

E I C H H O L T Z

Code of Conduct



THE HISTORY OF EICHHOLTZ



Our story

Theo Eichholtz (1967-2023) was a passionate entrepreneur and avid antique collector, constantly seeking out unique pieces from antique markets and shops around the world. During a trip to Asia in the 1990s, he became captivated by colonial furniture, which led to the decision to begin importing these exquisite pieces – marking the inception of Eichholtz.

Under Theo's leadership, Eichholtz became a globally renowned wholesaler of luxury furniture. Many high-end interior pieces of Eichholtz are modern interpretations of captivating antiques, reflecting Theo's deep appreciation for timeless design. With the collective expertise of over 150 skilled employees, Eichholtz has furnished more than 10,000 prestigious hotels, restaurants, clubs, and stores globally.

At Eichholtz, we take great pride in blending traditional craftsmanship with the opulent demands of contemporary design. We remain dedicated to creating items of unparalleled beauty, consistently exceeding the highest standards of quality, design, and durability – a legacy of innovation and excellence that Theo Eichholtz passionately shaped and has now entrusted to us to carry forward.



'EICHHOLTZ OVERSEAS' EXHIBITS AT ITS FIRST FAIR (1992)



THEO HOLDING THE 10-YEAR ANNIVERSARY LOGO SIGN (2002)



THEO EICHHOLTZ IN FRONT OF THE FIRST EICHHOLTZ STAND (1998)



INTRODUCTION



About Eichholtz


Eichholtz strives to inspire and engage by creating luxurious, curated environments that enable our visionary partners to present unique and timeless collections to their customers. Central to that are the relationships we have nurtured over the many years with our collaborators – both supply chain and clients – but above all it's the connection we have with each other that makes Eichholtz what it is.

With that comes a great need for integrity and trust, essential to how we operate; therefore, constantly examining our own practices is paramount. Eichholtz is focused on attention to detail, reliability, and efficiency both within the company and externally too. Integrity and working with dedication and passion is essential to us as a business which in turn enables us to inspire and surprise, engender a great sense of trust but also to listen and be empathetic. The key is showing our genuine selves, creating a two-way dialogue, and always being solutions-based.

Accompanying this Code of Conduct document is a desire to commit to our Eichholtz family: to be authentic, loyal, innovative, respectful, and communicative. We hold ourselves and each other to account to be ethical and moral, to ask ourselves questions about what is right and demand the same of each other, our suppliers, and our clients. The people are what makes this business the success it is and with that our actions and values will always guide us in the right direction.

Eichholtz in numbers

With headquarters in the Netherlands and the United States, we have a strong global presence with over 200 stores across more than 100 countries, including multi-brand stores, shop-in-shops, brand stores, and galleries. Our e-tailers also ensure our exceptional products are accessible online worldwide.

100+ 

COUNTRIES

40



BRANDSTORES

80



SHOP-IN-SHOPS

115



MULTI-BRANDSTORES

35



E-TAILERS



1992

V.O.F. EICHHOLTZ
OVERSEAS FOUNDED

Theo Eichholtz started selling
antique wedding cabinets.

1998

CONVERSION TO
EICHHOLTZ B.V.

Due to succes the company it
converted into 'Eichholtz B.V.'
as we know it today.

2011

NEW 17,000 M²
HEADQUARTERS

The company outgrew its
former building and moved
to the new headquarters.

2015

EICHHOLTZ GLOBAL
TRADING FOUNDED

Second business line
focused on major USA client:
Restoration Hardware.

2015

FIRST WAREHOUSE
EXPANSION OF 2700 M²

Anticipating on future growth
a new hall was created at
the southwest side of the HQ.

2016

SECOND WAREHOUSE
EXPANSION OF 5700 M²

To ensure our '95% in stock'
policy another hall was
created at the northeast side.

2018

WAREHOUSE AND OFFICE
EXPANSION OF 2400 M²

A new outbound docks and
extra office space were
created at the east wing.

