

**Datum** 17-3-2021  
**Kenmerk** SSC-000001  
**Onderwerp** Code of Conduct

**Behandeld door** Edgar Beers  
**E-mailadres** edgar.beers@sitech.nl  
**Telefoonnummer** +31 (0)6 1203 1143



# Code of Conduct

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## 1 What suppliers may expect from Sitech Services

In recognition of the great importance of procurement professionals displaying sound business ethics, Sitech Services has compiled a Code of Conduct that helps to deal with the ethical dilemmas they face in their work.

Sitech Services procurement professionals are honest, dependable, show integrity, operate in line with procurement-related standards, and make decisions based on facts instead of self-interest. Parties involved in the procurement process are entitled to equal opportunities, and it is key to strike a healthy balance between people, planet, and profit. They shall abide by applicable legislation and rules and respect honest competition. They shall protect trade and company secrets and be mindful of their position when using social media.

The Sitech Services Code of Conduct is in full compliance with the basic principles specified by the UN's Global Compact platform. And it was furthermore compiled in line with the appropriate ILO Conventions (International Labor Office), the United Nations' Universal Declaration of Human Rights, the UN Conventions on the Rights of the Child, the Convention for the Elimination of All Forms of Discrimination of Women, and the OECD's Guidelines for Multinational Companies.

### 1.1 Business ethics

Procurement professionals shall be honest and dependable, and not cause others harm. Confidential information shall never be revealed to third parties, unless legal or professional obligations require revelation of such information. Procurement professionals shall adhere to all legislation and regulations that apply to them. Procurement professionals shall respect other cultures and customs.

### 1.2 Expertise and objectivity

When asked, procurement professionals shall always provide, providing there are no legal objections or confidentiality obligations that impede this, correct information and endeavor to make the right decisions based on sound knowledge and experience. Objectivity is all about procurement professionals basing their judgement on facts instead of on prejudice or self-interest.

#### 1.2.1 Open competition

This means: no collusion, offering all potential suppliers equal opportunities in bidding for an order, selecting suppliers based on comparable criteria.

### 1.3 Sustainability

Procurement professionals shall respect people and the planet in striving for profits: People, Planet, Profit.

### 1.4 Legislation and regulations

Business partners shall always be treated fairly and a deal is a deal, meaning that contracts shall always be honored.

Procurement professionals shall comply with anti-corruption legislation, meaning that they shall refrain from offering, promising, providing, or approving in-kind personal benefits aimed at obtaining an

advantage in business transactions, influencing a business relationship in an improper or prohibited manner, or compromising the business partner's professional independence.

Neither shall procurement professionals demand or accept personal benefits in dealings with business partners. An exception is made for minor benefits that stay within the boundaries of normal business practice and relate to hospitality, business courtesies, and (local) customs.

Procurement professionals shall respect fair competition and with that legislation and rules that on the one hand enforce and stimulate competition and on the other prohibit collusion and price fixing.

## 1.5 Corporate social responsibility

### 1.5.1 Forced Labor

Procurement professionals shall reject any kind of forced labor, and respect United Nations charters on human rights and the rights of children. They shall specifically endorse the Convention concerning the minimum age for admission to employment (Convention No. 138 of the International Labor Office, or ILO), and the Convention concerning the prohibition and immediate action for the elimination of the worst forms of child labor (ILO Convention No. 182).

### 1.5.2 Discrimination

Procurement professionals shall counter, within the boundaries set by current legislation and regulations, all forms of discrimination, and unfair and unequal treatment based on sex, race, disability, ethnic or cultural background, religion or world view, age, or sexuality in particular.

## 2 What Sitech Services expects from its suppliers

Sitech Services is committed to ensuring that working conditions in Sitech Services supply chain are safe, that workers are treated with respect and dignity, and that manufacturing processes are environmentally responsible.

Sitech Services suppliers ("Suppliers") commit, in all their activities, to operate in full compliance with the laws, rules, and regulations of the countries in which they operate. This Supplier Code of Conduct ("Code") goes further, drawing upon internationally recognized standards, in order to advance social and environmental responsibility.

Sitech Services may visit (and/or have external monitors visit) Supplier facilities, with or without notice, to assess compliance with this Code and to audit Supplier's wage, hour, payroll, and other worker records and practices. Sitech Services expects a pro-active attitude and a continuous drive to improve on every aspect of business, people, planet and profit.

Recognized standards such as the Universal Declaration of Human Rights (UDHR), and standards issued by organizations such as the International Labor Organization (ILO), Social Accountability International (SAI), and the Ethical Trading Initiative (ETI) were used as references in preparing this code and may be useful sources of additional information.

### 2.1 Antidiscrimination

Suppliers shall not discriminate against any worker based on race, color, age, gender, sexual orientation, pregnancy, ethnicity, disability, religion, political affiliation, union membership, national origin, or marital status in hiring and employment practices such as applications for employment, promotions, rewards, access to training, job assignments, wages, benefits, discipline, and termination. In addition, Suppliers shall not require workers or potential workers to undergo medical tests that could be used in a discriminatory way except where required by applicable laws or regulations or prudent for workplace safety.

### 2.2 Fair treatment

Suppliers shall commit to a workplace free of harassment. Suppliers shall prohibit harassment and unlawful discrimination in the workplace.

### 2.3 Prevention of involuntary labor and human trafficking

Suppliers shall not traffic in persons or use any form of slave, forced, bonded, indentured, or prison labor. This includes the transportation, harboring, recruitment, transfer, or receipt of persons by means of threat, force, coercion, abduction, fraud, or payments to any person having control over another person for the purpose of exploitation. All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice. Suppliers shall ensure that third-party agencies providing workers are compliant with the provisions of the Code and the laws of the sending and receiving countries, whichever is more stringent in its protection of workers.

Suppliers shall ensure that contracts for both direct and contract workers clearly convey the conditions of employment in a language understood by the worker.

### 2.4 Prevention of underage labor

Suppliers shall not employ children. The minimum age for employment or work shall be, the minimum age for employment in that country, or the age for completing compulsory education in that country,

whichever is higher. This Code does not prohibit participation in legitimate workplace apprenticeship programs that are consistent with Article 6 of ILO Minimum Age Convention No. 138 or light work consistent with Article 7 of ILO Minimum Age Convention No.138.

## 2.5 Juvenile worker protections

Suppliers may employ juveniles who are older than the applicable legal minimum age for employment but are younger than 18 years of age, provided they do not perform work likely to jeopardize their health, safety, or morals, consistent with ILO Minimum Age Convention No.138.

## 2.6 Working hours

Except in emergency or unusual situations, a work week shall be restricted to 60 hours, including overtime, and workers shall take at least one day off every seven days. Under no circumstances shall work weeks exceed the maximum permitted under applicable laws and regulations.

## 2.7 Wages and benefits

Suppliers shall pay all workers at least the minimum wage required by applicable laws and regulations and provide all legally mandated benefits. In addition to their compensation for regular hours of work, workers shall be compensated for overtime hours at the premium rate required by applicable laws and regulations. Suppliers shall not use deductions from wages as a disciplinary measure. Suppliers to Sitech Services shall offer vacation time, leave periods, and holidays consistent with applicable laws and regulations. Suppliers shall pay workers in a timely manner and clearly convey the basis on which workers are being paid.

## 2.8 Freedom of association

Suppliers must respect the right of workers to associate freely with, form, and join workers' organizations of their own choosing, seek representation, and bargain collectively, as permitted by and in accordance with applicable laws and regulations. Suppliers shall protect against acts of interference with the establishment, functioning, or administration of workers' organizations in accordance with applicable laws and regulations.

## 2.9 Health and safety

Sitech Services recognizes that integrating sound health and safety management practices into all aspects of business is essential to maintain high morale and deliver projects and products at required specifications. Sitech Services has separate project specific health & safety procedures and documents that suppliers need to follow and register prior to any site work or delivery.

## 2.10 Occupational injury prevention

Suppliers shall eliminate physical hazards where possible. Where physical hazards cannot be eliminated, Suppliers shall provide appropriate engineering controls such as physical guards, interlocks, and barriers. Where appropriate engineering controls are not possible, Suppliers shall establish appropriate administrative controls such as safe work procedures. In all cases, Suppliers shall provide workers with appropriate personal protective equipment. Workers shall not be disciplined for raising safety concerns and shall have the right to refuse unsafe working conditions without fear of reprisal until management adequately addresses their concerns.

### 2.11 Emergency prevention, preparedness and response

Suppliers shall anticipate, identify, and assess emergency situations and events and minimize their impact by implementing emergency plans and response procedures, including emergency reporting, worker notification and evacuation procedures, worker training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment, adequate exit facilities, and recovery plans.

### 2.12 Ergonomics

Suppliers shall identify, evaluate, and control worker exposure to physically demanding tasks, including manual material handling, heavy lifting, prolonged standing, and highly repetitive or forceful assembly tasks.

