

Review date: 11/6/2024



**WORKING CONDITIONS**



## INTRODUCTION

Sisterna is committed to providing a safe, healthy, and productive work environment for all employees. This policy outlines the working conditions expected to be maintained at all times to ensure the well-being and efficiency of our workforce.

With this policy we wish to ensure that all employees are treated with respect and dignity, and work in a safe, healthy, and fair environment, consistent with international labour standards.

The basis for the working conditions policy are the labour law and regulations and Sisterna's Code of Conduct. Our Code of Conduct sets out the standards that we will work to, our expectations of each other, and confirms everyone's responsibility to speak-up and report suspected or actual breaches of our policies.

Sincerely,

Two handwritten signatures in blue ink. The signature on the left is more stylized and dense, while the one on the right is more fluid and cursive.

Miranda Huppertz & Christel Wouters  
Managing Directors Sisterna BV

## **Safe working environment**

We are committed to ensuring all those who work for Sisterna are treated with dignity and respect whilst working for Sisterna, and acts of unfair treatment will not be tolerated. A safe working environment is also a working environment without intimidation. Nuisance, (sexual) intimidation, bullying and discrimination - in whatever way - will not be tolerated. There may be various situations in which an employee wants to discuss the work situation with someone. In the event of undesirable behavior such as aggression, sexual intimidation, discrimination and / or bullying in the workplace, employees can turn to a confidential advisor. If there is (or suspected) a violation, employees can hold the colleague or colleagues to account. In some situations it may be difficult to address the involved directly. In that case, it can be discussed with the manager.

## **Confidentiality**

The nature of each employees work entails obtaining knowledge of confidential communications and/or confidential information from employer, affiliates, sister companies, suppliers and clients. All activities are of a strictly confidential nature. The employee is obliged to observe strict confidentiality during and after the end of the assignment or work.

The employer is bound to confidentiality with regard to all that has become known to him about the personal circumstances of the employee of which he can reasonably suspect the confidential nature. This duty of confidentiality continues to exist even after termination of employment.

Violation of the duty of confidentiality leads to the dismissal of the employee. A penalty clause is included in the employment contract. The duty of confidentiality during and after termination of employment is included in the employment contract.

This is also stated in the working conditions of Sisterna.

## **Child labour**

No person shall be employed who is below the minimum legal age for employment. Minimum age is the age of completion of compulsory schooling, or not less than 15 years or not less than 14 years, in countries where educational facilities are insufficiently developed.

## **Forced labour**

Forced, bonded or compulsory labor shall not be used and employees shall be free to leave their employment after reasonable notice as required by applicable law or contract.

## **Fair & equal treatment**

Sisterna B.V. assesses the performance of employees and select candidates in an internal or external selection procedure in a transparent and fair manner. We look at a clear set of criteria consisting exclusively of attitude, behavior and professional competence. Factors such as religion, political opinion, race or sexual orientation are not taken into consideration. This way everyone gets equal and fair treatment.

## **Mental health and well-being**

At Sisterna we shall not request overtime on a regular basis and in consultation with employer it may be decided to compensate overtime work in free time. As long as overtime is not excessive and structural in nature, this is part of the normal performance of the position. As an employer we avoid placing unreasonable pressure on the employee and therefore will avoid overtime as much as possible.

We have invested in a digital tool designed to help our employees manage their well-being by promoting regular breaks, balanced work habits, and healthy ergonomic practices. It monitors work patterns, like time spent on the computer and posture, to provide personalized reminders for breaks and stretches, as well as tips to prevent strain or stress.

With this digital tool, employees are encouraged to focus on their physical and mental well-being, leading to a healthier, more productive workplace.

## **Freedom of association**

Sisterna suppliers must not interfere with the workers' rights to form and join unions or other associations and to negotiate collectively. Nor shall our suppliers discourage membership of unions, in accordance with the ILO conventions 87 and 98. If trade unions are not allowed in the area of operation, our suppliers shall provide for alternatives to allow employees to gather independently to discuss work-related matters and to present work-related concerns to management.

## **Diversity and Inclusivity**

Sisterna is dedicated to upholding the principle of equal opportunities and strongly opposes any form of unlawful or unfair discrimination based on race, color, nationality, ethnic background, gender, sexual orientation, marital status, employment status, age, unrelated criminal history, religion or religious beliefs, political views, or disability. Additionally, Sisterna places great importance on and values the diversity of its workforce. Every employee is ensured fair access to opportunities for training, career advancement, promotion, and compensation.

## **Sustainability**

Sisterna is committed to integrating full compliance with environmental regulations and environmental best practices into all its business activities. It accepts its environmental responsibilities and recognises its obligation to reduce the impact of business activities on the environment. Sisterna will achieve this through a policy of continuous improvement in environmental performance. This includes amongst others minimising the consumption of natural resources, preventing pollution, lowering emissions and reduction of waste, and developing effective waste management. Sisterna aims at establishing environmental objectives and targets, and measuring performance against these targets, and at the same time strives to raise awareness amongst its employees through education and training, thereby encouraging them to become more environmentally responsible. Each employee is responsible for his/her adherence to the principles of this environmental policy.

## **Sources**

- Risk Inventarisation and Evaluation
- Employment conditions handbook
- Homeworking policy
- Ergonomic working