



Babilou
Family

ETHICAL CHARTER



A WORD FROM THE CEO OF BABILOU FAMILY NETHERLANDS



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At more than 300 locations, we support thousands of families in building a better future. We do this based on a modern understanding of pedagogy and a mission that connects and has impact. Together with all our employees who help children develop and grow into engaged individuals through daily attention, care and playful learning. As Babilou Family Netherlands, we share knowledge and experience, invest in academic research and work on projects that increase our positive impact on the lives of children and their parents. We collaborate with children, parents, educators, trainers, government agencies and organisations such as UNICEF and KiKa, growing together and building a better future as we go.

To ensure this, our values of team spirit, passion, and continuous learning remain paramount and shape our corporate culture and way of working. We work together, with respect for each other. Integrity and the fight against corruption are fundamental principles. Engaging in corruption can have significant consequences that may result in harmful legal or financial repercussions for Babilou Family Netherlands, its employees and its customers.

We play an active role in preventing corruption. We have drawn up this Ethical Charter for that purpose, in addition to the anti-corruption code. Both documents are part of the anti-corruption programme of the Babilou Family Group. Our compliance check on Business Partners is also part of this programme. We ask all employees to read this document carefully and apply it in their daily activities, so that together we can combat corruption and continue to build a better future by helping children develop with attention and care.

”

Remko Berkel
CEO Babilou Family Netherlands



A word from the CEO of the Babilou Family Group



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The mission of the Babilou Family Group (hereinafter referred to as "Babilou Family" or "the Group") is to guarantee families high-quality day nursery care for their children. Babilou Family is committed to fostering the well-being of children and their families with the aim of contributing to the upbringing of children by providing excellent day nursery care.

To achieve this mission and to continue developing and growing, Babilou Family promotes respect, integrity, transparency and equality as its core values. These values are the basis of our corporate culture and intended to support all our employees in their work.

Integrity and the fight against corruption or influence peddling are fundamental principles for Babilou Family, and fully consistent with the values of integrity, transparency and equality that the Group holds in high regard. Engaging in corruption or influence peddling is a serious act that can have very damaging legal and financial consequences for Babilou Family, its employees and its customers, and can cause lasting damage to the reputation of Babilou Family.

The Group's Board wishes to actively prevent corruption. This Ethical Charter is part of Babilou Family's anti-corruption programme. Mandatory anti-corruption training and a compliance check for entering into collaborations and agreements with suppliers and other relevant third parties are also elements of this anti-corruption programme.

The Group forbids any behaviour that could be construed as corruption or influence peddling. The Board implements a zero-tolerance policy in respect of unethical behaviour and will take appropriate action in the event of a breach of the anti-corruption code.

I expect you to read this Ethical Charter and the anti-corruption code carefully and ensure that you adhere to them in your daily activities, thereby supporting the values of Babilou Family and its commitment to the fight against corruption.

”

Christophe Fond
Group CEO



ABOUT BABILOU FAMILY

In 1992, driven by their passion for children, two friends opened an out-of-school care centre in Nieuwegein called Kinderopvang De Vrije Vogels. Since then, much has changed and many more locations have been added. In October 2018, De Vrije Vogels became BLOS kinderopvang, and in 2025, BLOS kinderopvang changed its name to Basker. Basker, along with its sister organisation Bijdehandjes, is part of one large family: Babilou Family Netherlands. In addition to changes within the organisation, the day nursery sector has also become highly professionalised, partly due to the introduction of the Dutch Childcare Act. Despite all the changes, one thing that has not changed since day one is our passion for children and their development!

Babilou Family Netherlands is part of the international Babilou Family Group. Babilou Family was founded in 2003 in France by two brothers, Rodolphe and Edouard Carle, to address the shortage of day nursery facilities. Babilou now offers day nursery care for over 50,000 children in 12 countries. With 1,100 locations, 12,000 employees worldwide and a history of steady growth, Babilou Family has become a leading player in day nurseries for 0 to 12-year-olds.



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FOREWORD

WHO IS THIS ETHICAL CHARTER FOR?

