

Policy on Appropriate Behaviour

1. General

Ordina aims to create a pleasant and safe working environment, where diversity is encouraged, where there is mutual trust, and where people treat each other with respect.

This policy sets out the principles for appropriate behaviour. Appropriate behaviour is behaviour that is compatible with the starting points and principles set out in this policy.

2. Basic principles

2.1 Inclusiveness

Ordina is an inclusive organisation. This means there is room at Ordina for differences in the broadest sense of the word. We are proud of the diversity of our employees, and we believe it is important that people are treated fairly and with respect. It is inappropriate for an employee to be discriminated against on the grounds of race, gender, sexual orientation, disability, religion, age, position in the organisation, or for any other reason.

Finally, it means there is room for every employee at Ordina to express his/her opinion, regardless of their hierarchic position or place within the organisation. Furthermore, we discuss issues based on the facts and without making it personal.

2.2 Respectful behaviour

At Ordina we believe it is important for employees to treat each other with respect, and that any differences of opinion, conflicts, or problems are resolved constructively and with respect for each other. Intimidation, in any form whatsoever, or behaviour that can be interpreted as bullying, teasing, or malicious conduct, is therefore not permitted. All employees should be aware that inappropriate behaviour can take a variety of forms. What starts as a joke can sometimes turn into bullying. The same applies for (sexual) harassment. Unwanted sexual advances might be bearable to start off with, but eventually become unbearable, which makes it increasingly difficult for a person to draw a line and set their boundaries.

2.3 Open and constructive communication

We place a great deal of value on open and constructive communication at Ordina. By taking a proactive approach, and communicating about shared goals, individual and collective expectations, and ethical values, we can help to create positive interaction in the workplace. Employees should always be aware of their own personal style of communication, and avoid imposing their own standards on other people. We should be open for other points of view.

3. Have you any questions or concerns, or have you experienced any inappropriate behaviour?

- Have you got any questions about this policy? Then do not hesitate to get in touch with your manager or the Compliance Officer.
- Have you personally experienced inappropriate behaviour (or harassment)?
To help employees who have experienced inappropriate behaviour, Ordina provides counselling for its employees in accordance with the Working Conditions Act (*Arbowet*), through a confidential counsellor. You can find more information about this issue on Connect in the regulations on confidential counsellors, the company rules on harassment in the workplace, and the information for employees concerning the company rules on harassment in the workplace.

In the event of any failure to comply with this policy on Appropriate Behaviour, Ordina may take disciplinary measures.

These Guidelines on Appropriate Behaviour should be read in combination with:

- **the regulations on confidential counsellors (*reglement vertrouwenspersonen*)**
- **the company rules on harassment in the workplace (*huisregels intimidatie*)**
- **the information for employees concerning the company rules on harassment in the workplace (*medewerkersinformatie met betrekking tot de huisregels intimidatie*)**