

POLICY STATEMENT

The Board of Directors of Arcus prioritises dynamic business operations, safety & the environment and good employment practices. We are convinced that our desire to excel in these areas contributes to establishing a leading position in the market, ensures the continuity of our business and forms the basis for achieving a healthy profit. As a specialist in stainless steel and carbon steel pipes and components for industrial use, we aim to excel in delivering optimal customer value and interact with our customers in an honest and transparent manner. The fulfilment of agreements and promises forms the basis establishing a long-term relationship with customers, suppliers and employees. The Board of Directors is responsible for properly communicating, enforcing and continuously safeguarding the ISO 9001:2015 certified quality policy.

Dynamic business operations

Arcus endeavours to achieve its company goals on as high a quality level as possible and to continuously improve its business operations. The company policy is aimed at optimal performance and continuity. To achieve and maintain the desired quality level, self-organisation is required. Arcus employees are fully aware of how they contribute to achieving the company goals. The dynamics of the business operations are translated into the identification of and willingness to seize opportunities, anticipating quickly, enthusiasm and effort.

Safety & the environment

Health and safety are top priorities at Arcus. To ensure the safety of staff, buyers and other stakeholders, both internal and external, safe working methods are in place at the various sites. Shipments are packed properly, cranes and tools are secured and inspected annually and users undergo appropriate training. Warehouse employees wear work clothing and safety shoes and have access to hearing protection and helmets when needed. All employees are familiar with the necessary procedures in the event of an emergency. In spite of all preventative measures taken, incidents can occur and are registered and used to fine-tune the safety policy.

The environmental policy is an important part of the overall company policy. Most of the materials supplied by Arcus are 100% and endlessly recyclable. This contributes to a circular economy. To reduce the impact on the environment as much as possible, the company uses water and energy efficiently. Products are packaged in a safe and eco-friendly manner and, if possible, waste is recycled. The impact on the immediate surroundings of the various sites is minimal. The grounds and buildings are maintained at all times and in an environmentally friendly manner. As regards the viability, safety and quality of public spaces, Arcus seeks out partnerships with neighbouring companies, enforcers and emergency services. Arcus encourages the use of fully electric cars and premium fuels and the company lorries are fitted with Euro 6 engines.

Arcus's purchasing policy is also sustainably oriented and based on OESO guidelines. Both during the selection process and purchasing process, terms and conditions that promote good working conditions, human rights and minimum environmental impact are incorporated into agreements. Supplier audits focus not only on material quality and organisation, but also on socially responsible business practices by manufacturers. The Arcus Board of Directors refuses to conduct business with companies that use child or forced labour.

Good employment practices

The Board of Directors is of the opinion that a global organisation with an excellent network can be expected to focus on aspects other than simply pursuing a profit motive. Arcus strives to achieve a good balance between People, Profit and Planet and is fully aware of its social role. Arcus wants to interact with the local community and this is expressed by, among other things,

contributing to various social projects oriented towards improving quality of life. These efforts vary from sponsoring sports associations to the local hospice. Arcus also supports a variety of charities, including: Kika, UNICEF, Cliniclowns, Stichting Drugsinformatie en Preventie voor Jongeren (Drug information and youth prevention organisation), Vrienden van Sophia (Sophia's Friends) and the Dutch Cancer Society.

Arcus promises fair trade practices and has implemented a socially responsible marketing policy. To avoid a conflict of interest, the 'four eyes principle' is used. Personal and company data are secured, confidential data protected and archives destroyed.

The organisation depends strongly on its staff, their skills, expertise, efforts and quality awareness. Arcus aims to be a company where people enjoy coming to work now and in future as well. Employees are given the opportunity to develop their skills and initiatives. The goal is to serve customers with employees who are committed and intrinsically motivated. The company employment conditions exceed the requirements of the collective labour agreement. Arcus strives to create a situation in which employees have a healthy work-life balance. The Board of Directors facilitates flexible working hours, part-time work and leave arrangements as much as possible. To reduce absenteeism due to illness and to promote the vitality of employees, health-based management has been implemented and smoking is discouraged. To promote the well-being of staff, a gym is available to employees free of charge. Arcus facilitates professional support and health checks, and encourages its employees to be physically active. Employees are often assessed based on their individual performance in order to help them achieve further personal growth and ensure that the work remains attractive, appropriate and challenging. Adapted work is offered to senior employees approaching the end of their career. Wherever possible, skills and competency training takes place in house and is given by company staff. Arcus prefers internal hiring when recruiting for management positions. The Board of Directors pursues a zero tolerance policy, both internally and externally, with regard to discrimination, sexual harassment and bullying. Career opportunities and remuneration structures do not distinguish between gender or origin.

The Board of Directors has the authority and responsibility to maintain policy and ensure its implementation and continuous effectiveness.

Board of Directors
Arcus Holding BV