

**Raben**

# CODE OF ETHICS FOR RABEN GROUP SUPPLIERS



Date of issue: Dec. 2020  
Version 2.1  
Last reviewed: 18.09.2023

**YOUR PARTNER  
IN LOGISTICS**

# WORD FROM THE CEO

As a large business operating on the world stage, we are aware that we don't operate in an isolated social space. Each day we want to set sustainable trends in the industry which bring additional value to the environment. We also want to continuously support international efforts to shape the sustainable economy, hence our willingness to support the UN sustainable development goals. We believe that achieving this vision is not possible without business ethics and abiding by the highest standards by and in cooperation with our suppliers.

In Raben Group we pay special attention to reliability and responsibility. In our daily business practice, we cooperate with many suppliers. The partners conducting business activities for the benefit of Raben Group are an important link in the entire value chain. Thus, the partnership gains a new, wider dimension. A dimension with clear commitment to business integrity and built on the foundation of dialogue, principles and ethics of cooperation.



I am proud to present the updated version of the Code of Ethics for Raben Group Suppliers. This document has been inspired by such guidelines and recommendations as

- United Nations:
  - Guiding Principles on Business and Human Rights
  - Agenda for Sustainable Development 2030
  - Ten Principles of the Global Compact
- OECD: Guidelines for Multinational Enterprises on Responsible Business Conduct

and it aims to assist in meeting their requirements. In practice, the Code of Ethics sets minimum rules of conduct that Raben Group expects from its suppliers. I firmly believe that the directions outlined here will be a source of inspiration and measurable help in the daily choices of our suppliers. Acceptance of this Code is the supplier's commitment that all current and future arrangements and business relations with Raben Group will be consistent with the guidelines contained herein. I assure you that every employee of Raben Group, who is responsible for shaping relations with our suppliers on a daily basis, is committed to the principles described in this document.

**Ewald Raben**  
CEO Raben Group

A handwritten signature in black ink that reads "Ewald Raben". The signature is written in a cursive, flowing style.

# OUR EXPECTATIONS OF SUPPLIERS

*If you don't have the laws of morality in your heart,  
you will not find them in books.*

Charles de Montesquieu

This Code sets out the basic, minimum and non-negotiable standards, rules of cooperation and conducting business activity which Raben Group expects from its suppliers. We want to work with suppliers for whom fair play, ethics, responsibility and integrity are at the heart of everyday business practice.

An incidental, selective shortcuts are not acceptable for us. We believe that in the 21st century, on the 70th anniversary of the proclamation of the Universal Declaration of Human Rights, there is no and there cannot be place for actions which are deemed unethical. Therefore, the Code of Ethics for Raben Group suppliers is a part of the agreement concluded with Raben Group and the commitment to conducting business in compliance with international standards. Principles binding for Raben Group suppliers:

## **Legal compliance**

Raben Group suppliers comply with legal regulations and procedures implemented by Raben Group concerning compliance with regulations and international standards of ethics, in particular regarding anti-trust, anti-corruption, smuggling of both people and goods, etc. Conducting business activities on the basis of the provisions of applicable law is a non-negotiable and key value for undertaking and/or continuing business cooperation.

## **Human rights**

Raben Group suppliers operate in accordance with the highest standards of human rights. Raben Group suppliers respect and adhere to the UN Guiding Principles on Business and Human Rights and the International Declaration of Human Rights. As Raben Group, we strongly oppose all forms and violations of human rights at our suppliers', their parent companies and subsidiaries as well as their contractors.

## **Forced labour**

Raben Group suppliers and their contractors do not use any form of forced labour. Raben Group suppliers undertake not to use slave labour, forced labour, forced labour of prisoners. The employment of employees shall be free of any forms and threats of coercion, blackmail, in particular seizure of personal documents or work permits. Raben Group suppliers do not require their employees and associates to make pecuniary deposits or deposit documents, and employees and associates have the right to terminate their employment after an appropriate period of notice regulated by legislation and local law.

## **Child labour**

Raben Group suppliers undertake to comply with the national requirements on the employment minimum age, in accordance with the International Labour Organisation (ILO) Minimum Age Convention (Convention 138). Employment of juvenile workers is always carried out in accordance with the regulations and local law and in compliance with the ILO convention. In case of lawful employment of juvenile workers, Raben Group suppliers ensure appropriate working hours, wages and safety at work.

Raben Group does not accept the employment of young people under the age of 18 in Raben Group warehouses' operations.

## **Decent pay and working hours**

Raben Group suppliers guarantee that work conditions, in particular wages, working hours and additional benefits for a standard working week meet the requirements of national legal and industry standards as well as international laws and regulations, whichever is applicable. Employees of the supplier shall be provided with comprehensible information on the essential terms and conditions of employment, including their rights and obligations as well as working hours, remuneration and payment and settlement modalities, at the beginning of the employment relationship.

## **Freedom of association**

Raben Group suppliers give their employees the opportunity to associate, the right to collective negotiations on terms and conditions of employment and the opportunity to participate in an open dialogue with the Management Board, its proxy or a representative of the Management. Raben Group suppliers represent that the dialogue is free of any form of discrimination and the employees' representatives, wherever possible, have been informed about the freedom to perform representative and organizational functions in the workplace.

## **Occupational health and safety**

Raben Group suppliers are obliged to ensure a safe working environment based on the Golden Safety Rules, technical inspections of equipment, regular identification, analysis and reduction of risk factors occurring in their working environment - it also applies to the infrastructure (including machines) made available to employees to perform their daily duties for Raben Group. Raben Group suppliers provide their employees and associates with proper sanitary conditions i.e. access to drinking water, proper hygienic conditions in places where meals are prepared, proper quantity of clean toilets and washbasins and in case of providing employees and suppliers with accommodation: proper living space, safety, cleanliness, heating and ventilation. Suppliers ensure that their employees do not use alcohol, psychoactive substances and narcotics at work or during a period of time that could cause the effects of these substances to persist until they perform their professional activities.

## **Non-discrimination and equal treatment**

Raben Group suppliers undertake to follow the principles of equal treatment and counteract all forms of discrimination. They do not accept any form of discrimination or unequal treatment, in particular based on age, gender, religion, disability, sexual orientation, skin colour, marital status, pregnancy, parental status, political opinion, nationality, ethnic origin, union membership or social status. Raben Group suppliers do not condone and will make every effort to effectively respond to all forms of mobbing, harassment, violation of personal dignity and behaviours creating an intimidating, hostile, degrading, humiliating or offensive atmosphere in the workplace.

## **Confidentiality**

Raben Group suppliers are aware that information is of critical value and it constitutes a resource which requires appropriate protection, hence they abide by personal data protection regulations, including the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR).

Raben Group suppliers undertake to use data obtained in their daily business activity only to the extent necessary to perform business processes. Raben Group suppliers protect information which is the property of Raben Group as well as that belonging to its employees, customers, partners, suppliers and other cooperating entities.

## **Counteracting corruption**

Raben Group suppliers undertake to comply with the laws, standards, regulations, guidelines on anti- corruption with respect to all activities related to everyday business practice and business ethics. Employees, associates and partners of suppliers shall not, in an unlawful or immoral manner, influence existing or potential counterparties or customers as well as public officials, through preferential treatment, giving presents and other material or personal benefits.

Raben Group suppliers should comply with the [Raben Group Anti-corruption Policy](#) including the Raben Group Gifts and Entertainment Policy that provides that it is allowed in Raben Group to offer and accept gifts and entertainments in the context of business not involving public officials of a gross value not exceeding EUR 50 (gifts) or EUR 100 (entertainment) per person per year. However, more stringent rules can be applied by Raben Group in specific jurisdictions in which Raben Group operates.

## **Environmental protection**

Raben Group suppliers undertake to comply with international rules and legal regulations concerning protection of the natural environment. They also undertake to monitor and report, at the request of Raben Group, the level of impact of their activities on the natural environment, in particular: consumption of electricity, water, gas and fuel - diesel, petrol, CNG, LNG or other alternative energy sources. Raben Group suppliers strive to use as little as possible and continuously reduce the level of consumption of natural resources. Raben Group expects effective implementation of solutions aimed at tangible reduction of natural resources consumption. Raben Group suppliers encourage their employees to take actions to protect the environment and adopt pro-ecological attitudes.

