

How we do it at Aliander

Code of Conduct



allliander

Contact information

For general enquiries and questions:

Contact your supervisor and the HR Business Partner of your business unit.

Loss or theft of or unauthorised access to company information and information carriers:

Discuss this with your supervisor or HR Business Partner and report the matter immediately to the IT Service Desk (12 345).

Data leaks, the loss of personal data relating to customers, staff and suppliers:

Discuss this with your supervisor or HR Business Partner and immediately report the matter to the [Alliander Data Leak Reporting Point](#)

Unsafe and/or unhealthy situations, (near) accidents and environmental incidents:

Report the matter to your supervisor or Safety, Environment and Quality (SEQ) Business Partner; create a report together in the ABS incident reporting system.

Undesirable conduct at work:

Contact your supervisor or HR Business Partner, one of Alliander's confidential advisers or the Undesirable Conduct Committee.

Domestic violence or violence by customers:

Contact your supervisor, a confidential adviser or the occupational health and safety service via medischsecretariaat@dearbodienst.nl.

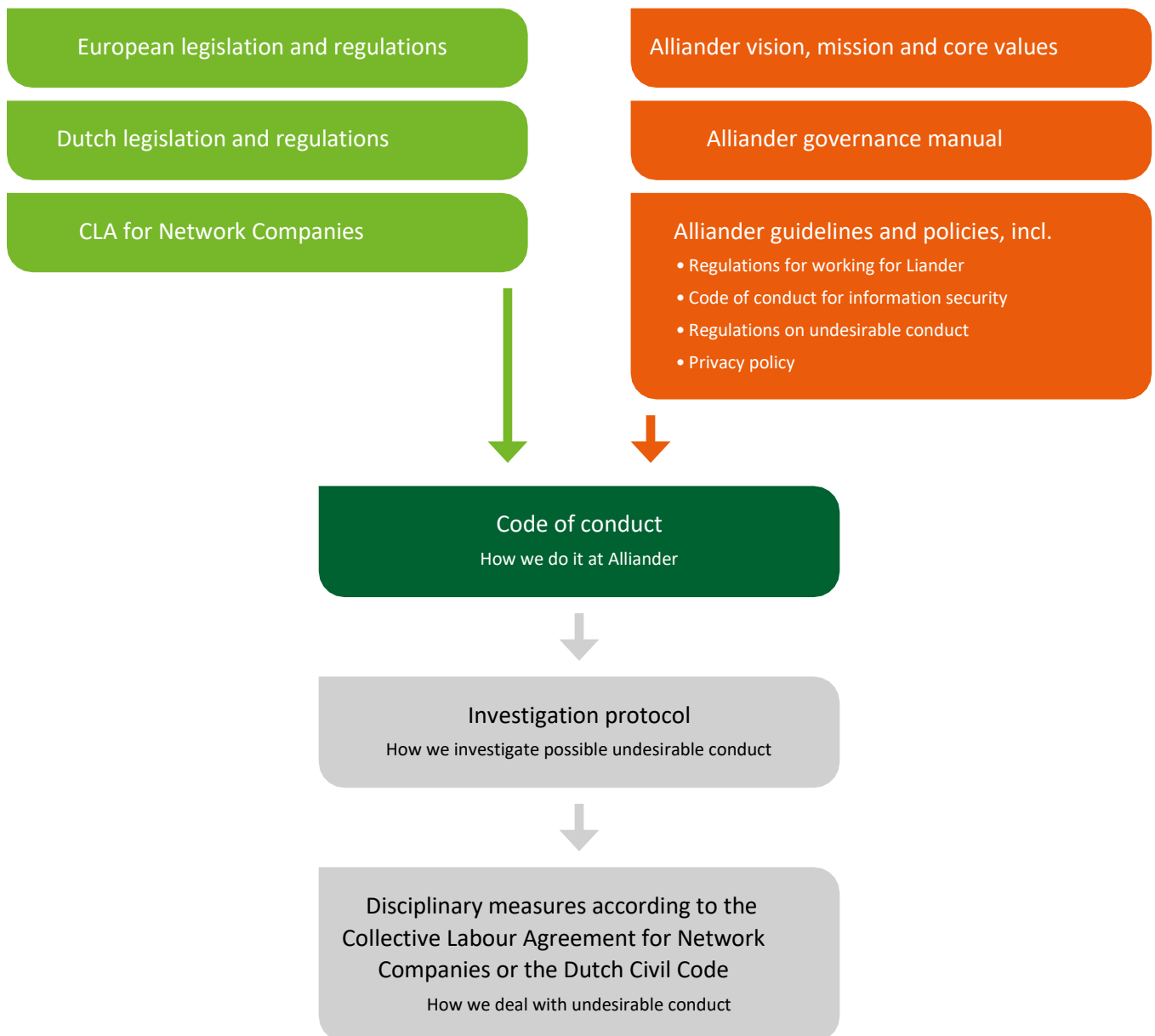
Aggression or intimidation can also be reported in the Alliander Management System (AMS). For information and help, contact the Aggression Desk.

If fraud or other undesirable behaviour is detected:

Contact Alliander's fraud reporting point via your supervisor or HR Business Partner. You can also do so anonymously, see the [Whistleblowing Regulations](#).

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Together, we are Alliander

Foreword

Alliander has the social mission to keep energy for everyone reliable, affordable and accessible. We make sure that lights come on, houses are warm and businesses are able to run. This not only involves good service and products, but also how we work and deal with each other.

