



Seek Advice and Speak Up

Policy Statement

As a global company, we are committed to five core values: People First, Client Success, Integrity, Collaboration, and Sustainability. The purpose of our [Arcadis General Business Principles \(AGBP\)](#) is to further develop and maintain a culture where these five core values are at the forefront of all we do.

The AGBP apply to everything we do and form our code of conduct, guiding the behavior we expect of all our people when conducting business anywhere in the world. We also hold our external partners (suppliers, clients and other third parties) to these same, or equivalent principles. At Arcadis, we are committed to creating and upholding a culture where Arcadians and our external partners feel comfortable, supported, and safe to raise their concerns, to **seek advice and speak up**.

When to seek advice and speak up?

Each Arcadian has a duty to report violations of our AGBP or the law. If you have concerns or suspect any violation, you are encouraged and empowered to seek advice and speak up. This gives Arcadis the best chance of finding a timely resolution, protecting our people, and it can prevent a situation from escalating further. By speaking up, you are helping to foster and maintain a culture where our core values are at the forefront of all we do.

What can you expect when you speak up?

Arcadians are encouraged to report any actual or suspected misconduct and Arcadis will trust your judgment to report these in good faith. When you raise your concern in good faith, there will be no negative consequences for you, and you will be protected against retaliation. Arcadis will assess and, where necessary, investigate and address the concern(s) raised and will take the appropriate action in response to any violation in accordance with the applicable procedures. Please note that these procedures will vary by topic.

How will we learn from you speaking up?

Arcadis is taking insights from any concerns and reports to identify actions. These actions range from revising controls and policies, to translating lessons learned into scenarios for mandatory training modules. By speaking up you are helping make Arcadis a more supportive place to work for everyone.

How to seek advice and speak up?

There are many ways to seek advice and speak up at Arcadis, these are outlined on the next page. Please scan the QR-code or click [here](#) to access the overview on the Arcadis Intranet.



How can I speak up as an external partner?

Please reach out to your Arcadis contact person, or contact either procurement@arcadis.com (for suppliers) or compliance@arcadis.com. If you wish to remain anonymous, speak up via our Integrity Line for external stakeholders as outlined on the next page.

Topic	Go to
 Workplace issues grievances about terms & conditions or decisions made by management in relation to your employment	1. Your Line Manager 2. Your People Function contact
 Concerns on workplace behavior harassment, bullying, discrimination, or other inappropriate workplace behaviors towards others	1. Speak to the individual if you feel comfortable 2. Your Line Manager 3. Your People Function contact
 TRACK TRACK: Track, Report, Act, Communicate, Keep	
 Health & Safety concern, near miss or incident	1. Your Line Manager 2. Your Health & Safety contact
 Wellbeing concern, near miss or incident	1. Your Line Manager 2. Your Employee Assistance Provider (EAP)
 Environment concern, near miss or incident	Your country EMS Manager
 Information Security concern, near miss or incident	IT Service Desk
 Privacy concern, near miss or incident	1. IT Service Desk 2. Your Privacy Officer
 Integrity dilemmas where the “right thing” is not so obvious	1. AGBP decision making tool (Ch. 5 AGBP) 2. Your Line Manager 3. Your Compliance Officer
 If you have integrity concerns, observe misconduct or suspect a violation of our AGBP or the law	1. Your Line Manager 2. Country Management 3. Country Compliance Officer/Committee 4. GBA Management 5. GBA Compliance Officer/Committee 6. Global Compliance Officer/Committee 7. Arcadis Audit & Risk Committee

**If you wish to remain anonymous**

Speak up anonymously via our [Integrity Line for employees](#) or [Integrity Line for external stakeholders](#), accessible 24/7 in your own language by web or phone. The Integrity Lines are hosted by an independent third party and reports are received by Arcadis’ Global Compliance Office for initial assessment and redirected for confidential handling as set out in the Compliance Charter.

This Global Policy Statement is based on the [AGBP](#) and is endorsed by the Executive Leadership Team and approved by the Executive Board. It applies to all employees and external stakeholders (suppliers, clients and other third parties).

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