



GROUP POLICIES

# Code of Conduct



for a healthier future



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# Message from our CEO

Dear Colleague,

Thank you for your commitment to work for Greenyard. You have made a choice to work, together with your colleagues, on a strong purpose: we want to improve life through pure-plant food experiences, enabling healthier lifestyles while ensuring more sustainable food supply chain. Living this purpose every day really makes a difference!

Greenyard is an established market leader in fruits and vegetables in fresh, frozen and prepared. We have built this position on trusted relationships with our customers and growers and with all our value chain partners, and this during more than 40 years of successful entrepreneurship. It is important to value this position and to protect our reputation. We all must be aware that we need to earn this trust every day when we do business. This also means it is essential that we remain committed to the highest standards of business ethics and compliance, and that there can be no compromise when it comes to ethics.

To guide you on how we expect you to act as an employee and representant of Greenyard we have implemented the Greenyard Code of Conduct. While policies are important, our collective actions count and build our reputation. It is people who do business, and this means that every Greenyard employee, manager, and director shares the responsibility of upholding ethical values as an integral part of the way we do business. The commitment we ask from all of you is to act by the rules of our Code of Conduct. This is to the benefit of all our stakeholders, from customers and investors to those working in the field.

Because ultimately, by prioritizing ethics, we build upon our legacy and we create a thriving Greenyard, a great place to work for all of us.

Yours sincerely,  
*Francis Kint, CEO*



# Greenyard's Values



Greenyard is committed to a strong and distinctive company culture based on solid values and ethical principles and aiming to create value for all our stakeholders. Greenyard's core values are:

## **Entrepreneurial**

We are hands-on, pragmatic and flexible. We take initiatives and make things happen.

## **Creative**

We are encouraged to think differently. We continuously challenge ourselves and those around us, and we constantly innovate to enhance our products and processes.

## **Passionate**

We enjoy what we do every day. We are driven and engaged. We are committed to every stakeholder.

## **Sharing**

We are team players and share our know-how and experience with other people. By doing this, we build long-lasting relationships that work for everyone;

## **Reliable**

We do what we say and we say what we do. We respect people and the planet. We don't just talk about quality and transparency, we live it.

At Greenyard we consistently apply our values with a view to delivering on our promises. We reach our goals by applying excellence in everything we do, driven by passionate enthusiasm and seeing the opportunities that will help us overcome the obstacles. We seek to achieve financial success, but are always guided by a spirit of integrity, treating everyone with fairness, respect and dignity, and applying the highest ethical standards in all our daily work.

# Introduction to the Code of Conduct

This Code of Conduct is inspired by the general principles and guidance provided by international instruments dealing with human rights and responsible business conduct. Greenyard recognizes and adheres to, amongst others, the following instruments:

- the UN Global Compact and UN Sustainable Development Goals (SDGs);
- the Universal Declaration of Human Rights;
- the UN Guiding Principles on Business and Human Rights;
- the UN Convention against Corruption;
- the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work;
- the OECD Guidelines for multinational enterprises; and
- the EU code of conduct on responsible food business and marketing practices.

## What is expected of everyone?

Every individual working within the Greenyard group, including temporary personnel, and any other person or entity acting on its behalf, is subject to this Code of Conduct. You are expected to understand and follow this Code and all legal requirements currently in force in your daily work. Failing to do so can have consequences for both you and Greenyard. You may risk disciplinary actions, including, as appropriate, temporary suspension from work, dismissal, having a contractual remuneration claw back mechanism invoked or even facing criminal charges. Greenyard may be fined, face lawsuits or investigations, or suffer damage to its reputation or share price.

All employees should review their behavior in accordance with the Code and determine whether changes are required.

You must therefore use your good judgment and consider the implications of your actions in times you may encounter situations in which the right choice is not clear. When considering the action you propose to take in such situations, ask yourself:

- Is it ethical?
- Is it lawful?
- Will it reflect well on me and on Greenyard?
- Would I want to read about it in the newspapers?
- Would my family and friends approve of it?
- Is it consistent with the Code?

The answers should be “yes” to all questions. If the answer is “no” to any of these questions, don’t do it! If you are still uncertain, ask for guidance. You should discuss the matter with your line manager or your Human Resources manager, or with the Group Governance & Compliance Department if you do not feel comfortable speaking to either.

In this Code “Greenyard” or the “company” refers to Greenyard NV and any of its direct and indirect subsidiaries, together referred to as the “Group”. We encourage you to visit our intranet, where you can access all the referenced policies.



## What is expected of managers?

All Greenyard managers are expected to serve as role models and promote a culture of ethics and compliance within their area of responsibility. This includes making sure that the employees under their supervision understand both the spirit and the letter of their responsibilities under the terms of the Code of Conduct. Managers must create a positive working environment in which employees are encouraged to speak up and ask for help and feel comfortable about doing so. No employee has the authority to require or approve any action that would violate the Code. Waivers or exceptions because of competitive or commercial demands, industry customs or other exigencies on each of any of the Code principles are not acceptable.

It is the duty of management to include the Code in employee training programs, to actively communicate about the Code and to promote compliance with the Code.

When managers receive reports of a situation that is unethical or potentially damaging to Greenyard's reputation, they must promptly notify the Group Governance & Compliance Department or report it via the Whistleblowing Procedure.

## Reporting of breaches

If you have a reason to believe that any Greenyard employee, or anyone working on behalf of Greenyard, has engaged in ethical or legal misconduct, you are required to report the incident promptly. You may contact any of the following people or reporting channels to report your concern:

- your direct line manager or supervisor;
- your local HR manager;
- the Group Governance & Compliance Department;
- the Corporate Internal Audit Department;
- your local General Manager or Managing Director;
- the Greenyard Whistleblower Tool.

[Click here to go to the Whistleblowing Tool.](#)

You are invited to first consider using the above-mentioned reporting channels (i.e. your direct line manager, your local HR manager...). If for any other reason, you feel uncomfortable or reluctant reporting through the normal reporting channels, our Whistleblower Tool provides you with an alternative channel through which you can report the misconduct confidentially and anonymously.

Our Whistleblower Tool is a secure and confidential channel of reporting, provided by an independent company. It is available anywhere in the world and 24/7. It is available to all colleagues. Reports can be made anonymously for any concern in relation to potential violations of applicable laws or regulations, this Code or any of our Policies. Reports are handled promptly securing confidentiality and are investigated in all objectivity according to the Whistleblowing Procedure.

Every potential misconduct or incident will be investigated in observance of the principles of confidentiality, impartiality and fairness. In case a misconduct appears to be substantiated or partly substantiated, Greenyard will take prompt corrective action and impose the necessary remediation measures to maintain a strong ethical business culture.

*Please consult our Whistleblowing Policy.*

## Non-retaliation and confidentiality

Greenyard values the help of employees and other relevant parties who identify potential problems that we need to address. Greenyard ensures that reports are kept confidential, including the identity of the reporter. Greenyard will not tolerate retaliation of any kind against anyone who, in good faith, report breaches or violations of Greenyard's Code of Conduct or any other illegal conduct. Greenyard takes claims of retaliation seriously. Allegations of retaliation are investigated and appropriate action is taken.

# Ensuring product safety, integrity and quality

**We all have a fundamental responsibility to ensure that customers can trust the safety, integrity and quality of our products. Our products conform to the information we communicate about those products, including the information on the packaging.**

We comply with relevant food safety laws and standards, and we follow the hygiene and safety regulations at our plants and workplaces. We operate according to recognized food safety standards (GFSI approved) at all our facilities. We act and immediately correct, or report to a manager, any threat to product safety, integrity or quality.



