

Supplier Code

Royal Schiphol Group

July 2021

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Royal Schiphol Group (hereinafter referred to as "Schiphol") conducts business (profit) with respect for humankind (people), the environment and the local community (planet). We can only achieve this in close collaboration with our suppliers (and their suppliers) and if both Schiphol and its suppliers assume their responsibility in this matter. Schiphol has a governing role as the operator of Schiphol Airport. It directs the activities at Schiphol and has indirect control over the activities of its suppliers.

Schiphol therefore requests its suppliers to do everything necessary to comply with and disseminate the terms of the Supplier Code. The Supplier Code also applies to all of the employees of the suppliers and the employees of subcontractors, suppliers and partners.

1. Integrity

- 1.1. Compliance with laws and regulations. Schiphol expects its suppliers to comply with relevant laws and regulations and the Supplier Code. Schiphol also expects its international suppliers to comply with the OECD guidelines for multinational organizations in force. Schiphol expects its national suppliers to comply with the OECD guidelines where relevant. The supplier will also ensure that any third parties it engages will likewise comply with these laws and regulations and the Supplier Code.
- 1.2. Anti-corruption. The supplier will not engage in corruption, exploitation or misappropriation of any nature whatsoever. The supplier will comply with relevant anti-corruption laws and regulations – including but not limited to – the United States Foreign Corrupt Practices Act (FCPA), the (UK) Bribery Act and the (Dutch) Money Laundering and Terrorist Financing (Prevention) Act (Wwft), the United Nations Convention against Corruption and the Convention on Combating Bribery of Foreign Public Officials in International Business Transactions and the provisions on corruption and fraud in the Schiphol Code of Conduct.
- 1.3. Conflicts of interest. Schiphol expects suppliers themselves to identify and avoid situations that may give rise to an actual or perceived conflict of interest. If any of the situations below arises (the list is not exhaustive):
 - relevant secondary functions,
 - relevant shares, in any event if the ownership of relevant shares exceeds 1% of the organisation or if the relevant shares make up a substantial part (more than 25%) of the portfolio,
 - relevant memberships,

Schiphol expects this to be reported immediately using the reporting procedure in 4.1. The supplier will also comply with Schiphol's [Insider Dealing Policy](#).

- 1.4. Contacts with Schiphol employees. Schiphol expects its suppliers to exercise great restraint in contact with Schiphol employees that goes beyond the business relationship. Specifically, this concerns the following standards of conduct:
 - a) The supplier and the Schiphol employees should avoid any actual or apparent dependent position as a result of mixing business with private interests.
 - b) The supplier and the Schiphol employees are not permitted to assign or carry out private assignments for one another or otherwise conduct private business with each other.
 - c) The supplier will comply with the Schiphol Code of Conduct issued to it at the start of the relationship with Schiphol and will exercise great restraint in offering Schiphol employees corporate gifts but also company visits and events and will do so only if a clear business relationship exists. The supplier will offer no corporate gifts to the Procurement & Contracting department or its employees.
- 1.5. Sponsorship. Schiphol applies a strict policy regarding sponsorship and donations. The supplier will exercise great restraint in offering sponsorship to Schiphol on the one hand, and accepting it on the other, and will do so only if a clear and relevant business relationship exists. The supplier will not privately sponsor Schiphol employees under any circumstances.
- 1.6. References and testimonials. If the supplier requires a reference and/or testimonial from Schiphol with regard to work, a service or a delivery supplied to Schiphol, Procurement & Contracting may issue and sign a reference and/or testimonial jointly with the principal acting for Schiphol. The conditions applying to the issuing of the reference and/or testimonial will be determined on a case-by-case basis.

2. Sustainability

Schiphol's aim is for its airports to be the most sustainable airports in the world, so that passengers can continue to travel and the Netherlands remains connected to the rest of the world in a sustainable and responsible way. The following themes and associated ambitions are therefore relevant, and the supplier declares that they contribute actively to the achievement of this aim.

- 2.1. **Circular economy.** In a circular economy there is no waste and raw materials are reused over and over again. The aim is for all airports from Schiphol to be 100% circular by 2050. As an intermediate step, the airports will be waste-free by 2030.
- 2.2. **Energy-positive.** The aim is to have energy-positive buildings – which generate more energy than they use – by 2050. As an intermediate step, the airports will be emission-free by 2030. In order to become 'energy-positive', Schiphol is focusing on emission-free mobility (via e.g. a zero emission zone), phasing out the use gas through the use of sustainable energy, reducing energy consumption and generating renewable energy.
- 2.3. **Sustainable aviation.** Schiphol encourages and works actively to increase the sustainability of air traffic. The aim is carbon-free aviation by 2050. As an interim step, 14% of the fuel used will be sustainable by 2030 and air traffic emissions must be at the level of 2005. Schiphol also encourages smart and clean landside transportation, the objectives of the climate agreement are leading in this regard. Schiphol offers passengers a health passenger journey and extra support if desired. Schiphol also contributes to combating [illegal trade](#) in people, flora and fauna.
- 2.4. **Communities.** Schiphol actively involves the local community in its activities, focusing on three stakeholder groups: its neighbours, employees of businesses in and around the airports, and the passengers. Schiphol therefore addresses themes such as noise abatement, improving air quality and an inclusive working environment.

Click here for more information about [Sustainability](#) and information about the [zero emission zone](#) which can have an impact on any supplier at Schiphol.

3. Safety

The supplier has familiarised itself with the [Code of Conduct](#), the [Safety & Security Pocket Guide](#) and the [HSE Standard](#), understands their content and will comply with them unconditionally. Schiphol expects its suppliers to report any unsafe situations, incidents and accidents.

4. Reporting and investigation

- 4.1. **Reporting procedure.** Schiphol expects its suppliers to report instances of careless, unethical or corrupt business practices, or any (other) suspicion of abuse as referred to in the Supplier Code:
 1. to the Procurement & Contracting contact person,
 2. to the general e-mail address of Procurement & Contracting (procurement@schiphol.nl), or
 3. to the Schiphol Integrity Committee (integriteitscommissie@schiphol.nl).

Reports will in all cases be handled with care and treated confidentially.

- 4.2. **Investigations.** Schiphol expects its suppliers to cooperate with investigations related to reports of actual or suspected violations of the Supplier Code, as well as periodic investigations to verify compliance with this Supplier Code. The supplier will provide Schiphol, or other parties it assigns to the investigation, with all the data and information reasonably required for the investigation. Depending on the findings of the investigation, Schiphol will give notice of any consequences where and to the extent relevant. If the consequences include remedial measures, Schiphol reserves the right to monitor and evaluate the application and results of the remedial measures and to attach consequences to the results of such monitoring and evaluation, as recorded at the end of the investigation.
- 4.3. **Non-compliance.** Appropriate measures may be imposed on any supplier that does not comply with the Supplier Code. Such measures may include: termination of the contract or the relationship, imposition of sanctions, legal measures and/or informing the competent authorities or other appropriate measures including different contractual terms as agreed.