

CODE OF CONDUCT





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1. Objective

Cargo Care Solutions Group is a group of companies that operates in the maritime and offshore industries on a global basis. We specialize among others in the repair and service for cargo handling equipment, deepwell cargo pumping systems and hydraulic systems.

This Code of Conduct sets out the core principles and values which apply to the corporate social responsibilities, personal conduct, and business practices of the Cargo Care Solutions Group. We are committed to promoting and upholding these standards in our daily activities.

2. Who must follow this code of conduct?

All employees of the Cargo Care Solutions Group are expected to adhere to the Code of Conduct. External third parties such as suppliers, customers and contractors who work with or perform services for the Cargo Care Solutions Group are also expected to comply with the Code of Conduct in their dealings with us. Failure to do so can result in disciplinary action or termination of business relationships.

3. Our Mission

“Our unique position in the maritime industry enables us to offer our customers the best products and service experience. We partner with our customers on all fields, providing a fast and reliable products and services for every company, no matter what their size. Customer service and long-term relationships are our priority.”

4. Core Values



Passion for our customers

We put the customer first in everything we do. We strive for a long-term relationship where we support our customers from A to Z. We are loyal and take care of our customers.



Technical competence

Our maritime industry has enabled us to acquire comprehensive knowledge and experience. We know what quality is and can give competent advice to identify the best solutions for each customer.



Flexibility

We are open, honest and direct in our communication and we are realistic about what we can accomplish. Due to our company's flat organizational structure, internal lines of communication are short and effective, meaning we can act flexibly and fast.



Engagement

We love to work hard and have a passion for what we do. We are an organization with a strong sense of family – it is important for us to enjoy working together.

In practice this means that we are flexible in our operations and dealings with our business partners. We try to turn our knowledge and experience into practical solutions for our customers. Fast and reliable service is the key for us to ensure our client's cargo needs. Therefore, Cargo Care Group is putting a continuous effort in exploring the future ways of doing business.

The Code of Conduct defines our long-standing commitment to integrity and the professional and ethical ways that we work with one another. The Code of Conduct covers our expectations for ethical behavior, respectful work within teams and the day-to-day conduct of each person at Cargo Care.



5. Basic Principles

At Cargo Care Solutions, we are committed to maintaining a respectful, inclusive, and ethical work environment. These Basic Principles outline the standards and expectations for all employees, contractors, and representatives of our company. By following these guidelines, we contribute to a positive culture that fosters collaboration, integrity, and professionalism.

1. Respectful Behaviour

We treat everyone with respect, dignity, and fairness, regardless of their role, background, or personal characteristics. We promote an environment free from discrimination, harassment, or any form of offensive or inappropriate behaviour.

2. Integrity and Honesty

We conduct our business with the highest standards of honesty, transparency, and ethical behaviour. We do not tolerate fraudulent activities, conflicts of interest, or any actions that may compromise the integrity of our company or its stakeholders.

3. Compliance with Laws and Regulations

We adhere to all applicable laws, regulations, and industry standards in all areas of our business operations. Employees are expected to familiarize themselves with relevant laws and regulations that pertain to their roles and responsibilities.

4. Confidentiality and Privacy

We respect the confidentiality and privacy of sensitive information entrusted to us by our clients, partners, and colleagues. We handle all proprietary and personal information responsibly, ensuring its protection and appropriate use.

5. Work Environment

We strive to maintain a safe and healthy work environment, free from violence, harassment, or any form of intimidation. We encourage open communication, teamwork, and collaboration to foster a positive and productive workplace.



6. Diversity and Inclusion

We embrace and value diversity in all its forms. We foster an inclusive culture that celebrates different perspectives, backgrounds, and experiences. Discrimination, prejudice, or bias based on factors such as race, ethnicity, gender, sexual orientation, religion, age, disability, or any other protected characteristic will not be tolerated.

7. Professionalism

We conduct ourselves in a professional manner at all times. We adhere to appropriate business etiquette, maintain a professional appearance, and communicate respectfully with colleagues, clients, partners, and the public.

8. Use of Company Resources

We use company resources, including technology, equipment, and facilities, responsibly and for legitimate business purposes only. Personal use should be minimal and not interfere with job performance or violate company policies.

9. Reporting Violations

We encourage the reporting of any violations or concerns related to this Code of Conduct. Employees should promptly notify their supervisor, manager, human resources, or an appropriate designated authority. Retaliation against those who report in good faith is strictly prohibited.

10. Consequences of Violations

Violations of this Code of Conduct may result in disciplinary action, up to and including termination of employment or contract. The severity of the consequences will depend on the nature and frequency of the violation, following due process and applicable employment laws.



6. Corporate social responsibility

A. Health and Safety

We are committed to ensuring the health and safety of our employees, customers, suppliers, and the communities in which we operate. We believe that a strong health and safety culture is essential for the well-being of our stakeholders and the overall sustainability of our business. Therefore, we are dedicated to implementing and maintaining robust health and safety practices throughout our operations.

1. Compliance

We are fully committed to complying with all applicable health and safety laws, regulations, and standards. We continuously monitor and review our practices to ensure ongoing compliance and strive to exceed the minimum requirements whenever possible.

2. Risk Management

We prioritize the identification, assessment, and mitigation of health and safety risks associated with our activities. Through regular risk assessments, we proactively address hazards, implement appropriate controls, and strive to prevent accidents, injuries, and occupational illnesses.

3. Employee Engagement

We believe that employee involvement is crucial in maintaining a safe and healthy workplace. We encourage our employees to actively participate in identifying and reporting hazards, suggesting improvements, and promoting a positive safety culture. We provide comprehensive training and resources to ensure their well-being and enable them to make informed decisions regarding their health and safety.

4. Continuous Improvement

We are committed to continuously improving our health and safety performance. We regularly review our processes, procedures, and systems, seeking opportunities to enhance effectiveness and efficiency. We learn from incidents and near-misses, share best practices, and implement preventive measures to minimize the recurrence of incidents.



5. Supplier and Contractor Collaboration

We strive to work with suppliers and contractors who share our commitment to health and safety. We expect them to adhere to the highest standards, implement appropriate safety measures, and provide safe working conditions for their employees. We collaborate with them to promote a culture of safety throughout our supply chain.

6. Community Engagement

We recognize the impact our operations can have on the communities in which we operate. We engage with local stakeholders to understand their health and safety concerns, address them proactively, and contribute to the overall well-being of the community. We support initiatives that promote public health and safety and aim to be a responsible corporate citizen.

7. Communication and Transparency

We believe in open and transparent communication regarding health and safety matters. We provide clear instructions, guidelines, and training to ensure that all stakeholders understand their roles and responsibilities. We encourage feedback and suggestions from our stakeholders and communicate our performance, goals, and achievements in health and safety.

B. Staff Development

At Cargo Care Solutions, we value the growth and development of our staff members as essential contributors to our success. We are committed to fostering a culture of continuous learning and improvement, empowering our employees to enhance their skills, knowledge, and abilities.

We aim to provide comprehensive opportunities for professional and personal growth, enabling our staff to excel in their current roles while also preparing them for future challenges and career advancement. We recognize that investing in our employees' development not only benefits them individually but also strengthens our organization as a whole.

1. Individualized Approach

We acknowledge that every employee has unique strengths, interests, and developmental needs. Our Staff Development program is designed to offer a range of learning opportunities, including training sessions, workshops, mentorship programs, conferences, and online resources. By tailoring development plans to individual goals, we strive to maximize the impact of our programs and foster a sense of ownership and engagement among our staff.



2. Lifelong Learning

We believe that learning should be a lifelong journey. Our Staff Development initiatives promote continuous learning and skill enhancement across all levels and departments. We encourage our staff to explore new technologies, industry trends, and best practices to stay ahead in their respective fields. By providing access to relevant resources and encouraging self-directed learning, we aim to foster a culture of curiosity and innovation.