# Fostering a positive working environment

**Greenyard is committed to fostering a positive, diverse and welcoming working environment based on openness and mutual respect. All employees treat one another with dignity and respect. We will not tolerate any form of harassment or discriminatory behaviour in the workplace. Greenyard respects and adheres to all relevant human rights, labour and health and safety regulations.**

## Human rights

Greenyard strongly believes that respect and promotion of human rights and human dignity is vital for its long-term business success. In accordance with the relevant international human rights instruments, Greenyard will avoid human rights violations and will address adverse impacts of human rights in which it gets involved. Respect for human rights must be ensured by all our employees, during all our activities and at every level within our organisation.

*Please consult our Human Rights Policy.*

## Fair employment practices

Greenyard follows the applicable laws and regulations governing fair employment practices. As a matter of principle, we will not tolerate any form of unacceptable treatment of workers in any of Greenyard's operations or facilities. Greenyard is committed to prohibiting forced or bonded labor, including any forms of modern slavery, human trafficking, unethical recruitment practices or

child labor. We also commit to pay fair remuneration and benefits, at least equivalent to the country's minimum wages.

## Occupational Health and safety

Greenyard values its employees as its most important asset and it is Greenyard's vision to establish a safe haven and healthy working environment where Greenyard employees are offered a healthy work life balance. Each individual employee has the responsibility to respond to this commitment by following all health and safety procedures, and by maintaining a safe and healthy workplace. Each employee must not work whilst under the influence of drugs, narcotic medication or alcohol. Actions performed during working hours whilst under the influence of such substances could lead to mistakes and/or misunderstandings and could potentially harm Greenyard.



All workplace accidents, unsafe equipment, unsafe practices and conditions in the workplace must be promptly reported, in the event of urgency: by phone, to your local HR or Health & Safety manager. This includes alcohol, illegal drugs, controlled substances, and in some cases prescribed medication. By establishing these lines of communication, Greenyard believes this approach helps in identifying potential hazards, addressing safety issues, and promoting a culture where every individual feels responsible for maintaining a safe environment.

## Mental Well-being at Work

Greenyard is committed to create and promote a working environment that supports and promotes the mental well-being of its employees. We highly value a healthy working environment, where everyone feels safe and treated with respect. Integrity, respect, understanding, collegiality and open communication are key in our relationships with our colleagues.

Greenyard expects all managers to behave as role models. They must pay attention to their team members' mental health and must recognize and embed mental well-being into the working conditions at Greenyard. Unacceptable behaviour at work such as bullying, aggression, abuse of power, mobbing, shouting, using inappropriate words, violence, (sexual) harassment and discrimination causes mental distress and may seriously affect the mental health of those targeted by such behaviour. Excessive workload may also be an important source of stress at work. Such unacceptable behaviour is not tolerated.

## Discrimination and harassment

Greenyard promotes a harassment-free environment and has a zero-tolerance for any conduct which inappropriately or unreasonably interferes with work performance, diminishes the dignity of any person or creates an intimidating, hostile, exclusionary or otherwise offensive working environment. This includes discrimination, harassment, bullying or exclusion based on race, colour, religion, gender, age, national origin, sexual orientation, marital status or disability.

## Valuing diversity, equity, inclusion & belonging

The diversity of Greenyard's employees is a precious asset, and every individual employee is a key contributor to our success. An environment where everyone can unlock their full potential and be themselves, no matter the differences. We are committed to fostering a diverse, equitable and inclusive workplace where every employee, regardless of age, gender, ability, ethnic background, sexual orientation, religious belief or socioeconomic background feels safe and at home. We believe that diversity drives innovation and strengthens our human culture.

*Please consult our Diversity, Equity & Inclusion Statement.*



## Avoiding conflicts of interest

In our daily activities we work with suppliers, customers and others who do business with Greenyard. It is important that every decision is made with objectivity, based on the best interests of Greenyard at all times and not on personal interests or relationships. The mere possibility or appearance that a conflict of interest exists, is enough to raise suspicion of corruption or cause others to lose confidence in Greenyard. Employees may not use their positions to obtain direct or indirect personal benefits.

