

# BUSINESS ETHICS POLICY

De Rijke Group

March 2025



## INTRODUCTION

At De Rijke Group we are aware of the impact from our business to our surroundings and close by communities. We desire to conduct business in the most ethic and safe way as possible in order to complete all logistic services with the required quality and within applicable legal requirements. Our policy is linked to the Sustainable Development Goals set by the United Nations and we strive to make a difference by integrating these principles into our daily lives and business.

### THIS POLICY APPLIES TO

It is expected by our employees to adhere with the policy and avoid any behavior that opposes the purpose of this policy. Contractors, suppliers and partners are to comply with this policy when working with De Rijke shipments or on De Rijke's premises.

## AMBITIONS

Our ambition is to provide a moral workplace for all of our team members, including partners and customers. As a family-owned company, we anticipate that everyone will act respectfully and in compliance with the law's minimal standards. Maintaining our security and privacy is crucial, and we make daily investments to build a system that is more reliable. Our ambition is:

- Zero instances of corruption or unethical behavior within De Rijke Group;
- Create more awareness on ethics and integrity by training our personnel (goal 2025);
- Zero legal actions on ethical subjects;
- Zero violations of (international) law or regulation;
- To create a monitoring system on the basis of which our relations are periodically screened on the internet for ethical issues;
- Positive ISO/IEC 27001 audit of our via external partner hosted IT infrastructure;
- Increase the transparency of our business's sustainability outcomes and effects by reporting progress on CSRD already in our annual report;
- To achieve the agreed customer KPI-targets as minimum and to have a high customer satisfaction (7+) regarding the quality of our services;

### Ethics & Integrity

The De Rijke Group seeks to promote distinct and unambiguous ethical standards in any area of business. We strive to provide a secure and moral workplace for all our employees. Rules to create an environment as such, have been written down in contracts, [Supplier Code of Conduct](#) and carried out in our [De Rijke Group Policy Statement](#).

Corruption, fraud, conflict of interest, money laundering or anti-competitive practices in any way shape or form is prohibited and does not contribute to the creation of an ethic workforce. All staff members and partners working on De Rijke property are expected to come forward if any business has been handled in a dishonest manner. The arrangement on how to act/report by misconduct and whistleblower protection can be found on our [website](#).

We create and maintain awareness on ethics and integrity by (online) training new employees and recurring training for all employees. This training is an extension on the already existing Fraud training in DIEV. We will implement a new improved awareness program via Meta-Compliance as a replacement for DIEV. This platform enables us to create awareness training tailor-made for de Rijke Group (goal 2025).

### Compliance with (International) Laws & Regulations

As a business we focus on maintaining a strong and competent service, treating clients as mutual partners and working with sub-contractors, suppliers and our workforce fairly and ethically.

The De Rijke reputation dictates a high level of quality, robust management systems and safe working environments.

All our policies and other documentation have been written in such a manner that there is compliance with all current (international) laws, rules and regulations. We strive to keep the adherence to these laws and regulations, hence, the revision of all documentation on a yearly basis. To avoid penalties, we inform all (new) employees on evolving laws and regulations. De Rijke expects its workforce, partners ([Supplier Code of Conduct](#)) and other individuals to adhere to the (international) laws and regulations.

We want to explore the possibility to set-up an own automatic monitoring system for periodically screening of our relations (customers, suppliers) for ethical issues like fraud, non-compliance, etc. (goal 2025).

### Data Security

We are committed to take responsibility for offline and online (information) security. We strive to keep every bit of personally identifiable data accurate, private, and secure. De Rijke has a company [Privacy Policy](#) that sets forth the principles outlined by the European Parliament and the Council in the General Data Protection Regulation (2016/679) as part of this commitment and has appointed an external Data Protection Officer to monitor the data security.



As our IT infrastructure is outsourced to an external hosting partner, their IT infrastructure has an important impact on our IT infrastructure. Therefore the minimum requirement for our hosting partner is the ISO/IEC 27001:2013 standard, which needs to be audited annually by an external auditor.

We create and maintain awareness by online training new employees and recurring training for all employees.

### Security premises

In addition to online security, we also value safety on of all our personnel and individuals working on our operational sites. De Rijke has established guidelines to follow in order to maintain a safe working environment for all on all job sites. Please advise yourself on our Life Saving Rules, our [Supplier Code of Conduct](#) and other applicable regulations.

### Transparency

Being more transparent in sharing information, achievements and progresses with our stakeholders will become increasingly important. We embrace family values, openness and will therefore increase our online presence. Adding to this, all our policies, codes of conducts, certifications, and other documentation will be made available on our website. Although the CSRD reporting requirements are applicable starting annual report 2025, we already inform our stakeholders in



our annual reports (starting 2022) of the progress made. With the intranet de Rijke Today our goal is to also be more transparent to our employees.

De Rijke also promotes our employees to have an open and transparent communication, asking input to strive towards finding new opportunities to work safer and more sustainable. Via our intranet de Rijke Today employees are able to ask questions to our CEO, our HR and our working council. We also offer the means to provide anonymous input via internal communication tools.

### High Quality Services

We deliver high quality services on all aspects to our clients. It is our goal to safely complete all logistic services on time, within budget, to the required quality and within the applicable legal requirements. Through proper planning, employing quality people and a commitment to innovation, logistic values and the continuous improvement principles, we understand, meet and exceed the needs and expectations of our clients and stakeholders. A dedicated aftercare team will ensure all clients are supported at the time of practical completion and beyond. To receive feedback from our customers, we use a mix of

- KPI-dashboards which are determined together with our customers, to monitor our service performance and follow-up of issues;
- When our account managers visit our customers, we ask them to give us a quality rate for our services and points of improvement;
- Customer satisfaction research;

Based on this outcome we revalue our processes to further improve the quality of our services. Our ambition is to achieve the agreed KPI-targets as minimum and to have a high customer satisfaction (7+) score.



## COMPLIANCE

We are confident that everyone to whom this policy applies understands its importance and pursues its goals. If there is a suspicion that someone's behavior is not in line with the policy, we will hold each other accountable and expect that this will be reported through the relevant procedure.

## DOCUMENT DATA

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Written by	Martijn van der Velde	Chief Financial Officer
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Signature		
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This policy shall be reviewed annually or as conditions require.		