



Hanseatic Global  
**Terminals**



**SUPPLIER**  
**CODE OF**  
**CONDUCT**

# 01

## PURPOSE OF THE CODE



# Purpose of the Code

This document has been developed by Hanseatic Global Terminals with the purpose of setting a common framework for the principles, mechanisms, and instruments that govern the company's relationship with its suppliers.

In line with the above, this document outlines the operational criteria and expected conduct for all suppliers and contractors interacting with our company.

This Code forms part of the guidelines set forth by Hanseatic Global Terminals in its Supplier Policy, which is available on the company's corporate website for reference and consultation.

The document will remain publicly accessible, both for current suppliers and for those who may wish to join our supplier network in the future. Upon entering a contractual relationship, Hanseatic Global Terminals will provide a formal copy of this Code, which the supplier must sign as acknowledgment. An up-to-date version will always be available on the company's website.

## SCOPE

This Code applies to the suppliers and contractors with whom Hanseatic Global Terminals conducts business, including direct suppliers and contractors as well as selected subcontractors, as determined by Hanseatic Global Terminals.

Whenever Hanseatic Global Terminals is mentioned in this document, it refers to the corporate entity as well as its respective Group of Terminals.

# 02

## OUR VALUES AND SUSTAINABLE DEVELOPMENT



# Supplier Relationship Framework

At Hanseatic Global Terminals, we understand that suppliers are strategic partners in the development of our business and, in turn, in advancing our values and sustainable development agenda. For this reason, it is essential that every supplier is aware of our values and sustainability strategy, incorporating these principles into their work with our company.

## COMPANY VALUES

To guide the conduct of everyone working at Hanseatic Global Terminals and to strengthen our unique culture and identity, our corporate values are promoted across all areas. In this way, we aim to foster ethical and transparent behavior that is reflected throughout our operations, as well as in the relationships we establish with our stakeholders.

The values of our company are as follows:

- **We care:** At the heart of our business is the care for people, the environment, and future generations. Our people -whether they are customers, colleagues, communities, partners, or investors- are our number one priority. For our customers, communities, and partners, our people are our most valuable asset.
- **We move:** Developing people, ideas, and solutions, we grow together. Continuous improvement is fundamental to our progress. We connect global trade through our terminals, ensuring cargo reaches its destination. We are agile in our approaches and proactive in anticipating a dynamic and ever-changing environment.
- **We deliver:** In a constantly moving world, people trust us to manage their cargo safely, reliably, and responsibly. We keep our promises. Our people and customers can count on us to deliver the highest quality service.

## SUSTAINABLE DEVELOPMENT AT HANSEATIC GLOBAL TERMINALS

At Hanseatic Global Terminals, we are committed to responsible action not only in our business management but also in environmental, social, and corporate governance (ESG) aspects, with respect and collaboration with our stakeholders being paramount.

This commitment is reflected in the following principles established in our Sustainability Policy, which can be accessed by clicking **here**, and which is based on the following fundamental pillars:



# 03

## PRINCIPLES FOR THE APPLICATION OF THE CODE



# Supplier Relationship

We have defined a Supplier and Contractor Policy, which can be accessed [here](#). This policy sets forth our commitment to fostering a professional, transparent, and respectful relationship with our external partners. In addition, we encourage our suppliers to be active agents in advancing our purpose and sustainability policy.

For this purpose, we have established a set of principles to guide our relationship with suppliers and contractors:

- At Hanseatic Global Terminals, we are committed to treating all our suppliers and contractors, including their executives and staff, with respect and professionalism. In return, we expect reciprocal conduct from our suppliers. In cases of non-compliance with this Code or the Supplier Policy, the supplier may submit a written report to the Compliance area through the designated reporting channels.
- We recognize that positive relationships with our suppliers and contractors contribute significantly to the success of our business and to the achievement of our values and sustainability objectives. Therefore, we promote a mutually beneficial commercial relationship, based on integrity and respect.
- We encourage and strengthen relationships with suppliers and contractors who are committed to the proposed principles and who apply similar standards in their activities and in the management of their own suppliers, contractors, and subcontractors.
- It is of utmost importance to us that our suppliers and contractors understand and share our values by managing their businesses ethically, legally, and socially responsibly. We strive daily to improve in areas such as stakeholder management, labor standards, environmental management, and we have zero tolerance for any form of corruption.
- Suppliers and contractors are required to implement the necessary measures to prevent money laundering, terrorism financing, financing of public or foreign officials, among others, maintaining active management against corruption and crime prevention.
- Suppliers and contractors shall subscribe to and comply with local laws regarding crime prevention and corporate criminal liability. All suppliers and contractors engaging with Hanseatic Global Terminals at a corporate level commit to adhering to Chile's Law No. 20,393 on Corporate Criminal Liability, including any subsequent amendments.
- Hanseatic Global Terminals expressly prohibits its suppliers from making, on its behalf or for its benefit, or on behalf of any company within the Hanseatic Global Terminals Group, any form of improper payment or benefit to government officials of any department or public institution. This includes bribery and other types of gifts, whether monetary, in kind, or intangible benefits, except for prices or fees established by law.
- Likewise, we prohibit any anti-competitive behavior and strictly comply with the laws in force that promote and protect free competition in all countries where we operate. Respect for free and fair competition is a fundamental pillar for us. We are aware that sharing strategic and commercially sensitive information between competitors, whether -directly or through third parties- is prohibited and may constitute evidence of collusion or concerted practices. Therefore, we emphasize that the following must be strictly observed:

Regarding the relationship we establish with our suppliers and the flow of information, it has been defined that:

- We will only receive information that is strictly necessary for the provision of the business and will only send the information required by the counterparty in their capacity as a supplier.
- We will never request and will reject any commercially sensitive information from our competitors.
- Our communication channel with suppliers and contractors must be limited to official corporate emails.
- In the event that, due to an error by a supplier's representative, commercially sensitive information is sent to us that we are not authorized to receive, please document this incident by sending an email to [compliance.latam@hgt.com](mailto:compliance.latam@hgt.com)

The relationship with our suppliers is based on generating mutual benefit through the provision of services for the development of our business and operations. Based on the above:

- At Hanseatic Global Terminals, we have implemented controls aimed at preventing personal interests from conflicting with those of our company. Therefore, if during any management, negotiation, or commercial operation in which the supplier is involved with Hanseatic Global Terminals you believe a conflict of interest exists or there are doubts about it, we request that it be reported promptly through our whistleblower channel or by sending an email to [compliance@hgt.com](mailto:compliance@hgt.com). Likewise, under these circumstances, the supplier must abstain from participating in the operation until the conflict has been properly managed and resolved by our Legal and Compliance departments.

- We have a strict policy regarding the receipt and giving of gifts and entertainment. In selecting suppliers and contractors, we base our decisions on objective, transparent, and non-discriminatory criteria; therefore, we prefer not to accept gifts that could compromise impartiality and independence in our decisions. Please refer to our practical guide on gifts and invitations by clicking [here](#).
- Taking all the above into account, we expect and encourage our suppliers and contractors to provide their respective workers with a specific mechanism to confidentially report any concerns related to the topics addressed in this document.
- Hanseatic Global Terminals also provides and promotes the use of its Whistleblower Channel, which can be accessed by clicking [here](#).





# 04

## SAFETY AND HEALTH

## Performance and Operational Criteria

Suppliers and contractors must adopt a systematic approach to managing Health, Safety, Security, and Environment (HSSE) as well as Social Performance (SP), following guidelines designed to ensure compliance with applicable laws and regulations while achieving continuous performance improvement.

In this context, every supplier of Hanseatic Global Terminals must:

**01** Commit to protecting the environment in accordance with the applicable environmental laws and regulations of each locality.

**02** Use energy and natural resources efficiently.

**03** Constantly seek new ways to minimize waste, emissions, and discharges resulting from their operations, products, and services.

**04** Respect their neighbors and maintain a proper relationship with the environment in which they operate. They must consciously manage the social impact of their activities and make an effort to contribute positively to the local communities where they operate.

**05** It must be understood that it is essential to engage in dialogue and frequent exchange with stakeholders. During interactions with workers, business partners, and local communities, honesty and accountability shall be the guiding principles of the relationship.



# 05

## PROTECTION AND PROMOTION OF HUMAN RIGHTS

## Performance and Operational Criteria

Contractors and suppliers must commit to carrying out their activities with respect for human rights, as outlined in the United Nations Universal Declaration of Human Rights and the core conventions of the International Labour Organization (ILO), which guarantee the following:

**01** The use of child labor is prohibited.

**02** The use of involuntary, prison, or forced labor is prohibited.

**03** All applicable laws and regulations related to freedom of association and collective bargaining are complied with.

**04** A safe and healthy workplace is promoted, where discrimination, harassment, and retaliation are not tolerated.

**05** All applicable laws and regulations related to working hours are complied with.

**06** Wages and benefits are provided that meet or exceed the legal standards in the countries where they operate.



# 06

## RELEVANTS DEFINITIONS

# Terms and Conditions

Below, we share general definitions to ensure a common understanding of the following Code.

## SUPPLIER/CONTRACTOR

A supplier or contractor is understood to be any company or individual providing services, technical development, or operational work, who relates to any of our companies or subsidiaries globally through a service provision contract.

Excluded from these categories are internal companies of Hanseatic Global Terminals and state or government agencies.

## SUPPLIERS SELECTION MECHANISM

The selection and contracting of suppliers, as well as all purchasing decisions, are always based on objective, professional, ethical, and transparent criteria, aiming to meet the company's operational needs through agreements that safeguard:

- Proper guidelines for the provision of quality service or product.
- Compliance with applicable regulations and legislation.
- Competitive pricing.
- Clear performance evaluation criteria

Furthermore, we seek our suppliers and contractors to be strategic partners in advancing our sustainability strategy and the commitments we have established with our stakeholders, considering:

- Respect for the human and labor rights of their workers, especially those related to the care of their integrity, health, and occupational safety.
- Conduct their activities in accordance with applicable legislation regarding environmental protection.
- Commitment to crime prevention by refraining from committing corruption, bribery, money laundering, or terrorism financing offenses.
- Comply with procedures and protocols established by Hanseatic Global Terminals to ensure proper service delivery and safety safeguards.