### 2.13 Dormitory and dining

Suppliers shall provide workers with clean toilet facilities, access to potable water, and sanitary food preparation and storage facilities. Worker dormitories provided by the Supplier or a third-party agency shall be clean and safe and provide adequate emergency egress, adequate heat and ventilation, reasonable personal space, and reasonable entry and exit privileges.

### 2.14 Worker health and safety committees

Suppliers are encouraged to initiate and support worker health and safety committees to enhance ongoing health and safety education and to encourage worker input regarding health and safety issues in the workplace.

### 2.15 Environmental impact

At Sitech Services, environmental considerations are an integral part of our business practices. Suppliers shall commit to reducing the environmental impact of their designs, manufacturing processes, and waste emissions. Where possible, suppliers shall make considerable design efforts to enable products to be returned to the supplier after use and re-used in a new life cycle.

### 2.16 Hazardous substance management and restrictions

Suppliers shall comply with any applicable laws and regulations prohibiting or restricting the use or handling of specific substances.

### 2.17 Environmental permits and reporting

Suppliers must obtain, maintain, and keep current all required environmental permits (for example, discharge monitoring) and registrations and follow the operational and reporting requirements of such permits.

### 2.18 Pollution prevention and resource reduction

Suppliers must endeavor to reduce or eliminate solid waste, wastewater, and air emissions, including energy-related indirect air emissions, by implementing appropriate conservation measures in their production, maintenance, and facilities processes, and by recycling, reusing, or substituting materials.



### 2.19 Business integrity

Corruption, extortion, and embezzlement, in any form, are strictly prohibited. Suppliers shall not offer or accept bribes or other means to obtain an undue or improper advantage.

### 2.20 Disclosure of information

Suppliers must accurately record and disclose information regarding their business activities, structure, financial situation, and performance in accordance with applicable laws and regulations and prevailing industry practices.

Suppliers must respect intellectual property rights and safeguard customer information; transfer of technology and know-how must be done in a manner that protects intellectual property rights.

### 2.21 Whistleblower protection and anonymous complaints

Suppliers shall create programs to ensure the protection of Supplier and worker whistleblower confidentiality and prohibit retaliation against workers who participate in such programs in good faith or refuse an order that is in violation of the Sitech Services Supplier Code of Conduct. Suppliers shall provide an anonymous complaint mechanism for workers to report workplace grievances in accordance with local laws and regulations.

### 2.22 Management commitment

Suppliers must adopt or establish a management system designed to ensure compliance with this Code and applicable laws and regulations; identify and mitigate related operational risks; and facilitate continuous improvement. ISO 14001, OHSAS 18001, and Eco-Management and Audit Scheme (EMAS) may be useful resources. The management commitment should contain the following elements:

#### 2.22.1 Company Statement

A corporate social and environmental responsibility statement affirming the Supplier's commitment to compliance and continuous improvement, to be posted in the primary local language at all of the Supplier's worksites.

#### 2.22.2 Management Accountability and Responsibility

Clearly identified company representatives responsible for ensuring implementation and periodic review of the status of the Supplier's management systems.

#### 2.22.3 Risk Assessment and Management

A process to identify environmental, health and safety, business ethics, labor, human rights, and legal compliance risks associated with their operations; determine the relative significance of each risk; and implement appropriate procedures and physical controls to ensure compliance and control the identified risks. Risk assessments for health and safety must include warehouse and storage facilities, plant and facility support equipment, laboratories and test areas, bathrooms, kitchens, cafeterias, and worker housing.

Performance Objectives with Implementation Plans and Measures-Written standards, performance objectives, targets, and implementation plans, including a periodic assessment of the Supplier's performance against those objectives.

### 2.23 Worker feedback

Suppliers shall have an ongoing process to obtain feedback on processes and practices related to this Code and to foster continuous improvement.

### 2.24 References

- UN Global Compact: <http://goo.gl/99S7m>
- ILO conventions: <https://www.ilo.org/global/lang--en/index.htm>
- Universal Declaration of Human Rights: <http://goo.gl/hxno>
- UN Conventions on the Rights of the Child:  
[https://treaties.un.org/Pages/ViewDetails.aspx?src=IND&mtdsg\\_no=IV-11&chapter=4&lang=en](https://treaties.un.org/Pages/ViewDetails.aspx?src=IND&mtdsg_no=IV-11&chapter=4&lang=en)
- Convention for the Elimination of All Forms of Discrimination of Women: <http://goo.gl/vTS3a>
- OECD Guidelines for Multinational Companies: <http://goo.gl/dPNZM>