Our achieved key milestones

A brief overview of the key milestones we have achieved over the years: Starting in 1992, the year Eichholtz was founded, we have now celebrated over 30 years of success. Throughout this time, we have continued to thrive, innovate, and expand, consistently working to enhance our extensive collection with exceptional pieces.

2019

NEW USA HEADQUARTERS AND WAREHOUSE

The USA headquarters and warehouse opened to allow quick shipping in the USA.

2019

INTRODUCTION OF THE OUTDOOR COLLECTION

Extending our collection with outdoor furniture to provide solutions for every space.

2019

NEW SHAREHOLDER: RIVEAN CAPITAL

Rivean joins to accelerate development and international growth.

2023

OPENING OF GALLERIES: AMSTERDAM & MIAMI

Displaying the latest collections in our very first Eichholtz galleries.

2023

COLLABORATION: THE MET COLLECTION

The collaboration with New York's Metropolitan Museum of Art has been launched.

2024

WORKING ON OUR FUTURE MILESTONES

Innovate, expand and inspire!



AMBITION, AIMS
AND INTEGRITY

Mission

Eichholtz exists to design, create, and curate furniture collections that inspire our trade customers to craft beautiful interiors, while fostering long-term, mutually beneficial partnerships.

Vision

We aim to be globally recognized as a leading brand in iconic furniture design, driven by a customer-centric approach.

Team Effectiveness

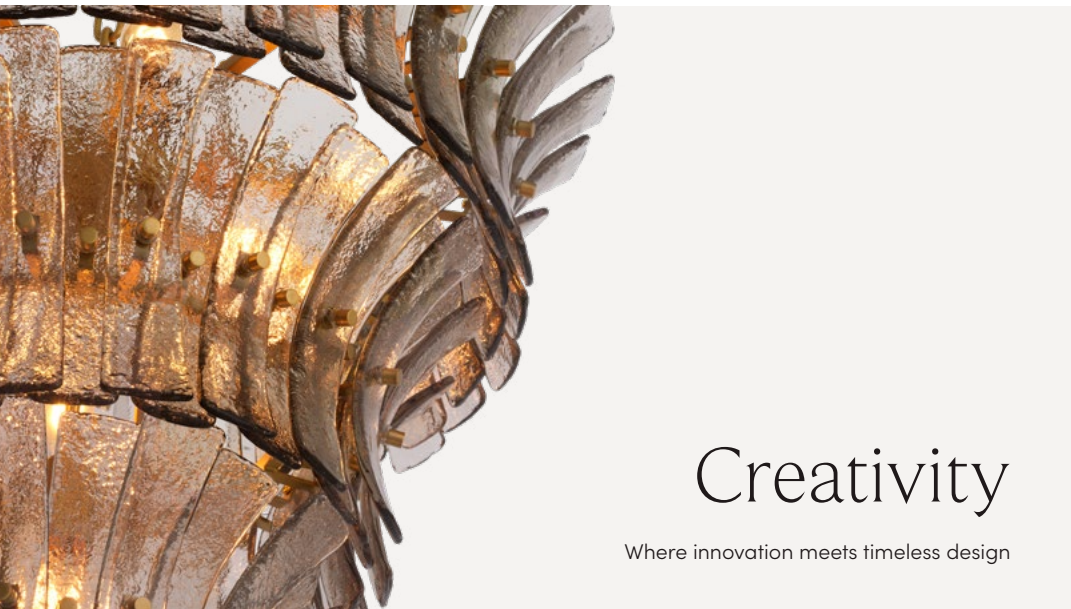
- Embrace ownership and provide constructive feedback.
- Be performance-driven, uniting teams for success.
- Align with shared goals, avoiding individual agendas.
- Inspire and guide employees to achieve collective objectives.





