

# Code of Conduct Postcode.nl

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At Postcode.nl B.V., we value transparency, integrity, and professional collaboration with our business clients and partners. This Code of Conduct defines the fundamental principles we uphold in our business relationships and digital services.

We operate in compliance with Dutch laws and regulations and expect our clients and partners to adhere to the laws applicable in their respective jurisdictions. We aim to collaborate based on shared principles and standards, without requiring formal endorsement of each other's codes of conduct.

## Legal Compliance and Regulatory Adherence

We commit to:

- Conducting our business in full compliance with all applicable Dutch laws and regulations.
- Ensuring that our services and processes meet relevant legal standards, including those related to privacy, contracts, and digital services.
- Partnering only with clients and partners who adhere to applicable laws.

We expect our clients and partners to:

- Operate within the legal framework of their respective jurisdictions.
- Avoid engaging in any activities that violate national or international laws.
- Notify us promptly of any legal matters that may impact our collaboration.

## Transparency and Reliability

We are committed to:

- Maintaining clear and realistic contractual terms.
- Communicating honestly and promptly about our services, pricing, performance, and delivery timelines.
- Building partnerships based on mutual respect, clear expectations, and professional ethics.

We expect our clients and partners to uphold the same standards of open and timely communication.

## Contractual Compliance and Collaboration

We expect our clients and partners to:

- Honor all contractual obligations, including payment terms and service conditions.
- Communicate promptly and constructively regarding any issues or unforeseen circumstances.
- Actively contribute to an efficient and seamless collaboration, such as by providing the necessary information and system access when required.

Each party remains responsible for complying with its own Code of Conduct and internal business standards.

## Ethical Business Conduct and Integrity

We enforce a zero-tolerance policy for corruption, fraud, and other unethical business practices. This means that we and our partners:

- Do not accept or offer any form of bribery, fraud, or improper advantages.
- Do not engage in anti-competitive agreements, such as price-fixing or market manipulation.
- Disclose and avoid conflicts of interest, such as when a client's employee has direct influence over decisions related to our services.

We respect the ethical guidelines of our clients and partners and expect the same in return.

## Information Security and Data Protection

As an ICT company, we recognise the importance of data security and privacy protection and expect the same from our clients and partners:

- Confidential information must not be shared or misused without proper authorisation.
- Clients and partners must take appropriate security measures to minimize data breaches and cybersecurity risks.
- The processing of personal data must comply with the General Data Protection Regulation (GDPR) or relevant local regulations.
- For specific data processing agreements, we refer to our General Terms and Conditions and Data Processing Agreement.

Each party is responsible for ensuring compliance with its own security and privacy policies.

## Digital Sustainability and Corporate Responsibility

We are committed to digital sustainability and expect our business partners to:

- Use digital infrastructure and cloud services efficiently to prevent unnecessary system load.
- Maintain fair labor practices within their organization and partnerships.
- Prioritize cybersecurity and IT protection by implementing regular updates and best practices.

Clients and partners are expected to maintain their own corporate responsibility policies.

## Conflict resolution

We believe in a pragmatic and flexible approach to resolving any disagreements.

- Conflicts should be resolved through open dialogue, with both parties striving for a fair solution.
- There is no formal escalation procedure within our organization, but we remain open to discussion and constructive collaboration.
- We expect a professional and constructive attitude from our customers and partners in resolving any conflicts.
- If a solution is not reached, we follow the legal route laid down in the contract.

## Mutual Agreement

This Code of Conduct reflects our values and principles.

- Each party remains responsible for adhering to its own Code of Conduct and internal policies.
- We expect our business partners to respect our principles, just as we respect theirs.
- No formal signature is required; engaging in business with us implies acceptance of these principles.