The Ethical Charter applies to all employees and directors of the Group, whether they work in France, in the Netherlands or in other Group companies.

The Ethical Charter is also intended to formalise our principles, standards and values, requirements and mutual responsibilities in respect of our suppliers, service providers, intermediaries and, in general, all contractual partners of Babilou Family (hereinafter referred to as "**Business Partners**"). This Ethical Charter is intended as a guide in our daily interactions with our Business Partners. The Charter applies to them and describes our requirements and ambitions in our business operations and the selection of Business Partners.

As many different situations are conceivable, this document cannot be seen as 'all-encompassing'. It is therefore up to each of us to take responsibility and act with integrity. Where necessary, this may involve consulting with your manager when faced with a new or complex situation.

In you have even the slightest doubt, you can seek advice from managers, the Human Resources department, the legal counsel and/or the compliance officer.

When confronted with an ethical issue, ask yourself the following questions:



Is it in accordance with the Ethical Charter?



Is it legal?



What consequences do my actions have for our stakeholders and can I justify my decision or action?



Would I feel comfortable if my decision were to be made known internally and externally?



Am I willing to take full responsibility for my decision or action in full transparency?



Could this course of action damage the reputation of the Babilou Family?

In accordance with internal regulations and labour law, failure to comply with the following principles may lead to disciplinary measures against you as an employee and/or manager, including ultimate dismissal.

The Group also expects its Business Partners to behave ethically in accordance with this Ethical Charter, particularly in the areas of human rights and working conditions, in compliance with applicable national and international laws and regulations.

WHAT IS YOUR ROLE?

Role of the employees

All employees of the Group shall read this Ethical Charter carefully and commit to adhering to it during their work. We all work in compliance with applicable laws and regulations (including those concerning anti-corruption and bribery) and expect the same from you. Be aware of the challenges and risks associated with your role and responsibilities.

Moreover, this Ethical Charter is intended to ensure that everyone adopts the correct attitude in delicate situations that may arise in both internal and external relationships. For questions and advice on this matter, you can contact the compliance officer at any time.

The Group has set up a whistleblower procedure for its employees, accessible via [the Babilou Family Whistleblower Portal](#). All employees can use this Whistleblower Portal to report any violation of the anti-corruption code, the Ethical Charter, and/or national and/or international laws or regulations regarding unethical conduct, corruption, and/or bribery, of which they are personally aware.

Role of the managers

Due to the responsibilities and hierarchical role of managers, they must set a good example for their employees, both internally and externally, by ensuring that all their decisions are made with integrity and thus in accordance with the Ethical Charter.

Furthermore, managers have the role of safeguarding the ethics culture within their teams. That culture must be such that ethical issues, whatever their nature, can be raised and addressed with integrity. In these situations, managers listen to the concerns of their employees and ensure that they are followed up appropriately.

Role of the purchasers

As one of the market leaders in day nurseries for children, the role of Babilou Family encompasses responsibilities that we hold in high regard and values that we wish to share with all our contractual partners. We are also judged based on the way in which we select and treat our suppliers.

These responsibilities apply not only to all purchasers employed by the Babilou Family worldwide but also to all employees involved in supplier selection.



I. OUR COLLABORATIONS

FAIR DEALINGS WITH OUR CUSTOMERS, BUSINESS PARTNERS AND OTHER PARTNERS

The selection of our contractual partners is based solely on objective criteria and occurs with full transparency. In this regard, no contractual partner may be rejected for discriminatory reasons (race, religion, etc.) or favoured for personal reasons (such as family ties or friendships).

Our relationships are based on principles of impartiality, equality and loyalty. We must ensure that our contractual partners adhere to our ethical principles, regardless of the country in which they are established.

We do not wish to collaborate with Business Partners who do not adhere to our ethical principles (particularly in the case of human rights violations and/or corruption).

We therefore undertake to:

- pay our Business Partners under the agreed terms and in accordance with applicable laws and regulations, unless there are valid reasons not to do so, such as non-delivery of the goods or services ordered;
- protect the confidential data entrusted to us by our contractual partners;
- ensure that our Business Partners comply with the highest standards in terms of ethics, anti-corruption measures, respect for human rights and fundamental freedoms, personal health and safety and environmental protection, regardless of the country in which they are established;
- treat our contractual partners objectively and fairly in our business relationships, refraining from any form of favouritism or discrimination and always prioritising the best value for money; and
- fulfil the contractual obligations agreed with our Business Partners.

What we must not do:

- impose unfair conditions on our Business Partners (particularly regarding payments, deadlines, contractual penalties, etc.);
- place them in a situation of economic dependence on our Group; and
- continue to collaborate with a Business Partner who repeatedly fails to meet our expectations or does not respect our ethical principles, particularly concerning human rights, fundamental freedoms, health and safety, environmental protection and anti-corruption measures.

Compliance with competition law

We conduct business in a fair manner and with respect for competition law. We respect all stakeholders in our business environment, including our competitors, as it is in our interest to operate in a market where business practices are conducted fairly.



We undertake to:

- comply with national, European, and international competition rules;
- ensure that we never breach these rules and that we respect our customers, Business Partners and competitors, regardless of the country in which we are operating;
- prevent any exchange of sensitive information with our competitors (i.e. all confidential and strategic information of a company, particularly information about its financial data, pricing structure, contractual terms and conditions, customer base, Business Partners, distribution channels and methods, development and strategy, ongoing and planned tenders, etc.);
- not discredit our competitors;
- to write a report or have a report written on every meeting with our competitors, even in the context of sector organisations or trade fairs;
- leave any meeting with our competitors where sensitive information about Babilou Family and/or our competitors is exchanged and to record this departure in the minutes of the meeting;
- to immediately inform our manager if we have intentionally or accidentally attempted to obtain, receive or use sensitive information about a competitor, of which we or third parties are the rightful owner;
- to immediately inform our manager if we have shared sensitive information about Babilou Family with a competitor or if a competitor has attempted to obtain sensitive information about Babilou Family; and
- to contact the legal department in case of doubt about observed or suspected practices or for questions related to competition law.

We will not:

- attempt to obtain and receive sensitive information about our competitors, except through lawful competitive research;
- participate in exchanges, in any form (email, post, formal or informal discussions, telephone conversations, etc.) with competitors regarding sensitive information about Babilou Family and/or its competitors
- engage in unlawful practices in order to coerce our customers or Business Partners to terminate any contracts they may have with our competitors;
- deprive a competitor of supplier of commercial opportunities or threaten to do so, for example by inciting a boycott of a competitor or by encouraging one of our Business Partners to break their commitments with a competitor;
- discredit our competitors in any way (false statements, rumours, etc.);
- create or encourage a situation of dependency (whether mutual or not) with our Business Partners and customers; and
- influence the pricing policy of our contractual partners.

We remind you that a violation of competition law can lead to severe penalties for the Group and appropriate measures against the employee responsible for the prohibited act.



Protection of sensitive/confidential data

Any person working for Babilou Family may have access to confidential information, i.e., information that has not yet been made public and may be highly valuable.

Regardless of the nature of this information (commercial information, information subject to confidentiality, etc.) and regardless of the medium used, every employee must be aware of the consequences that the (voluntary) dissemination of such data can have for the Group, our employees and our Business Partners. We are therefore all responsible for the protection of this information.

Before passing on this information or disclosing it to employees or third parties, you must consider the status of this information, whether or not it is strategic, the degree of sensitivity and whether an employee or third party has the right to receive the information.

To achieve this, there are a few simple rules you must follow:

- disseminate sensitive information only to people who legitimately need this information as part of their role and associated tasks;
- store all confidential information (Business Partners, customers, etc.) on paper or electronically in a secure manner;
- bear in mind when in contact with people outside the Group (family, press, social networks, etc.) that internal information is not intended for dissemination;
- do not send sensitive or confidential information to personal media (for example, to your personal phone number, email addresses, and/or social media);
- do not retain internal information (including copies) when you leave Babilou Family; and
- do not use sensitive or confidential information outside Babilou Family.

