

# 'BUSINESS PARTNERS' POLICY

## 1. General

Ordina wants to maintain stable and honest business relationships with its business partners, including suppliers and clients. Ordina expects you to contribute to the creation and maintenance of sustainable relationships with business partners.

Ordina expects its business partners to conduct business with integrity and honesty and to abide by both laws and regulations.

This policy can help you to determine how to deal with business partners.

## 2. Basic rules for dealing with business partners

Ordina's business partners, including suppliers and clients, are very important to the company. The following basic rules therefore apply to all relations with same.

- Treat our business partners honestly and with respect.
- Make sure that any conduct that might be contrary to laws and regulations or with standards of integrity can be openly discussed; having an honest business relationship means discussing these kinds of issues openly.
- Remember that your conduct vis-a-vis business partners directly affects Ordina's reputation.

Any dealings with business partners are also subject to the standards outlined in the [Policy on Gifts and Corporate Entertainment](#).

## 3. Dealing with suppliers

Ordina has drawn up a suppliers code (Annex 1 to this policy) for its suppliers. Ordina's suppliers should abide by the provisions of this code. Ordina has included the obligation to comply with this suppliers code in its standard contracts and in its general purchasing terms and conditions.

- If you make no use of Ordina's standard contracts or Ordina's general purchasing terms and conditions, you should ensure in consultation with the holder of the suppliers contract that compliance with the Ordina Suppliers Code becomes a condition of the suppliers contract. Contact the Legal department regarding the text to be included in the contract.
- When selecting new suppliers, ascertain whether a potential supplier takes the correct approach to the issues outlined in the Ordina suppliers code.
- Report immediately to the Purchasing department – or ask your manager to contact the Purchasing department – if you discover or suspect that a supplier is failing to abide by the conditions of the Ordina suppliers code.

## 4. Dealing with clients

Take note of the justified wishes and expectations of our clients and strive to help them achieve their business goals.

This does not mean you have to comply with all requests or proposals made by clients. If a client asks you to do something that could be against the law, Ordina's code of conduct or policies, inform the client that you cannot cooperate in same. See also the [Policy on Fraud](#).

**Example:** A client asks Ordina to backdate a quote; this would mean a client could still qualify for a considerable subsidy for an IT project.

**Question:** Do you comply with this request?

**Answer:** No, this is against the law and contravenes Ordina's code of conduct and policies.

## 5. Any questions or doubts?

If you have any questions or doubts as to how to act in a specific situation, you should always contact your manager or the Compliance Officer.

In the event of any failure to comply with this policy on 'Business partners', Ordina may take disciplinary measures.

This policy on Suppliers and other business partners applies in conjunction with:

- [Policy on Gifts and Corporate Entertainment](#)
- [Policy on Fraud](#)

Annex 1 – Ordina Suppliers code ([next page](#))

# ANNEX 1

## Ordina Supplier Code

Ordina wants to maintain stable and fair business relations with its suppliers.

Ordina expects these suppliers to abide by laws and regulations and to act honestly and with integrity.

In that context, Ordina expects its suppliers to abide by the provisions of this Ordina supplier code. These provisions are supplemental to any contractual agreements reached and do not replace same.

1. This supplier code applies to you as an Ordina supplier ('Supplier') and to the persons who work for the Supplier or provide the Supplier with services for the benefit of Ordina.
2. Supplier abides by any laws and regulations applicable to its company and to the services carried out on behalf of Ordina, including laws and regulations in the fields of import and export controls. Supplier abides not just by the letter but also by the spirit of said laws and regulations. Moreover, Supplier undertakes to conduct its business according to high standards of integrity and in an ethically responsible manner.
3. Supplier respects human rights, including the ban on child labour and the ban on forced labour, in accordance with national and international legislation and treaties. Supplier offers employees a fair wage.
4. Supplier offers its employees a safe and healthy working environment, without any form of discrimination, intimidation, bullying or sexual harassment.
5. Supplier shall not engage in any form of bribery, either in the public or private sector, by offering, giving or receiving gifts, payments, entertainment or any other item of value with the intention of influencing the business decisions of third parties or to gain improper advantage.
6. Supplier shall avoid any material or potential conflicts of interest.
7. Supplier abides by fair business practises and refrains from unfair competition, such as price-fixing or market sharing agreements.
8. Supplier shall maintain the confidentiality of and provide adequate protection for confidential information (including personal data) of Ordina, of its clients and of private citizens, also following the end of the supplier relationship. Supplier shall also abide by the applicable privacy laws.
9. Supplier shall keep complete, consistent and up-to-date accounting records and process any transactions accurately in its financial accounts and reports.
10. Supplier is committed to sustainable business practises, with respect for the environment and targets continuous improvement on this front.
11. Supplier shall also impose the provisions of this supplier code on its own suppliers and supervise the compliance with same.

Ordina is entitled to conduct an audit (or have same conducted) at the Supplier or at third parties providing services to Ordina on behalf of Supplier, to determine whether Supplier is meeting the obligations laid down in this supplier code. Supplier shall cooperate fully in such an audit – and in the follow-up to any findings.