

ANWB Code of Conduct for Suppliers



ANWB Code of Conduct for Suppliers (2022)

Enjoyable carefree travel in a sustainable society

ANWB's mission is to have everyone enjoy carefree travel in a sustainable society. This means travelling with as little negative impact on people, nature and society as possible.

Also in its business operations, ANWB strives to minimise harmful emissions and recycle as many materials as possible. We set the highest sustainability standards for our partners and their business operations, including in terms of social sustainability. Throughout the chain, we consider our suppliers to be a key element in achieving our sustainability ambition. Only with our suppliers' full commitment will we be able to be the most reliable future point of departure for all Dutch people to enjoy carefree sustainable travel, and thus to discover the world.

Purpose of a Code of Conduct for Suppliers

Preserving our reputation is of course essential to ANWB. It requires professionalism and integrity and responsible and transparent business conduct. In order to maintain our strong brand, we seek to embody ANWB's four core values in all our contacts with colleagues, members/customers and external parties: sparkling, people-oriented, reliable and pioneering. This is how our conduct meets the high expectations that Dutch people have of ANWB, now and in the future.

The objective of the ANWB Code of Conduct for Suppliers is to define the minimum sustainability requirements and ambitions for ANWB's suppliers and partners in the area of:

1. Points of departure and legislation
2. Human rights & working conditions
 - 2.1 Discrimination
 - 2.2 Child labour
 - 2.3 Forced labour
 - 2.4 Working hours
 - 2.5 Freedom of association and collective bargaining
 - 2.6 Living wages
3. Health & safety
4. Environment, nature & society
 - 4.1 Fewer emissions
 - 4.2 Circularity
 - 4.3 Social sustainability
5. Data
6. Integrity
 - 6.1 Fair competition
 - 6.2 Corruption and bribery
 - 6.3 Conflict of interest
 - 6.4 Fraud
7. Chain responsibility
8. Compliance

Scope of the Code of Conduct

The Code of Conduct applies to all suppliers and forms part of the agreement between the supplier and ANWB. The supplier is responsible for ensuring that its supplier partners/subcontractors also agree to this Code of Conduct. This Code of Conduct is therefore a mandatory part of the agreement between the suppliers and their supplier partners/subcontractors.

1. Points of departure and legislation

This Code of Conduct for Suppliers is based on ANWB's internal Code of Conduct, ANWB's sustainability vision, as well as on international treaties and social and environmental standards, such as the OECD guidelines for multinational enterprises, the International Labour Organisation (ILO) and the UN Guiding Principles on Business and Human Rights. The supplier complies with all relevant international legislation and the national laws of the countries in which it operates.

2. Human rights & working conditions

ANWB firmly believes that employees are a company's most important asset and that respecting human rights forms the basis of every successful company. ANWB's suppliers must respect all internationally recognised human rights and treat all people with respect. We expect precautionary measures to be in place to avoid human rights violations in the suppliers' operation and in the chain. Physical or verbal abuse/threats or other forms of intimidation are prohibited.

2.1 Discrimination

At ANWB, we are open, honest and respectful with each other. The supplier will treat everyone equally and respectfully, irrespective of gender, nationality, cultural background, faith/religion, sexual orientation, age and health limitations. The supplier also provides equal employment opportunities and conditions based on the individual's ability to carry out the work.

2.2 Child labour

ANWB does not tolerate child labour or any other form of exploitation of young employees. The supplier will avoid all forms of child labour. The minimum age a child can work is the age of completion of compulsory education in accordance with national legislation. Based on the ILO Convention No. 138, the minimum age is restricted to 14 or 15 years or higher if stipulated by statutory provisions.

2.3 Forced labour

ANWB does not tolerate any form of modern slavery or forced labour. ANWB prohibits its suppliers and their supplier partners from engaging in any form of forced labour. The confiscation of identity documents, withholding of wages, abuse of working conditions, debt bondage, violence or any other form of exploitation or abuse is not tolerated. All work must be done voluntarily and employees must have the freedom to leave work or terminate their employment with a reasonable notice period.

2.4 Working hours

The supplier will at all times respect and comply with applicable laws and collective labour agreements, if applicable, regarding working hours and rest time, including overtime, as well as annual leave, sick leave and parental leave and other applicable leave arrangements.

2.5 Freedom of association and collective bargaining

All employees have the right to join a trade union, to establish one or to bargain collectively in accordance with local legislation and international conventions, such as the ILO Convention. Employees will be able to communicate openly and share ideas and concerns with management about working conditions and management practices without any fear of discrimination, harassment or retaliation.

2.6 Living wages

ANWB expects the supplier to always pay its employees for the hours worked, overtime and secondary employment conditions, which, at the very least, comply with the applicable laws and employment contracts. If there are no national statutory standards, the remuneration will be sufficient to cover the basic necessities. See ILO C131 - the Minimum Wage Fixing Convention. The supplier will provide its employees with information about their terms and conditions of employment, including compensation, in a form and language they can easily understand, such as a written employment contract and a timely pay slip.

3. Health & safety

ANWB strives to provide its staff a safe and healthy workplace. ANWB also expects its suppliers to provide a safe and healthy workplace and to prevent accidents in the workplace. This does not only apply to the workplace, but also to the related facilities offered by the supplier, such as transport and accommodation.

The supplier must have safety procedures in place in case of emergencies, including reporting and evacuation procedures for employees. Staff training and evacuation exercises are also repeated regularly.