Those of us who have access to confidential information received during negotiations with Business Partners have the same obligation to protect this information from disclosure.

In the course of performing your duties, you may encounter attempted corruption, bribery or extortion. If you are unsure whether you may disclose information or use information in your possession, seek advice from the manager or the compliance officer.



Protection of personal data

Babilou Family is committed to protecting all personal data processed by or on behalf of the Group, in accordance with the General Data Protection Regulation (GDPR). Further information on how the Group processes your personal data can be found, among other places, in the privacy statement on the websites of our group companies.

Presenting yourself in a representative manner

As an employee of the Group, you project an image of Babilou Family to the outside world. It is important that you are aware of the manner in which you do this. Therefore, behave professionally and reflect the norms and values of Babilou Family. The reputation of the Group depends on the behaviour of each of us.

In this regard, it is important that we:

- ensure that there is no possible confusion between our opinions or personal views and those of the Group when they diverge;
- always identify ourselves as employees of the Group when using social media as part of our professional activities;
- act with the awareness that we convey the Group's norms and values in our professional use of language and our behaviour; and
- do not use the Group's resources (letterhead, professional email address) for personal matters or to express our personal views.

The Group may be invited to express itself in the media or be approached to discuss its strategy, performance and future projects.

In this regard, it is important that we do not:

- speak or write or make any commitment on behalf of Babilou Family or enter into any relationship on behalf of Babilou Family without appropriate authority. Only persons authorised by the Board may do this; and
- speak or write on behalf of the Babilou Family on subjects outside our area of expertise.



Protection of the Group's assets

The Group's assets are not only physical or tangible items (goods, inventories, computers, etc.), they also include:

- intangible assets such as ideas, concepts or know-how that you develop during your professional activity within the Group; and
- databases of customers or Business Partners and all information to which you have access to perform your work.

To this end, we undertake to:

- preserve and protect the Group's resources so that they are not damaged, used for illegal or unlawful purposes, transferred or shared without authorisation; and
- to preserve and respect the intellectual property of others. Third-party resources may only be used after we have obtained assurance that the Group has the right to do so.

We must not:

- use the Group's resources for personal purposes. Personal use of communication tools such as email, telephone, internet, etc., can be tolerated as long as it remains limited, does not incur unreasonable costs, and does not impede the professional activity;
- inappropriately use information systems, email and the internet; and
- use third-party resources without being certain that the Group has the right to do so.

Truthful information – Money laundering

We are all obliged to ensure that the information in our financial documentation is accurate.

In particular, it is essential that we give our shareholders accurate and reliable information that complies with current accounting and financial regulations.

Money laundering is a crime where (i) you conceal the true nature, origin, location, transfer, movement or ownership of money or an object, knowing that it originates (directly or indirectly) from a crime, or (ii) you receive, are in possession of, transfer, use, or report as revenue money or an object, knowing that the money or object originates (directly or indirectly) from a crime.



We must:

- store financial and professional documents securely and in accordance with accounting guidelines;
- collaborate with internal and/or external auditors/accountants;
- remain vigilant to ensure that we are collaborating with Business Partners who conduct legitimate activities and whose funding is not of criminal origin; and
- refuse cash money. If no other option is available, and only within the limits of legally permitted amounts, such transactions must be expressly authorised by the Board and properly recorded and documented in the Group's accounts.

If an element of a proposed transaction seems inappropriate or likely to contravene applicable laws or regulations, employees must alert the Group's compliance officer and/or legal counsel.

Fraud prevention

All employees and managers of Babilou Family refrain from actions that could constitute a form of fraud. Fraud consists in particular of intentionally deceiving others to obtain an advantage of whatever nature, in an unlawful or illegal manner, or by evading a contractual or legal obligation.

The following in particular are prohibited:

- misappropriation of funds, products or materials of the Group for personal use or for purposes other than those intended for Babilou Family;
- falsification of documents, particularly accounting, administrative or financial documents (e.g. financial statements or invoices);
- making a false statement, mandatorily or voluntarily, to a private entity and/or government agency that requests it under the law or a contract;
- destruction of evidence; and
- performing other acts that may be equated with fraud, such as impersonating someone other than yourself (for example, by forging another person's signature).

Employees commit to retaining proof of the financial transactions carried out and to recording these transactions accurately and completely in the accounting system used by Babilou Family.



BABILOU FAMILY AS AN EMPLOYER

Babilou Family aims to offer all its employees a pleasant working environment, with respect for their personal privacy. Three key principles guide Babilou Family in its role as an employer:

- **Respect for each other:** Babilou Family asks all its employees to collaborate with respect, kindness, solidarity and trust. Any form of discrimination, harassment or derogatory behaviour is unacceptable and contrary to the Babilou Family ethos.
- **Respect for human rights:** we are committed not only to respecting human rights ourselves but also to promoting respect for human rights.
- **Respect for laws and culture:** Babilou Family operates in various countries and must respect both international and local laws and customs. If the legislation or customs are stricter than the Ethical Charter, the former must be observed. If this is not the case, the Ethical Charter must be observed, unless this involves unlawful behaviour. This formulation of standards is carried out in compliance with applicable local rights and obligations.



More specifically, Babilou Family undertakes to:

- ensure compliance with human rights and fundamental freedoms;
- ensure compliance with national and international laws and regulations;
- guarantee compliance with the prohibition on forced labour or modern slavery;
- guarantee compliance with the 1989 United Nations Convention on the Rights of the Child;
- guarantee compliance with the provisions of the International Labour Organization (ILO);
- promote a work environment free from all forms of harassment and offer an anonymous reporting system;
- promote non-discrimination, diversity and equal opportunities;
- ensure a work environment and working conditions that foster workplace well-being and a good work-life balance;
- guarantee the protection of employees' personal data;
- prohibit child labour in accordance with ILO provisions;
- respect the freedom of association of our employees and the ability to engage in collective bargaining in accordance with applicable local legislation; and
- guarantee the health (physical and mental) and safety of our employees, specifically by issuing to them the necessary equipment and protection they need to perform their duties.

Prohibition on all forms of harassment

Babilou Family is committed to promoting a healthy working environment free from any form of sexual and/or moral harassment.

For their part, Babilou Family employees commit to maintaining a working relationship based on mutual respect, through appropriate behaviour and suitable communication methods.

Moral harassment

Respect for each other is a fundamental value at Babilou Family.

Each of us has the right to respect and human dignity.

Any behaviour and action that contravenes these principles, particularly any form of moral harassment, is unacceptable.

Babilou Family complies with national legislation on moral harassment and neither tolerates any behaviour that may create an unsafe situation within the work environment, nor any attitude that may be perceived as moral harassment.

Therefore, we ask all our employees:

- to work and communicate with their contacts (internal and external) in a respectful and considerate manner; and
- to report any situation that appears to be moral harassment to your manager, the HR department, the confidential counsellor or via the Whistleblower Portal: <https://www.bkms-system.com/bkwebanon/report/clientInfo?cin=ND54Cp&c=-1&language=eng>

Any behaviour that can be equated to moral harassment will result in appropriate (disciplinary) measures.

Sexual harassment

Respect for each other is a fundamental value at Babilou Family.

Each of us has the right to respect and human dignity.

Any behaviour and action that contravenes these principles, particularly any form of sexual harassment, is unacceptable.

Babilou Family complies with national legislation on sexual harassment and does not tolerate any behaviour that could create an unsafe, intimidating or offensive situation within the work environment that can be construed as sexual harassment.

Therefore, we ask our employees:

- to refrain from any behaviour that could be perceived as sexual harassment, both internally and towards third parties with whom they have professional contact; and
- to report any situation that appears to be sexual harassment to your manager, the HR department, the confidential counsellor or via the Whistleblower Portal: <https://www.bkms-system.com/bkwebanon/report/clientInfo?cin=ND54Cp&c=-1&language=eng>

Any behaviour that can be equated to sexual harassment will result in appropriate (disciplinary) measures.