Greenyard attaches great importance to the avoidance of conflicts of interest of relationships between employees, customers and third parties. If a conflict exists, you are required to disclose all ethical, legal, financial or other interests that may conflict with Greenyard's interest or give the appearance of conflicting with Greenyard's interests. We expect full transparency in such cases to the divisional managing director and to Group Governance & Compliance Department or through the above-mentioned reporting channels.

## Outside employment

It is acceptable to Greenyard that its employees take on outside work as long as such employment does not interfere with the employee's responsibilities at Greenyard. Outside work must not involve a Greenyard competitor nor should it involve the use of Greenyard equipment or proprietary information such as computers, software, customer information or data of any other kind.

## Family and personal relationships

A Greenyard employee shall not hire a family member or a close personal relation within Greenyard unless prior written approval is granted by the managing director of the respective division. The existence of any personal relationships between employees of Greenyard must be disclosed to the managing director and to HR.

Greenyard's success depends on its partners and subcontractors. For this reason, it is crucial that the selection of its partners is based on objective criteria such as integrity, quality and performance, and not on personal interests. Consequently, if a family member or a close personal relation works for a third party that does business with Greenyard (a subcontractor, for example) or you or a family member or close personal relation has financial interests in that third party you must disclose this information to your managing director.

In addition, Greenyard expects you to avoid any intervention, pressure, influence, wish or request that could jeopardise your neutrality in such decision-making situations. If you are still not sure what to do in these types of situations, please discuss this immediately with your line manager.





# Conducting business with integrity

**Our continued success depends on competing vigorously. But we always do so honestly, fairly and in full compliance with the law. Business relationships founded on trust and mutual benefits are vital to our success, and we will strive to develop our business by understanding the needs of our customers, contractors, suppliers and joint venture partners. If local practices appear to conflict with Greenyard's standards of conduct, you must contact the Group Governance & Compliance Department for advice before taking any action.**

## Preventing bribery and corruption

### Preventing bribery

Bribery harms not only our Group but also the communities where we do business. Governments are taking steps to combat bribery, and many countries in which we operate have specific laws against it. Greenyard has adopted a zero-tolerance policy for bribery, regardless of where we are located. This means that any Greenyard employee must not give or promise any undue advantage to a person in a position of trust, whether in government or in private business nor influence business or governmental decisions in connection with any of our activities, or otherwise induce the recipient to abuse his or her power or official position. There must be no exceptions for small amounts of money, or for so-called "facilitation" or "grease" payments. In the same way, Greenyard employees must not accept or solicit any form of undue advantage.

### Indirect bribery

Greenyard employees do not use third parties to pay bribes or execute so-called "facilitation" or "grease" payments. For this reason, we must make sure our partners are aware and are committed to Greenyard's anti-bribery and corruption policies and relevant due-diligence procedures for selecting third parties are strictly followed. You are not allowed to instruct, authorize, or allow a third party to make a prohibited payment on your or the Company's behalf or make a payment to a third party knowing or having reason to believe that all or a portion of such payment is likely to be used for a prohibited payment.

### Gifts, Entertainment and Favours

Gifts and entertainment are common business courtesies, and are socially acceptable in many cultures; in fact in many instances it is an important way of creating goodwill and establishing trust in business relationships. We must ensure that our business gifts and entertainment practices are reasonable and consistent with both Greenyard's policies and relevant local laws and regulations. We must always make sure that business courtesies are never given or received to obtain or give an undue advantage, are moderate in value (does not exceed EUR 75 or an equivalent amount in foreign currency), are always in the form of appropriate gift items, and are given or received on an infrequent basis.

*Please consult our Global  
Anti-Bribery & Corruption Policy.*

## Charitable donations and Sponsorships

Greenyard supports certain charitable donations as a way of giving back to the community and contributing to worthy causes. Additionally, Greenyard also supports certain corporate sponsorships to promote Greenyard's presence in the business community. Unfortunately, even legitimate donations and sponsorships may in certain circumstances be considered as bribery or corruption. Therefore, you must obtain prior approval from the managing director of your division before making donations or sponsorships which may create the appearance of bribery or corruption.