Rules *and* common sense

As colleagues, we ensure that we are open, honest and respectful with each other. We invest our energy not only in achieving concrete results, but also in shaping how we carry out our work together. 'Common sense' is always central to these efforts. We treat our colleagues, customers and business contacts as we would like to be treated ourselves.

We naturally adhere to the rules that are laid down by the government and are applicable to Alliander. In addition, we have drawn up supplementary guidelines to clarify what we expect of every employee. Not to force you into a straitjacket, but to make it clear how we do our work within Alliander. Hence this code of conduct, 'How we do it at Alliander'.

Rules and practice

The Alliander Code of Conduct formally specifies how we deal with business partners, commercial and personal interests, company property, company information and safety, as well as how we behave towards each other within Alliander. We illustrate these rules using practical examples, to provide you with clear guidance on how we do business.

Working together to create a safe working environment

The rules laid down in the Code of Conduct are not optional – they are there to be followed. You can tackle your colleagues about any issues and your colleagues can do the same to you. This is how we can protect our customers and partners, Alliander's reputation and each other. Together, we can ensure a safe and pleasant working environment and that we work as 1Alliander. If you have any questions about 'How we do it at Alliander', please contact your HR Business Partner.

Kind regards,

April 2024
On behalf of Alliander's Board of Directors

Maarten Otto
Marlies Visser
Walter Bien
Daan Schut





1. Dealing with each other

A good working atmosphere is very important. As colleagues, we can ensure this together by being open, honest and respectful in our dealings with each other. 'Common sense' is central to these efforts. We treat our colleagues, customers and business contacts as we would like to be treated ourselves. We help each other if necessary. Undesirable conduct can be reported to supervisors, HR Business Partners and confidential advisers. However, we also tackle each other about behaviour that cannot be tolerated, based on trust ('you're okay and I'm okay'). We work together to create our atmosphere and our working environment.

Alcohol and drugs are taboo at work. This also applies before and after work, if their use could affect the performance of your work.





In practice

One of my colleagues is constantly being bullied by my immediate colleagues. My supervisor can also see this, but isn't doing anything about it.

What should I do?

Speak to your colleagues about this yourself. Also discuss your concerns with your supervisor or HR Business Partner. If this does not help, report the harassment to one of Alliander's confidential advisers. You can find the names and phone numbers on the [intranet](#). The confidential adviser is trained to deal with bullying at work and has relevant experience. You can be sure that the confidential adviser will handle your report with the utmost care and confidentiality.

I have been given permission to organise a celebratory meeting to round off a successful project. External guests will also be present. Am I allowed to have alcoholic drinks served at this event?

No, safety is deeply rooted in our corporate culture. The zero tolerance policy with regard to alcohol applies not only during working hours, but also to activities directly related to work.

A colleague is leaving Alliander after working here for 40 years. Can alcoholic beverages be served and consumed during the farewell reception?

Yes. For situations outside working hours, Alliander takes the position that the use of alcohol on special occasions is permitted on the basis of personal responsibility.

During after-work drinks, I see a colleague drinking heavily. Should I say something about this?

You can speak to your colleague about his alcohol consumption. If your colleague has really had too much to drink, help him and make sure he gets home safely.

Recently, I was threatened by a customer during my work. I feel less safe in my work than before, what should I do now?

Alliander does not accept any mental or physical violence towards its employees. You can find all the information about this topic in the [Aggression Desk](#). It is important for you to share your experiences with your supervisor or HR Business Partner, and not to continue to keep the problem to yourself. If you would prefer to talk to someone else about it, you can always contact the occupational health and safety service via medischsecretariaat@dearbodienst.nl, or a confidential adviser. When making a statement to the police, your supervisor or HR Business Partner can offer you support.

Things haven't been going well for my colleague for a while. Today she had a black eye, which she said was caused by an accident. I think that she was hit at home. What can I do?

(Domestic) violence can unfortunately occur in relationships. If you have reasons to suspect that your colleague is facing this issue, it's important to bring it up for discussion. How you raise your concerns depends on the situation. Do not impose yourself on your colleague, but first discuss your dilemma with your supervisor, HR Business Partner or Alliander's confidential adviser. Together, you can discuss the best course of action in this situation.

See also: <https://www.ikvermoedhuiselijkgeweld.nl/>.

A colleague has been making inappropriate proposals via the app. I know that he does the same thing to other people, but they don't have a problem with it. I do. How should I resolve this?

In the first place, make it clear to your colleague that their behaviour does not serve you. If this does not work, or if the behaviour does not stop, contact your supervisor, HR Business partner or a confidential adviser. If the behaviour is bothering you and it does not stop, you can file a complaint with the [Undesirable Conduct Committee](#).

In the worst case, e.g. if you are afraid of revenge, you can also do so anonymously. Your name will only be known to the Committee and will not be released at any time.





Rules

1.1 Decency and respect

As employees, Alliander insists that we act honestly and with integrity. Acting with integrity means that we adhere to the written *and* unwritten standards associated with our position. Written standards can be found in this code of conduct, the employment agreement, company regulations and Dutch legislation, among other places. Employees must be familiar with these standards and in their actions, they will observe rules of decency that are based on 'common sense', whereby the interests of the team outweigh their own interests.

We also strive to work respectfully with each other, at whatever level and in whatever position. We listen to each other, express our opinions honestly and in a well-founded manner, and give other people the scope and opportunity to hold their own views and ideas. We treat each other the way we would like to be treated ourselves. We take a professional attitude towards customers, business partners and other external parties and are aware of the way in which we express ourselves to them verbally, in writing and also in our choice of clothing.