Employees must have easy access to clean drinking water, hygienic toilets, hygienic food storage and eating facilities, adequate ventilation, light and temperature levels and acceptable levels of noise and dust pollution.

4. Environment, nature & society

ANWB has signed the Climate Agreement, which means a 55% reduction in emissions by 2030 in order to be climate-neutral by 2050. ANWB has drawn up an ambitious sustainability policy (www.anwb.nl/duurzaam) to meet these goals and expects its suppliers to support these goals and to commit to minimising the negative impact on the environment. Each supplier pursues at least its own sustainability policy to improve the sustainability of its own business operations and those of its own supplier chain. The supplier pro-actively contributes to making ANWB products and services more sustainable. We encourage suppliers to take part in international certification programmes such as ISO 14001.

We expect suppliers to avoid negative impact on the environment as much as possible and to consider nature conservation and the promotion of biodiversity, animal welfare and not disturbing the natural habitat, preventing soil and water pollution, using (drinking) water sparingly and not using products that contain substances toxic to humans or nature wherever possible.

The three pillars of our sustainability policy are: fewer emissions, circularity and social sustainability.

4.1 Fewer emissions

In keeping with the Climate Agreement, we expect the following reduction measures from suppliers in order to reduce emissions:

- Emit as little CO₂, nitrogen and fine particulate matter as possible
- Provide for the transition to electricity/hydrogen in transport or other sustainable alternatives
- Choose energy-saving measures
- Buy, if possible, energy from producers of 100% renewable energy (e.g. wind energy)
- Minimise the use of paper and opt for digital alternatives if possible

4.2 Circularity

In keeping with the Climate Agreement, ANWB strives to use 50% less raw materials in 2030 and to be completely circular by 2050. We expect the same from suppliers:

- Apply a circular design to maximise lifespan, use and reuse, repair and recycling to avoid waste
- Use (new) raw materials as little as possible and choose renewable and recycled raw materials whenever possible
- Minimise packaging material and opt for mono-material as much as possible for recycling purposes
- Make maximum use of waste materials and minimise residual waste
- Opt for responsible extraction of raw materials, i.e. no child or forced labour and/or dangerous conditions, no negative impact on the environment and society

4.3 Social sustainability

ANWB contributes to traffic safety, health, inclusive and affordable mobility and the spreading of crowding in traffic and at tourist destinations. We also expect our suppliers to pay extra attention to these aspects among their employees, supplier partners and customers.

5. Data

Our partners need to securely handle received data, including personal data, from ANWB and its customers and protect them from misuse. All privacy and data protection legislation and the 2026 General Terms and Conditions of Purchase of ANWB are applicable to the collection, processing, storage and use of data, including personal data.

6. Integrity

6.1 Fair competition

ANWB does not engage in unfair practices in relation to its competitors or markets. The supplier does not impede fair, transparent and free competition. Suppliers do not prejudice their supplier partners by abusing a dominant position and do not take improper benefits or gifts from or offer them to stakeholders, at least not if accepting them could create the perception of taking on obligations.

6.2 Corruption and bribery

ANWB's relationships with all partners are based on respect, professionalism and trust. Bribery, corruption, extortion or influencing politicians/officials/media for competitive advantage or self-enrichment and illicit political donations are thus unacceptable to ANWB. ANWB expects its suppliers to act accordingly in this respect.

6.3 Conflict of interest

Decision-making is done in an objective and transparent manner. Conflicts of interest of suppliers or their individual employees, or the appearance thereof, are to be avoided. Whenever a real or apparent conflict of interest arises, the supplier will report it to the ANWB contact person.

6.4 Fraud

ANWB does not allow for fraud, meaning all acts of deception or contrivance intended to gain an unfair advantage for oneself or others. The supplier provides for an internal culture in which it is safe to report events and incidents. These events and incidents are recorded and investigated, with the aim of learning from them and preventing any repetition. The supplier also encourages its supplier partners/subcontractors to report such incidents. Whenever an incident arises that affects or may affect ANWB, the supplier will report it to the ANWB contact person.

7. Chain responsibility

ANWB expects its suppliers to actively apply the rules of conduct from this ANWB Code of Conduct in their own business operations. The supplier is responsible for ensuring that in selecting its supplier partners/subcontractors, they also agree to this Code of Conduct. Monitoring compliance with the Code of Conduct is also a mandatory part of the partnership agreement between the supplier and its supplier partners/subcontractors.

8. Compliance

We expect our suppliers and their supplier partners to respect and observe this ANWB Code of Conduct. In cases where the supplier has difficulties in (fully) complying with the Code of Conduct, we will be happy to help find a solution. Compliance with the Code of Conduct will be monitored and, upon request, relevant information can be provided and/or an audit conducted. Both ANWB and the supplier will assess the Code of Conduct and suggest improvements, if any. The supplier will share its sustainability policy upon ANWB's request.

In the event of a breach of the ANWB Code of Conduct for Suppliers, the supplier will immediately notify ANWB and ANWB will take appropriate measures. Such a breach may lead to the immediate termination of the contract, to legal action and/or notification of local authorities.

ANWB expects its employees to report any breach, or a suspicion thereof. Employees can report this confidentially and will not be negatively affected. Suppliers should also act in this spirit. In this context, suppliers may not retaliate against employees who report in good faith any matters of abuse, harassment, discrimination, or violation of the law or the Code of Conduct, or who assist in the investigation of a report.

For approval:

Signature:

Position & Organisation:

Date: