

Code of Conduct for Procurement and Outsourcing Processes

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Introduction

Achmea employees involved in procurement and outsourcing processes are expected to act professionally, ethically and with integrity at all times. As such, Achmea has established a code of conduct for all employees who are or may be involved in a procurement or outsourcing process. Since interaction with and the conduct of Suppliers play an important part in procurement and outsourcing processes, the main points of the Code of Conduct are summarised below.

Quotes and transparency in the procurement process

The Code of Conduct is part of the Request for Information (RFI) and/or Request for Proposal (RFP) process, purchase agreement, assignment or outsourcing agreement between Achmea and Supplier. This is intended to ensure that Suppliers comply with the requirements of this Code of Conduct when interacting with Achmea employees.

Quotes from a Supplier and information about the contents of these quotes are never provided to another Supplier. This prevents Suppliers or prospective suppliers from receiving preferential treatment. Achmea treats all Suppliers involved in an RFI or RFP process equally. If one Supplier is given the opportunity to submit a revised offer, all other Suppliers are afforded the same opportunity. Achmea ensures that its procurement process is entirely transparent, from issuing the RFI and/or RFP to signing the contract.

(Potential) Suppliers are informed about the rules and procedures that apply throughout the process.

Personal benefit

Acceptance of personal benefit of any kind during the procurement process is in violation of this Code of Conduct. Anything a (potential) Supplier offers or promises an Achmea employee (and/or their family) qualifies as 'personal benefit'. Under no circumstances are Achmea employees permitted to accept personal benefits of any kind from (potential) Suppliers who have submitted an offer. Suppliers who offer Achmea employees personal benefits will be eliminated from the procurement process. Employees who have received personal benefit from (a) (potential) Supplier(s) prior to the procurement process must note this on the Declaration of Interest Form.

Contact with suppliers

To prevent any appearance of a conflict of interest, employees must be open about and inform their manager and the client of the procurement or outsourcing process of any personal relationships and personal activities related to a procurement or outsourcing process and the Supplier concerned. Employees' private residential addresses are never disclosed to Supplier.

Achmea General Code of Conduct

All Achmea employees are required to comply with the Achmea General Code of Conduct (AGCC), which outlines the main rules that apply when working for Achmea.

These rules address issues such as:

- Dealing with each other
- Dealing with company information and resources
- Confidential cooperation
- Dealing with conflicts of interest
- Dealing with incidents
- Dealing with complaints

The Achmea General Code of Conduct can be found [here](#).

In closing

If this Code of Conduct does not provide for a situation that an employee faces, they should discuss the matter with their supervisor.

A Supplier who believes that Achmea is in violation of this Code of Conduct can report the matter by email: ips.incident.melden@achmea.nl.

If Achmea suspects that an employee, Supplier or prospective Supplier is in violation of the Code of Conduct, it may launch an investigation. Achmea requires its Suppliers to comply with this Code of Conduct.