1.2 Undesirable conduct

We refrain from any form of undesirable conduct. Undesirable conduct includes any form of behaviour in which the personal integrity of the other person is compromised verbally, physically or non-verbally. Examples include bullying, discrimination, sexual harassment, racism, aggression and (verbal) violence. Establishing authority and/or popularity at the expense of others is out of the question within Alliander. We can use our [Complaints Procedure](#) to report undesirable conduct.

1.3 Alcohol and drugs

You are not permitted to use alcohol or drugs (or other intoxicants such as drugs that affect your ability to drive or react) during working hours. Consult with your supervisor if you must use these kinds of medications on the prescription of a doctor and if this may affect your own safety or that of others in your immediate vicinity. Working hours are understood to mean all usual working hours, including stand-by and on-call services.

In addition, the use of alcohol or drugs before or after work is not permitted if this affects the work. Finally, the use of alcohol is not permitted in situations in which we are representing the organisation. An example would be participating in conferences on behalf of Alliander or representing Alliander in our company clothing. If you find that you need help with the excessive use of alcohol or drugs, contact your supervisor. Alliander can help you. For more information, consult the [intranet](#).

1.4 Smoking

You are not permitted to smoke in and around the Alliander buildings other than in the designated places. Nor are you permitted to smoke in company or lease cars and in the company's cars, vans or minibuses. It goes without saying that smoking in or in the vicinity of a workplace, where this could pose an immediate danger, is strictly prohibited.

1.5 Romantic relationships in the workplace

Alliander does not have any problem with a relationship between colleagues as long as the relationship does not have any adverse consequences for the work and the relationships with colleagues and/or business partners. We also wish to avoid Alliander's reputation and independence being compromised.

We therefore assume that you will be honest and open about your relationship and will report it to your supervisor. With due care, we can then investigate whether the relationship will have adverse consequences. An example would be a relationship between an employee and a (direct) supervisor. In this case, we will discuss a solution together.



2. Dealing with safety, health and the environment

Everyone home safely! Because we care about each other. This is Alliander's safety ambition for our colleagues, customers and environment, as well as the partners with whom we work. Safety is firmly embedded in our way of thinking and the things we do and don't do. It is the glasses through which we look at our work. Always, without exception! This is how we take responsibility for working safely. Our aim is zero accidents. We do this together, and on an equal footing with our partners.

Working in the energy sector involves safety and health risks to which we are exposed on a daily basis. Safe, healthy and environmentally responsible working therefore not only remains Alliander's ambition; it is something that we put into practice together. Safety, health and the environment are preconditions for the daily work of all Alliander colleagues. At Alliander, we expect everyone to be aware of this, to comply with the agreements made and to adhere to the Life Saving Rules (LSR) at all times.

For example, our installations and networks are well maintained and we invest in training for our employees. It is also important for us to measure our safety, health and environmental performance, continue to discuss issues and continuously act in a solution-oriented manner in order to continuously learn and improve. This takes place in active cooperation with colleagues within the Alliander value chains, cooperation partners and other Alliander stakeholders.

Safe behaviour

At Alliander, all our colleagues are the building blocks of the organisation and we work together to build a culture with a proactive approach to safety. This culture becomes visible in our behaviour, e.g. by discussing safety dilemmas, acknowledging behaviour that contributes to safety and bringing your own knowledge and skills to the right level and keeping them up to date.

Managers set a good example here, and all Alliander employees take their own responsibility for this.

We continuously improve the safety of both ourselves and others by agreeing the following with each other:

I work safely:

1. I discuss, value and encourage safety and safety behaviour and share good examples and areas for improvement.
Examples include discussing safety with internal and external stakeholders, giving compliments in the face of desired safety behaviour, showing exemplary behaviour and structurally sharing lessons learned and areas for improvement.
2. I ensure sufficient knowledge and skills to be able to work safely and I adhere to the safety rules.
Examples include coordinating safety aspects with the main contractors, involving employees in determining changes to the required knowledge and skills and complying with safety rules, including the Life Saving Rules.
3. I take action to prevent or eliminate a dangerous or risky situation.
Examples include selecting and assessing contractors on the basis of their safety behaviour, jointly weighing up risks if an assignment is changed and taking measures on the basis of (incident) analyses.

These behaviours are further implemented in the teams. If you have any doubts or questions, talk to your supervisor and/or your consultant from the Safety, Environment and Quality (SEQ) department.





The Life Saving Rules



Rule 1:
Be aware of and follow the safety rules and tasks.

To ensure your safety and that of the people around you, the safety rules and tasks explain what is expected of you.

What does this LSR rule mean for me in practice?

I ensure that the safety rules are complied with during the preparation of work and that technicians can comply with them during the execution. I am aware of and understand the safety rules that apply and I comply with them.

I only accept an assignment if I know the safety rule and can comply with it. I will not start if there are ambiguities and deviations.



Rule 2:
Use approved PPE and tools

By using approved personal protective equipment (PPE) and tools, you can prevent the risk of exposure to electricity, pressure, toxic substances, toxic gases, chemicals, hot liquids, radiation and falling objects, as well as the risk of falling from height.

What does this LSR rule mean for me in practice?

Alliander has the responsibility to make approved tools and PPE available to all employees. All employees are expected to use the provided, approved tools and PPE at the right times and in the right way.



Rule 3:
Do not use social media while driving.

Using social media while driving directly influences your driving and increases the risk of accidents.

What does this LSR rule mean for me in practice?

We do not use social media when driving a vehicle. If you get a call while driving, find a safe place to conduct the call.



Rule 4:
Always start with a last-minute risk assessment (LMRA).

Failure to identify risks in the workplace and take adequate measures can lead to unsafe situations for you and those around you.

What does this LSR rule mean for me in practice?

When starting all activities (at the beginning of the day and after breaks) and/or in the face of changed circumstances, you must first assess whether the work can be carried out safely.

This applies both on location and in the office.



Rule 5:
Stay outside the danger zone.

If you are working in the electricity or gas danger zone, there is a risk of electrocution, electric arcs, explosions, ignition or asphyxiation.

What does this LSR rule mean for me in practice?

We recognise our relevant danger zones, stay out of them. If it is still necessary to enter the danger zone for your work, consult with your supervisor or work manager beforehand.



Rule 6:
Only work on equipment and installations that have been made safe

Working on equipment and installations that have been made safe prevents the risk of exposure to dangers including electricity, pressure, toxic gases and mechanical hazards.

What does this LSR rule mean for me in practice?

I only work on equipment and installations if I am sure that they are safe. If in doubt, I will not start the work but will consult with my supervisor or work manager.



Rule 7:
Create a safe work area.

While you are working, situations can arise that could put the people who are present and/or any bystanders at risk. You can prevent these risks by using an appropriate safety cordon.

What does this LSR rule mean for me in practice?

I assess the risks that may occur during the work, install the right safety cordons and thereby mark out the unsafe area to ensure that there is no risk to myself and the environment. I check regularly that the safety cordon is still intact.



Rule 8:
Use fall protection when working at height.

If you work at height without protection, there is a risk that you could fall.

What does this LSR rule mean for me in practice?

I assess in advance whether there is a risk of falling when carrying out the work. I always use the right materials and tools to prevent fall hazards.



Rule 9:
Never go beneath a suspended load.

Working or walking under a suspended load is unsafe. The load could fall.

What does this LSR rule mean for me in practice?

I recognise the risks of falling objects when working with cranes and/or aerial work platforms. As a result, I always stay at a safe distance and respect the safety cordon.



Rule 10:
Make sure you are fit and alert.

If you are not fit and alert, you are less capable of carrying out your work safely.

What does this LSR rule mean for me in practice?

I take responsibility for being fit to work at all times. I inform my supervisor or works manager as soon as possible in the event of physical or mental issues that affect my ability to carry out the work safely. I take action if I have any doubts about the mental or physical condition of a colleague.

[For more information, consult the intranet](#)



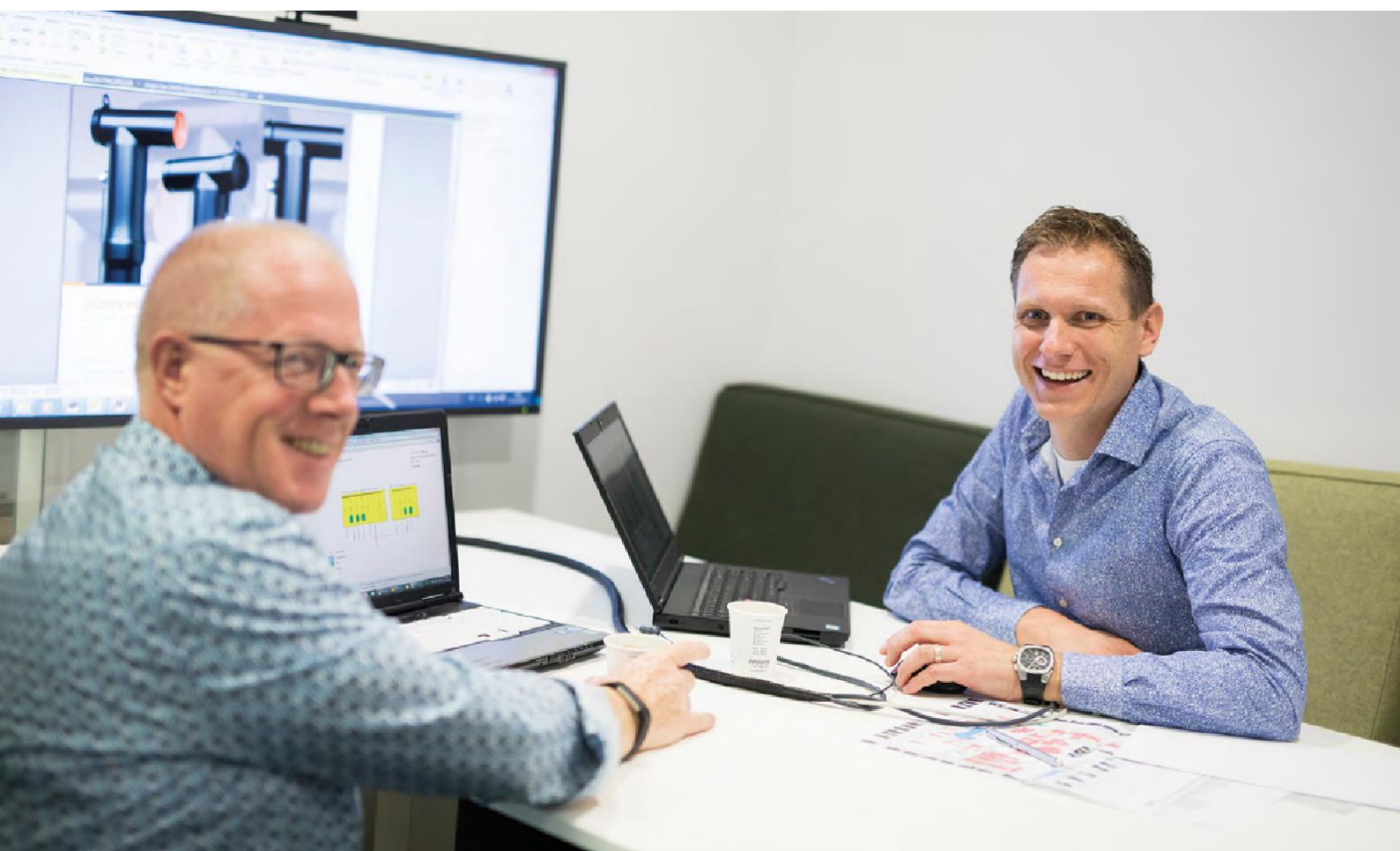


3. Dealing with business partners and balancing business and personal interests

Alliander does business in a fair manner. We ensure that we remain independent in our work. We therefore do not engage in bribery or kickbacks and are reticent when it comes to giving and receiving business gifts. But what does 'reticent' mean exactly? When should you refuse a gift and when can you accept it? In any case, always consult with your supervisor or HR Business Partner and consult the [Gifts and Invitations Regulations](#).

We never engage suppliers or business partners to circumvent our own guidelines. We encourage these business partners to behave in a socially responsible manner. After all, Alliander also wishes to be seen as a socially responsible partner.

We never take our private interests into account in business contacts. This could affect our independence and integrity. As employees, we are always aware that we represent Alliander. Together, we form Alliander's business card and this requires an honest, presentable and reliable appearance and attitude.





In practice

The company of a friend of mine would be a good supplier for Alliander. Can I request a quotation or give them a trial assignment?

No, suppliers are selected by the Purchasing department. You can always pass on suggestions for good new suppliers to your colleagues in the Purchasing department.

Can I accept the annual Christmas and New Year gifts?

You may accept gifts as long as it seems that the giver is not trying to affect your independence. You also need to take the value and nature of the gift into account. Gifts with a monetary value of up to €50 can be accepted. If you are given a gift with a monetary value between €50 and €250, please report this to your supervisor. Gifts with a value of more than €250 may not be accepted. These kinds of gifts create the appearance of a conflict of interests. If you are not accepting a gift, be sure to thank the giver in a friendly way and immediately return the gift.

A supplier of (technical) materials who has been working with Alliander for a number of years invites me to a concert at the Gelredome. Am I allowed to go to this concert?

It is important for you to inform your supervisor of this. This is because with Alliander, accepting (business) gifts during purchasing negotiations is not permitted. The value of the (business) gift is also important. If there are no current purchasing negotiations with the relevant supplier and the value of the concert ticket is less than 50 euros, you are permitted to accept the invitation. If the value is between 50 and 250 euros, you and your supervisor will decide on the wisest course of action: e.g. accepting it, thanking them or raffling it off in the department. Please note that you are never permitted to accept (business) gifts with a value greater than 250 euros.

On the intranet, I saw that I can book a holiday at Center Parcs at a discount. As part of my job, I have regular business contact with Center Parcs.

Can I use this discount?

Yes, you can do so because the offer applies to all Alliander employees. This means you will not feel obliged to give something back to your contact person at Center Parcs.

Your cousin opens a restaurant and asks you to work in the kitchen for a few months in the evening. After your work at Alliander, you go to the restaurant. Your working hours end after midnight. Is this allowed?

Ancillary activities must be discussed with your supervisor and HR Business Partner. In this case, the (temporary) job in the restaurant could be refused because you need to be back in the office fit and early in the morning. Sufficient sleep is required in order to perform your work at Alliander properly.





Rules

3.1 Dealing with business partners

3.1.1 General

Abusing Alliander's market power in negotiations with business partners in the context of the performance of your duties is not permitted.

3.1.2 Offering gifts

Alliander has a package of promotional gifts that employees can use, only in consultation with your supervisor. It is also possible to offer a business partner gifts or other courtesies outside of the package, but always with the supervisor's permission.

3.1.3 Receiving gifts

We ensure that we remain independent in our work. We therefore do not engage in bribery or kickbacks and are reticent when it comes to giving and receiving business gifts. This allows us to avoid the appearance of conflicts of interest. By bribery, we mean being offered or promised something or receiving something with the aim of being influenced in the execution of our tasks. The gift or invitation must be demonstrably relevant to Alliander and/or your position at Alliander.

- Gifts that you may never accept include: airline tickets, travel and/or accommodation expenses abroad, money or its equivalent (e.g. vouchers), gifts and invitations offered at the employee's private address, gifts with a value of more than €250, a gift or invitation (regardless of their value) if the purpose of offering them is (possibly) to induce the employee to do or refrain from doing something in his work. Please note: gifts and invitations that are not accepted must be refused, cancelled or returned in a timely and appropriate manner.
- Gifts that require approval from your supervisor include: admission tickets to events, free access to conferences, seminars and courses, and gifts with an estimated value between €50 and €250.

- Gifts that you can accept without notice include: small gifts that do not exceed a value of €50 and lunches and dinners offered by a business relation and that take place in a business atmosphere.

3.2 Business and personal interests

In external business contacts, we always act independently and professionally with the interests of Alliander in mind. We ensure that any semblance of impairment of this independence and professionalism is avoided. The use of business relationships for personal interests is not permitted. We refrain from private transactions with relations of Alliander if this could create the appearance of unauthorised influence. We do not act on the basis of inside information. You must organise your work in such a way that the entanglement of business and personal interests cannot occur. If in doubt, always discuss the situation with your supervisor.

