

# House Rules

This document outlines Picnic's House Rules, which apply to all employees based at MK15 in Amsterdam. Please read it carefully before starting your role at Picnic — it's important that you understand and follow these guidelines.

## OUR BEHAVIORAL STANDARDS

- We want everyone to feel safe, respected, and welcome — no matter your background, identity, or beliefs. That's why we've created these house rules to help guide how we work and interact with each other.
- We have zero tolerance for bullying, discrimination, retaliation, (sexual) intimidation, aggression, or violence — in any form.
- We're all part of shaping Picnic's culture — so be mindful of how your actions affect others and treat everyone with kindness and respect.
- We trust our leaders to lead by example and act as ambassadors of our values, and make fair, thoughtful decisions that support a positive workplace for everyone.
- These standards apply at all Picnic's social events and activities.

## PRESENCE IN THE WORKPLACE

- Our team thrives in the collaborative environment of our office — that's why working from the office is our default. If you have a clear business reason to work from home, you can request approval from your Team Lead.
- We all share the responsibility to keep our workspace clean and organized. Follow the clean desk policy and clean up after yourself. Please take care of your personal items too — Picnic is not responsible for lost or damaged belongings.
- Picnic provides food and drinks for everyone working at the office. Please enjoy them here — only items that are placed in the designated "take home" shelf on the ground floor can be taken home.
- Park your bike in the bicycle storage (and lock it!). Park scooters next to the terrace. If you come by car, please park in reverse for safety. If the Picnic lot is full, you can park on the street and request a reimbursement for the parking fee.
- Smoking is not allowed inside any Picnic building. Designated outdoor smoking areas are available.
- The use of alcohol, drugs, or any mind-altering substances is not allowed during work hours or breaks — arriving under the influence is also prohibited.

## COMMUNICATION

- Slack is our main communication channel. Email is mostly used for communicating with people outside Picnic.
- Please stay responsive during working hours — whether on Slack, by phone, or in person.
- English is our company language. To keep conversations inclusive, please switch to English when someone who doesn't speak the local language is present or nearby.
- We respect everyone's identity. You're welcome to set your pronouns in your Slack profile.
- We value active listening, curiosity, constructive feedback, and solving conflicts directly and respectfully. When it comes to humor, keep it kind — we don't tolerate offensive, discriminatory, or derogatory language.
- Lastly, make sure your personal information is up to date. If anything changes, please update your Workday profile promptly.

## PERSONAL RELATIONSHIPS

- It's important that everyone feels comfortable and can build friendships at work. At the same time, personal relationships with colleagues should not compromise work quality or disrupt the work environment.
- If a romantic relationship arises between colleagues in the same team, please inform the People team. We'll work together to find a respectful and constructive solution.

## HEALTH AND SAFETY

- Your presence matters, but if you're unwell and unable to work, please follow the Sickness Policy.
- Your mental health is just as important. If you need support, don't hesitate to reach out to your Team Lead, People Partner, or connect with a professional via the OpenUp platform.
- If you feel unsafe or notice an unsafe situation, inform your Team Lead right away so we can take proper action.
- When setting up your work space, please consult the Ergonomics Guide.
- Please keep emergency exits and fire hoses clear at all times. If you spot something blocking them, take action immediately.
- Need help in an emergency? Our trained Emergency Response Officers are present at the office.

## SPEAKING UP

- If you witness or experience a violation of these House Rules, our behavioral standards, or any other form of misconduct or unpleasant situation, please know that support is available. Your Team Lead and People Partner are your first points of contact.
- If, for any reason, you do not feel comfortable with approaching your Team Lead or People Partner, you may reach out to another Team Lead or People Partner. Additionally, you can contact our [Confidential Advisors](#) and/ or the [Complaint Committee](#).
- For more details, please check the [Complaints Procedure and Whistleblower Policy](#).

## EXTERNAL RELATIONS

- We welcome visitors at Picnic every day. If you're expecting a guest, please be downstairs on time to greet them — and make sure not to leave them unattended. After your meeting, walk them out to the door.
- All contact with the press or external stakeholders on behalf of Picnic is handled by designated team members. If you receive a media inquiry or external request, please forward it to your Team Lead.
- We always interact respectfully and professionally with competitors. Do not discuss sensitive topics like pricing, market strategies, or any other confidential matters.
- We do not accept bribes or gifts that can influence business decisions.

## PROTECTING PROPERTY AND DATA

- Treat Picnic property — like laptops, screens, and mobile phones — with care, as if they were your own. If damage occurs due to intentional or reckless behavior, we may seek compensation for the loss.
- Use common sense when handling confidential information. Avoid discussing sensitive topics in public areas where others might overhear. Don't leave documents with confidential content in places where they can be seen or taken by someone outside Picnic. If confidential information is accidentally leaked — for example, through the loss or theft of a laptop — notify your Team Lead immediately. Always dispose of sensitive documents securely.
- We have installed CCTV cameras to safeguard Picnic employees and Picnic property. For more information, please refer to the [Employee Privacy Statement](#).
- Picnic collects and stores some of your personal data. We handle this data with care, and in accordance with the [Employee Privacy Statement](#).

## LAPTOP AND INTERNET USE

- We will provide you with a laptop, access to communication channels, work applications, and internet access for business use. Please use these resources responsibly in the interest of Picnic. Accessing content that is unprofessional or inappropriate is not allowed.
- Keep your laptop secure. Use a strong password and keep it updated.
- Always lock your screen when stepping away — whether you're in the office, a public space, or your car.
- Be cautious with public Wi-Fi and avoid connecting suspicious devices, such as unknown USB sticks or external hard drives.
- If you suspect a virus or any form of cybersecurity threat, contact the Digital Workspace team right away — quick action is key!

## OTHER

- Violating these House Rules may lead to disciplinary action, including an official warning or termination of your employment contract — in serious cases, this may involve immediate dismissal.

*Version 17 April 2025, approved by Michiel Muller*