



**VAN DEN HEUVEL**

INFRASTRUCTUUR VOOR WATER EN ENERGIE

# HSE INSTRUCTION BOOKLET

HEALTH, SAFETY AND ENVIRONMENTAL RESPONSIBILITY  
AT VAN DEN HEUVEL AANNEMINGSBEDRIJF B.V.





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## 1.INTRODUCTION

This Health, Safety and Environment Instruction Booklet is part of Van den Heuvel's management policy. This instruction booklet with rules and instructions is issued to all own and third-party employees who perform work at and for Van den Heuvel.

### **Company profile**

With a wealth of experience built up since 1956, the family business Van den Heuvel Aannemingsbedrijf B.V. has grown to become a reliable partner for the design, organisation and execution of infrastructure works for water, energy and telecommunications, and our goal is to take care of everything for the client.

### **Certifications**

Van den Heuvel is committed to Safety, Quality, Occupational Health and the Environment. We hold all the relevant certificates including ISO 9001, ISO 14001, VCA/SCC\*\*, BRL 7000 Protocol 7001 & 7004, CKB, PSO tier 3, CO2 Performance Ladder Level 5, CSR Performance Ladder Level 3, Safety Performance Ladder Level 4, ISO 3834-2, Verklaring Herwaarmerken [Declaration of Recertification] and the EN-1090-1 standard.

### **Implementation of the policy**

The activities to achieve the objectives are set out in our policy statement. Van den Heuvel's policies are supported by all employees (internal and external), management and the directors.

Ing. G.A.W. van den Heuvel  
General Manager



## 2. QUALITY

We have the following goals regarding quality:

- Efficient communication and cooperation;
- Working towards maximum customer satisfaction;
- Actively identifying and managing risks within our own organisation and those of our stakeholders, such as our clients and suppliers.  
This allows us to understand and manage risks, and capitalise on opportunities;
- Ensuring and optimising quality, working conditions and the environment with respect to our own organisation, partners and stakeholders.

## 3. CORPORATE SOCIAL RESPONSIBILITY (CSR)

We adhere to the seven principles of CSR:

- We account for the effects of our decisions and activities on society, the environment and the economy;
- We are transparent regarding our activities that could affect our stakeholders, society, the economy and the environment;
- We promote ethical conduct among our employees and subcontractors;
- We respect the interests of our stakeholders;
- We respect the rule of law;
- We respect international standards of conduct;
- We respect human rights.





#### **4. HEALTH, SAFETY, WELFARE AND THE ENVIRONMENT**

For Van den Heuvel, this means the following:

- Preventing personal injury;
- Ensuring the safety of neighbours and third parties;
- Preventing material and environmental damage;
- Striving for continuous improvement of quality, safety, health, welfare and the environment;
- Striving to reduce waste and reusing residual materials;
- Striving to reduce or eliminate environmentally harmful emissions;
- Working according to the applicable legislation and regulations.

#### **5. WORKING HOURS**

The employer has set working hours for everyone working on the execution of the projects.

Employees involved in projects are expected to be physically present at the project site during the periods below:

- 07.00 h to 09.30 h;
- 09.30 h to 10.00 h (1st break);
- 10.00 h to 12.30 h;
- 12.30 h to 13.00 h (2nd break);
- 13.00 h to 16.00 h.





## 6. BEHAVIOURAL OBJECTIVES

It is very important to Van den Heuvel that its work is done safely in its offices as well as at the projects. To achieve this, Van den Heuvel uses 4 behavioural objectives, referred to in Dutch as the 'Vuist van VIC' [the fist of our mascot, VIC].

These behavioural objectives are:

- **Improving accountability culture:** everyone should be willing and able to hold each other accountable with regard to unsafe or undesirable behaviour, regardless of their position or place in the organisation. Report unsafe situations: we can learn from them together!
- **Increasing our sense of responsibility:** increase our sense of responsibility and engagement by demonstrating the right attitude and behaviour in terms of safety for yourself, colleagues and bystanders prior to and during the work.
- **Bringing safety up for discussion:** make safety an important part of the work by using the 'Last-Minute Risk Analysis' (LMRA) as well as kick-off instructions at the start of each new job.
- **Setting an example:** a good example has twice the value of good advice. Everyone on site should set an example for each other by showing and expressing good safety practices.

**Independent contractors, subcontractors and suppliers are also expected to adhere to the policy above and demonstrably contribute to this as much as possible.**



## 7. ROLES AND RESPONSIBILITIES

Aside from employees, clients also have their share of responsibility for a healthy and safe working environment. They need to create good preconditions to ensure healthy and safe working.

This allows clients to influence the conditions in which the work is done, for example, the client may provide the work location or specify working methods.

Van den Heuvel acts as the client for independent contractors, subcontractors, seconded and temporary workers and bears responsibility in this regard.

Independent contractors, subcontractors, seconded and temporary workers are expected to comply with these company instructions as well as the HSE (Health, Safety and Environment) measures and the laws and regulations at projects for Van den Heuvel.

## 8. SMOKING POLICY, ALCOHOL AND DRUGS

The law states that employees have the right to a smoke-free workplace. This statutory smoking ban applies to all operational areas of the employer. Smoking is allowed outdoors, except where a smoking ban applies.

Alcohol and drugs can lead to serious problems at work. Their use increases the likelihood of an accident and reduces the quality of work and productivity.

Van den Heuvel applies a **ZERO tolerance** policy!

**It is prohibited to use alcohol and/or drugs and/or be under the influence of these substances during working hours.**

Some medications affect your reaction times and are therefore dangerous in traffic or while working. You can find information about this on the leaflet for your medication. If you suspect that medication is adversely affecting your work, consult your doctor and discuss this with your supervisor as well.



## 9. LAST-MINUTE RISK ANALYSIS

LMRA stands for 'Last-Minute Risk Analysis' and is a very simple way to reduce the likelihood of accidents. This analysis consists of 6 steps:

1. **STOP** before you begin.
2. Is my task clear?
3. Look around you: are there any hazards?
4. Do I have the right (approved) tools?
5. Am I using the correct and prescribed personal protective equipment?
6. **START** your work safely and point out unsafe behaviour to each other!



**If in doubt, do not start the work! Consult your supervisor first.  
Work safely or don't work at all!**

When working, you are required to:

- Make correct use of transport equipment, machinery, tools and other equipment;
- When using tools (including your own and new tools), demonstrate that they comply with the laws and regulations, for example, by means of an inspection sticker and/or certificates;
- Make correct use of protective devices and keep them in place;
- Participate in kick-off instructions, toolbox meetings and information programmes;
- Apply the indicated guidelines and measures stated in the HSE project plans and/or Project Risk Identification and Assessment (RI&E).



## 10. HSE MEASURES

### Personal protective equipment (PPE)

Safety shoes and work clothing are mandatory for all projects. Clothing covering the whole body is required for various activities. When outdoors, you are exposed to UV radiation from sunlight. It is recommended to protect your arms and legs from this radiation by wearing overalls or long trousers and a long-sleeved shirt. Furthermore, personal protective equipment is mandatory based on the type of work being done or as directed by the supervisor/safety expert. This protective equipment includes:

- Safety helmet;
- Safety boots/safety shoes (at least S3);
- Orange safety vest/safety jacket (in accordance with RWS standards);
- Work gloves;
- Eye protection (safety glasses/goggles for grinding/torching and welding work and where indicated);
- Hearing protection (> 85 dB(A) or where indicated, recommended for use from 80 dB(A)).

Other specific PPE is also available. It must be used where necessary or specified. This includes:

- Face shields;
- Respirator or breathing apparatus;
- Specific safety clothing (e.g. disposable coveralls);
- Specific safety footwear;
- Specific safety gloves;
- Other task-specific personal protective equipment;
- Detection devices.

## **Order and tidiness in the workplace**

Make sure the workplace is neat and tidy at all times.

This also applies to the breakrooms, toilets and offices.

- Clean up your materials after your work;
- Keep walkways and escape routes free of obstacles;
- Do not leave materials or equipment unattended;
- Do not leave documents unattended;
- Lock huts and accommodations upon leaving;
- Report any suspicious circumstances to your supervisor immediately.

## **Lifting and lifting equipment**

Always ensure:

- Correct rigging and securing of loads;
- Demonstrably certified and inspected lifting equipment;
- Lifting equipment without defects (visual inspection);
- Use of correct hand and arm signals;
- Good visual and verbal contact and communication with operator;
- Do not walk under a load during lifting work and use steering lines.

