

# Human Rights and Labour Standards

Van Ameyde Group

1-4-2024

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# 1. Introduction

## 1.1 Version management and implementation

Version	Date		Changes	Author
1.0	01-09-2022		First draft	Risk & Compliance
2.0	21-07-2023		Update	Risk & Compliance
3.0	26-03-2024		Update	Risk & Compliance

## 1.2 Policy owner and contact information

The policy owner is the Director of Risk & Compliance.

It is the responsibility of all VA Group Companies' Managing Directors, Group Directors, and Statutory Directors to fully implement the requirements of this Group policy.

The policy owner is responsible for providing all additional communications and/or training/guidance as required to assist with the implementation process.

The contact information of the department Risk & Compliance is:

Van Ameyde International B.V.

Department Risk & Compliance

Einsteinlaan 20

2289 CC Rijswijk

### **Mailing address**

P.O. Box 3038

2280 GA Rijswijk

Telephone: + 31 70 413 76 76

VA Group maintains a single point of contact for notification and coordination of incidents:

[Risk&Compliance@vanameyde.com](mailto:Risk&Compliance@vanameyde.com)

### 1.3 Scope

This group procedure applies to all employees and temporary workers of the companies within the Van Ameyde Group (Van Ameyde), including any subsidiary, associate, or joint venture in which Van Ameyde, directly or indirectly, has a controlling interest or is beneficiary.

### 1.4 Purpose

Van Ameyde seeks to provide a work environment where employees are treated with respect, dignity, and consideration. This commitment is built upon a framework of policies and procedures designed to ensure fairness in the recruitment, development, and retention of all employees.

Van Ameyde Group's internal Human Rights and Labour Rights standard is also the fundament of the Van Ameyde Group procurement guidelines.

## **2. General remarks on employment**

All employment must comply with all applicable laws and regulations of the country of operation. Where the applicable local laws and regulations require higher or additional levels of protection of human and employment rights than those set out in this Policy, the local laws and regulations will prevail.

All employees are required to report any actual, suspected, or potential violations of all Company policies, including this Human Rights and Labour Standards. Failure to do so may lead to disciplinary action, up to and including termination of employment.

## **3. Human rights**

Each Van Ameyde employee shall be treated with dignity and shall not suffer harassment, physical or mental punishment or other forms of abuse.

Van Ameyde has effective grievance mechanisms which are transparent, equitable and predictable to enable the remediation of any adverse human rights impacts that may arise in its operations. Van Ameyde promotes effective employee engagement throughout its operations and welcomes open feedback from employees on all matters of company business.

# 4. Labour rights

## 4.1 Health & safety

As employees mainly work for their desks, there is limited health & safety hazards in the working environment. All offices shall conduct health & safety inspections in the office and include any external workplace in the report. Any risk identified needs to be reported to the management.

## 4.2 Working conditions

All employees shall have a contract issued. The contract shall include working hours, breaks, salary, and any benefits. The contract shall not contradict the relevant local law in a negative way for the employee.

## 4.3 Social dialogue

The format of social dialogue is to be decided by the local office and included in the relevant employee handbook as the sizes of the national offices as well as the national laws differs.

## 4.4 Career management and training

To achieve superior results and an innovative business, the employees are key. Van Ameyde shall focus on recruiting the right candidates for the job and provide internal training and development plans.

Van Ameyde prioritizes establishing quantitative goals aligned with the S.M.A.R.T. initiative: Relevant to the core business activities that are Specific, Measurable, Achievable, Realistic, and Time-Limited. By adhering to these five elements of a SMART goal, Van Ameyde Group ensures development of successful and effective career planning and -training.

## 4.5 Freedom of association

Van Ameyde Group recognizes and respects the right of employees to establish and join organizations that are designed to engage in collective bargaining and other initiatives to further and defend the interests of the workforce.

No Van Ameyde employee shall be dismissed or otherwise prejudiced for reason of membership of such an employee organisation or because of participation in that organisation outside of working hours, or with consent of their manager, within working hours.

Van Ameyde employees shall enjoy protection against discrimination by virtue of their membership of an employee organisation and employment shall not be conditional upon an employee not joining or relinquishing membership of such an organisation.

## 4.6 Discrimination

Van Ameyde strictly prohibits discrimination and harassment against any employee or any applicant for employment whether such discrimination or harassment is based on sex, race, age, colour, ancestry, religion, belief, disability, sexual orientation, marital status, or any other feature protected by law.

Van Ameyde have a specific focus on:

- Equal opportunities in employment process regardless of background secured by focus on education, experience, and talent. Chance of discrimination reduced by multiple managers involved in recruitment process.
- Equal opportunities for promotions which are based upon meeting the requirements in job descriptions
- Equal pay for equal tasks
- Balance of male/female representation in management positions.

#### **4.7 Forced labour, human trafficking and child labour**

Van Ameyde does not accept nor condone any form of modern slavery whether forced, compulsory or trafficked labour. All Van Ameyde employees shall provide their services to the Company on an entirely voluntary basis, and no one shall be forced to remain in the employed by Van Ameyde against their will.

Van Ameyde adheres to and complies with international child labour conventions and child labour laws and regulations in the countries in which it operates.

The minimum age of a Van Ameyde Employee shall be 18 years for a full-time employment. Seasonal/limited part time employment/ placement connected to education may divert from the minimum age. However, employees under eighteen must be treated strictly according to limitation set by local legislation and shall not influence schoolwork or attendance negatively.

## **5. Anti-corruption**

Van Ameyde has zero tolerance regarding corruption and bribery. As a supplier to the insurance industry, Van Ameyde has strict rules on anti-corruption and bribery:

- Limitation on participating on sponsored events
- Policies and procedures on anti-corruption on all levels of the company

## **6. Staff satisfaction**

Looking at Van Ameyde Group's challenge in facing talent retention and attraction, we we are committed to proactively addressing them. We truly believe that our employees are the heart of our organization and therefore their feedback is crucial improving Van Ameyde as a great place to work.

The main goal of the GPTW survey will be to assess and measure our workplace culture, identifying our strengths and areas for improvement.

This survey actively engages the employees in the process of making our workplace better, ensuring that their voices are heard, and needs considered.

The survey is completely anonymous. After completing the questionnaire, answers will go straight to Great Place to Work and will be treated in confidence. No one within Van Ameyde will have access to the individual answers. The provider will submit a report of the survey results in order for VA Group to gain insight into your perception of our organization.

Lesson learned and/ or mitigating measures will be implemented in the relevant areas of our organisation where needed to optimize our employee's working conditions.

## 7. Other relevant policies

- Code of conduct
- Sustainability policy
- Whistle-blower policy
- Anti Money Laundry Policy
- Conflict of Interest and Anti Bribery Policy
- Slavery and Human trafficking statement



# 8. Approval

The board of Van Ameyde Group approved this policy, effective from 01-04-2024. Any changes to this policy will require the approval of the board.

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