PROHIBITION ON ALL FORMS OF DISCRIMINATION AND THE PRINCIPLE OF EQUAL TREATMENT

Babilou Family implements a personnel policy based on equal treatment and ensures that its employees (and managers in particular) respect and enforce the principle of equal treatment of all employees.

The principle of equal pay for men and women, and more generally for employees in a similar situation, is fundamental within Babilou Family.

Therefore, Babilou Family ensures that differences in treatment between employees are based on objective, relevant and materially verifiable reasons when those employees are in a comparable situation.

Finally, Babilou Family's guiding principle is not to discriminate (for example, on grounds such as origin, gender, sexual orientation, age, actual or perceived membership of a particular ethnic group or nation, health status, disability, religion, political belief or trade union activities, or other grounds).

WELL-BEING OF OUR CHILDREN; THE PROHIBITION ON ABUSE

The care, well-being and development of our children are the key focus in the priorities of Babilou Family.

Therefore, we ask our employees to:

- adopt an appropriate pedagogical attitude that encourages each child to develop;
- use a style of communication that is pedagogically sound in respect of our children; and
- also adopt an appropriate attitude and style of communication in respect of parents that is tailored to the situation.

Aggressive, violent and/or inappropriate behaviour towards a child and/or a parent is unacceptable and will lead to appropriate (disciplinary) measures.

Babilou Family does not tolerate any form of abuse or mistreatment of a child

- Abuse is defined in accordance with the applicable local laws and regulations. Without prejudice to local provisions that better protect children, Babilou Family considers abuse to be any act that harms the emotional, physical or sexual integrity of a child.
- Child abuse is defined as any form of violence or neglect involving persons under the age of 18. It includes all forms of physical and/or emotional abuse, sexual abuse, neglect and commercial or other exploitation that result in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship based on responsibility, trust or power.

Corporate social responsibility – sustainable development

Being an eco-conscious citizen and promoting sustainable development means knowing how to combine environmental protection, economic development and ethics.

We ensure equal opportunities: employment for everyone who meets objective qualification standards (regardless of age, ethnicity, sexual orientation, physical or mental condition, etc.). We also attach great importance to diversity within the day nursery facilities and strive to reflect this as effectively as possible.

We therefore undertake to:

- welcome every child without stereotyping based on gender, health, physical appearance, skin colour, culture, etc.;
- contribute to the environmental initiatives of Babilou Family;
- encourage the use of recyclable materials and the development of biodegradable packaging;
- implement the measures needed to prevent breaches of environmental guidelines; and
- comply with the environmental protection rules of Babilou Family





II. BABILOU FAMILY AND ITS BUSINESS PARTNERS

Business Partners play a strategic role in the ecosystem of Babilou Family, so the quality of our relationships with Business Partners is essential for our success.

The selection process for our Business Partners is at the heart of our approach to ensure that they operate in line with the standards, values, and responsibilities that we consider important as Babilou Family.

As a leading provider of day nursery facilities and out-of-school care, we also have a duty to support Business Partners in the context of sustainability, without interfering in their operations.

In this regard, as part of a joint approach to build solid and sustainable relationships, we require our Business Partners to conduct themselves ethically and with integrity, and act in compliance with all applicable laws and regulations, and more specifically, act in accordance with the requirements described in the following section.

Human rights and working conditions

The Business Partners of Babilou Family undertake to:

- guarantee respect for human rights and fundamental freedoms;
- guarantee compliance with national and international laws and regulations;
- guarantee compliance with the prohibition on forced labour or modern slavery;
- guarantee compliance with the 1989 United Nations Convention on the Rights of the Child;
- guarantee compliance with the provisions of the International Labour Organization (ILO);
- promote a work environment free from all forms of harassment and offer an (anonymous) reporting system;
- promote non-discrimination, diversity and equal opportunities;
- ensure a work environment and working conditions that foster workplace well-being and a good work-life balance;
- guarantee the protection of employees' personal data;
- prohibit child labour in accordance with ILO provisions;
- respect the freedom of association and freedom to belong to a trade union of our employees, as well as the ability to engage in collective bargaining in accordance with applicable local laws and regulations;
- respect the right to strike of our employees, if exercised in accordance with applicable local laws and regulations; and
- guarantee the health (physical and mental) and safety of our employees, specifically by issuing to them the necessary equipment and protection they need to perform their duties.

Babilou Family's responsible approach is also reflected in the social dialogue conducted by the Board with the bodies representing employees (the group-wide Works Council).

Respect for the environment

In selecting its Business Partners, Babilou Family pays particular attention to Business Partners who are committed to approaching environmental respect in a sustainable manner; as such, our Business Partners must commit to the actions needed to reduce their environmental impact.

Allowance must be made for this commitment:

- at the forefront of their processes, such as during design phases, in the choice of raw materials and in the selection of their Business Partners;
- during the production process and the delivery of goods or services to customers; and
- at the back end of their processes, such as processing their residual waste or waste for recycling generated by their goods and/or services.

The Business Partners must undertake to:

- reduce energy consumption and opt for sustainable energy sources;
- reduce water consumption;
- choose sustainable (primarily local) raw materials;
- reduce CO2 emissions throughout the value chain; and
- use raw materials that do not contribute to deforestation.

Mutual engagement in our relationships with Business Partners/customers

Babilou Family and its Business Partners are mutually committed to ensuring and guaranteeing:

- the independence of their business in the execution of their activities, without interference from third parties. However, this should not prevent the pursuit of new shared requirements, particularly in the area of the quality of goods and services;
- confidentiality of data, decisions and projects;
- alertness to potential conflicts of interest, so that the parties involved can take appropriate action and decisions in that regard;
- fair competition where each stakeholder is treated in accordance with the applicable laws and regulations; and
- honesty and transparency in our relationships and in the execution of our projects and negotiations.





III. OUR WHISTLEBLOWER PROCEDURE

Reporting breaches of the Ethical Charter

The Group considers it important we maintain a dialogue with each other and with our Business Partners, and that we have the courage to address unacceptable behaviour. Therefore, it is important that all our employees can report unacceptable behaviour, so that such behaviour does not hinder the organisation's social and economic performance.

The first appropriate way to report concerns about unacceptable behaviour is to your manager. However, if you do not feel safe approaching your manager, feel that informing your manager may cause problems or have concerns about the follow-up of your report, you can contact the HR business partner, the (external) confidential counsellor via vertrouwenspersoon@durescom.nl or via the Babilou Family Whistleblower Portal: <https://www.bkms-system.com/bkwebanon/report/clientInfo?cin=ND54Cp&c=-1&language=eng>. You can submit your report anonymously via the external confidential counsellor and via the Whistleblower Portal.





A WORD FROM THE CHIEF PEOPLE & CULTURE OFFICER



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As a key player in the day nursery sector, Babilou Family assigns its employees a pivotal position in its activities.

We support the development of our employees by offering them a framework and guidelines that allow them to flourish and contribute to the sustainable growth of our company.

The Ethical Charter is an integral part of our set of standards and values, guiding us in consciously and thoughtfully giving meaning and priority to our actions in each of the countries where Babilou Family operates.

We are committed to adhering to the principles in this Ethical Charter and supporting our employees in doing so.

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Caroline de L'Espinay
Chief People & Culture



A WORD FROM THE CHIEF DIGITAL OFFICER



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At Babilou Family, the well-being of families and employees is central to our daily work. We have a relationship of trust with more than 50,000 families worldwide, for whom we provide day nursery care on a daily basis, and more than 12,000 employees. We owe them absolute transparency and reliability.

Digital technology is currently revolutionising companies, their organisation and their relationships with their customers, employees and partners. We are convinced that digital technology puts us in a position to innovate and offer high-quality education and services from which everyone can benefit. We have a duty to ensure complete transparency towards our stakeholders and to protect them from unethical conduct. Data protection, respect for privacy and the right to be forgotten are of fundamental importance in a world where we collect and manage a significant amount of personal and confidential data.

At Babilou Family, we uphold the highest standards and values concerning ethics, anti-corruption and GDPR compliance to ensure the peace of mind of families and employees

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Benoit Lamézac
Chief Digital Officer