## **Pits and trenches**

- Be aware of existing cables and pipelines (check that the Cables and Pipes Information Centre (KLIC) notification has been made and is digitally present);
- Report abnormal location of cables and pipes to your supervisor immediately;
- Prevent collapse by using the correct slope, props, shoring, sheet piling, etc. For excavation depths greater than 1 metre, at least one of these measures must be taken;
- Place at least 2 properly approved ladders (inspected in accordance with NEN 2484 - see ladder sticker) correctly in pits and trenches (deeper than 1 metre) for the purpose of escape route and access;
- Do not place gas or oxygen cylinders in trenches or pits;
- Support exposed cables and pipelines against sagging;
- Do not walk over pipes and/or cables;
- Fence off pits and trenches correctly;
- Place excavated soil at a sufficient distance from the trench/pit;
- Keep the edge of the excavation free of loose obstacles/equipment/paving;
- Avoid creating a confined and/or enclosed space when pits exceed 1 metre.

## **Company regulations of the client**

During your work, you will also encounter the company regulations of others, e.g. the client or the municipality, province, Rijkswaterstaat, NS, Water Board and so on. We are obligated to adhere to their safety regulations and code of conduct. The supervisor instructs their employees on these regulations. You should obviously be vigilant yourself as well and inquire if anything is unclear.

## **Important documents**

- Valid legal ID (e.g. passport/identity card);
- Any medical examinations and vaccinations required for the work;
- HSE education and training programs;
- Proof of qualifications and training.

## **Working at height**

When working at height, we may use equipment such as:

- Folding scaffolds;
- Mobile scaffold towers;
- Elevating work platforms;
- Scissor lifts;
- Telehandlers.



Measures must be taken in workplaces where there is a risk of falling from a height. This must always be done at a height of 2.50 metres or more, but measures must also be taken below 2.50 metres if there is a risk of falling. You will receive instructions from your supervisor.

Mobile/folding scaffolding must be assembled according to the instructions of the supplier. The instructions must be present on site. If any of the parts are not installed according to the assembly instructions, the scaffold may not be used. The scaffold must be erected on a stable and flat surface. Every day before use, the scaffolding must be checked to see if it is complete. All scaffolding components must be inspected at least once per year.

The mobile scaffold must be climbed on the inside of the frame. After finishing the work, unauthorised access to the mobile scaffold tower must be made impossible (by locking it).

You must have received proper instructions for working with an elevating work platform, etc. A fall harness with a short line attached to the attachment point of the work basket must be used.



## 11. WORKING WITH ASBESTOS

Only companies that are certified based on the SC-530 standard are permitted to remove or clean up asbestos. Van den Heuvel does not have this certificate and is therefore not permitted to perform this work.

For work on asbestos cement pipes, the clients have described working practices and measures in their working conditions (Arbo) catalogues. The preparation must involve coordination with your supervisor, where the necessary plans are drawn up, if necessary in consultation with the QHSE department.

When working with asbestos cement pipes, employees working in the work area must have undergone specific training. The work must be carried out in accordance with the description as established by the respective client. Records are kept of which employees performed the work in certain locations and at certain times.

Work involving asbestos that may be carried out by Van den Heuvel employees includes:

- Working with asbestos cement pipes (gas, drinking water or sewage), as stated in the asbestos work plan;
- Empty conduits, etc. defined as risk class 1 based on investigation;
- Working in or with soil contaminated with asbestos.

Work involving asbestos that may not be performed by Van den Heuvel employees includes:

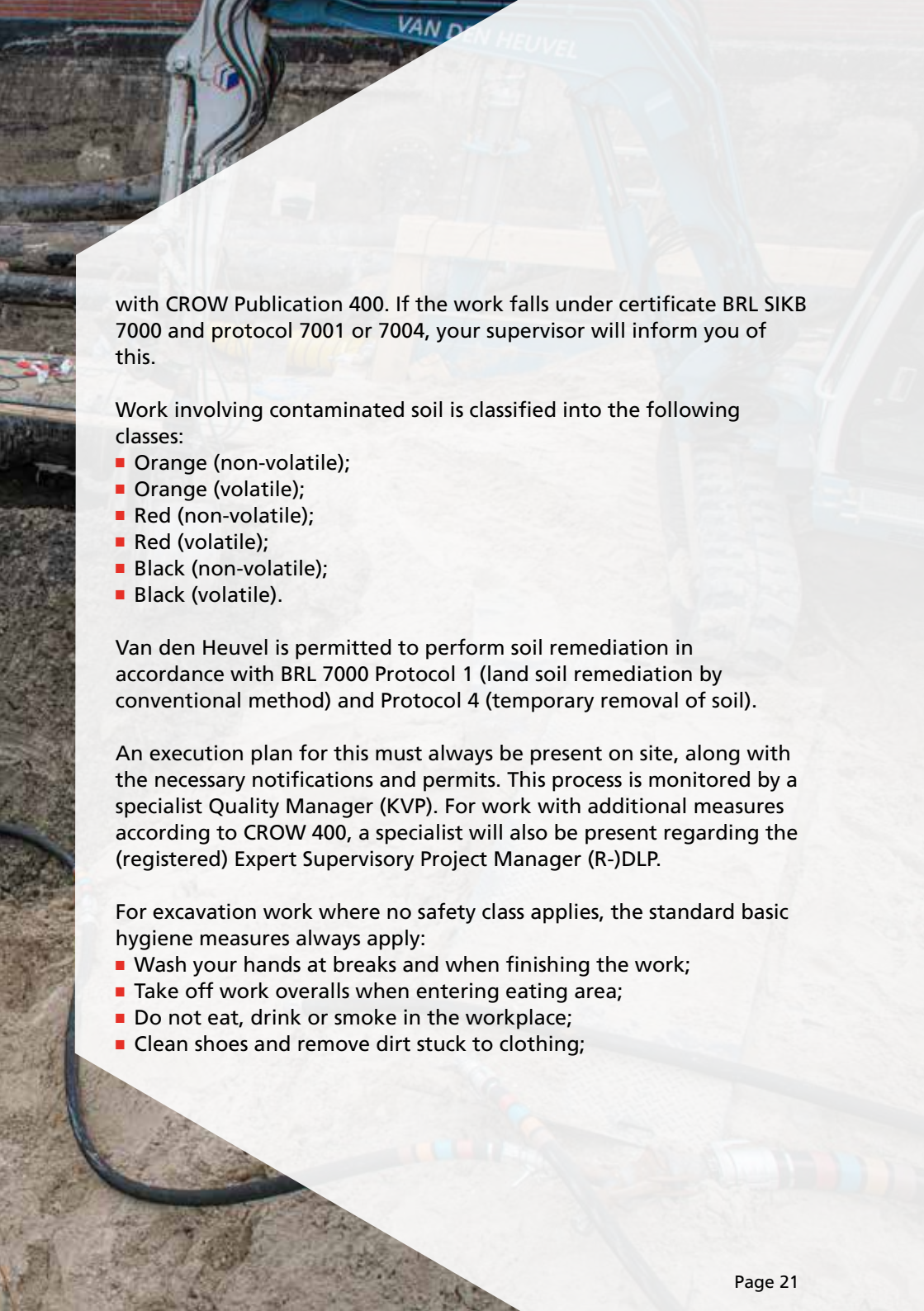
- Demolition of materials containing asbestos from structural facilities/asbestos gaskets from installations;
- Empty conduits defined as risk class 2 or 2A;
- Disposal of materials suspected of containing asbestos from structural facilities.

Your own health and that of your colleagues and the immediate surroundings is always paramount when working with asbestos.

## 12. WORKING IN CONTAMINATED SOIL

Working in and with contaminated soil can be harmful to people and the environment. A number of laws and regulations apply to contaminated soil. It is important that the work is done in accordance





with CROW Publication 400. If the work falls under certificate BRL SIKB 7000 and protocol 7001 or 7004, your supervisor will inform you of this.

Work involving contaminated soil is classified into the following classes:

- Orange (non-volatile);
- Orange (volatile);
- Red (non-volatile);
- Red (volatile);
- Black (non-volatile);
- Black (volatile).

Van den Heuvel is permitted to perform soil remediation in accordance with BRL 7000 Protocol 1 (land soil remediation by conventional method) and Protocol 4 (temporary removal of soil).

An execution plan for this must always be present on site, along with the necessary notifications and permits. This process is monitored by a specialist Quality Manager (KVP). For work with additional measures according to CROW 400, a specialist will also be present regarding the (registered) Expert Supervisory Project Manager (R-)DLP.

