPARENCY

We communicate clearly and honestly with our customers, avoiding misleading information.

### RESPECT

We treat our customers with respect and courtesy and strive for long-term, positive relationships.

### RESPONSIBILITY

We take responsibility for our products and services, providing solutions for any issues or complaints.

## RELATIONSHIP WITH SUPPLIERS

### FAIR TRADE

We treat our suppliers fairly and with respect, aiming for transparent and equitable relationships.

### COLLABORATION

We work with our suppliers to ensure and improve the quality of our products.

### SUSTAINABILITY

We prioritize suppliers who adopt sustainable and environmentally friendly practices.

### RELIABILITY

We fulfill our obligations and expect suppliers to do the same.

## ENFORCEMENT AND CONSEQUENCES

### REPORTING

Violations of this code of conduct must be reported to the responsible manager or the confidential advisor.

### INVESTIGATION

We will take all reports of misconduct seriously and conduct appropriate investigations.

### SANCTIONS

Violations of the code of conduct may result in disciplinary actions, including warnings, suspensions, or termination of employment or relationships.

## RESPONSIBILITIES

### COMPLIANCE

We ensure that all employees understand the Code of Conduct through training and ongoing support. Leaders set an example and are responsible for compliance.

### CONTINUOUS IMPROVEMENT

We commit to periodically reviewing and updating this Code to align with evolving international standards and best practices.

De Meern, 3 April 2025

Mark van Eldik