3. Collaboration and Networking

We recognize the importance of collaboration and networking for professional growth. Our Staff Development activities facilitate opportunities for staff members to connect, share knowledge, and learn from one another. We encourage cross-departmental collaboration, mentorship programs, and participation in industry events to broaden perspectives and build a strong support network.

4. Performance Feedback

Regular performance feedback is crucial for staff development. We promote open and constructive communication channels between employees and supervisors to identify areas for improvement and growth. Our performance evaluation processes include discussions on development goals, career aspirations, and the necessary steps to achieve them. We view feedback as an opportunity for growth and development, emphasizing the importance of ongoing coaching and mentoring.

5. Recognition and Rewards

We value the efforts and achievements of our staff members. Our Staff Development program includes mechanisms for recognizing and rewarding exceptional performance and professional growth. We celebrate milestones, acknowledge achievements, and provide opportunities for advancement within the organization. By fostering a supportive and rewarding environment, we aim to inspire our employees to reach their full potential.

We are committed to allocating the necessary resources, both financial and human, to support our Staff Development initiatives. Through these efforts, we strive to create a workplace that fosters personal and professional fulfillment, encourages innovation, and empowers our staff members to contribute meaningfully to our organization's mission and vision.



C. Equal Opportunities

We are committed to fostering a diverse, inclusive, and equitable environment for all individuals. We believe that every person should be treated with dignity and respect, regardless of their race, colour, religion, sex, gender identity, sexual orientation, national origin, age, disability, or any other characteristic protected by applicable laws.

We strive to create a workplace that values diversity and promotes equal opportunities for all employees, applicants, clients, and stakeholders. We recognize that a diverse workforce and an inclusive culture drive innovation, creativity, and overall business success.

In accordance with our commitment to equal opportunity, we ensure that all employment decisions, including recruitment, hiring, promotion, compensation, benefits, training, and termination, are based solely on individual qualifications, performance, and merit. We strictly prohibit any form of discrimination, harassment, or retaliation in the workplace.

We actively encourage the engagement and participation of underrepresented groups, including but not limited to women, people of colour, individuals with disabilities, LGBTQ+ individuals, and veterans. We promote an environment that embraces different perspectives, experiences, and backgrounds, fostering a culture of mutual respect and understanding.

We provide reasonable accommodations for individuals with disabilities to ensure equal access to employment opportunities and a barrier-free workplace. Additionally, we encourage our employees to report any concerns, incidents, or instances of discrimination, harassment, or retaliation promptly, and we are committed to addressing and resolving such matters in a fair and timely manner.

This applies to all aspects of employment, including recruitment, hiring, training, development, advancement, benefits, compensation, and working conditions. It also extends to our interactions with clients, customers, vendors, and the broader community.

D. The Environment

Being active in the Marine environment we are committed to environmental stewardship and recognize the importance of sustainable practices in protecting and preserving our planet for future generations. We understand that our actions have an impact on the environment, and we strive to minimize this impact through our operations, products, and services.

We are dedicated to reducing our carbon footprint by implementing energy-efficient technologies, optimizing resource consumption, and minimizing waste generation. We continuously seek innovative solutions to reduce greenhouse gas emissions, such as transitioning to renewable energy sources and improving the energy efficiency of our facilities.

In addition, we actively promote biodiversity conservation and the protection of ecosystems. We understand the critical role that ecosystems play in maintaining a balanced and healthy environment, and we work to minimize any adverse effects caused by our activities. We engage in sustainable land and water management practices, supporting initiatives that restore and preserve natural habitats.



We prioritize responsible sourcing and strive to work with suppliers who share our commitment to environmental sustainability. We aim to integrate sustainable practices throughout our supply chain, encouraging transparency, ethical practices, and the use of eco-friendly materials.

Through continuous improvement, employee engagement, and stakeholder collaboration, we aim to raise awareness about environmental issues and promote sustainable behaviours.

We recognize that addressing environmental challenges requires collaboration and partnership with governments, communities, and other stakeholders. We actively engage in initiatives and advocate for policies that support a sustainable future, participating in industry forums and partnering with organizations dedicated to environmental protection.

This reflects our dedication to environmental responsibility as we strive to make a positive impact on the planet. We are committed to continually evaluating and improving our practices to ensure the long-term sustainability of our operations and contribute to a greener and healthier world."

7. Business Practice

We know that every sustainable business relationship is based on mutual trust and respect. We understand that trust is earned and should not be taken for granted. Keeping promises and meeting expectations are key to building a trusted relationship where two parties can rely on each other.

We encourage open and honest communication internally as well as with all other stakeholders. Trust is essential in every aspect of our business and helps to create the kind of work environment, cooperation and business relationships that inspire, motivate and add true value. We expect our business partners and customers to respect human rights and refrain from using child labor. This also means that we condemn any use of forced, bonded or prison labor as well as harsh disciplinary measures. Any business partner of Cargo Care Solutions must abide by applicable laws and regulations, provide accurate business information and live up to any agreements made.

When communicating internally or externally, announcements and other business information presented by us, we must comply with applicable laws. Likewise, accounting information provided by the Group must meet accounting standards and be reported accurately and fully.

Having a reputable position in the Maritime industry requires responsibility in supply chain management. We therefore take full ownership of every step of our supply chain so that our customers can have a seamless, end-to-end experience. We are equipped with specialized knowledge and practical insights in procurement and supply chain management that have been built up over three decades of being active in the industry. We know the origin of our products – where and how they have been sourced. We never compromise on quality, transparency and decency. We understand that having safety and sustainability in the process creates comfort for our customers. Quality, proactivity and attention to detail must characterize everything we do. This means that we must always strive to create value for our customers and suppliers in any way that we can, and that we aim to avoid unnecessary



bureaucracy and obsolete routines. We set high standards for our employees and expect initiative from all, while at the same time displaying a high degree of humanity and compassion.

A. Anti-Corruption

We conduct all our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery and corruption.

We take our legal responsibilities very seriously. We will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. However, we remain bound by the laws of the Netherlands and the European Union, in respect of our conduct both at home and abroad. We will also be subject to the laws of countries within which we do business, which may have extra-territorial effect. All those laws have common principles.

Our Anti-corruption and Bribery policy applies to all persons working for us or any group company or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners, sponsors, or any other person associated with us, wherever located.

The board of directors (the Board) has overall responsibility for the effective operation of this policy.

B. Trade sanctions

Being active in the Maritime Industry we are not immune to trade sanctions, and to prevent us from falling afoul of any regulations, we in place a trade sanctions compliance system. This comprises of various external feeds of information, internal IT checks and safeguards, tools to analyze data and numerous departments working in tandem for screening processes. Updates on the latest trade sanctions are circulated. We also consult with external sanctions and legal experts regularly for additional advice and validation. The result is a sophisticated and robust system that sufficiently safeguards us and our business partners.



8. Whistleblowing

At Cargo Care Solutions, we prioritize ethical practices, transparency, and accountability. We strongly encourage employees, stakeholders, and partners to come forward and report any suspected misconduct, unethical behavior, or violations of laws or regulations that may adversely affect the well-being of our organization, our employees, or the communities we serve.

We believe that everyone has a right to a safe and inclusive working environment, free from any form of harassment, discrimination, fraud, or other unlawful activities. Whistleblowers play a vital role in helping us identify and address any potential wrongdoing promptly and effectively.

If you have concerns or information related to any wrongdoing, we provide a confidential and secure channel for reporting. This can be done using the following channels

– by email to whistleblower@cargocaresolutions.com or by a hard copy letter to Cargo Care Solutions Legal at Koopliedenweg 25, 2991 LN, Barendrecht, The Netherlands. You can also reach out to your immediate supervisor or any member of the management team if you feel comfortable doing so.

We assure you that all reports will be treated seriously and investigated impartially. Retaliation against whistleblowers in any form is strictly prohibited and will not be tolerated. We are committed to taking appropriate action to address reported concerns and safeguard the integrity of our operations.

We appreciate your commitment to upholding our organization's values and maintaining the highest standards of ethics and integrity. Together, we can foster a culture of transparency and accountability, promoting a stronger, more responsible organization.