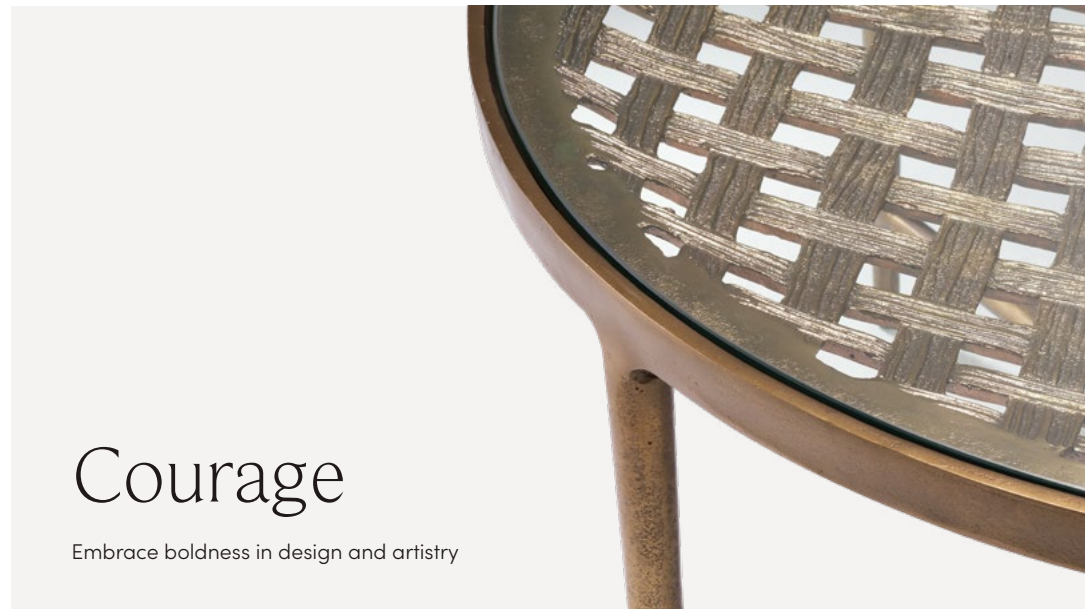
Commitment to our core values

Design, and specifically furniture and lighting design, has the great potential to inspire and affect peoples' lives in a profound manner. Our mission at Eichholtz is to realize that potential by engendering a sense of wellbeing and help bring beauty to the world through design. It is also very much about connecting people, building relationships not only with our own team but with our suppliers and clients around the world. The way in which we do business is always with honesty, integrity, and heart. To be able to do that we have committed to four core values of creativity, courage, engagement with our community, trust and commitment.



Creativity

Where innovation meets timeless design



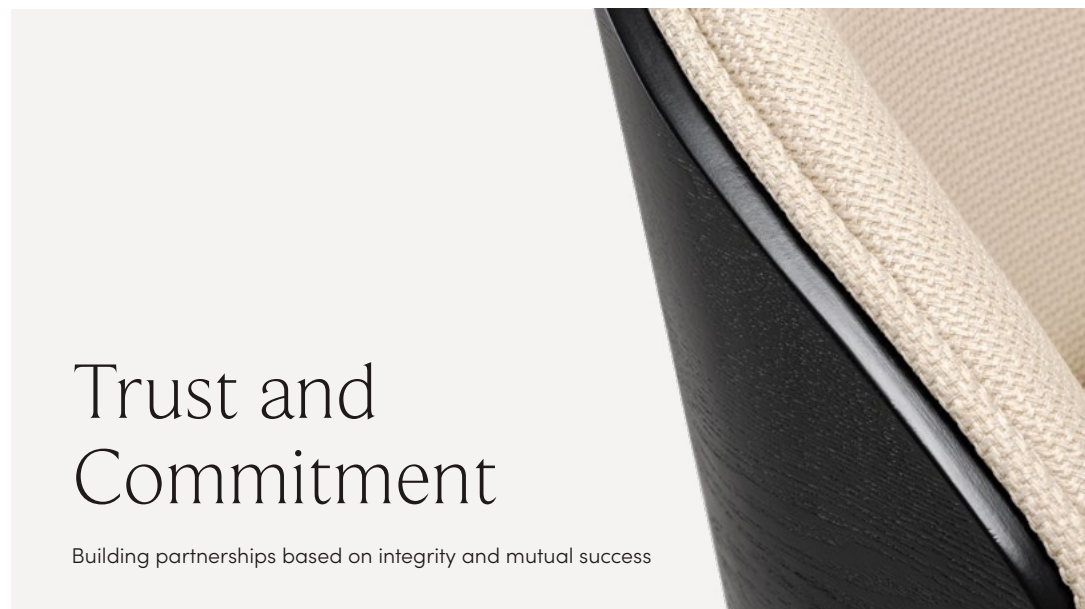
Courage

Embrace boldness in design and artistry



Engaged Community

Uniting visionaries in innovation and growth



Trust and Commitment

Building partnerships based on integrity and mutual success



OUR FOUNDING
PRINCIPLES



Goals, ethos and responsibility

Our founding principles guide us and shape the way we conduct business every day. By defining what these principles mean to us, we can set meaningful goals, embody our company's ethos, and support each other in upholding these standards responsibly.



Honor

Honor is about understanding the basis of our company ethos and living and working by those principles. That means we aim to conduct ourselves with decency and accuracy and within the confines of the law in all matters of business. The Eichholtz name is about its upstanding, fine reputation.

Duty

We are dedicated to achieving the very best we can manage in our responsibilities as employees, colleagues, and employers. We are obligated to act with care and consideration and expect the same of others.

Sincerity

In all forms of communication, we act with integrity and faithfulness. Our experience allows us to grow and improve as people and as a business. Therefore, consideration for those we do business with is crucial.

Legal guidelines

At all times we are committed to comply with both local, national, and international regulations that apply to our business. Any awareness of unlawful actions, failing to report it means we become complicit, liable both ethically and legally.

Furthermore, as noncompliance with business ethics, applicable laws and regulations by our employees and partners, such as suppliers, might have severe effects on our businesses and our credibility, we expect them to adhere to our compliance policies and procedures such as our Anti-Bribery, Anti-Money Laundering, Antitrust and ESG Policy.

Favors and gifting

Accepting gifts or favors, regardless of their nature, can be problematic. Staying mindful of these sensitivities is essential. Understanding that accepting gifts, hospitality or favors when perhaps its giver has expectations of a reciprocal arrangement is actively discouraged.





Conflicts of interest

On occasion there might be professional or even personal encounters that represent disagreement or dispute. One such situation might be when interpersonal relationships disrupt their capacity for neutrality or equity, or perhaps if an employee also works for other organizations. The burden sits with us to acknowledge or avert these predicaments and act accordingly.

Consideration for people & environment

At Eichholtz, we are fully committed to upholding the highest standards of equality, safety, and dignity for all. This commitment includes fostering a healthy environment and respecting the shared resources we all rely on.



Human rights

We recognize and advocate the Universal Declaration of Human Rights as set out by the United Nations (www.un.org/en/documents/udhr/), which pledges respecting all people regardless of race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. All people are entitled to equal rights.

Health & safety

Every person has the right to a workplace that promotes the health, safety, and security of all. At Eichholtz we are dedicated to understanding and complying with up-to-date regulations and an emergency agenda and to continuously strive to preserve and promote a safe environment. We will always consider the unique precedence of varying locations.





Violence & persecution

At Eichholtz there is no place for any form of violence, coercion, or intolerance. Every person must feel respected and safe in the workplace. That also means a zero-tolerance approach to all forms of sexual intimidation or harassment and no allowance for any form of extortion, discrimination, or aggression. As a company and as individuals we will choose to speak up rather than join in if there are any kinds of teasing, bullying, or gossiping, which we acknowledge as detrimental.