3.3 Representing Alliander

We are aware of the fact that we represent Alliander in many ways and take this into account in the way we present ourselves. This means that we are professional; in what we say, how we behave and how we look, including your choice of clothing. We also adhere to the applicable Procurement and Mandating regulations so that the power of representation to third parties is correctly represented.

3.4 Ancillary positions

If you wish to do other paid work alongside your work at Alliander, you must report this to your manager in writing. Ancillary positions are permitted in principle, unless they have a negative impact on the execution of your work and/or compete with Alliander and/or are detrimental to the company's interests or reputation. For more information, consult the [intranet](#).

3.5 Competition regulations

Alliander may not abuse its position as one of the largest network companies. In addition, engaging in activities that prevent, restrict or distort competition is not permitted. This is supervised by the European Commission and the Netherlands Authority for Consumers and Markets. Breaches of competition law must be avoided. We are aware of the 'Competition Law Regulations' memorandum.



4. Dealing with information

We handle information and details that we use as an organisation with care and integrity. This means that the details we provide on the basis of our own position must be reliable. It also means that we treat information from colleagues or third parties as confidential. For example, customer and personnel data must not end up in the public domain.

We use any information advantage on the basis of our work in a correct manner. Information will never be misused, either for business or private purposes. Under no circumstances whatsoever do we change (customer) data relating to ourselves, family, friends and acquaintances. Contact with the media must only take place in consultation with colleagues from the Spokesperson's Office. This allows us to keep the information provided by Alliander clear and unambiguous.

Due to the special position that Liander occupies as a grid operator, we are bound by strict legal rules. For example, we do not share any information about customers and the nature of our work with people for whom this information is not intended.

Being responsible for providing information with integrity and due care also means that we must report the loss or destruction of company information or information carriers, such as USB sticks or laptops. Misconduct or possible misconduct must be reported immediately.





In practice

At a birthday party, an acquaintance asks about my work with interest. But I'm not sure exactly which information is sensitive or not.

The information you can give about Alliander differs from person to person, because everyone works in a different place and will provide information based on their own context. But in general, you can provide information about what we do and how we organise our company. Information about customers, purchase prices, market strategies and all other confidential company information that you know or could reasonably be expected to know is confidential may never be disclosed to third parties. It is important to always be aware of who you are talking to and why this person is requesting the information.

I received a USB stick from a contact. Can I use it?

To ensure the security of our systems and information, we ask you not to accept (free) USB sticks as they may have been provided with malicious intent. For example, it is possible to remotely download confidential company information via software that is placed on a USB stick.

Can I change the customer details of family or friends?

No, this is strictly prohibited. Nor are you permitted to change a colleague's details at their request. Any form of possible conflict of interests must be avoided.

Can I always use my digital signature when sending a letter or email?

When you send a letter, mailing or email on the basis of your position, you may use your digital signature. Always be aware that you are communicating from Alliander, Liander, Qirion or another business unit, even if it is an internal message. This means that the content of the letter or email must be careful, neat and reliable. Using a colleague's digital signature is not permitted. If you send a mailing with your supervisor's digital signature, you must be able to provide his or her consent.

Can I report on my own social media that I work for Alliander?

You can naturally say where you work, but always stay alert to what you post. Do not post any information on social media that





Rules

could be traced back to Alliander, its customers or suppliers. In addition, you may not share dissatisfaction online. This should be shared with your manager or HR Business Partner.

I know that my colleague regularly takes Alliander's residual materials, such as pieces of copper, home with him. What should I do?

Residual materials are the property of Alliander and may not be removed under any circumstances. Tackle your colleague about this behaviour. If you notice that he is not open to improvement, report the matter to your supervisor, HR Business Partner or Alliander's Fraud Reporting Point.

I am working as an engineer on a major fault and a bystander asks what is going on. Am I allowed to answer this question?

Never give substantive comments about the nature or cause of the fault. Alliander employs spokespersons for this purpose. Also be aware of bystanders when talking to a colleague on location. Without realising it, bystanders can misinterpret or misuse information. So be careful and, if necessary, find a quiet place to consult with your colleagues.

I lost a USB stick during my train journey. This stick contains a list of personal data of Alliander employees. What should I do?

Alliander employees are expected to handle personal data relating to employees, customers, suppliers, visitors and third parties with care. Examples of personal data include address details, details about the individual energy consumption of customers and salary details. If this type of data can be viewed by people who are not authorised to do so, this is known as a data leak. If you notice a data leak, report the matter to the Alliander Data Leak Reporting Point via meldpundatalekken@alliander.com.

Other examples of data leaks include: an email containing personal data which is sent to the wrong address, a hacker breaching a data file or printed documents containing personal details in a stolen laptop bag.

4.1 Confidentiality

4.1.1 Company details

Always properly weigh up the balance of interests before you distribute or share Alliander information. Information must be shared consciously or not at all. Only provide information to the person or people for whom this information is intended. This means you must ensure that information does not end up in undesirable places or with undesirable people. This is in line with the confidentiality clause included in your employment contract. You may not treat companies that belong to Alliander any differently whatsoever from companies that do not belong to it. You are also obliged to maintain confidentiality: this means that you are not permitted to disclose matters and data to third parties without the permission of the data owner within Alliander.

4.1.2 Employee details

As an employer, Alliander has a statutory duty of confidentiality with regard to information that concerns your privacy. Please be aware that the increase in the number of different devices and the possibilities they offer means that some personal details will become more widely known.

