

Supplier Code of Conduct Jungheinrich Group

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 **JUNGHEINRICH**



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Jungheinrich was founded as a family business by Dr. Friedrich Jungheinrich in Hamburg in 1953. The principles of sustainable corporate management, such as long-term responsibilities towards our business partners, the environment, society and our own employees, are fundamental elements of our daily actions. These principles should therefore also apply to contractors of the Jungheinrich Group.

This document summarises the basic principles and standards of the Jungheinrich Group for contractors of production-related and non-production-related goods and services. These principles are based on global acknowledged guidelines and principles for ecological and social responsibility, the ten principles of the United Nations Global Compact, UN Guiding Principles on business and human rights and the ILO Core labour standards and environmental standards..

General principles and business ethics

Legal compliance

Our contractor lives up to its social responsibility in all business-related activities. With all business activities and decisions, the contractors comply with all applicable laws and other relevant regulations of the countries in which they operate.

Fight against corruption

Our contractor practices and does not tolerate any form of corruption or other serious misconduct. In particular, active granting of advantages and bribery as well as passive acceptance of advantages and bribery are prohibited. Unlawful advantages include, for example, money, material gifts or services. This applies regardless of whether the advantages are granted directly or via intermediaries either to private individuals or to public officials.

Conflict of interest

Our contractor bases decisions related to its business activities with other business partners exclusively with the help of objective criteria. Conflicts of interest with private matters, as well as economical or other miscellaneous activities must be excluded. This also applies for relatives or other closely related persons.

Fair competition

Our contractor complies with the principles of free and fair competition. This includes complying with all applicable anti-trust regulations, competition rules, other laws and legal provisions of their country as well as all corresponding international regulations. In addition, our contractor does not participate in agreements with competitors contrary to anti-trust laws or in the exchange of competitive sensitive information contrary to anti-trust laws (e.g. prices, conditions, quotas, customers or territory agreements), nor do they abuse a possibly existing dominant market position.

Money laundering

Our contractor prevents money laundering in its company through appropriate organisational measures.

Data protection and secrecy

Our contractor complies with all applicable laws for the protection of personal data (in particular of employees, contractors and customers) as well as any further obligations arising from agreements with Jungheinrich regarding confidentiality.

Intellectual property

Our contractor and its employees protect Jungheinrich's intellectual property and respect the intellectual property of third parties. Intellectual property includes, for example, development results, drawings, patents, brands and other industrial property rights, copyright, design, trade secrets, samples, models and other know-how. In addition, no products may be supplied to Jungheinrich that infringe the intellectual property rights of third parties.

Import and export regulations

With regard to worldwide business activities, our contractor complies with the applicable laws and regulations for the import and export of goods, services and information and for working against international terrorism.

Our contractor must ensure to confirm its own Authorised Economic Operator (AEO) status, provide the AEO number or, alternatively, issue a security declaration, when from Jungheinrich requested.

Respect for human rights

Prohibition of slavery, forced and child labour

Our contractor respects and supports the compliance of internationally recognised human rights and does not tolerate no forms of forced or punitive labour, child labour, slavery, debt bondage or human trafficking, neither within their organisation or its contractors. Our contractor complies with applicable national regulations regarding the minimum age for admission to employment. If no national legal regulations exist, the international recognised standards of the United Nations must be obeyed. If a national regulation concerning forced or child labour provides stricter regulations, the contractor must use these.

Equal opportunities

Our contractor commits itself to observe the principles of equal opportunities in the selection and promotion of its employees. Any discrimination based on age, physical or mental limitations, ethnic origin, external appearance, skin colour, gender, pregnancy, sexual orientation, nationality, religion, marital status or other characteristics of the employees have to be ignored.

Maltreatment

Our contractor does not tolerate inhuman treatment, physical punishment, insults or threats as well as the restriction of freedom of communication and movement of employees within their organisation or of people living in the immediate vicinity of our contractor's premises. This applies both to the employees of our contractor and to the contractors engaged by him, e.g. security personnel. This also includes any form of psychological pressure, physical, sexual or verbal abuse, intimidation or harassment.

Prohibition of expropriation of land and property

Our contractor commits not to unlawfully acquire or develop any land, forests or waters that constitute a person's livelihood.

Safe and fair working conditions

Contractual agreements

Our contractor shall provide its employees written contracts in a form and language that is easy for them to understand.

Working hours

Our contractor complies with national laws and regulations or industry standards and collective agreements regarding working hours, break times and holidays. The guarantee of working and break times also applies to those employees who due to their work do not have a permanent workplace. This includes, for instance, truck drivers or assemblers.

Protecting the health and safety of employees

Our contractor complies with applicable health and work-related laws, regulations and provisions and ensure safe and healthy working conditions for their employees. In addition, the contractor supports the continuous development of occupational safety measures and systems and carry out a risk assessment of the working environment.

Income and social benefits

Our contractor pays wages and social benefits that are at least above the legal or industry minimum standards. Wages shall be paid on time and in full. Wage deductions are only permissible if and to the extent that they are permitted by applicable laws, regulations or collective agreements.

Right to association and free expression of opinion

Our contractor respects the right of employees for freedom of association within the scope of the applicable rights and laws. Members of employee organisations or trade unions are not to be preferred or disadvantaged.

Compliance with environmental standards

Compliance with laws and regulations

Our contractor complies with all relevant and applicable environmental laws and regulations. The contractor is required to keep the negative effects of its business activities on the environment as low as possible as well as to continuously improve environmental protection.

Responsible management of resources and climate change

Our contractor commits itself to continuously optimise and reduce its consumption of natural and non-renewable resources.

Material Compliance

Our contractor complies with all relevant and applicable laws or other provisions for substance prohibitions and restrictions as well as the continuous observance of associated obligations. This also includes a regular and proactive transmission of information to Jungheinrich regarding Material Compliance.

Commitment and control

Processes and compliance

Our contractor ensures that its employees are informed about the contents of this Supplier Code of Conduct and that they comply with its obligations. Jungheinrich respects that the compliance with and implementation of the basic principles and standards defined in this Supplier Code of Conduct is a continuous process. Therefore, our contractor complies to continuously review and improve its standards and procedures. In this way, the contractor actively supports Jungheinrich in complying with legally prescribed due diligences and associated processes.

Supply chain

Our contractor commits itself to communicate the basic principles and standards from this document to their direct contractors or to conclude similar agreements with them. This is intended to ensure compliance with these basic principles and standards along the supply chain and to continuously improve the associated processes with our contractor's subcontractors. If our contractor becomes aware of violations of the basic principles and standards stipulated here in its supply chain, it must report these violations to Jungheinrich immediately.

Monitoring and obligation to provide evidence

Our contractor will document compliance with the previous mentioned basic principles and standards by using suitable business documents. The contractor will have to make these available upon request of Jungheinrich within an appropriate scope and after prior consultation. If our contractor becomes aware of violations of the basic principles and standards

stipulated here in his company, he must report these immediately to Jungheinrich, stating the identified violations and risks as well as the measures taken.

Jungheinrich Open Line

Jungheinrich encourages employees of our contractor or its supply chain to report (im-pending) violations of applicable laws or of the contents of this Supplier Code. For this purpose, the "Open Line" +49 800 - OPENLINE (+49 800-67365463) or www.whistle-blow.org/JungheinrichAG can be used to get in contact with Jungheinrich.

Consequences of violations

A direct violation against this Supplier Code of Conduct is considered as a material impairment to the business relationship or the contracts. Jungheinrich reserves the right to execute appropriate sanctions in such cases. Jungheinrich evaluates each violation individually and reserves the right to implement further appropriate sanctions or measures in such cases at any time. These can lead to a temporary suspension or even termination of the business relationship.

However, the primary objective is to remedy any grievances in order to be able to continue the business relationship. The contractor shall actively support Jungheinrich in the remediation of grievances within the scope of its possibilities and the respective applicable legal provisions on site.