



**Flower Direct**

Bloemen en planten voor retailers in Europa

# Code of Conduct

Flower Direct & Business Partners

## Preamble

This Code of Conduct serves as a guide to how we conduct our business with integrity and care and is based on international principles.

Our customers considers social and environmental sustainability to be of great importance, both in cooperation with business partners and throughout the supply chain. In this context, the Code of Conduct was written.

We expect our partners to do the same.

The national laws, rules and regulations applicable in the countries of our business partners must be complied with together with this code of conduct.

Bribery and other forms of corruption are prohibited.

We and our partners should consult this guidance in every decision made and dilemmas we face.

Acting with integrity in daily work means making well-considered decisions in which the interests of all stakeholders (colleagues, suppliers, customers, society etc.) are considered and weighed up.

This Code will help us better understand our responsibilities and can help us to do the right thing.

We trust our employees and business partners to report unethical or illegal behavior to our Quality & Compliance department.

## Ethical workplace environment

- *Prohibition of discrimination*

Any form of discrimination must be avoided. In particular, no one shall be discriminated against on grounds of age, gender, sexual orientation, pregnancy, disability, nationality, ethnic origin, color, religion or worldview, political opinion, social background or marital status. Discrimination occurs when a person is disadvantaged because of the above characteristics or other objectively unjustified reasons.

Equal opportunities for women and men are ensured in all aspects of personal and professional development.

- *Fair treatment*

Under no circumstances may the business partner impose forced labor or involuntary prison labor. It shall ensure that no rough or cruel treatment occurs in the workplace. This particularly includes sexual harassment, corporal punishment, mental and physical coercion and the verbal abuse of employees. No such conduct may be threatened against employees either.

- *Wages and working hours*

The business partner shall comply with all applicable laws, requirements and industry standards relating to wages and working hours. Wages and other benefits must, at the very least, comply with statutory provisions and the standards applicable to the local production industry. They must be clearly defined and paid out and/or provided at regular intervals. The aim is to pay wages and other benefits that will cover the cost of living to the extent that the statutory minimum wage is insufficient in this regard. Any deductions for non-cash benefits shall only be permitted provided they are limited in scope and reasonable compared to the value of the non-cash benefit. The business partner shall pay the social security contributions required by law and the benefits to which employees are entitled under national law (e.g., insurance benefits, overtime pay and paid leave). Furthermore, employees shall receive clear and regular notification of the composition of their remuneration. The obligations arising out of the employment relationship must be set out in text form and provided to the employee in the form of an employment agreement. The business partner shall not withhold any amounts for work equipment or resources.

Employees shall not work for longer than the working hours permitted by law. Official public holidays shall be observed. In addition, employees may not be regularly asked to work more than 48 hours per week and, including overtime, more than 60 hours per week. Overtime must be performed voluntarily and must be remunerated separately in accordance with national law or with compensatory time. Every employee is entitled to at least one day off after six consecutive workdays.

- *Freedom of association*

The business partner guarantees its employees freedom of association. Employees have the right to hold meetings in accordance with applicable laws and to establish or join unions and representative bodies. Employees also have the right to engage in collective bargaining in order to resolve workplace and wage issues.

Under no circumstances may the exercise of such rights be met with threats of reprisal.

- *Safety and Health*

The business partner shall ensure a safe working environment. Workplaces and work equipment must comply with applicable laws and requirements. Any violations of fundamental human rights in the workplace and in operational facilities shall be prohibited. In particular, fire safety and emergency care standards must also be complied with. Young workers in particular shall not be exposed to any situations that are hazardous or unsafe to their physical and mental health and development. Employees shall be provided health and safety training in the workplace on a regular basis. It must also be ensured that workplaces are sufficiently hygienic. If the business partner provides accommodation to employees, the same requirements shall apply to such accommodation.

A management representative shall be appointed to be responsible for ensuring a safe and healthy workplace environment for all employees and for introducing and implementing health and safety standards in the workplace.

- *Disciplinary action*

Disciplinary action must be in accordance with national law and internationally recognized human rights. No unreasonable disciplinary action may be taken, particularly including withholding pay, social security contributions or documents (e.g., identification cards) or placing a ban on leaving the workplace. The business partner shall also respect its employees' right of termination.

- *Child Labor and the protection of minors*

The business partner shall not use child labor and shall comply with requirements relating to the protection of minors. The minimum employment age may not be lower than the legal school leaving age. Under no circumstances may employees be younger than 15 years of age, or 14 years of age if permitted under national law pursuant to ILO Convention 138. National laws and international standards on the protection of minors must be complied with. Nor may young workers work during night hours.

## Environment

- *Environmental protection laws*

The business partner shall comply with applicable environmental laws and regulations, as amended from time to time. The business partner's operations shall meet waste law, emission control and water protection standards and requirements. The business partner shall comply with all regulations relating to hazardous substances. This particularly concerns the storage, handling and disposal of hazardous substances. Employees shall be instructed on how to handle hazardous materials and substances.

- *Resources and pollution of the environment*

Pollution of the environment shall be avoided to the extent reasonably possible, or at least minimized. Protection of the environment and climate and promoting biodiversity is an ongoing challenge which can only be met by consistently improving the level of protection, achieved by permanently reducing the consumption of resources and reducing waste. The business partner shall make a reasonable effort to do this in the course of its business activities.

## Compliance

- *Subcontractors*

Subcontractors engaged by the business partner to provide the services must comply with standards equivalent to those set forth in this Code of Conduct. The business partner shall inform them of the provisions of this Code of Conduct and shall require them to meet the requirements and standards set forth herein.

- *Reporting of breaches and duty of cooperation*

The business partner shall report any suspected, not insignificant breach of this Code of Conduct of which it becomes aware without undue delay. The business partner shall provide a written report of breaches upon request. The report must include a detailed description of the breach, the persons involved and the actual or potential consequences of the breach (e.g., regulatory action). The business partner shall cooperate with investigative measures taken relation to any breach. Such notification shall preserve the legitimate interests of the business partner and have regard to the rights of employees, particularly data protection and the protection of trade secrets. The foregoing also applies to breaches at the subcontractor level. A company-internal system for reporting violations of these standards shall also be established; employees who report any violations may not be disciplined or discriminated against as a result.

## Audits

The business partner will allow its compliance with the Code of Conduct to be audited. For this purpose, it shall provide written responses to queries and shall allow on-site inspections of its business to be conducted. The business partner shall grant access to relevant documentation to the extent required for the purpose of the respective audit. Third parties (e.g., auditors) may be engaged to carry out the audit. Upon request, the business partner shall require subcontractors it engages to provide the services to grant corresponding rights of audit.

## Termination

In the event of any breach of the obligations set forth in this Code of Conduct, the business partner may be given a reasonable period within which to remedy the breach or, if this is not possible due to the nature of the breach, may be issued with a notice of breach. If the business partner fails to remedy the breach within the set period or repeatedly breaches the Code of Conduct, the agreement may be terminated without notice for good cause. In the case of repeated or serious breaches, the agreement may be terminated without notice, even without setting a grace period or issuing a notice of breach. Further rights, particularly any potential claim for damages, shall remain unaffected.