## Lobbying and Political engagement

Greenyard does not make any kind of, whether direct or indirect, political contributions anywhere in the world, whether in cash or in kind (e.g. donations of property or services, or the purchase of tickets to fundraising events). Greenyard employees, or anyone working on behalf of Greenyard, act transparently and declare the interests and objectives they promote when engaging in lobbying activities. However, Greenyard recognizes employees' right to participate as individuals in the political process, if they thoroughly make clear that they do not represent Greenyard in the process.

## Competition and Anti-trust

Greenyard strictly adheres to what are called "competition" laws and "anti-trust" laws. These laws promote and protect free and fair competition around the world and prohibit all anti-competitive behaviour. Non-compliance may result in significant fines and costs and damage our reputation. Some competition laws such as the EU and US anti-trust laws can apply even when the conduct occurs outside the relevant country's borders.

Each employee must understand the competition rules that apply to its activities or business. You are not allowed to make agreements with any competitor which reduces the competition, such as agreeing on:

- price-fixing
- customer prices or other business terms
- allocation of customers or markets
- prices or business terms to be imposed on suppliers
- the coordination or allocation of bids (bid rigging)
- boycotts or refusals to deal with certain competitors, customers or suppliers
- to limit the production
- or similar illegal anti-competitive activities



## Anti-money laundering & terrorist financing

Money laundering is the process by which individuals or entities try to conceal illicit funds or otherwise make these funds look legitimate by moving them through the financial system in order to hide all traces of the criminal origin. Terrorist financing is the process by which terrorists fund their operations, through legally or illegally obtained funds, in order to perform terrorist acts.

It is important that we know and comply with all laws and regulations aimed to halt money laundering and terrorist financing. We must be diligent and exercise good judgment when dealing with unusual customer or vendor transactions. Greenyard will not condone, facilitate or support money laundering nor terrorist financing.

## Anti-Drug Trafficking

Drug trafficking, including but not excluded to the transportation, distribution, sale, purchase, possession, or use of illegal drugs, narcotics, or controlled substances within company premises, during company operations, or while representing the Company, is strictly prohibited. Employees are required to report any suspicious activities, unauthorised access, or breaches in security and are obligated to cooperate fully and truthfully with any investigations related to drug trafficking.

*Please consult our Economic Sanctions Compliance Policy.*

## Economic Sanctions – Export Control

A number of countries, the US, the EU and even the United Nations from time to time impose restrictions on exports and other dealings with certain countries, entities and individuals. Such restrictions prohibit Greenyard from engaging in certain business activities in specified countries and with particular individuals and entities. Greenyard will not enter into business relations with companies excluded by governments. Severe penalties,

such as fines, revocation of permits to export, and imprisonment, can apply when these restrictions are not followed. Greenyard respects all national and international export and embargo laws and regulations.

*Please consult our Group Governance Framework and our Signatory Authority Framework.*

## Contract Compliance

We execute agreements in good faith, we strive to comply with all terms and conditions of our contracts and we expect our business partners to do the same. We use our best possible efforts to deliver as we promise, and bill in accordance with contract terms.

## Illegal Trade

We do not engage in and do not facilitate the trade or transportation of objects, substances, information or people across an international border, in violation of applicable laws or other regulations. We immediately report any attempt in this respect of which we would become aware to our local general manager or managing director and the competent authorities.

## Observance of decision-making requirements and signatory powers

You must observe all decision-making requirements and ensure that the necessary internal authorization has been obtained before entering any relationship which commits Greenyard. We expect you to follow the rules and guidelines on the decisions for which internal approval is required and for which Corporate/Group functions need to be consulted & involved. Only those who have signing, representative powers or have mandates thereto, can sign contracts or can commit or bind legally Greenyard.

