

ISO20400 Code of Conduct Delft Metal



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Owner: QHSE
Approved: Kees Vermeulen (CEO)

Introduction

Delft Metal adheres to the principles of ISO 20400, an international standard providing guidance on sustainable procurement. This standard reflects our commitment to sustainability, ethical business practices, respect for human rights and environmental protection.

Code of Conduct

1. Ethical and transparent business practices

- We conduct all our business activities with integrity and transparency.
- We promote fair working conditions both within our own organisation and throughout the supply chain.
- Corruption, bribery, conflicts of interest and fraud are not tolerated.
- We strive for transparency in pricing, product information and the origin of materials.

2. Respect for human rights

- The supplier shall respect human rights as established in international agreements, including the Universal Declaration of Human Rights (Amnesty, 2024). Both the supplier and its own suppliers shall uphold these human rights.
- The supplier shall ensure that labour practices at all levels of the supply chain comply with ethical standards.

3. Environmental responsibility

- The supplier shall strive to minimise adverse environmental impacts, including pollution, waste generation and CO₂ emissions.
- The supplier shall use sustainable raw materials wherever possible.
- Environmental impacts shall be continuously monitored and improved upon, for example through energy conservation, circular design and material reuse.
- Throughout the entire life cycle of products and services, the supplier shall strive to minimise social, environmental and economic impacts.

4. Social impact and local community engagement

- The supplier shall contribute to the social development of the communities in which it operates.
- Wherever possible, local businesses, employees and initiatives shall be involved in the supplier's activities.

5. Quality and continuous improvement

- Products and services shall comply with the agreed quality standards.
- The supplier shall actively pursue innovation, quality improvement and sustainability within its processes.
- Errors and nonconformities shall be reported and corrected in a timely manner.

6. Sustainable procurement and supplier management

- Suppliers are encouraged to adopt sustainable procurement practices. Furthermore, suppliers shall identify the origins of their principal raw materials and assess their sustainability.
- Direct suppliers are expected to communicate this Code of Conduct, or an equivalent standard, to their own suppliers.

7. Monitoring and compliance

- Delft Metal reserves the right to conduct audits or assessments to verify compliance with this Code of Conduct.
- In the event of noncompliance, corrective actions may be agreed upon.
- If a supplier persistently and knowingly violates this Code of Conduct, this may ultimately result in the termination of the business relationship.
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By accepting this Code of Conduct, the supplier acknowledges its role and responsibilities within the supply chain and commits to actively contributing to sustainable development.

Acknowledgement and Signature

Company name:

Name of signatory:

Date:

Signature: