

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, internationally recognised human rights as well as labour and social standards.

General principles and business ethics

Legal compliance

Our contractors live up to their 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 contractors practice and do 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 contractors base decisions related to their 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 contractors respect 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 contractors do 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 contractors prevent money laundering in their company through appropriate organisational measures.

Data protection and secrecy

Our contractors ensure compliance 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 contractors and their 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 contractors ensure compliance with the applicable laws and regulations for the import and export of goods, services and information and for working against international terrorism.

Our contractors must ensure to confirm their 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 forced and child labour

Our contractors respect and support the compliance of internationally recognised human rights and do not tolerate forced or punitive labour, child labour, slavery or human trafficking, neither within their organisation or their contractors. Our contractors must comply 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 contractors observe the principles of the equality of opportunities within the selection and promotion of their 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 and slavery

Our contractors do not tolerate inhuman treatment, physical punishment, insults or threats as well as the deprivation of freedom of communication and movement of employees within their organisation. This includes any form of psychological pressure, physical, sexual or verbal abuse, intimidation or harassment.

Working Conditions

Working hours

Our contractors ensure compliance with national laws and regulations or industry standards 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 contractors pay attention to the compliance of applicable health and work-related laws, regulations and provisions and ensure safe and healthy working conditions for their employees. In addition, they support the continuous development of occupational safety measures and systems and carry out a risk assessment of the working environment.

Income and social benefits

Our contractors pay wages and social benefits that are not below the minimum standards by law or industry.

Right to association and free expression of opinion

Our contractors respect 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 contractors observe all relevant and applicable environmental laws and regulations at all times. They are required to keep the negative effects as low as possible and to continuously improve environmental protection.

Management of resources and climate change

Our contractors strive to continuously optimise and reduce their consumption of energy, water and non-renewable resources.

Material Compliance

Our contractors ensure compliance 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 contractors ensure that their 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 contractors are requested to continuously review and improve their standards and procedures.

Supply chain

Our contractors are required 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.

Monitoring and obligation to provide evidence

Our contractors will document compliance with the previous mentioned basic principles and standards by using suitable business documents. They will have to make these available on request of Jungheinrich within an appropriate scope and after prior consultation.

Jungheinrich Open Line

Our contractors must inform Jungheinrich in the event of imminent or direct violations against the basic principles and standards of this Supplier Code of Conduct, caused by either themselves or third parties. For this purpose, the "Open Line" +49 800-

OPENLINE (+49 800-67365463) or the information on the homepage www.jungheinrich.com can be used to get in contact with the Compliance Organisation of 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 contract. Jungheinrich reserves the right to execute appropriate sanctions in such cases.