



## **Introduction**

Heineken (Heineken N.V. and its affiliated companies) is committed to making a positive contribution to society through its global operations.

We expect all our suppliers to help us to fulfil this commitment by actively supporting and respecting our values and principles in their own business practice<sup>1</sup>.

The Supplier Code applies to all suppliers from whom Heineken purchases and outlines those key elements that we deem to be the most relevant for our suppliers.

## **Integrity and Business Conduct**

Heineken considers integrity and reliability in relationships with all stakeholders as essential preconditions for sustainable business. Our key elements to integrity and business conduct are:

1. To support an open, fair and competitive business environment.
2. To comply with all relevant applicable laws and regulations.
3. All business, commercial and financial information regarding Heineken and its commercial partners must be treated as confidential and should not be disclosed to third parties.
4. Conflicts of interest will not be allowed to affect the good operation of our business.
5. Gifts and inducements to influence business or other decisions are not acceptable.

## **Human Rights**

Heineken endorses the values enshrined within the Universal Declaration of Human Rights and the Core Conventions of the International Labour Organization based on respect for the dignity of the individual without distinction of kind. Our key elements to human rights are:

6. Working conditions should allow for safe working practices and support the occupational health of employees.
7. Employees should be treated fairly in relation to reasonable working hours, periodic leave and remuneration for work performed.
8. To make allowance for negotiations leading to collective agreements.
9. People are employed based on the principle of equal opportunity, without distinction to race, colour, gender, religion, affiliation or origin.
10. Not to use or participate in child, forced or bonded labour, and specifically there will be compliance with the relevant standards of the International Labour Organization.

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<sup>1</sup> The full text of Heineken's Values & Principles can be found at [www.heinekeninternational.com](http://www.heinekeninternational.com).



### **Environment**

Heineken strives to treat the environment with due care and to comply with environmental and other legislation applicable to its operations in a geographical location. Our key elements to environmental care are:

11. Production and supply chain processes have been designed to make an efficient use of available resources and to minimise the environmental impact.
12. Promotion by our suppliers of greater environmental responsibility and promotion of the development and diffusion of environmental friendly technologies.

### **Communication, Monitoring**

Heineken expects its suppliers to assist Heineken to fulfil the aforementioned key elements by incorporating them in their own business practice and our suppliers shall take all necessary steps to ensure that the key elements of the Supplier Code are communicated to their employees and they shall take all appropriate steps to ensure that their own suppliers live by the key elements of the Supplier Code and Heineken will monitor the performance of its supplier in this respect

### **Compliance**

Heineken expects its suppliers to adhere to and to live by the key elements of the Supplier Code and Heineken will monitor the performance of its suppliers in this respect.

Heineken prefers a continuous improvement approach with its suppliers to achieve compliance to the key elements of the Supplier Code. If cases of non-compliance are found, Heineken and its suppliers will develop ways and means to correct the non-compliance, provided Heineken receives the commitment from the supplier to correct the non-compliance within due time.

If there is no commitment or lack of corrective measures, such may result in Heineken ceasing to do business and as a final resort terminating the contract.

Amsterdam 8 July 2010.