



Code of Business Conduct

ERIKS group

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This code of conduct can be found at www.eriks.com/CSR

Introduction

ERIKS nv is the Dutch holding company of a group of technical distribution companies. The profile of the company, along with information on its mission, objectives, strategy and on the organisation and the market, can be found in the company profile.

First and foremost, ERIKS aims to be a successful company. That means investing in growth and finding a balance between short-term and long-term interests. It also requires us to take account of the interests of our suppliers, customers, employees, stockholders, commercial partners and the world in which we live. ERIKS group aims to do business on the basis of honesty, integrity, loyalty and openness. A good reputation is just as valuable as our employees and our brands.

In order to succeed, we must comply with general standards of conduct. This Code of Business Conduct sets out those standards.

We want this Code of Business Conduct to be more than just idle talk. It should play a practical role in our day-to-day operational management and every one of us must adhere to both its spirit and letter.

Board of directors of ERIKS nv

Code of Business Conduct

The ERIKS group conducts its activities on the basis of honesty, integrity, loyalty and openness, with respect for human rights and the legitimate interests of its employees, its stakeholders and the communities in which it operates.

Employees

We aim to create safe and healthy working conditions for all employees. The ERIKS group is committed to offering employees a working environment based on mutual trust, in which people treat each other with respect and in which everyone feels responsible for the results and reputation of our company.

We will recruit, hire and promote employees solely on the basis of their skills and capabilities, which are relevant to the job. We respect the dignity of the individual and your right to freedom of association. We will ensure effective communication with our employees by putting information and consultation procedures in place at group, region, cluster and group company level.

Products and services

The ERIKS group aims to bring high-quality products and services onto the market, offering added value as well as good value for money. Promotions and communications concerning our products and services will be accurate and appropriate.

Business partners

The ERIKS group aims to maintain mutually beneficial relationships with its suppliers, customers and business partners. We expect our partners in business dealings to apply rules of conduct that are consistent with our own.

Commitment to the community

Based on its awareness that as a company it is an integral part of society, the ERIKS group aims to live up to the responsibilities that this entails - to society as a whole and specifically to the communities in which it operates.

Social activities

The ERIKS group companies are encouraged to promote and defend their lawful commercial interests. The ERIKS group will cooperate with governments and other authorities, both directly and through trade organisations, in the development of legislation that may affect its lawful commercial interests. The ERIKS group does not support any political parties or politicians and will not make any contributions to the funds of groups that pursue party interests.

The environment

The ERIKS group seeks to continuously improve the way it manages the effects of its activities on the environment and aims to develop sustainable operations over the longer term.

Competition

The ERIKS group believes in tough but fair competition and supports the development of suitable legislation in this area. The ERIKS group companies and employees will act in accordance with the principles of fair competition, applicable regulations and internal policies.

Commercial integrity

The ERIKS group, neither directly nor indirectly, gives or receives bribes or other improper benefits. Employees are not permitted to offer, give or receive any gift or payment that constitutes bribery or could be interpreted as such. All requests for or offers of bribes must be rejected immediately and reported to management.

The financial administration and supporting documents must accurately describe and reflect the nature of the underlying transactions. No secret or unregistered accounts, sums of money or assets will be established or held.

Conflicts of interests

All ERIKS group employees are expected to avoid any personal activities and financial interests that could conflict with their responsibilities to the company. Our employees are forbidden from abusing their positions to pursue any benefit for themselves or others. Employees are expected to be open and transparent and to discuss any commercial side activity or benefit with higher management.

Company resources

Company resources may only be used for their intended business purpose, unless management has given prior written approval for other uses (e.g. private use).

Confidential information

Employees must treat information that is confidential in a careful and professional manner and take reasonable measures to safeguard its confidentiality.

Compliance with the law

The ERIKS group companies and their employees are obliged to adhere to both the letter and the spirit of applicable laws and regulations as well as internal policies, including this Code of Business Conduct.

Compliance

Compliance with this Code of Business Conduct is essential to our success as a company. But the Code cannot answer every question that arises in day-to-day situations; therefore each employee must use common sense and professional judgement at all times. When in doubt, they must consider whether our core values of honesty, integrity, loyalty and openness provide the answer. If not, they should discuss their concerns with higher management.

Annex: Reporting to the Alertline

Compliance with the Code of Business Conduct is essential to our success as a company. But the Code cannot answer every question that arises in day-to-day situations; therefore each employee must use common sense and professional judgement at all times. When in doubt, ask yourself if our core values of honesty, integrity, loyalty and openness provide the answer. If not, discuss your concerns with higher management before you decide.

The values we share help make our company a great place to work. Trust, honesty and respect for each other, our customers and suppliers determine how we behave and how we do business. We also want to meet society's expectations: to be transparent and in compliance with legal requirements. In other words, we want to do good business - at all times.

Your role is important. Please talk to us if you have any concerns about workplace practices. Speak to your manager and HR. They are there to listen and to help you. If you've already tried that and feel you are not being heard, you can call our Alertline.

What is the Alertline?

Alertline is an additional service organised to provide you with a safe environment to voice your concerns about workplace practices.

How can I report my concerns?

Speak to your manager or HR.

Or you can report your concerns online or by calling the Alertline telephone number. To report online just go to www.alertline-shv.com. You will be asked to choose a language, and then you will be guided step by step through the reporting procedure with instructions in your own language.

The free telephone number and the website are available anytime day or night, seven days a week.

When I dial Alertline, who takes my call

An independent firm called Global Compliance has been hired to process calls to our Alertline telephone number. When you dial this number you will be asked to choose a language. Professionals, who are trained to listen, take your call and help you report your concerns, without taking sides.

What does it cost?

Absolutely nothing! This service is free. You can talk for as long as you need to.

Must I give my name?

You are encouraged to give your name so that you can be contacted directly for more information if necessary. This may help to get your concern dealt with more quickly. If you wish to remain anonymous we guarantee that no call tracing or recording devices will be used.

What happens after I report my concerns?

All reports that come in by telephone or online are sent to a central point. The reports are carefully assessed and passed on to the right person to deal with them – and NOT to someone who may be part of the problem.

How safe is my job?

Your personal integrity means a great deal to us. It is a building block of our integrity as a company. By reporting your concerns, you help us do good business. We guarantee that your concerns will be treated with respect, and dealt with at whatever level needed to ensure your interests are protected. Everything possible will be done to safeguard your position.

Do I get feedback?

Yes. If you leave contact details when making your report, by telephone or online, you will be contacted directly.

If you don't leave contact details you can only get feedback online. You will be given a report number and PIN code which you can use to access your report on the Alertline website. If we need more information from you, you will be asked for it here.

We encourage you to talk to us about things like:

- Conflicts of interest
- Confidential information being disclosed
- Intellectual property rights being violated
- Fraud
- Theft
- Environmental, health, or safety issues
- Bribes being offered or accepted
- Discrimination or exclusion
- Intimidation or harassment
- Exploitation
- Alcohol or drug abuse
- Any violations of company policies or procedure

**Remember, your manager and HR are there to listen and to help you.
Speak to them first.**

Call free (24hr) or go to www.alertline-shv.com

INTERNATIONAL ALERTLINE TELEPHONE NUMBERS

Look up your local number to call toll free

| | |
|--------------|---|
| Argentina | 0800 2660551 |
| Australia | 1 800 072 347 |
| Belgium | 0800 78 271 |
| Brazil | 0800 891 4098 |
| Canada | 855 333 6716 |
| China | 400 991 1153 |
| Colombia | 01 800 911 0011 wait for tone, dial 8884750660 |
| Denmark | 80010010 wait for tone, dial 8884750660 |
| France | 0800 918196 |
| Germany | 0800 182 3568 |
| Hungary | 06 800 011 11 wait for tone, dial 855 314 3289 |
| India | 000 800 100 1497 |
| Ireland | 1 800 553 735 |
| Malaysia | 1 800 81 2707 |
| Netherlands | 0800 022 2059 |
| Norway | 80019011 wait for tone, dial 8884750660 |
| Pakistan | 11-22 wait for tone, dial 8884750660 |
| Philippines | 1010 5511 00/PLDT or 105 11/Non PLDT, wait for tone, dial 8884750660 |
| Poland | 0 0 800 111 1977 |
| Saudi Arabia | 1 800 10 wait for tone, dial 8884750660 |
| Singapore | 800 110 1648 |
| Slovakia | 0800 000 101 wait for tones, dial 8884750660 |
| South Africa | 0800 999 364 |
| Spain | 900 99 00 11 |
| Sweden | 020799111 wait for tone, dial 8884750660 |
| Switzerland | 0800 890011 wait for tone, dial 8884750660 |
| Thailand | 001 800 11 002 2133 |
| Turkey | 00800 448829568 |
| UAE | 800 0021 wait for tone, dial 8884750660 |
| UK | 0808 234 0273 |
| USA | 855 333 6716 |
| Venezuela | 0800 1 00 2170 |



www.alertline-shv.com