4.2 Treating information confidentially

Employees are obliged to handle information carefully in their own workplace. You must therefore keep your passwords secret and lock your computer when leaving your workplace. Confidential information (files, USBs and other information carriers) must be stored in lockers. You must also ensure that no information is left behind in the meeting room on paper, whiteboards or other resources after meetings and conferences. You should also be careful when copying and emailing. You may draw the attention of colleagues to any sloppiness in the way they handle information. Ensure careful consideration when storing information on your own Bring Your Own Device (BYOD) smartphone, laptop or tablet and make sure that you delete information when you no longer need it. For example, if the equipment is sold, lost or develops a fault, you must also bear Alliander's interests in mind.





4.3 Contact with the press, media, (financial) market parties and other parties

Entering into direct contact with the press, the media and financial market parties about matters relating to Alliander is not permitted. Press and media contacts take place via Alliander's [spokespersons](#). For contacts with financial market parties (such as Investor Relations), the rule is to ask the Corporate Control department for permission. If in doubt, always discuss the situation with your supervisor.

4.4 Information on social media

Social media offers opportunities to show that we are proud of Alliander and contribute to the company's positive image. Alliander also supports open dialogue. You may share knowledge and experience via social media, provided that this information is not confidential and is not detrimental to Alliander. You are personally responsible for the content you publish via social media. Please be aware that information you publish will be public for a relatively long period of time. Publishing confidential and/or damaging information about colleagues, customers, partners or suppliers is not permitted. No distinction is made here between information about the product and the person or company.

Directors, managers, supervisors and those who promote the policy and strategy on behalf of Alliander have a unique responsibility when using social media. For some positions, a person will always be seen as the 'mouthpiece' of Alliander – even if he or she is expressing a personal opinion. Based on their position, employees must check whether they can publish in a private capacity. In the event of the slightest doubt about a publication or the interfaces with Alliander, the manager or HR Business Partner will be informed.

4.5 Reporting misconduct

We take responsibility and report any misconduct or alleged misconduct in which a social interest is at stake. Employees who have detected or suspect a case of fraud, deception or other irregularity will discuss this with their supervisor or HR Business Partner and report this to Alliander's Fraud Reporting Point. You can also report this misconduct anonymously to an external third party via the [Whistleblowing Regulations](#). This is a procedure that allows employees and other stakeholders to report serious irregularities within the company to an external party.

4.6 Reporting loss or theft

The loss or theft of or unauthorised access to company information and information carriers must be discussed with your supervisor or HR Business Partner and reported immediately to the IT Service Desk (12 345). You can also discuss data leaks with them and report them via the [Alliander Data Leak Reporting Point](#) (meldpundatalekken@alliander.com). If you lose your own device (Bring Your Own Device), please inform the helpdesk at all times if you think that the device contains Alliander data and indicate whether you want to have it deleted (as far as technically possible). If your Bring Your Own Device is defective, you can hand it in to the IT Service Desk and any remaining data will be protected.



5. Dealing with company property

For our work at Alliander, we are given company resources to allow us to do our job. We may use the company car (car bearing the logo), company clothing, access authorisations, tools and work materials exclusively for our work. They are not for personal use.

Other resources such as a company car for which a lease agreement has been signed and a supplement is paid, a smartphone, laptop, tablet and the internet and other computer programs that are made available *may* be used for personal purposes. However, there is a limit to this personal use; it must not interfere with the performance of your job and excessive personal use must not take place.

In addition, we only use our Alliander email account for our work. You must not send a personal email from your Alliander email address. For an outsider, it must always be clear that an email from an Alliander account is related to our work and not to a private matter.





In practice

Am I allowed to take my Alliander smartphone with me to a football match or if I go away for the weekend?

Yes, you are permitted to use the Alliander smartphone or Alliander data bundle privately outside working hours in a Bring Your Own Device (BYOD). However, personal use must remain within reasonable limits.

Excessive use will of course be monitored and brought up for discussion by your supervisor.

During my work, I like to listen to music from time to time. This allows me to concentrate better. Can I use my playlists from streaming services like Spotify?

Internet use is permitted both during and outside working hours for personal purposes. Please ensure that the use remains within reasonable limits; in addition, it must not interfere with the performance of your work. Also consider the possibility of using wifi.

If I exercise or have a drink with a friend after work, can I leave my work laptop in the car?

Try to avoid leaving your laptop in the car. If it is possible to leave your laptop in a locked cabinet at the office, please do so. If you can store your laptop in a locker at the sports and/or drinks location, that would be preferable. Keep in mind that laptop thefts from cars occur regularly and that you are personally responsible for taking the right measures.

I note that a colleague is copying wedding ceremony booklets. Is this allowed?

No, the copier is for business use only. However, it goes without saying that making a copy of your passport every now and then is not a problem. In this case, given the large number of copies, your colleague should have gone to a copy shop. You can therefore speak to your colleague about this.

I want to install a program on my laptop. Is this allowed?

No. In order to guarantee the stability, integrity and confidentiality of the workplace and the information you handle, you are not permitted to download or install programs. You may install other business programs if you are authorised to do so.

Programs that should never be installed include: password crackers, network sniffers, 'peer-to-peer' programs such as BitTorrent and the like. If you think you need other programs for your work, you can request them via IT. This will allow Alliander to comply with licensing obligations at all times. Alliander reserves the right to check for non-business software and to delete it.

I want to use my company car to go to a birthday party. Is this allowed?