# *Ensuring financial integrity and fiscal responsibility*

**Greenyard is committed to having honest, accurate and timely financial records and dealings. The company prohibits any action or inaction that may obscure our financial activities from our stakeholders. All Greenyard employees must respect our responsibility to uphold all relevant financial accounting and reporting standards and regulations. Greenyard furthermore recognises the importance of responsible tax practices.**

## **Record keeping, financial reporting, financial controls and disclosures**

As a publicly listed company, it is crucial that Greenyard's books, records, accounts and financial statements are complete, accurate, and understandable. They should be maintained in all reasonable detail and in compliance with Greenyard's system of internal and external controls. All financial transactions must be properly recorded in the appropriate books in a timely, complete and accurate manner, as prompt reporting allows early management intervention. Unrecorded or "off the books" funds, assets or transactions are prohibited.

*Please consult the Group Corporate Treasury Policy and Accounting Manual.*



## **Additional responsibility for Finance directors and managers**

Finance directors and finance managers and others responsible for the accuracy of financial reporting have an additional responsibility to ensure that proper controls are in place to achieve truthful, accurate, complete, objective, consistent, timely and understandable financial and management reports.

## **Business expenses and travel**

All business expense accounts will be documented and accurately recorded in a timely manner. If you are not sure whether a certain expense is legitimate, ask your line manager beforehand.

*Please consult our Travel, Entertainment & Expenses Policy.*

## Insider Trading – Market Abuse Regulation

While working at Greenyard, we may become aware of non-public information about the Group or other companies with whom we do business. Non-public information (also known as “inside information”) is specific information about a company that is not known to the general public and that a reasonable investor would consider important when deciding whether to buy, sell or hold that company’s securities. Buying or selling the securities of a company on the basis of inside information (known as “insider trading”) is a criminal offense in many countries and Greenyard employees are prohibited from trading on the basis of “inside” information in shares or other

securities of Greenyard, any Greenyard entity, or any other publicly traded company. Revealing “inside information” to others, even to members of your family (known as “tipping”) is also prohibited and may result in the criminal prosecution of anyone involved.

*Please consult the Greenyard  
Dealing Code.*



# *Protection of privacy, confidentiality and other assets*

**You may come into possession of private, confidential or proprietary information about the Company, our employees, customers, suppliers. The confidentiality of all such information should strictly be maintained, except when disclosure is authorized or required by law.**

Greenyard's physical assets and intellectual property are crucial to Greenyard's success, and each of us has a duty to protect them. We must manage Group records responsibly and protect private records and proprietary information, whether they belong to our Group, business partner, customer, or employee.

## Theft and fraud

Greenyard retains a zero-tolerance policy towards theft, fraud and all types of fraudulent statements and misrepresentations. Fraud can be defined as any intentional act or omission designed to deceive others, resulting in the victim suffering a loss and/or the perpetrator achieving a gain. It is prohibited for all Greenyard employees to make intentional misrepresentations of material facts made with knowledge of its falsity, inducing others to act, and upon which others rely with resulting damage. Misrepresentation can also be carried out by an omission or purposeful failure to state material facts, the nondisclosure of which makes other statements misleading.

## Physical assets and communication systems

All employees are required to protect Greenyard's assets and ensure their efficient use. They are to be used for legitimate purposes and Greenyard business only. All employees must use Greenyard's communication systems in a safely manner, such as e-mail and internet and appro-

priately and legally. We should not access, download or distribute any material that is illegal, offensive or could reflect negatively on Greenyard's reputation. We should also exercise discretion and diligence when drafting e-mails to ensure that our communications are professional and appropriate.

## Proprietary information and intellectual property

Proprietary information and intellectual property, such as patents, trademarks, copyrights, trade secrets, non-published and confidential business information (customer databases, software, and marketing strategies) represent Greenyard's assets.