For excavation work where no safety class applies, the standard basic hygiene measures always apply:

- Wash your hands at breaks and when finishing the work;
- Take off work overalls when entering eating area;
- Do not eat, drink or smoke in the workplace;
- Clean shoes and remove dirt stuck to clothing;

- Work gloves in case of contact with soil;
- Prevent dust formation;
- Fence off trenches.

In the following cases, contact your supervisor and/or QHSE department immediately:

- Unusual odour;
- Soil discolouration;
- Foreign materials in soil, such as asbestos sheets/debris/explosives, etc.

Minors (under 18s) are not allowed within the contaminated zone.

Specific Personal Protective Equipment (PPE) and positive pressure cabins with dust filters will be issued and/or deployed, depending on the safety class.

### **13. WORKING IN CONFINED SPACES**

A work permit is required for all work in confined spaces. Measurements will be made for the presence of substances that are harmful to your health using measuring devices such as a gas detection monitor (close to the employee).

When working in pipes or tanks, a confined space attendant must be present at the manhole at all times. This person may not leave their post as long as employees are present in the space. When working in confined spaces, the following requirements apply:

- The confined space attendant must carry a work permit (or a copy of one) signed by them during work in a confined space;
- The prescribed PPE must be worn at all times;
- Use the prescribed tools powered by 42V AC or 110V DC current, which is permitted for use in confined spaces. If not possible, the use of a safety transformer (max. 1 tool per transformer) is permitted;
- Pneumatic tools or tools with their own power source (battery) are permitted;
- (Hand) tools must be provided with a valid inspection sticker and/or certificate at all times and under all circumstances;
- For welding work, welding helmets with a powered air supply and welding fume extraction must be provided;



- If you are uncertain whether all measures have been taken and safety cannot be guaranteed, stop your work and inform your supervisor;
- Tidy up gas, oxygen and propane hoses after use and close the cylinders. These cylinders must always be left outside the work location. Make sure there are no couplings or connections in confined spaces.

## 14. HSE INCIDENTS

An approved first aid kit and fire extinguisher must be present in every company vehicle and at every workplace. The driver is personally responsible for ensuring that this is present and approved.

The 'Projects General Alarm Card' is posted in every management hut and canteen hut. This card describes what to do in case of an accident or disaster.

Prevention is better than cure. This is why accidents, near-misses and incidents involving material damage must be reported through your supervisor. This makes it possible to determine the cause and to address unsafe situations. If necessary, the QHSE department will inform the labour inspectorate.

### **Alarm systems and signals**

Familiarise yourself with the alarm card, emergency numbers, fire and rescue equipment, assembly points and reporting procedures. The list of names and telephone numbers is present in the hut on the site indicating the relevant company emergency response officers.

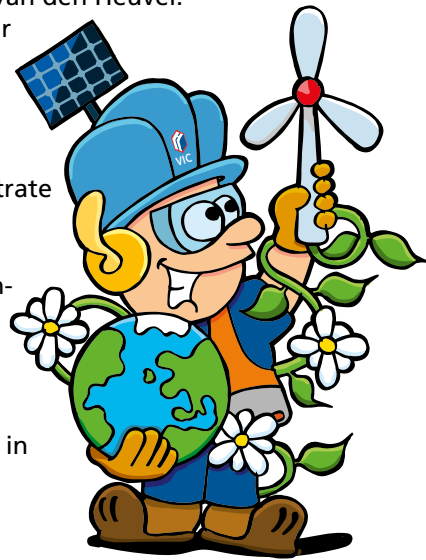
## 15. ENVIRONMENT, SUSTAINABILITY & CO2

Sustainability also plays an important role at Van den Heuvel. After all, we want to leave a liveable world for the next generation.

In recent years, Van den Heuvel has gone through many developments. Van den Heuvel has obtained various certificates that demonstrate a more environmentally conscious approach.

