



BOL STANDARDS OF ENGAGEMENT

Bol.com B.V. and its subsidiaries (together hereinafter to be referred to as "bol") are part of Koninklijk Ahold Delhaize N.V. and are committed to the shared Values and Ethical Principles, as set out in the Code of Ethics of Koninklijk Ahold Delhaize N.V. These Values and Ethical Principles are the foundation of our ethical culture and our commitment to conduct our business the right way, every day. This means that in every country where bol operates, we respect human rights and the environment and comply with all applicable laws and regulations. We expect our suppliers to do the same. These Standards are designed to ensure that bol has visibility into all aspects of its supply chain and to meet these objectives.

Definitions:

'High-risk country' – Any country that is NOT listed on the non-high-risk country list (based on amfori's Countries' Risk Classification) that can be found below.

'Standards' – Bol's Standards of Engagement are drafted in accordance with the UN Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights and further informed by the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the OECD Guidelines for Multinational Enterprises and the amfori BSCI Code of Conduct.

'Subcontractor' – Entity appointed by the Supplier to produce final consumer products.

'Supplier' – Entity that bol has signed an agreement with for the purpose of the procurement of (1) goods that are either intended for resale to its customers (for resale) or for its own internal use (not for resale) and/or (2) services.

'Vulnerable or marginalized persons' – Individuals or groups who are vulnerable or marginalized, such as – but not limited to – women, members of the LGBTQIA+ community, children, persons with disabilities, minorities, refugees, migrant workers, Indigenous Peoples.

1. Compliance

- 11 Bol requires every Supplier to comply with these Standards and all applicable laws and regulations for all production locations in the countries in which they operate, in addition to all contractual requirements.
- 12 Suppliers are required to inform bol of (i) (changes of) the location of their operations or any information relevant thereto, and (ii) (changes of) the location of operations of their Subcontractors involved in the production process or any information relevant thereto. Suppliers must also provide information and access necessary for bol to establish effective oversight of the business practices employed by its Suppliers and to monitor compliance with these Standards of Engagement.
- 13 If a law or regulation prohibits the Supplier from complying with any part of these Standards, Supplier is required to inform bol immediately. Parties will work towards reformulating the affected part(s) in a way that both respects the applicable law or regulation and maintains an acceptable level of protection as intended by these Standards. This process will not impact the applicability of the remaining parts of these Standards.
- 14 Supplier acknowledges its responsibility to require these Standards (or a set of standards or requirements with at least an equivalent level of protection) within its supply chain. If the Supplier becomes aware of a significant breach of such Standards within its supply chain, Supplier will inform and cooperate with bol as required in Section 2 of these Standards.

2. Monitoring and Non-Compliance

- 21 Bol and Supplier recognize the importance of continued compliance with these Standards. Supplier will therefore cooperate on matters covered by these Standards, while respecting any applicable legal restrictions, with the goal of continuous improvement of the level of business ethics and respect for human rights and the environment.
- 22 In the event that 1) the Supplier sources from and/or operates in a high-risk country (see Definitions) or 2) bol has reasonable grounds to believe that the Supplier has an increased risk of non-compliance with these Standards, bol may require the Supplier to provide a valid amfori Business Social Compliance Initiative audit report or an audit report, certificate or other assurance that provides an equivalent standard (as approved by bol).

- 23 In the event of 1) a significant breach (or an allegation of such a breach) of these Standards in Supplier's own operations or supply chain or 2) a serious compliance issue as identified by a social compliance audit involving child labor (including lack of protection for young workers), forced or bonded labor, or life-threatening health & safety situation:
 - 2.3.1 Supplier will inform bol immediately upon becoming aware of such breach or issue.
 - 2.3.2 Supplier will immediately perform a thorough investigation, take appropriate corrective measures, and develop an effective remediation plan.
 - 2.3.3 Supplier will fully cooperate with and provide all relevant information to bol, enabling bol to assess the actions taken by the Supplier.
 - 2.3.4 Bol has the right to suspend any and all relationships with the Supplier until such significant breach or serious compliance issue is resolved to the satisfaction of bol.

3. Grievance Mechanism

- 31 Supplier is expected to establish or participate in an effective, fair and transparent grievance mechanism for individuals, communities and their representatives. The grievance mechanism must be accessible to all workers, including to individuals or groups who are vulnerable or marginalized.
- 32 Supplier will ensure that there is no retaliation against any individual or representative who raises a complaint or concern in good faith. Retaliation includes intimidation, threats, physical violence, legal action, any action impacting the economic status, livelihood, career or reputation or any other forms of illegal mistreatment. That also applies to Human Rights Defenders, who should be able to work safely under all circumstances.
- 33 Any reported business ethics or human rights concerns and complaints relating to Supplier and received by bol will be communicated to Supplier to be addressed and remediated (see Section 2 above).

