

Code of conduct Citribel nv

As an organization, it is of real importance that Citribel (CTB) draws up a general code of conduct with its stakeholders and employees, based on its organizational policies.

In essence, the following policy objectives are pursued by CTB:

- CTB strives to be a reliable partner to its customers, clients, suppliers, and stakeholders in producing non-GMO raw materials for the food and pharmaceutical industry in a high-quality and sustainable manner, as an essential link in a circular economy.
- Through this partnership, we aspire to develop new products that respond to new food and pharmaceutical applications, on top of assuring a high availability of our already existing products.
- Being aware of the environment in which we develop our activities, we aim to maintain a good relationship with our stakeholders, whilst ever-reducing our ecological footprint.
- All CTB employees have their own responsibility to ensure an ethical, safe and qualitative working environment, in which they can fully develop themselves in order to contribute to the achievement of our business objectives.

We translate these general guidelines into 9 basic principles, that we expect all our employees, clients and suppliers to respect and adhere to. CTB can monitor compliance on a regular basis:

- Responsible business practices
- Employment is at a voluntary basis and no child labor is allowed
- Working conditions are safe and hygienic
- Living wage is paid
- Working hours are not excessive
- Equal opportunities and non-discrimination policies
- Regular work is provided
- Respect for people and no harsh or inhumane treatment
- Deontological and ethical conduct

1. Responsible business practices

Employees of CTB will comply to these organizational laws, regulations and procedures towards each other, customers, suppliers and authorities.

Employees will never ask another party, such as a contractor, representative, supplier, to do something that an employee of CTB is not allowed to do.

Employees will not try to hide or cover up if someone is not following the organizational laws, regulations or procedures.

Employees are open to critique when agreements are not fully met or when they put themselves or others in danger.

2. Employment is at a voluntary basis and no child labor is allowed

There is no forced, bonded or involuntary prison labor.

Employees are not obliged to submit 'deposits' or their identity papers to their employer and are allowed to end their employment after a reasonable period of notice.

Freedom of association and the right to collective bargaining are respected. In particular, all parties concerned shall respect and apply the legislation and collective agreements with regard to the association of workers (trade unions).

The employer shall maintain an open attitude towards the activities of trade unions and their organizational activities. In doing so, workers' representatives shall not be discriminated against and shall have access to performing their representative functions in the workplace.

There will be no child labor (with the exception of specific requests such as job students and dual learning). Children and young people under the age of 18 may not be employed at night or in hazardous conditions.

These policies and procedures shall comply with the provisions of the relevant ILO standards.

3. Working conditions are safe and hygienic

A safe and hygienic working environment must be ensured, taking into account the prevailing knowledge of the industry and its specific hazards. Appropriate measures are taken (combining technical solutions, training, LMRA's and each employee's attention to act safely) to prevent accidents and damage to health at work or related to work.

Employees receive regularly registered health and safety training, and this training is repeated for new or reassigned employees. All employees will comply with the safety and health procedures in place.

All employees must have access to hygienic and safe accommodations, such as clean sanitary facilities and social areas, and must have access to potable water at all times.

4. Living wage is paid

Wages and benefits paid for a standard working week comply at least with national legal standards and/or collective (sectoral) agreements, whichever is stricter. In any case, wages must always be sufficient to meet basic needs.

All employees must receive written and comprehensible information about their employment conditions and, in particular, the conditions of pay before they take up employment, including when and how they will be paid.

Deductions from wages as a disciplinary measure shall not be allowed, nor shall deductions from wages, not provided for under national law, be made without the express consent of the employee concerned. All disciplinary measures against employees must be recorded in advance.

5. Working hours are not excessive

Working hours must comply with national law, collective agreements and the provisions below, whichever provides the greatest protection for employees. The sections are based on international labor standards.

Working hours, excluding overtime, shall be contractually agreed upon and may not exceed 48 hours per week on average.

All overtime is voluntary. Overtime must be used responsibly, taking into account the size, frequency and hours worked by individual employees and the workforce as a whole. They shall not be used to replace regular employment.

The total number of hours worked in any seven-day period shall not exceed 60 hours, except in exceptional circumstances where all the following conditions are met:

- it is permitted by national law;
- it is permitted by a collective agreement, freely negotiated with an employee's organization, representing a significant proportion of the workforce;
- appropriate safeguards are put in place to protect the health and safety of employees;
- the employer can demonstrate that exceptional circumstances apply, such as unexpected peaks in production, accidents or emergencies; and
- employees must be given at least one day off after each seven-day period or, of permitted by national law, two days off in each 14-day period.

6. Equal opportunities and non-discriminations policies

Staff related decisions are based on competencies.

There shall be no discrimination in recruitment, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political opinion.

7. Regular work is provided

Each employment relationship has been agreed upon in a manner recognized and established by national law and practice.

The aim is to provide stable and regular employment for employees where specific employment systems such as internships, apprenticeships, homeworking, temporary work, fixed-term contracts, etc. are not used merely to restrict employee's social rights.

Employees use their working time to carry out contractually agreed tasks and responsibilities and not for matters unrelated to those tasks or for their own personal interests.

8. Respect for people and no harsh or inhumane treatment

Violence, (the threat of) physical abuse, sexual or other intimidation, harassment, hostile or disrespectful behavior and all other forms of harassment are prohibited and will be appropriately sanctioned.

9. Deontological and ethical conduct

When we work with people, we adhere to the following principles:

- Information about customers, employees and suppliers will always be treated with discretion and respect and will only be disclosed to others who are permitted to receive it;
- The privacy of the person concerned is always respected; and
- Philosophical, gender and other cultural values and norms of third parties shall be taken into account.

Organizational equipment may only be used for authorized purposes. Stealing goods belonging to the company, another person or another company is not permitted and will be appropriately sanctioned.

Any form of fraud, deception or extortion is not permitted and will be appropriately sanctioned.

At all times, a correct presentation of the facts is presented in communication, reports and documents within the company organization (contracts, company reports, work permits, LMRA's, lab reports, etc.). Only data and information approved internally in accordance with the agreements may be shared with third parties in the manner agreed upon.

Only appropriate means should be used to compete with other companies and to build and maintain relationships with customers and suppliers. Gifts from suppliers and other relationships should be approached with caution.

10. Protection of the environment

Citribel has a responsibility towards the society and the planet to protect the environment, not only locally but throughout the entire supply chain. This includes (not-limitative):

- Compliance with all applicable environmental laws and permits
- Continuously striving to reduce energy/water use/use of other primary resources
- Limiting emissions to the environment
- Minimizing waste
- Attention to circularity
- Adequate response to emergency situations
- Minimizing nuisance towards the local communities
- Working together with our suppliers to reduce their footprint when producing and/or delivering goods and/or services

Our own efforts, together with our supplier's, will enable us to decrease our overall environmental footprint step by step.

11. Speak up

Citribel takes responsibility to allow stakeholders to speak up on matters of concern across its value chain both inside and outside its organization. It therefore organized whistleblowing portal where information, complaints and queries can be issued in a confidential and anonymous environment in order for these issues to be taken care of.

The link to this portal can be found here:

<https://citribel.speakup.report/whistleblowing>