*1) It is possible and does not conflict with any policy that, for certain projects, suppliers participating in a bidding process may be requested to submit contract proposals as a basis for a subsequent formalized contract.*



## SUPPLIER CONTRACTING AND PAYMENT MECHANISM

The contractual relationship between Hanseatic Global Terminals and our supplier market will be aligned with our values. The creation of a contract will result from a transparent and competitive process led either by Procurement and Insurance Management or by our local procurement areas.

They will follow a rigorous approval process by the Corporate Legal Management of Hanseatic Global Terminals and, as a standard, will be known in advance by participants from the beginning of the bidding processes.

Our payment policy for suppliers will comply with the current regulations of each country. However, for suppliers considered local or SMEs<sup>1</sup>, we will structure special engagement, payment, and guarantee conditions with the aim of supporting this segment of our supplier market.

## SUPPLIER STRENGTHENING STRATEGY

At Hanseatic Global Terminals, we promote local development by strengthening relationships with suppliers from the region. To this end, we have a Local Supplier Strengthening Strategy. This initiative aims to create favorable conditions for suppliers within the vicinity of our operations to participate in our supply chain.

We understand a local supplier to be any company or individual providing services to our subsidiaries or operations that meet the following criteria:

01

**Location requirement:** Any service provider whose headquarters is in the same region where our subsidiary or operation is based.

02

**Development Requirement:** Service providers classified as micro, small, or medium-sized enterprises.

03

**Service Provided Requirement:** We promote the integration of local suppliers through the provision of low-risk services to the business, in order to offer opportunities for various services that support the development of our operations.

*1) SMEs: Small or medium-sized enterprises as defined by the Chilean Internal Revenue Service (SII), or the equivalent designation in each of the countries where we operate.*

### SUPPLIERS RELATIONSHIP CHANNELS

In order to promote a smooth relationship with our suppliers and contractors, we have established the following communication and engagement mechanisms:

**01**

Relationship with our suppliers managed by the Procurement and Insurance Management of Hanseatic Global Terminals corporate office, where contracts are finalized at the country, regional, or global level for the benefit of our companies and suppliers.

**02**

Contact will be made through the respective Procurement departments of our subsidiaries with whom we have a relationship. Through this contact, commercial and technical terms related to service delivery, contracting, payment, and settlements, if required, will be managed.

**03**

Through meetings with our suppliers, such as scheduled visits to offices or facilities, meetings established as part of the contractual relationship governance model, seminars, among others.

**04**

Through the standard application and onboarding process with our companies. Through the standard application and onboarding process with our companies.

**05**

Through the email [contacto.proveedores@hgt.com](mailto:contacto.proveedores@hgt.com)





# 07

## COMMITMENT TO CRIME PREVENTION

## Terms and Conditions

At Hanseatic Global Terminals, we have an ongoing commitment to strengthening our ethical management and crime prevention by incorporating leading standards in corporate governance into our actions.

Based on our values, we have developed our Code of Ethics, a tool made available to all employees as well as suppliers and contractors who have a relationship with the company. It outlines our guidelines, obligations, and responsibilities to actively manage corporate ethics and crime prevention.

key aspects to safeguarding the relationship established with our suppliers are:

- At Hanseatic Global Terminals, we are committed to actively managing potential conflicts of interest. It is the responsibility of the supplier or contractor, as established in this Code, to submit appropriate inquiries and/or reports through our compliance channels if they perceive a potential conflict of interest.
- At Hanseatic Global Terminals, we conduct our work transparently and honestly. Accordingly, our employees, executives, and directors follow protocols designed to prevent corruption and bribery. Suppliers and contractors of Hanseatic Global Terminals must demonstrate their commitment to avoiding corruption and bribery.

- At Hanseatic Global Terminals, the giving of gifts, presents, or invitations by the company is prohibited, as it may lead to misinterpretations in a professional and transparent relationship. If any professional or employee of Hanseatic Global Terminals receives a gift, present, or invitation, they must refer to the Code of Ethics to review the applicable procedure.

Our Code of Ethics can be reviewed at the following **link**. It is a requirement for all suppliers and contractors of Hanseatic Global Terminals to be aware of its provisions, and its proper application and enforcement are mandatory.



## Validity and Consultation of the Cod

This Code has been developed by the Procurement and Insurance Division, the Corporate Sustainability team of Hanseatic Global Terminals, and the Compliance department, and approved by the CEO of HGT Latam. This Code will remain in effect until its next update, which will be promptly communicated to our suppliers and contractors via the website or other complementary communication channels maintained with them.

Any questions or inquiries regarding this Code can be directed via email to [contacto.proveedores@hgt.com](mailto:contacto.proveedores@hgt.com), and we will respond to your concerns.





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