4. Ethical Business Practices

Bol expects each Supplier to maintain a high standard of business ethics and respect for human rights and the environment within its operations and supply chain. Bol prohibits all activity that constitutes bribery or corruption, including facilitation payments.

5. Human Rights

Bol expects each Supplier to ensure that all workers are treated fairly, with respect and dignity.

5.1 Prohibition of Discrimination, Violence and Harassment

Bol expects each Supplier to ensure that all workers enjoy equal opportunities and treatment, and that all workers, including vulnerable or marginalized persons or groups, are free from any form of discrimination, violence and harassment in the workplace. Appropriate disciplinary procedures should be in place and effectively communicated to the workers.

5.2 Freedom of Association and Collective Bargaining

Bol expects each Supplier to respect the legal right of workers to form and join trade unions, to seek representation and collectively bargain, or refrain from doing so, in a free and democratic way, without discrimination or fear of retaliation.

5.3 Working Hours

Bol expects each Supplier to promote working hours practices that enable a healthy work-life balance for workers. Working hours must comply with all applicable laws and regulations, industry standards or, where relevant, collective agreements. Regular working hours will not exceed 48 hours per week.



54 **Compensation**

Wages paid for regular working hours, overtime hours and overtime/shift differentials shall meet or exceed the applicable legal minimum standards. Bol expects each Supplier to pay their workers regularly and as agreed and to ensure equal pay for equal work. Illegal deductions from wages shall not be made and deductions for disciplinary purposes from wages for time worked are forbidden. Partial payment in the form of allowance "in kind" is accepted in line with International Labor Organization (ILO) specifications. Suppliers shall ensure that wage and benefits composition are detailed clearly and regularly for workers; the Supplier shall also ensure that wages and benefits are rendered in full compliance with all applicable laws and that remuneration is rendered in full, on time and in a manner convenient to workers.

55 **Health & Safety**

Supplier must comply with applicable occupational health and safety legislation or relevant standards. A clear set of procedures must be established and followed regarding occupational health and safety, including the provision and use of personal protective equipment, adequate training, clean toilets, access to potable water and, if appropriate, sanitary facilities for food storage shall be provided. Bol expects each Supplier to respect the right to healthy working and living conditions of workers and local communities and to provide special protection to vulnerable persons or groups, for example due to pregnancy or disability, as appropriate and in line with applicable laws, regulations, standards and collective agreements. Workplace practice and conditions which violate basic human rights, including conditions in residential facilities as provided to the worker, are forbidden.

56 **No Child Labor**

Bol expects each Supplier to protect children from any form of exploitation in its operations or supply chains and from any work or working conditions that are harmful to children's health, safety, morals and development or resemble forced or bonded labor. Suppliers shall not employ directly or indirectly, children below the minimum age of completion of compulsory schooling as defined by law, which shall not be less than 15 years, unless the exceptions recognized by the ILO apply. Any forms of exploitation of children are forbidden. Suppliers must establish robust age-verification mechanisms as part of the recruitment process, which may not be in any way degrading or disrespectful to the worker. If child labor is found, Supplier must take effective remediation measures.

57 **Protection of Young Workers**

Bol expects each Supplier to protect the rights of young workers (under 18) which includes ensuring that young workers are protected against work or working conditions that are prejudicial to their health, safety, morals and development.

58 **No Precarious Employment**

Bol expects each Supplier to ensure that (1) its recruitment process and employment relationships do not cause undue insecurity and undue social or economic vulnerability to its workers and (2) work is performed on the basis of a recognized and/or documented employment relationship, established in compliance with applicable legislation or, in the absence of applicable legislation, custom, practice or international labor standards. Additionally, Supplier may not use subcontracting in a way that circumvents or avoids legal obligations related to the Principles in these Standards.

59 **No Bonded, Forced Labor or Human Trafficking**

Supplier shall not engage in or be complicit in, either directly or indirectly, any form of servitude, forced, bonded, indentured, trafficked or non-voluntary labor, including state-imposed forced labor. Supplier shall act with special diligence when engaging and recruiting migrant workers both directly and indirectly. Supplier must adhere to international principles of responsible recruitment, including not charging recruitment or placement fees and ensuring freedom of movement. Additionally, Suppliers must ensure that workers are not subject to inhumane or degrading treatment, corporal punishment, mental or physical coercion and/or verbal abuse.

510 **Land Rights**

Bol expects each Supplier involved in the acquisition, leasing or disposal of land to respect the rights and title to and the use of property, land and natural resources of individuals and local communities. Additionally, Supplier must actively seek and document the effective implementation of free, prior and informed consent

(FPIC). Bol does not tolerate land grabbing.

6. **Environment**

Bol expects each Supplier to conduct its business in a manner that reduces environmental impacts now and for future generations. Supplier is expected to identify the environmental impacts of its operations and implement adequate measures to prevent, mitigate and remediate adverse impacts on the surrounding communities, nature, and climate.

6.1 **Climate Change**

Supplier must comply with all applicable environmental legislation and maintain all relevant permits related to greenhouse gas emissions management and reduction.

Koninklijke Ahold Delhaize has committed to science-based targets (SBT's) for the reduction of emissions for scopes 1, 2 and 3. Supplier is urged to consider a similar commitment to the Science Based Target Initiative (SBTi) and report on emissions in line with the Greenhouse Gas Protocol.

6.2 **Biodiversity and Ecosystems**

Supplier must comply with all applicable environmental legislation and maintain all relevant permits related to the protection of biodiversity and ecosystems, including, but not limited to:

- a. deforestation and/or land conversion (i.e. EU Regulation on deforestation-free products);
- b. fish stock species management;
- c. agrochemical and pesticide storage, use and management.

Bol expects Supplier to not source materials associated with deforestation or land conversion in line with the respective cut-off dates prescribed by legislation and/or by relevant standards (e.g. RSPO) as further specified in Appendix 2.

Where relevant, bol expects Supplier to utilize practices that protect fish stocks in line with local, national, and international fisheries management regulations (e.g., U.S. Magnuson-Stevens Fishery Conservation and Management Act; International Regional Fishery Management Organization measures).

6.3 **Water**

Supplier must comply with all applicable environmental legislation and maintain all relevant permits related to water management, including water abstraction, water usage, surface water management and effluent discharge.

6.4 **Animal Welfare**

Supplier must comply with all applicable legislation and maintain all relevant permits related to animal welfare.

Bol expects Supplier to commit to sound, science-based animal care practices and the elimination of animal cruelty, abuse and neglect.

In addition, bol expects Supplier to incorporate the five freedoms, i.e. 1) freedom of hunger or thirst, 2) freedom from discomfort, 3) freedom from pain, injury, or disease, 4) freedom to express normal behavior, and 5) freedom from fear and distress.

6.5 **Resource Use and Circular Economy**

Supplier must comply with all applicable environmental legislation and maintain all relevant permits related to the responsible use of resources, including, but not limited to:

- a. storage, handling and disposal of waste directly or through waste contractors;
- b. plastic feedstock sourcing, plastics production, storage, transport and end-of-life management.

Bol expects Supplier to store, handle and dispose of waste in a way that protects the health and safety of people and also protects the environment. Bol also urges Supplier to 1) eliminate unnecessary plastic, 2) reduce the amount of plastic packaging used, 3) use recycled content where packaging is needed, and 4) design products that can be recycled locally.

6.6 **Pollution**

Supplier must comply with all applicable environmental legislation and maintain all relevant permits related to the prevention and control of air, water and soil pollution.



Appendix 1: List of countries that do NOT belong to the high-risk countries

American Samoa	Malaysia
Andorra	Malta
Anguilla	Martinique
Antigua and Barbuda	Mauritius
Aruba	Micronesia
Australia	Monaco
Austria	Namibia
Bahamas	Netherlands
Barbados	New Zealand
Belgium	Niue
Bermuda	Norway
Bhutan	Poland
Botswana	Portugal
Brunei	Puerto Rico
Canada	Qatar
Cape Verde	Réunion
Cayman Islands	Saint Kitts and Nevis
Chile	Saint Lucia
Cook Islands	Saint Vincent and the Grenadines
Costa Rica	Samoa
Croatia	San Marino
Cyprus	Seychelles
Czech Republic	Slovakia
Denmark	Slovenia
Dominica	South Korea
Estonia	Spain
Finland	Sweden
France	Switzerland
French Guiana	Taiwan
Georgia	Tonga
Germany	Tuvalu
Greece	United Arab Emirates
Greenland	United Kingdom
Grenada	United States
Guam	Uruguay
Hong Kong	Virgin Islands (U.S.)
Hungary	
Iceland	
Ireland	
Israël	
Italy	
Japan	
Jersey, Channel Islands	
Kiribati	
Latvia	
Liechtenstein	
Lithuania	
Luxembourg	
Macao	



Appendix 2: additional requirements related to EUDR legislation

If applicable - Supplier declares to comply with the EU Deforestation Regulation (EUDR) and shall provide, upon the reasonable instruction of bol, AD group company bol with all documentation and information required by bol to comply with its (i.e. bol's) own obligations under the EUDR. If applicable, this documentation and information shall include, amongst others, evidence that relevant products are deforestation free, have been produced in accordance with the relevant legislation of the country of production and provide the reference numbers of the due diligence statements associated to those products (if available)), and any other relevant documentation and information to be reasonably requested by bol (including required certificates). If requested by bol, Supplier will provide bol with evidence that it complies with the EUDR. If pursuant to the EUDR additional obligations become applicable parties undertake to comply with these additional obligations."