

Heliox Code of Conduct | Customers

June 2023

Dear Customer,

Heliox has over 30 years of Professional Power Conversion experience and is a Global Market Leader in charging infrastructure for electric buses. Our products are being used in the world's largest opportunity DC charging projects in Europe. Our excellent R&D capabilities enable us to create and develop, together with our customers and suppliers, innovative and high quality future proof charging solutions in the most demanding markets.

Heliox has a strong focus on Corporate Social Responsibility. Heliox Corporate Social Responsibility Policy, which also applies to this Code of Conduct, can be found [here](#). We care about the impact we have on our customers, suppliers, our people, our environment and future generations to come. It is our standard to conduct every aspect of Heliox business with openness, honesty, integrity, freedom, trust, respect, fair business practice, protection of the environment and health and safety performance. These ethical standards form the basis of our Heliox DNA which we include in this Customer Code of Conduct. We explicitly ask and expect all of our customers to observe them and to follow practices that are in line with this Code.

Fair business practices and ethics

Heliox customers shall uphold the highest standards of fair business practices and ethics, including:

Compliance with the legislation

The customers' respective practices shall be compliant with all applicable international, national and local laws. Heliox customers shall support the 'United Nations Universal Declaration of Human Rights', its core treaties, the UN Guiding Principles of Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the International Labor Organization Conventions and Recommendations, as well as other similar laws, standards and principles that aim protecting human dignity.

Labor Practice

Heliox customers shall recognize the right of their employees to join or to refrain from associating freely and bargaining collectively. Heliox customers shall comply with the laws and the collective labor agreements in the countries in which they operate, relating to wages, benefits, working hours and working conditions.

Heliox customers shall not tolerate any form of forced or child labor by its customers.

Non-Discrimination, Diversity, Mutual Respect and Equity and Inclusion

Heliox customers should recognize and appreciate the existence of different values and cultural standards. Each customer shall commit to provide equal opportunity in employment and shall not discriminate on the basis of age, race, nationality, social or ethnic descent, gender, physical disability, sexual preference, religion, political reference, or union membership. Only professional qualifications should matter. Principles of Diversity, Equity and Inclusion should be embraced and promoted by the customer and have a work environment that values and respects the unique perspectives and contributions of every individual.

Employee Relations

Heliox customers shall ensure its employees treat each other with fairness and respect regardless of their hierarchical position in the company and keep on all levels a trustful and open working atmosphere.

Health and Safety

Heliox seeks to work with customers that provide a safe and healthy workplace for all of their employees. Customer shall provide its employees with all the necessary training and personal protection means. Customers who are given access to Heliox premises to conduct contracted services are obliged to acknowledge and fully comply with the Heliox Health and Safety guidelines for visitors and outsourced contractors.

Land, Forest and Water Rights and Forced Eviction

Customer should be committed to upholding and promoting the principles of Land, Forest, and Water Rights and preventing Forced Eviction and recognize the importance of engaging in transparent and meaningful stakeholder consultations, adhering to applicable laws and international standards, and implementing responsible land, forest, and water management practices throughout our activities.

Environmental Stewardship

Heliox expects its customers to comply with all applicable environment regulations and legislations. Heliox customers are committed to develop cleaner processes and aim to minimize the impact on the environment and follow best practices in environmental management, including:

- energy and resource efficiency;
- limitation of CO2 emissions and other greenhouse gasses;
- responsible water management;
- waste treatment and reduction
- recycling.

Business Integrity

Heliox customers shall not engage in any form of corruption, extortion, embezzlement or bribery. They shall comply with all applicable anti-corruption laws and regulations of the countries in which they operate, and all applicable international anti-corruption conventions. Heliox customers are obliged to foster fair and impartial competition.

Heliox customers shall adhere to international trade regulations and export control regulations.

Heliox customers shall avoid conflict of interest situations in relationships with Heliox and its employees. Customers shall maintain an unquestionable standard of integrity, which includes that no excessive gifts and meals, entertainment, travel, accommodation or other gratuities will be offered to Heliox employees. Similarly, Heliox undertakes not to offer or give any payments, services, gifts, entertainment or other benefits to any customer for the purpose of influencing the way in which the customer performs its duties.

Heliox shall not support customers in evading tax, or let their owners or employees benefit from price settlements that are not in line with ethical business practices and with tax and other legal requirements.

Anti-Money Laundering and Trade Sanctions

Heliox expects from its customers to comply with the trade sanctions rules and minimize the risk that business with Heliox will be misused by third parties as a means to launder money. Heliox expects the customers to identify risks and prevent Heliox from being involved with terrorists and other criminals. This includes taking special care when accepting cash for payment of invoices. The customers have to make sure that their every new business partner - whether customer or supplier - is evaluated (screened) on the basis of the sanctions list.

Responsible sourcing of minerals

Heliox is committed to use raw materials of legal and sustainable origin. Heliox wants to avoid sourcing "conflict minerals" as they contribute to the financing of armed conflicts and enable human rights abuses. Heliox maintains due diligence processes to achieve compliance with this commitment and requests relevant customers to fully support Heliox in this aspect.

Protection of intellectual property

Heliox customers shall respect intellectual property rights and shall manage the existence of and information on technology and know-how in such a manner that the Heliox intellectual property rights shall be adequately protected.

Customers shall not use or publish the Heliox-logo or Heliox-brand in their online or printed communication tools without prior consent from Heliox.

Confidential information

Heliox customers shall treat the information obtained from Heliox strictly confidential and shall not disclose this information to others without prior written notice of Heliox.

Information regarding the customer's business activities, structure, financial situation and performance should be disclosed to Heliox in accordance with applicable regulations.

Data Protection

Heliox customers should handle personal data confidentially and with particular care in accordance with the applicable data privacy legislation.

Secure Business

Heliox customers shall conduct their business in a secure manner and will implement reasonable measures for minimizing their exposure to security threats.

Documentation and Monitoring

This Customer Code of Conduct applies worldwide and is the basis for all contractual relationships. All Heliox customer are required to comply with this Code of Conduct and communicate these basic principles and standards to their direct customers and sub-contractors. 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 customer's subcontractors.

In order to ensure and demonstrate compliance with the Customer Code of Conduct, customers shall keep record of all relevant documentation, and provide to Heliox supporting documentation upon request. Monitoring may take the form of self-assessments, site visits and follow up on remediation plans. Heliox will work with its customers in addressing gaps identified.

Any breaches of the rules of the Code of Conduct shall constitute a contractual breach. Heliox reserves the right to suspend and/or terminate the contractual relationship with the customers who do not meet the requirements of this Customer Code of Conduct or who cannot provide or commit to an improvement plan.

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