You can apply an energy-efficient and environmentally friendly approach on a daily basis:

- Turn the heating down or off when you are the last to leave the work area or hut;
- Do not run machines, tools, cars, buses or equipment unnecessarily when they are not in use to save fuel and reduce CO2 emissions;
- Drive economically, anticipate the driving behaviour of others;
- Do not drive unnecessary mileage, carpool where possible;
- Do not carry unnecessary cargo and make sure your tyre pressure is correct;
- Do not heat the canteen hut/equipment unnecessarily;
- Throw away as little material as possible;
- Waste must be kept separated on site;
- Prevent spills and leaks;
- Use a spill kit in case of spills and leaks;
- Always report spills and leaks immediately to the supervisor at work;
- When refuelling machines, be careful not to overfill;
- Use drip trays for storage in containers and when transporting liquids in the vehicles. Secure them to ensure that the containers cannot fall over. Also consider adequate ventilation.




## 16. RULES FOR USE OF THE INTERNET, INTRANET AND EMAIL

You may use the internet and email system for non-business purposes, provided that this does not interfere with your daily work and this is (therefore) kept to a minimum. The emails you send must contain Van den Heuvel's disclaimer. It is also prohibited to send threatening, sexually harassing or racist messages.







When using the internet, the following are prohibited:

- Viewing, downloading or posting offensive, pornographic, racist or abusive materials or distributing them by email;
- Giving colleagues/third parties access to non-public sources on the internet or intranet;
- Deliberately altering or destroying information without consent;
- Playing or downloading games;
- Visiting web shops for non-work related purposes;
- Gambling or participating in games of chance;
- Visiting chat rooms;
- Performing unethical or illegal activities;
- Sending messages anonymously;
- Sending messages that may harm the employer in any way;
- Logging in under someone else's name;
- Harassing anyone electronically.

Messages, information and data transmitted through the employer's network are the property of Van den Heuvel. Rules, standards and values that apply to sending mail, signing correspondence and representing the employer also apply to the use of email. Login details, including passwords, may not be shared with third parties.

## **17. WHISTLEBLOWER POLICY**

Effective as of 1 July 2016, the new Dutch Whistleblowers Authority Act is in force. This reporting scheme is intended for reporting suspicions of wrongdoings within the organisation where the public interest is at stake, integrity incidents have occurred or if other wrongdoings occur.

If you wish to report suspected wrongdoing as described above, you can make this report to your supervisor or another supervisor. If this is not possible, the wrongdoing can also be reported to the confidential counsellor. All reports will always be handled with integrity and due care.

## **18. INFORMATION SECURITY**

Information security is a permanent part of our operations. The purpose of this information security is to safeguard business continuity and to minimise business damage by preventing or minimising the impact of security incidents. Information resources are protected for the purpose of:

- Confidentiality, i.e. protection against unauthorised disclosure;
- Integrity, i.e. protection against unauthorised or accidental modification;
- Availability when and where needed to achieve the business objectives.

The following responsibilities have been established for information security:

- The directors bear daily responsibility for and contact with external organisations for compliance with legal requirements, including data protection;
- All employees or service providers have a duty on behalf of the organisation to protect the resources, including locations, hardware, software, systems or information in their care and to report any suspected security breach immediately;
- Compliance with information security procedures as set out in the policy and guideline documents is accepted as part of the standard operating procedures within the organisation;
- All legal and regulatory requirements are fulfilled and regularly monitored for changes;
- There is a business continuity plan. This is regularly maintained, tested and reviewed;
- The directors ensure that the applicable laws and regulations are fulfilled and that continuous improvement is achieved within the organisation through the Information Security Management System.

### **Clean desk en clean screen policy**

The following agreements are in place to maintain a tidy workplace, both for your desk and computer or laptop:

- When leaving the workplace, your PC or laptop must be locked;

- When leaving the workplace, all information sources must be put away or protected;
- If information is printed, never leave it unattended on the printer;
- Do not put files or shortcuts to files containing confidential information on the desktop of your PC or laptop.

### **Working off-site**

The following arrangements are in place for working outside Van den Heuvel's offices:

- Access to Van den Heuvel's systems outside its own offices may only be obtained using the hardware and options provided by Van den Heuvel;
- It is not permitted to log in to the organisation's systems or software from unsecured wireless networks;
- Modems, routers and/or switches used to set up a private network must always have the latest security updates.