You may only use a company car for work. This is the standard arrangement. However, if you have signed a lease agreement and pay a supplement, you may indeed use the company car to go to a birthday party

If I am sure that none of my colleagues will be using Alliander's trailer at the weekend, can I borrow it for a weekend to move house? I'll just take the trailer back with me on Monday morning and write my name on the board so that everyone knows I'm borrowing it.

No, this is not allowed. Additional promises such as: "no one needs the trailer this weekend," "I'll take the trailer back with me on Monday morning" and "I will clearly report to everyone and my supervisor that I am borrowing the trailer" make no difference. It is simply not permitted. Items belonging to Alliander are not for your personal use. Even if it is permitted by other employers (such as some contractors), the personal use of all kinds of Alliander resources and materials is not permitted by Alliander.



Rules

5.1 Company resources and materials

For the execution of our work at Alliander, a large number of company resources and materials are at our disposal to allow us to carry out our work. We may use the company car (car bearing the logo), company clothing, access authorisations to buildings and sites, tools and work materials exclusively for our work. Not for personal purposes. (Residual) materials as well as tools are the property of Alliander and may not be removed under any circumstances. With regard to the company car (car bearing the logo), the personal use of the car is also permitted if you have signed a lease agreement and pay a supplement.

5.2 Use of the smartphone

Alliander gives us a smartphone for our work.

We may also use the smartphone for personal purposes, within reasonable limits. However, we must naturally make sure that personal use does not come at the expense of accessibility for our work. We must also use the smartphone with due care and attention. This means that we try to prevent damage to the device. The theft of the device will be discussed with the supervisor or HR Business Partner and reported to the IT Service Desk on 12 345.

5.3 Use of the laptop, tablet and smartphone

If you have a laptop, tablet or smartphone at your disposal, you are obliged to be extremely careful when using and storing it. When leaving the workplace for a relatively short period of time, we must lock our IT equipment. Always take the tablet and/or smartphone home with you after working hours. It is negligent to leave the laptop, tablet and/or smartphone in a locked car for a long time without supervision. Also take measures outside your workplace (at the customer's premises or during meetings, for example) to prevent the theft or loss of your IT equipment.

Other guidelines for the tablets and smartphones provided by Alliander:

- Be aware that when you need to purchase Alliander licenses for personal use, the cost will be borne by the employee.
- Be alert to phishing emails and do not click on a link if you do not trust or did not expect the email. An email can look legitimate, so always look closely at the sender's email address. Report a (possible) security incident to the CISO Office.

When making trips abroad, the rules as described in the Guidelines for Foreign Travel apply.

- You are not permitted to circumvent security measures and monitoring on Alliander equipment such as: laptops, smartphones, servers and cloud services.
- The management tool shows which apps are installed on which device. If malicious software is detected, it will be removed without notice and you will be addressed about the matter.
- Internal Audit has the right to inspect devices and monitor their use. Apart from other sanctions, IT reserves the right to take possession of the tablet, smartphone and/or SIM card if appropriate.
- Laptops and smartphones must be protected with a password or PIN code. Never share your account and passwords with others. You are and will always be personally responsible for the use of account(s). Use strong passwords, with a different password for each application.
- Security training courses and campaigns ensure that we all keep our security knowledge up to date. Follow the mandatory training courses within the requested time period.

5.4 Email use and behaviour

Your Alliander email account is for business use only. Personal emails from your business account are not allowed. In business emails for both internal and external use, ensure the professional use of language and images. Never use offensive texts, images and/or videos of any kind (threatening, racist, intimidating, discriminatory or sexual). If you receive these kinds of offensive or otherwise undesirable emails, contact your supervisor or HR Business Partner immediately.

5.5 Internet use

At and for our work, you may use the internet on the IT equipment provided by Alliander for this purpose (smartphone, laptop and tablet). Although you can also look up and view personal matters on the internet, this should never stand in the way of your work.



Also be well aware that you are not permitted to visit websites that are racist, discriminatory or offensive. You must also not visit websites on which gambling is possible, weapons are traded and/or (child) pornography is available. Finally, the downloading of non-public sources and/or files that infringe the rights of third parties is prohibited.

Make careful use of the internet, as befits a 'good employee'. Do not store any Alliander data and back-ups with third parties (such as Dropbox, Google Drive etc.). An exception can only be made to this rule with the express consent of the owner of the data in question.

In the event of suspected abuse, Alliander reserves the right to monitor your use.

5.6 Dealing with business applications

The use of business applications (online and offline) is only allowed if you have the relevant permissions. The use of these applications – including the data in these applications – beyond the authorisations granted for the performance of your function is prohibited.

5.7 Company and lease cars

We must treat the company car provided with due care and attention. You are not permitted to use company cars for personal purposes other than travel between home and work, unless you have signed a lease agreement and are paying a supplement.

In the case of a lease car, personal use is permitted as long as this does not impede the use for business purposes. Claims and damage must be reported to the leasing company immediately. Driving under the influence of alcohol or drugs (or other intoxicants) is not permitted. Be aware that you are an Alliander ambassador when driving in traffic in your company car, van or minibus. As a result, you must be safe and polite in traffic.

5.8 Recovery of damages in the event of damage, loss or theft of company resources

In the event of damage to, theft and/or loss of one or more company resources that is the result of intent or wilful recklessness, Alliander has the right to recover the resulting damages from the employee.



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Utrechtseweg 68
6812 AH Arnhem, the Netherlands

April 2024
Published by Alliander HR

www.alliander.com