# WHISTLEBLOWING

Suppliers are obliged to immediately report any problems and suspicions of legal violations where there is a reasonable circumstance that a serious violation of the rules and regulations contained in this Code may have occurred. The Whistleblowing Procedure, executed through a confidential tool for reporting unethical behaviours in the workplace called "Ethics Point", is a guarantee of respect for the provisions contained in this document.

## Reporting violations:

- 1) Submit notifications through the Whistleblowing platform at:

**<https://alert.raben-group.com>**

- a. Notifications can be anonymous
- b. Notifications can be made by telephone or by means of an electronic form

After submitting a notification, a unique code, i.e. a "notification key", is generated, with the possibility of defining an individual password. We encourage you to enter the "notification key" and a password on the Whistleblowing platform to check the status of the case, answer questions or see the resolution of the case.

- 2) Report the violations by post directly to the Raben Management Services Audit Department, with the annotation "Whistleblowing", to the address:

**Raben Management Services  
Audit Department  
ul. Zbożowa 1  
62-023 Robakowo  
Poland**

Please be advised that in case of notifications submitted by post, contact details are required. In case of insufficient information provided in anonymous notifications, report might not be processed.

Each notification is analysed and followed-up by the employees of the Raben Management Services Audit Department. In case of providing contact details and such a necessity, the employees of the Raben Management Services Audit Department may contact you in order to provide further information.

# Raben

---

WE PLAY FAIR

**YOUR PARTNER  
IN LOGISTICS**

# REPRESENTATIONS OF THE SUPPLIERS

Raben Group suppliers represent that wages, working hours and additional benefits for a standard working week meet the requirements of national legal and industry standards as well as international laws and regulations, whichever is applicable. Suppliers do not use any deductions from remuneration as a disciplinary measure.

- 1) Raben Group suppliers represent that they have read and accept the content of the Code of Ethics for suppliers.
- 2) Raben Group suppliers represent that they know the legal regulations of the countries in which they conduct their business activity.
- 3) Raben Group suppliers represent that they understand that a violation of any of the contractual provisions entitle Raben Group to request an explanation within 7 days from the date of discovery of such a violation.
- 4) Suppliers of Raben Group acknowledge that companies of Raben Group\* have the right to demand reports from audits carried out by independent organizations in order to confirm the compliance with ethical rules or to carry out in the suppliers' facilities or facilities belonging to suppliers of Raben Group's suppliers the announced audits in the above described scope.
- 5) Raben Group suppliers represent that they are aware of the fact that in the case of a justified discovery of a gross violation of any of the provisions of the Code, they can be subject to:
  - exclusion from ongoing tender proceedings for a period of 2 years,
  - exclusion from tender proceedings for a period 2 years,
  - contract termination.

Company name .....  
Company address .....  
Company tax identification number .....  
Company statistical number .....  
Company registration number .....

Name and surname of the person representing .....

.....  
signature place and date company stamp

This document shall be signed by an authorized representative of the s supplier and returned to the relevant organizational unit in the Raben Group company which cooperates with the supplier.  
Subject to a situation in which the supplier has already undertaken to comply with this document, e.g. as an annex to the cooperation agreement.

\*Raben Group Companies shall be understood as any and all companies - with their registered offices in Poland as well as abroad - whose shares are the property of Raben Group NV with its registered office in Oss in the Netherlands. In the understanding of this document, Raben Group companies are also companies which will be formed in the future and will meet at least one of the conditions indicated in the preceding sentence.



# GOLDEN RULES OF SAFETY

must be applied to everybody: employees, contractors, service suppliers and visitors.

## 1. Respect the basis:

- Turn up fit and ready for work and unaffected by psychoactive and abusive substances or alcohol
- Do pre-job check
- Stop work that is unsafe
- Have the right tools and equipment and ensure that these are in good condition
- Know what to do in an emergency
- Operate machinery (including robots) only if you are aware of the risks and know how to operate them safely
- Protect the environment:
  - Segregate waste generated at our terminals
  - Conserve water and electricity
  - Do not pollute groundwater or rainwater by releasing chemicals
  - Repairing and washing vehicles is prohibited at terminals except for vehicle service stations