## **19. CODE OF CONDUCT (GDPR)/DUTY OF CONFIDENTIALITY**

Rules have been drawn up within the legislation of the GDPR (General Data Protection Regulation) on how to handle personal data. The following code of conduct is applied at Van den Heuvel:

- A duty of confidentiality towards persons who do not need the data to perform their work;
- Never leave documents or devices containing personal data unattended and in view;





- When leaving the workplace, all information sources must be put away or protected;
- Never distribute photos with recognisable people without having obtained explicit permission for this;
- Never use business data for private purposes;
- All data carriers (laptop, PC, telephone, tablet, etc.) must be secured with a password. This may never be stored directly on or near the device;
- Use the BCC option to send emails to large groups outside the organisation so the email addresses are not visible to each other;



- Personal data must be deleted when you no longer need it to perform your work, unless a legal obligation determines otherwise;
- Observe due care when disposing of paper documentation; always make sure the data is no longer legible.

**In case of doubt, contact our Privacy & Information Security contact point.**

## **20. PRIVACY & INFORMATION SECURITY CONTACT POINT**

If you have any questions about the GDPR or information security, wish to report a data breach or suspect a violation of information security, report this to the Privacy & Information Security contact point immediately. The office support manager can be contacted for this at the general phone number or email address: [bo@heuvelgroep.nl](mailto:bo@heuvelgroep.nl).



First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Position: \_\_\_\_\_

Subcontractor  
company name: \_\_\_\_\_

Van den Heuvel  
Business Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Issued by:

Signature: \_\_\_\_\_



**VAN DEN HEUVEL**

INFRASTRUCTUUR VOOR WATER EN ENERGIE



# VAN DEN HEUVEL

INFRASTRUCTUUR VOOR WATER EN ENERGIE

## Work safely or don't work at all!



## 21. VAN DEN HEUVEL OFFICES

### **Heesch Head Office**

Kruishoekstraat 13  
5384 TK Heesch  
PO Box 31, 5384 ZH Heesch  
T: +31 (0)412 – 45 38 72  
E: [info@heuvelgroep.nl](mailto:info@heuvelgroep.nl)  
[www.heuvelgroep.nl](http://www.heuvelgroep.nl)

### **Nieuwegein Office**

Kazernedok 1  
3433 KG Nieuwegein  
T: +31 (0)30 – 606 67 66

### **Velsen-Noord Office (Tata Steel)**

Wenckebachstraat 1  
1951 JZ Velsen-Noord  
T: +31 (0)251 – 27 26 32

### **Tilburg Office**

Centaurusweg 27  
5015 TA Tilburg  
T: +31 (0)13 – 455 21 35

### **Varsseveld Office**

Euroweg 9  
7051 EB Varsseveld

### **Oostzaan Office**

Skoon 35  
1511 HV Oostzaan  
T: +31 (0)75 – 684 00 10

### **Ridderkerk Office**

Schaapherderweg 1d  
2988 CK Ridderkerk  
T: +31 (0)180 – 74 50 20

### **Tiel Office**

Faradaystraat 5  
4004 JZ Tiel  
T: +31 (0)344 – 62 14 11

### **Veenendaal Office**

Accustraart 25  
3903 LX Veenendaal  
T: +31 (0)318 – 50 11 20

### **Zaltbommel Office**

Veilingweg 7  
5301 KM Zaltbommel

### **Almere Office**

Fort Blauwkapel 8-12  
1358 DB Almere

*Van den Heuvel Aannemingsbedrijf B.V. (Client) accepts no liability whatsoever for any damage or loss, (personal) injury or loss of personal property regarding all independent contractors, subcontractors, seconded and temporary employees who are deployed at any time at one of the Client's project(s) or business location(s). The applicable Code of Conduct for Suppliers forms an integral part of the Client's company policy. The Client also reserves the right to monitor compliance with the Code of Conduct and is authorised to audit the supplier. If it is found that a supplier does not consistently adhere to this Code of Conduct for Suppliers, this may have consequences for the continuation of the relationship between supplier and Client. If you have any further questions about this, please contact the Human Resources Department at the general number +31 (0)412-45 38 72 or by email at: [pz@heuvelgroep.nl](mailto:pz@heuvelgroep.nl).*

*If you have any questions about the contents of this HSE Instruction Booklet, please contact the QHSE & Safety department at the general number +31 (0)412-45 38 72 or by email at: [kam@heuvelgroep.nl](mailto:kam@heuvelgroep.nl).*



# VAN DEN HEUVEL

INFRASTRUCTUUR VOOR WATER EN ENERGIE

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