Proprietary information includes all non-public information that might be of use to competitors, or harmful to the Group, its customers or suppliers, if disclosed. Unauthorized use, disclosure or distribution of this information is prohibited and might lead to civil or criminal penalties. Employees must maintain the confidentiality of proprietary information entrusted to them by Greenyard or its customers and suppliers, except when disclosure is authorized in writing by the managing director or required by law and regulations as confirmed by the Group Governance & Compliance Department.

## Record retention

All Greenyard employees are required to ensure that business records are retained in accordance with internal policies and local regulations. This includes physical documents such as contracts or files and also electronical data such as email.

*Please consult our Data Protection Privacy Policy.*

## Data privacy

Greenyard respects the privacy of all its employees, business partners and customers. We process personal data in compliance with the EU General Data Protection Regulation (GDPR), any other local data protection laws and Greenyard's internal policies. Employees who handle the personal data of others must collect, use and process such information only for legitimate business purposes, limit access to the information to those who have a legitimate business purpose for seeing the information; and take precautions to prevent unauthorized disclosure.

## Information Security

Our operations may be impacted by cyber threats, which may result in the loss of company or personal information. Securing the data, assets, and privacy of all our stakeholders is therefore critical. This is particularly relevant given that a significant portion of our workforce operates in a remote capacity. Maintain and protect the security of data (including personal data) and information entrusted to your care by exercising sound judgement. Exercise professional and responsible usage of all information and electronic communication technologies.

We all are responsible for reducing our information security risk – which includes protecting both devices and data. Always use Greenyard-approved devices and software for business purposes to reduce risk of a breach; these tools are configured with hardware specifications, software controls, and other security measures that meet our standards.

If you are unsure whether a particular action presents an information security risk, do not hesitate to reach out for guidance before proceeding. If you become aware of any security weaknesses – whether with respect to individuals, processes or technology – please notify the IT department immediately.



Only share confidential information when it is necessary to create value (need-to-share principle), and limit access to sensitive information to those who are authorized (need-to-know principle).

You may not download any unauthorized or unlicensed software on Greenyard devices. Using unapproved software can expose our systems to security risks and vulnerabilities.

You are required to promptly report any (actual or potential) leakage of proprietary information, including the loss or theft of a laptop or mobile device. Quick reporting allows us to take immediate action to protect our data and mitigate any potential damage.

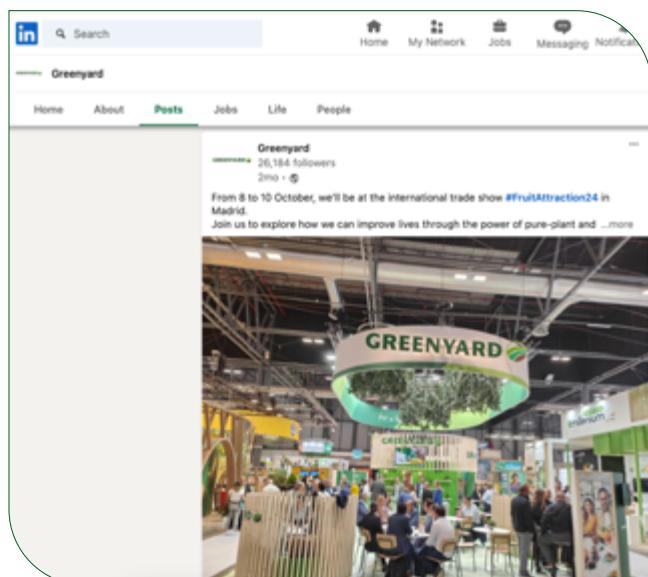
Given the increasing number of phishing attempts and social engineering tactics, including deepfakes on social media platforms, always do a background check to verify if the request is legitimate by using other means of communication, such as a direct phone call or a separate email to confirm the authenticity of the request.

*Please consult our Acceptable Use Policy.*

# Social Media

**The way Greenyard is perceived by the public is strongly influenced by the media. Social media can help build a strong reputation and more successful business relationships. Greenyard supports the use of social media and networks to generate new business opportunities, to recruit new talent and to promote our mission – also towards consumers.**

However, to protect our image and reputation, a limited number of employees are authorized to represent and to talk on behalf of Greenyard on social media and networks. This means that you are expected to share only public news relating to Greenyard on your social media and networks. Be transparent and state that anything you post is your own opinion. In any case, whenever Greenyard employees offer opinions in public, Greenyard's values must be respected. Referring to Greenyard or to your co-workers in an abusive or harassing manner, or violate their right to privacy, is not permitted.



## External Communications and Responsible Marketing

Greenyard maintains a principle of openness, honesty and responsiveness when dealing with interested external parties as well as with society at large. However, Greenyard employees are not allowed to disclose any non-public information when responding to enquiries from external parties.

To ensure a coordinated interface with external parties, general inquiries about Greenyard or its employees as well as all inquiries from media, should always be directed to the Group Communications department, without any exception.

Press releases issued in the name of Greenyard, and other Greenyard-related communications to media, may be issued only by authorised departments or persons, and should always be validated by Group Communications in advance.

When communicating about our products and brands, you should represent the qualities of our products in an honest way. You should use truthful statements in our advertising or on our packaging. Contact Group Legal Department for legal and regulatory guidance when in doubt about the truthfulness and legality of an allegation, trademark or claim (on the packaging of our products or in other communications relating to our products).

*Please consult our Social Media Guidelines.*

# Sustainability

**Sustainability is an essential element of Greenyard's strategy guided by a roadmap to improve our performance along with clear and time-bound targets across material topics including climate change mitigation, water conservation, waste reduction and responsible sourcing.**

A detailed overview of Greenyard's key sustainability commitments is available on the Greenyard website and in the Annual Report. Employees are expected to support the implementation of Greenyard's sustainability roadmap within their area of responsibility. Every little bit helps, from turning out the lights when leaving the office over sorting waste to facilitating projects to reduce greenhouse gas emissions or water consumption.

Greenyard seeks to offer full transparency on its approach and performance in terms of its environmental impact. We publish our progress in our annual sustainability report in accordance with the EU Corporate Sustainability Reporting Directive and the underlying European Sustainability Reporting Standards.

Greenyard is committed to:

- minimizing the environmental impacts in all its activities, and will comply with the laws and regulations for environmental protection in all countries we operate in. This commitment, and compliance with it, is required from all our employees;
- promote high ethical standards throughout the entire supply chain. It therefore also expects its business partners to abide by fair and ethical business standards. The Supplier Code of Conduct outlines the minimum requirements for fair business practices, ethics, labor practices, and environment, health, and safety. We source from reputable suppliers who share our commitments as per our Supplier Code of Conduct.

## External auditing

Greenyard seeks assurance in respect of human rights, labour regulations and health and safety regulations by means of regular audits at each of its facilities. The audit is conducted by internal audit and by an external service provider. It serves to identify and address potential infringements and to assess the presence and efficiency of our internal processes. Management must take the outcome of the audit seriously and must take swift remedial actions, whenever needed. Moreover, findings in the audit report must be used to continuously improve the overall working conditions at Greenyard. All employees are therefore expected to actively cooperate in a constructive and open spirit when being questioned during the audit process.

*Please consult our Supplier Code of Conduct.*





## About Greenyard

**Greenyard (Euronext Brussels: GREEN)** is a global market leader in fresh, frozen and prepared fruit and vegetables, flowers and plants. Counting Europe's leading retailers amongst its customer base, Greenyard offers efficient and sustainable solutions to customers and suppliers through best-in-class products, market leading innovation, operational excellence and outstanding service. Its vision is to make lives healthier by helping people enjoy fruit and vegetables at any moment, easy, fast and pleasurable, while fostering nature.

With around 8 600 employees operating in 21 countries worldwide, Greenyard identifies its people, and customer and supplier relationships, as the key assets which enable it to deliver goods and services worth around €5,1 billion per annum.

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[www.greenyard.group](http://www.greenyard.group)