Drugs & alcohol

As we seek to maintain a healthy work environment, we recognize how drugs and alcohol can negatively impact on our health and of those around us and potentially affect our ability to conduct our jobs to the highest standards. Therefore, in the workplace we commit to responsible usage and smoking is only allowed in designated areas. Alcohol consumption must have the direct approval from leadership, such as during authorized company events when we shall all use our best judgement.

Sustainability

We demonstrate our commitment to sustainability by continuously improving our practices to reduce the ecological impact of our products and operations. It is our duty to advance and progress our understanding of the ecological cost of our company's products and practices. This is also an adherence to improving our personal choices, working as a team to reduce the adverse environmental impact of conducting business.



HONOURING THE CODE OF CONDUCT



A vested interest

Understanding how we can do better as a business, working as one, means honoring this Code of Conduct. This is why each member of our Eichholtz team will receive a copy and we urge you to read it. These are the words and values to live by, to guide all of us to integrate these principles into our own lives as well as our work environment. Our Code of Conduct summarizes what's truly important, a support and model to establish a mutual respect for ourselves and our company.

This document should also serve as an obligation for all of us to communicate with kindness, authenticity, to question, resolve and evolve as people and as a company. For those on the leadership team especially, there is a heightened sense of duty to hold to these values and set an example in all matters of compliance. Regardless, for all of us, whatever our company position, we shall strive to do our best, to do what is just and right.



NONCOMPLIANCE AND REPORTING



The best choices without question

An inability or unwillingness to comply means choosing not to do what is right. Our employees are greatly valued which is why there is a deep trust in place and an expectation to always conduct ourselves with the best of intentions. This, along with our company ethos to resolve any issues justly and fully, and along with the values set out in our Code of Conduct becomes our gold standard for dealing with issues of noncompliance, reporting, and resolution.

Noncompliance

Failing to uphold our Code of Conduct — whether willfully, negligently, or unknowingly — can have serious consequences. Such incidents will be addressed promptly and justly. We appreciate the company's pledge to address all matters of suspected or proved noncompliance with fairness and fixedness. There is a clear understanding also that certain matters will be subject to the ramifications above and beyond those set out by Eichholtz. We accept that engaging a third party or other means to bypass this Code of Conduct is prohibited. Violating this Code of Conduct may result in disciplinary action.



Notification of an incident

We note that silence and indifference is more damaging than prompt and considerate reporting. We are obligated to communicate to those in authority any noted or suspected situations of noncompliance to have them settled swiftly and fairly. Therefore, we honour and accept our Reporting Procedure as defined by Eichholtz. Inability to do so, which itself becomes a violation of our Code of Conduct will be treated as such.



Reporting procedure

For clarity, fairness, and efficiency, Eichholtz employs a two-lane system for reporting:

First lane: Communicate with your HR manager or direct manager. They will present clarification of our policies, consultation and either conclude the issue or escalate as necessary.

Second lane: If there is any possible involvement of those listed above or you are unable or uncomfortable discussing any violation with them directly, you can communicate by email to our Confidential Adviser as detailed in the Eichholtz Whistleblowing Policy.

Report without retribution

There will be no retaliation as a consequence of reporting any noncompliance – Eichholtz will protect its employees. On the assumption you have reported in earnest through the appropriate channels and are not yourself liable for the incident then there will be no repercussions. Eichholtz understands the right of confidentiality and nondisclosure regarding the details of a report and related information.



OUR PROMISE



A word from our CEO

I have always had such enormous faith in the team at Eichholtz and in our collective belief in company values that I am sure that we will continue to flourish as a business without the need for establishing strict guidelines to cover every potential occurrence.

However, it is beneficial for us all to adhere to the standards we set for ourselves and of course leading by example feels fundamental to that. Therefore, I pledge to uphold this Code of Conduct, following the vital standards we have detailed for best business practice and appropriate conduct. I have great confidence that you will stand with me and all our colleagues to do the same, to always act in good conscience.

MICHIEL HERKEMIJ

CEO Eichholtz

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