## 2. Personal Protective Equipment:

- Know how to use personal protective equipment (PPE). Use PPE in accordance with the requirements described on notice boards at terminal entrances and in particular work areas
- Wear and use Personal Protective Equipment (PPE) that is appropriate for tasks and in good condition
- Minimum requirements in Raben Group regarding this area:
  - Truck yards at terminals: reflective vest
  - Cross-dock and contract logistics warehouses: reflective vest, safety boots and hard hat
  - Other processes: according to the information provided at the process location

## 3. Fire protection and first aid:

- Follow the fire protection procedure
- Smoke (also e-cigarettes) only in designated smoking areas
- Allow the access to fire protection equipment and to emergency paths
- Respect the ban on blocking of fire gates
- If the alarm is sounded, head for the nearest emergency exit following the escape route signs and proceed to the designated assembly point. Follow the instructions of the Evacuation Coordinator
- In the event of an injury, contact the designated first aiders - details on the notice board in your workplace

## 4. Traffic (machinery, vehicles, pedestrians):

- Obey traffic regulations both on and off-site

- Obey the speed limit and buckle your seatbelt (maximum speed in truck yards – 20km/h, in warehouses – 10 km/h)
- Use machinery adequate to the type of product transported
- Respect the ban on using mobile phones/ smartphones / other mobile devices while driving or walking in the warehouse
- Strictly follow all binding legal regulations related to using mobile phones and other equipment while driving on the road
- Be particularly careful while using a hands-free set while driving
- Keep a safe distance between your vehicle and other vehicles or pedestrians
- Take special precautions when driving conditions are hazardous
- Pull over when you are fatigued
- Pedestrians - use the paths provided and respect the rule not to hurry, and give way to forklifts moving around the warehouse

## **5. Reporting of danger:**

- Immediately report all (injuries, road accidents, environmental hazards, fires and near-misses) to your supervisor, the OHS Coordinator, or another Raben employee
- Consider health impact of every task
- Look out for the hazards; don't pass them by
- In case of change of organization, equipment, plant, process:
  - Check if it is justified and authorized
  - Check if the situation is reassessed if there is an unexpected change in circumstances
  - Discuss changed conditions at daily pre-start meetings

## **6. Safe work requirements:**

- Work safely
- Adhere to safe methods & requirements
- Keep your work area tidy
- In case of manual handling – assess the limits of weight and size for lifting, pushing, pulling by one person
- Make sure machinery and vehicles are suitable for the intended use, inspected and authorized for use
- Apply ergonomic rules
- Know how to handle, store and dispose of any chemicals or hazardous substances you are working with
- Ensure that all energy sources have been safely isolated and energy released before working on equipment
- Report changes in work processes to minimize the risk of accidents and occupational diseases
- If you are not an employee of a Raben Group company, get to know the OHS Coordinator in your work area and the scope of their authority, follow their instructions. Details of the OHS Coordinator are available on the notice board

## **7. Training:**

- Have required mandatory training
- Instruct visitors, suppliers and other person entering our processes
- Collect records of trainings
- Share our experience and knowledge with others
- Check important OHS information on the notice board – general OHS rules for the particular area

## **8. Work at height:**

- Use personal fall protection equipment (e.g., helmet, harness) if collective protective measures are not available
- Work on a roof – carry out a prior inspection, a specific risk assessment and installation of catwalks, safety rails or lifelines
- Be certified & trained, equipped with personal protective equipment when using Mobile Elevated Work Platforms
- Use only authorized equipment to lift people
- Ladders may only be used as a means of access under exceptional circumstances

## **9. Lifting and mechanical handling (tools & equipment):**

- Check tools and equipment before using. They must be proper for the task, in particular the maximum weight and type of the load
- Check if equipment is in good condition
- Report any noticed defect o equipment
- Secure cargo properly
- Make sure that you or others are not in the fall zone of equipment and lifted cargo

## **10. Work permits:**

- Know which works require specific permits, particularly:
  - hot work (of welding, flame cutting, grinding)
  - electrical work
  - work involving the use of dangerous substances
  - maintenance operations which compromise critical safety systems or which remove them from service  
e.g. fire and gas detection systems
  - work in confined spaces, wells, canals, tanks
- You can only perform these works with a valid permit. If in doubt, consult your supervisor. Obtain a new permit if the scope of work or conditions changed
- Follow the instructions specified in the permit